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Ford Motor Company
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July 23, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 19M01 - Supplement #1**
 Certain 2013-*2019* Model Year Police Interceptor Utility Vehicles Equipped with a
 3.7L Engine
 Catalytic Converter Extended Coverage

REF: **NEW VEHICLE DELIVERY HOLD - Emission Recall 19E02 - Supplement #1**
 July 23, 2020

Customer Satisfaction Program 19M01
 June 13, 2019

New! **REASON FOR THIS SUPPLEMENT**

- *Affected Vehicles: Addition of certain 2019 Model Year Vehicles*

New! **PROGRAM TERMS**

This program extends the warranty coverage of the catalytic converters to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first.

This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Additionally, this program may be used multiple times as long as the vehicle is within time and mileage limits of the program. Once the program has expired, SPW and ESP may be eligible.

If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through *August 31, 2021*.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Utility	2013-2018	Chicago	August 25, 2011 through September 16, 2018
	<i>2019</i>		<i>September 18, 2018 through September 20, 2018</i>

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In the affected vehicles, it may be possible that aggressive law enforcement driving maneuvers can result in an overheated catalytic converter, catalyst degradation, and an illuminated malfunction indicator light (MIL) with diagnostic trouble codes (DTCs) P0420 and/or P0430 stored in the powertrain control module (PCM).

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to replace the affected catalytic converter. This service must be performed at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were mailed the week of July 1, 2019. *The owner letters for the additional Supplement #1 population will be mailed by the week of August 3, 2020.* Dealers should repair any 19M01 eligible vehicles identified in OASIS that exhibit an illuminated MIL with DTCs P0420 and/or P0430, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

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,



David J. Johnson

Customer Satisfaction Program 19M01 - Supplement #1
2013-2019 Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine
Catalytic Converter Extended Coverage

New! OASIS ACTIVATION

OASIS was activated on June 13, 2019. *The OASIS population for supplement #1 will be activated on July 23, 2020.*

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Title branded, salvaged vehicles and vehicles with cancelled warranty coverage are eligible for this program unless emission coverage is explicitly cancelled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTY CANCELLED INCLUDING EMISSIONS

New! OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **August 31, 2021**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for service related to catalytic converter replacement.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle powertrain warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 5 years or 60,000 miles
- For vehicles outside new vehicle powertrain warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Note:** This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using the Labor Operation Codes provided in TSB 18-2138 (2013-2018 Police Interceptor Utility) or applicable Labor Operation Codes for the Workshop Manual procedure.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 19M01 if vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (19M01) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19M01 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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 2013-~~2019~~ Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine
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New! LABOR ALLOWANCES

Description	Model Year	FWD / AWD	Labor Operation	Labor Time
Replace Rear (RH) Catalytic Converter. Includes time for retrieving DTC's.	2013-2015	FWD	19M01B	1.9 Hours
	2016- 2019	AWD		2.2 Hours
Replace Front (LH) Catalytic Converter. Includes time for retrieving DTC's.	2013-2015	FWD	19M01C	1.6 Hours
	2016- 2019	AWD		1.7 Hours
Replace Both Catalytic Converters. Includes time for retrieving DTC's.	2013-2015	FWD	19M01D	2.8 Hours
	2016- 2019	AWD		3.1 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Model Year	Description	Order Quantity	Claim Quantity
DA8Z-5G232-C	2013-2015	Front Catalytic Converter (LH)	As Needed Based on DTC(s) set	
DA8Z-5G232-D		Rear Catalytic Converter (RH)		
FB5Z-5G232-A	2016- 2019	Front Catalytic Converter (LH)		
FB5Z-5G232-B		Rear Catalytic Converter (RH)		

Additional Parts – If Replacing One Catalytic Converter (LH or RH) – All Model Years

Part Number	Description	Order Quantity	Claim Quantity
DG1Z-9448-A	Gasket - Catalytic Converter to Cylinder Head	1	1
W712244-S300	Stud - Catalytic Converter to Cylinder Head (12 per pkg, 6 req'd)	1	6
W716011-S430	Nut - Catalytic Converter to Cylinder Head (4 per pkg, 6 req'd)	2	6
7T4Z-9450-AA	Gasket - Y-pipe to LH Manifold	1	1
W714265-S441	Nut - Y-pipe to Intermediate Pipe and Catalytic Converters (4 per pkg, 8 req'd)	2	8
DA5Z-9450-A	Gasket - Y-pipe to Intermediate Pipe	1	1
W711918-S439	Bolt - Driveshaft to PTU (AWD only) (4 per pkg, 4 req'd)	As Needed	

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Additional Parts – If Replacing Both Catalytic Converters – All Model Years			
Part Number	Description	Order Quantity	Claim Quantity
DG1Z-9448-A	Gasket - Catalyst to Cylinder Head	2	2
W712244-S300	Stud - Catalyst to Cylinder Head (12 per pkg, 12 req'd)	1	12
W716011-S430	Nut - Catalyst to Cylinder Head (4 per pkg, 12 req'd)	3	12
7T4Z-9450-AA	Gasket - Y-Pipe to LH Manifold	1	1
W714265-S441	Nuts - Y-pipe to Intermediate Pipe and Catalysts (4 per pkg, 8 req'd)	2	8
DA5Z-9450-A	Gasket - Y-pipe to Intermediate Pipe	1	1
W711918-S439	Bolt - Driveshaft to PTU (AWD only) (4 per pkg, 4 req'd)	As Needed	

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

NEW! CERTAIN 2013-2019 MODEL YEAR POLICE INTERCEPTOR UTILITY VEHICLES
EQUIPPED WITH A 3.7L ENGINE — CATALYTIC CONVERTER EXTENDED
COVERAGE

OVERVIEW

In the affected vehicles, it may be possible that aggressive law enforcement driving maneuvers can result in an overheated catalytic converter, catalyst degradation, and an illuminated malfunction indicator light (MIL) with diagnostic trouble codes (DTCs) P0420 and/or P0430 stored in the powertrain control module (PCM).

If an affected vehicle exhibits this condition, dealers are to replace the affected catalytic converter. This service must be performed at no charge to the vehicle owner.

SERVICE PROCEDURE

Recommended Tool List For Replacement:

1/4" Drive Ratchet (Power Tool)
1/4" Drive Flex Head Ratchet
1/4" Drive Shallow 10mm Socket
1/4" Drive 12 in (305 mm) Extension
1/4" Drive Torque Wrench
3/8" Drive Impact Gun
3/8" Drive Ratchet
3/8" Drive 13mm Deep Swivel Impact Socket
3/8" Drive 15mm Deep Swivel Impact Socket
3/8" Drive 7 in (178 mm) & 12 in (305 mm) Impact Extensions
3/8" Drive Torque Wrench
Long 10mm Ratchet Wrench
Stud Remover / Installer
Long Screwdriver (RH Converter Only)
Paint Stick (RH Converter Only)
Exhaust Gas Oxygen Sensor Socket 303-476 (RH Converter Only)

1. Using Integrated Diagnostic System (IDS), retrieve DTCs. Are DTCs P0420 and/or P0430 stored in the powertrain control module (PCM)?

Yes – Replace the affected catalytic converter. Refer to Workshop Manual (WSM)
Section 309-00D.

No – This article does not apply.





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

August 2020

Emission Recall 19E02

Customer Satisfaction Program 19M01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are voluntarily recalling your vehicle, with the VIN shown above. Your vehicle may be releasing air pollutants that exceed applicable emission standards in your state.

What is the issue? On your vehicle, it may be possible that aggressive law enforcement driving maneuvers can result in an overheated catalytic converter and catalyst degradation.

What is the effect?



Service Engine Soon

Catalyst degradation may result in an illuminated Service Engine Soon Indicator (icon shown to left) and may also cause elevated exhaust emissions.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module with improved catalyst protection software. This service will be performed free of charge (parts and labor).

If you do not have this service performed:

- Your vehicle may not pass emission or smog tests that may be required in your area.
- Your State Department of Motor Vehicles may not renew your vehicle registration.

In addition, Ford Motor Company is extending the warranty coverage on the catalytic converters under Customer Satisfaction Program 19M01. This program extends the warranty coverage of the catalytic converters to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first.

What will Ford and your dealer do? (continued)

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through August 31, 2021. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle may require an inspection to determine if parts need to be ordered.

What should you do?

Please call your dealer without delay to request a service appointment for Emission Recall 19E02. Provide the dealer with the VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this emission recall. You should contact their dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

COVID-19 (CORONAVIRUS)

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit www.Fordowner.com.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to catalytic converter replacement.

Have you previously paid for this repair? (continued)

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **August 31, 2021**. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

California and Massachusetts Registration Requirements

The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs prior to vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements.

When your dealer completes this emission recall repair, you will receive a Vehicle Emission Recall Proof of Correction certificate. **Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.**

It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.

In order to ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Ford Customer Service Division