



Michael A. Berardi
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
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July 28, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Advance Notice – Customer Satisfaction Program 17B25
Certain 2013-2017 Model Year Police Interceptor Utility Vehicles
Exhaust Odor and Carbon Monoxide Complaints

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Utility	2013-2017	Chicago	August 25, 2011 through the present day

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Today, Ford Motor Company is taking action to address the concerns of first responders driving Ford Police Interceptor Utility vehicles. Drivers of regular, non-police Ford Explorers have no reason to be concerned.

While there have been reports of exhaust odors in some regular Explorers, those instances are unrelated to reports of carbon monoxide described by some police departments. If a vehicle has such an odor, customers should bring it to a Ford dealer to address that issue.

Ford's investigation into this issue is ongoing. However, the company has discovered holes and unsealed spaces in the back of some Police Interceptor Utilities that had police equipment installed after leaving Ford's factory.

When a police or fire department routinely install customized emergency lighting, radios and other equipment, they have to drill wiring access holes into the rear of the vehicle. If the holes are not properly sealed, it creates an opening where exhaust could enter the cabin.

SERVICE ACTION

To address these concerns, Ford is announcing today it will cover the costs of specific repairs in every Police Interceptor Utility that may have this concern, regardless of age, mileage or aftermarket modifications made after purchase. A complete Dealer Bulletin will be provided to dealers mid-August 2017, when it is anticipated that repair instructions will be available to support this program.

Ford will:

1. Check and seal off the rear of the vehicle where exhaust can enter.
2. Provide a new air conditioning calibration that brings in more fresh air during heavy acceleration typical of police driving.
3. Check for engine codes that could indicate a damaged exhaust manifold.

Ford will continue investigating all reports from its police customers, including the exhaust manifold issue referenced by National Highway Traffic Safety Administration.

If a customer believes their vehicle may be experiencing an issue, they should bring it to a Ford dealer, who is equipped to assess the vehicle and address the problem. Customers also can call a dedicated hotline at 888-260-5575.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi