



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

October 2, 2017

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: Customer Satisfaction Program 17M06**  
Certain 2014 Model Year Police Interceptor Sedan and  
2014-2016 Model Year Police Interceptor Utility Vehicles  
Canister Purge Valve Leaks

**PROGRAM TERMS**

This program extends the warranty coverage of the canister purge valve (CPV) to 10 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through March 31, 2018. Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

| Vehicle                 | Model Year | Assembly Plant | Build Dates                                 |
|-------------------------|------------|----------------|---|
| Police Inceptor Sedan   | 2014       | Chicago        | February 18, 2013 through June 1, 2014      |
| Police Inceptor Utility | 2014-2016  | Chicago        | February 28, 2013 through February 26, 2016 |

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

In some of the affected vehicles, the malfunction indicator light (MIL) will illuminate and store one or more diagnostic trouble codes (DTCs) due to a faulty CPV.

**SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to check for the following DTCs: P1450, P0443, P0456, P2196, and P2198. If one or more of these codes are present, dealers are to replace the CPV. This service must be performed at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of November 20, 2017. Dealers should repair any affected vehicles 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,



Michael A. Berardi

**Customer Satisfaction Program 17M06**  
Certain 2014 Model Year Police Interceptor Sedan and  
2014-2016 Model Year Police Interceptor Utility Vehicles  
Canister Purge Valve Leaks

**OASIS ACTIVATION**

OASIS will be activated on October 2, 2017.

**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

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

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

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**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 March 31, 2018.
- 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 the cost associated with CPV replacement, with one or more of the following DTCs present: P1450, P0443, P0456, P2196, and P2198.

**RENTAL VEHICLES**

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

**Customer Satisfaction Program 17M06**  
Certain 2014 Model Year Police Interceptor Sedan and  
2014-2016 Model Year Police Interceptor Utility Vehicles  
Canister Purge Valve Leaks

**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 (17M06) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Submit refunds on a separate repair line.
  - Program Code: 17M06    - 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 17M06**  
 Certain 2014 Model Year Police Interceptor Sedan, and  
 2014-2016 Model Year Police Interceptor Utility Vehicles  
 Canister Purge Valve Leaks

**LABOR ALLOWANCES**

| Description                                    | Labor Operation | Labor Time |
|--|-----------------|------------|
| Replace CPV (includes retrieval/clearing DTCs) | 17M06B          | 0.3 Hours  |

**PARTS REQUIREMENTS / ORDERING INFORMATION**

| Part Number  | Description          | Order Quantity | Claim Quantity |
|--------------|----------------------|----------------|----------------|
| AU5Z-9C915-B | Canister Purge Valve | 1              | 1              |

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.

## CERTAIN 2014 MODEL YEAR POLICE INTERCEPTOR SEDAN AND 2014-2016 MODEL YEAR POLICE INTERCEPTOR UTILITY VEHICLES — CANISTER PURGE VALVE LEAKS

### OVERVIEW

In some of the affected vehicles, the malfunction indicator light (MIL) will illuminate and store one or more diagnostic trouble codes (DTCs) due to a faulty CPV. If an affected vehicle exhibits this condition, dealers are to check for the following DTCs: P1450, P0443, P0456, P2196, and P2198. If one or more of these codes are present, dealers are to replace the CPV.

**NOTE:** This program extends the warranty coverage of the Canister Purge Valve (CPV) to 10 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first. Coverage is automatically transferred to subsequent owners.

### SERVICE PROCEDURE

#### Recommended Tool List:

|                                |
|--------------------------------|
| 1/4" Drive Power Impact Driver |
| 1/4" Drive Shallow 8mm Socket  |
| 1/4" Drive Torque Wrench       |

1. Using IDS check for the following DTCs: P1450, P0443, P0456, P2196, and P2198
  - If **one or more** of the DTCs listed above are present, replace the CPV. Please follow the Workshop Manual (WSM) procedures in Section 303-13.
  - If **none** of the DTCs listed above are present, this program does not apply. Perform normal diagnostic procedures.

