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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Advance Notice – Customer Satisfaction Program 17B25 – Supplement #2**
Certain 2013-2017 Model Year Police Interceptor Utility Vehicles
Exhaust Odor and Carbon Monoxide Complaints

New! REASON FOR THIS SUPPLEMENT

- **Service Action**
 - *As an interim repair, dealers may inspect and repair affected Police Interceptor Utility vehicles with exhaust odor and carbon monoxide complaints using TSB 16-0166 (2013-2015MY) or 17-0044 (2016-2017MY).*

AFFECTED VEHICLES

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

Affected vehicles built on and prior to July 19, 2017 are currently identified in OASIS and FSA VIN Lists. Information on vehicles built after July 19, 2017 will be provided in the complete Dealer Bulletin.

NOTE: This customer satisfaction program does not direct a Demonstration/Delivery Hold.

REASON FOR THIS PROGRAM

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 Utility vehicles 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.

[SEE VIDEO & NEWS RELEASE: Unsealed Holes Contribute to Exhaust Concerns in Police Interceptor Utility](#)

New! SERVICE ACTION

To address these concerns, Ford 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 is anticipated to be published to dealers late September 2017, when it is expected that parts and repair instructions will be available to support this program.

Customer paid repairs performed on vehicles included in this program under TSB 16-0166 or 17-0044 will be refundable. Refund details will be provided in the complete Dealer Bulletin.

As an interim repair, dealers may service affected Police Interceptor Utility vehicles brought to your dealership with exhaust odor and carbon monoxide complaints by following the repair procedures found in TSB 16-0166 (2013-2015MY) or 17-0044 (2016-2017MY).

NOTE: *Performing an interim repair will not close the program. Interim repairs should not be performed on new in-stock units.*

NOTE: Special attention should be directed at inspecting and repairing:

- Damage to seals and grommets caused by the installation of police/aftermarket upfitter equipment and wiring
- Non-factory holes created to route aftermarket wiring
- Damaged body plugs, air extractors, and liftgate drain valves
- Damaged sealing of the spoiler to the liftgate caused by the installation of aftermarket lights on/near the liftgate spoiler

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.

New! ATTACHMENTS

Attachment I: Key Messages for Dealers / Q&A

Attachment II: Claiming Information

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,



Michael A. Berardi

Advance Notice – Customer Satisfaction Program 17B25 – Supplement #2
 Certain 2013-2017 Model Year Police Interceptor Utility Vehicles
 Exhaust Odor and Carbon Monoxide Complaints

New! SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers after the complete Dealer Bulletin is published.
- As an interim repair, dealers may inspect and repair customer vehicles with exhaust odor and carbon monoxide complaints using TSB 16-0166 (2013-2015MY) or 17-0044 (2016-2017MY).

New! STOCK VEHICLES

- A permanent repair is not currently available to close this program. A complete Dealer Bulletin is anticipated to be published in late September 2017, when parts ordering information and repair instructions will be available.
- Interim repairs should not be performed on new in-stock units.

New! OWNER REFUNDS

- Customer paid repairs performed on vehicles included in this program under TSB 16-0166 or 17-0044 will be refundable. Refund details will be provided in the complete Dealer Bulletin.

New! RENTAL VEHICLES

Rental vehicles are not approved for this program.

New! CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (17B25) is the sub code.

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Interim Repair: Inspect and repair customer vehicles with exhaust odor and carbon monoxide complaints using TSB 16-0166 (2013-2015MY) or 17-0044 (2016-2017MY). NOTE: Performing an interim repair will not close the program.	MT17B25	Actual Time

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Refer to the parts table in TSB 16-0166 (2013-2015MY) or 17-0044 (2016-2017MY) as needed.