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October 12, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Awareness Communication –
 Upcoming Customer Satisfaction Program 17N03**
 2011-2017 Model Year Explorer Retail Vehicles
 Carbon Monoxide Complaints

REASON FOR THIS COMMUNICATION

To inform you that Ford Motor Company is preparing a media announcement for October 13, 2017, regarding an upcoming customer satisfaction program for customers with carbon monoxide concerns. Once the media has been informed, there is a possibility that you may be contacted by customers about this program. This communication will help you answer customer questions.

REASON FOR THIS CUSTOMER SATISFACTION PROGRAM

We are aware of recent customer concerns related to media reporting around carbon monoxide in 2011-2017 Explorer retail vehicles. These vehicles are safe. Our investigation has not found CO levels that exceed what people are exposed to every day. However, we take consumer concerns seriously and are offering a free service under this customer satisfaction program, regardless of mileage or warranty status, for peace of mind.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer Retail	2011-2017	Chicago	2011 Job 1 through 2017 Job Last

SERVICE ACTION

This program is expected to include reprogramming the climate control module, inspection of rear-of-vehicle sealing, and repairing vehicle sealing as necessary. It is anticipated that the complete bulletin will be provided to dealers by the end of October 2017, once parts and software are available. This service will be performed free of charge at the request of the customer.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers. The customer notification schedule will be announced in the complete bulletin.

OASIS AND FSA VIN LISTS

OASIS and FSA VIN Lists will be activated by the end of October 2017, when the complete bulletin is published.

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