



Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

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

January 26, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program - 22M06**
Certain 2019 Model Year Police Interceptor Utility Vehicles Equipped with a
3.7L Engine
Catalytic Converter Extended Coverage

REF : **NEW VEHICLE DELIVERY HOLD - Emission Recall 22E11**
January 26, 2023

PROGRAM TERMS

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

This program may be used multiple times, if the affected vehicle exhibits this condition, 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 no-cost repair will last through February 29, 2024 and must be performed at no charge to the vehicle owner.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Utility	2019	Chicago	May 18, 2018 through February 26, 2019

Affected vehicles are identified in OASIS.

NOTE: Please allow 3-4 business days from the completion of program 22E11 for the VIN to activate in program 22M06.

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 an illuminated malfunction indicator light (MIL) with diagnostic trouble codes (DTCs) P0420 and/or P0430 stored in the powertrain control module (PCM), dealers are to replace the affected catalytic converter. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Pending Agency approval, owner letters are expected to be mailed in Q2, 2023. Dealers should repair any 22M06 eligible vehicles identified in OASIS that exhibit an illuminated MIL with DTCs P0420 and/or P0430, whether the customer has received a letter.

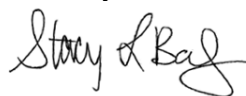
ATTACHMENTS

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

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 System (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 "Stacy L. Balzer". The signature is fluid and cursive, with the first name "Stacy" being more prominent.

Stacy L. Balzer

Customer Satisfaction Program 22M06
2019 Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine
Catalytic Converter Extended Coverage

OASIS ACTIVATION

OASIS will be activated on January 26, 2023. Vehicles will not show program 22M06 until program 22E11 has been completed and processed.

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

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 February 29, 2024.
- 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.

Customer Satisfaction Program 22M06
2019 Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine
Catalytic Converter Extended Coverage

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 FSAs / Related Damage.
- For vehicles within new vehicle bumper-to-bumper 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:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 22M06 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:
 - Claim type **31**: Field Service Action
 - Sub Code: **22M06**
 - Customer Concern Code (CCC): **E29**
 - Condition Code (CC): **42**
 - Causal Part Number: **5G232**. Quantity: **0**
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Provision for Motorcraft® chemicals:** High temperature nickel anti-seize lubricant XL-2, penetrating lock lubricant XL-1, and Threadlock and Sealer TA-25 (AWD only). This provision is for the amounts in total used for one vehicle repair. Submit on the same repair line on which the FSA is claimed.
 - Program Code: 22M06
 - Misc. Expense: Claim up to \$2.50 total
 - Misc. Expense: OTHER
- **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.

Customer Satisfaction Program 22M06

2019 Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine

Catalytic Converter Extended Coverage

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22M06
 - 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.

Customer Satisfaction Program 22M06

2019 Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine

Catalytic Converter Extended Coverage

LABOR ALLOWANCES LABOR ALLOWANCES

Description	Model Year	Drive	Labor Operation	Labor Time
Replace Rear (RH) Catalytic Converter. Includes time for retrieving DTC's.	2019	AWD	22M06B	2.2 Hours
Replace Front (LH) Catalytic Converter. Includes time for retrieving DTC's.	2019	AWD	22M06C	1.7 Hours
Replace Both Catalytic Converters. Includes time for retrieving DTC's.	2019	AWD	22M06D	3.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

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

Additional Parts – If Replacing One Catalytic Converter (LH or RH) – 2019 Model Year

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	

Part Requirements are Continued on the next page

Customer Satisfaction Program 22M06

2019 Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine

Catalytic Converter Extended Coverage

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	

Additional Parts – Chemicals – All Model Years			
Part Number	Description	Order Quantity	Claim Quantity
XL-2	Motorcraft® High Temperature Nickel Anti-Seize Lubricant	As Needed	Claim as Misc. OTHER
XL-1	Motorcraft® Penetrating and Lock Lubricant		
TA-25-B	Motorcraft® Threadlock and Sealer (AWD only for RH)		

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, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

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

Customer Satisfaction Program 22M06

2019 Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine
Catalytic Converter Extended Coverage

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee to whom the task has been delegated. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

**CERTAIN 2019 MODEL YEAR EXPLORER POLICE INTERCEPTOR UTILITY
VEHICLES EQUIPPED WITH A 3.7L ENGINE — CATALYTIC CONVERTER
EXTENDED COVERAGE**

SERVICE PROCEDURE

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. Please follow the Workshop Manual (WSM) procedures in Section 309-00D.

No – This Customer Satisfaction Program does not apply.

