



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

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

November 7, 2017

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

**SUBJECT: Customer Satisfaction Program 17N04**  
Certain 2014-2015 Explorer and 2014-2016 Police Interceptor Utility Vehicles  
Front Door Trim Panel Repair

**PROGRAM TERMS**

This program extends the warranty coverage of the front door trim panel to 5 years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through November 30, 2018. Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2014-2015	Chicago	February 18, 2013 through May 8, 2015
Police Interceptor Utility	2014-2016		February 18, 2013 through February 13, 2016

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

In some of the affected vehicles, the driver or passenger front door trim panel cover material could separate at the top of the panel by the window.

**SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to remove and repair both front door trim panels. 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 that experience front door trim panel cover material separation, 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 17N04**  
Certain 2014-2015 Explorer and 2014-2016 Police Interceptor Utility Vehicles  
Front Door Trim Panel Repair

**OASIS ACTIVATION**

OASIS will be activated on November 7, 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**

Vehicles with cancelled warranties are not eligible for this service action.

**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 **April 30, 2018**.
- Refunds will only be provided for the cost associated with front door trim panel cover material separation.

**RENTAL VEHICLES**

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

**Customer Satisfaction Program 17N04**

Certain 2014-2015 Explorer and 2014-2016 Police Interceptor Utility Vehicles  
Front Door Trim Panel Repair

**CLAIMS PREPARATION AND SUBMISSION**

- This is a one-time repair program and also applies to vehicles that are within the New Vehicle Limited Warranty coverage period. When a vehicle is determined to exhibit this concern, repairs should be claimed against Program Code 17N04.
- 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 (17N04) 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: 17N04
  - 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.
- **Provision for Locally Obtained Supplies:** Procedure specifies the use of 3/8" crown, 3/16" leg length staples. About 80 to 100 staples will be used per vehicle. One box can repair multiple vehicles. Submit on the same repair line as the repair.
  - Program Code: 17N04
  - Misc. Expense: OTHER
  - Misc. Expense: Claim Actual Cost up to \$2.00

**Customer Satisfaction Program 17N04**  
 Certain 2014-2015 Explorer and 2014-2016 Police Interceptor Utility Vehicles  
 Front Door Trim Panel Repair

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Remove and staple <b>both</b> front door trim panels	17N04B	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
Rotunda RTTP SNS87003SS or Obtain Locally	3/8" crown, 3/16" leg length staples (approximately 40-50 staples required per front door trim panel, 80-100 staples required per vehicle repair)		Claim as Misc. Expense: OTHER

## CERTAIN 2014-2015 EXPLORER AND 2014-2016 POLICE INTERCEPTOR UTILITY VEHICLES — FRONT DOOR TRIM PANEL REPAIR

### OVERVIEW

In some of the affected vehicles, the driver or passenger front door trim panel cover material could separate at the top of the panel by the window. If an affected vehicle exhibits this condition, dealers are to remove and repair both front door trim panels.

To view a video demonstration of this repair procedure, click the video icon. 

### SERVICE PROCEDURE

#### Recommended Tool List:

General Tools	General Equipment
3/8" Drive 7mm Socket	Straight Edge (Rotunda 164-R2760 or equivalent)
3/8" Drive 10mm Socket	Pneumatic Staple Gun - to apply 3/8" crown staples (Rotunda RTTP SNSJS7116LN, Kit SNSU502DT-PKG, or equivalent)
3/8" Drive Impact Gun	3/8" crown, 3/16" leg length staples (Rotunda RTTP SNS87003SS, or equivalent)
3/8" Drive Ratchet	
3/8" Drive Extension 3" (76 mm)	
Pocket Flathead Screwdriver	
Plastic Trim Tool	
Needle Nose Pliers	



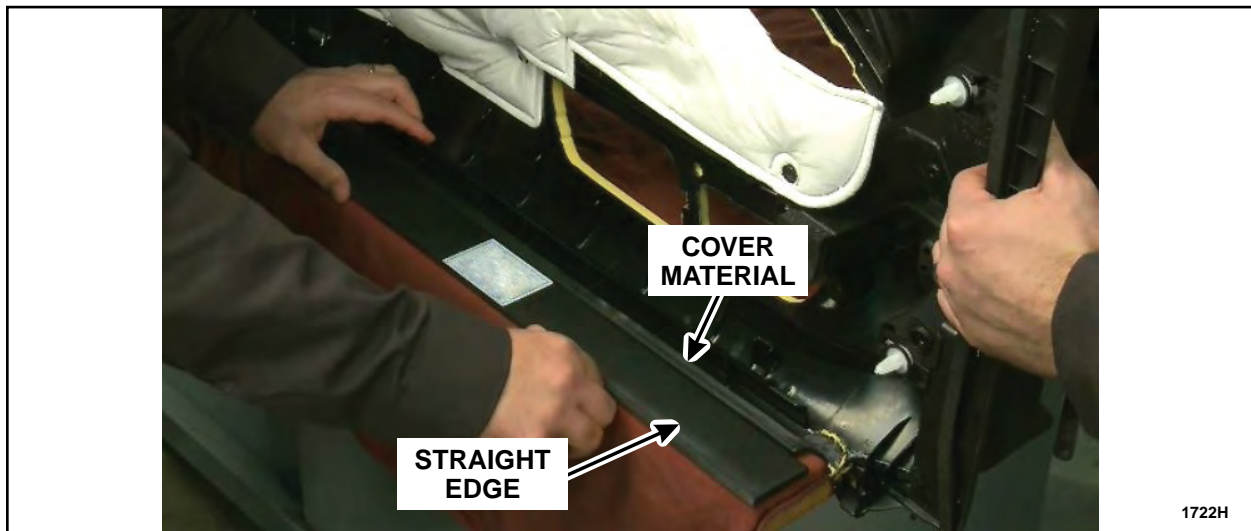
**NOTE:** When removing the front door trim panel, do not pull from the center of the panel or damage may occur. Only pull or pry around the outer edge of the panel at the 8 trim panel clips, as shown in the Workshop Manual (WSM) removal procedure.

1. Remove both front door trim panels. Please follow the WSM procedures in Section 501-05.
2. Place the door trim panel upside down on a bench with the mirror sail end hanging over the edge of the bench. Cover the bench as needed to protect the door trim panel. See Figure 1.



**FIGURE 1**

3. Roll the lip of the door trim cover material back into place using a straight edge to ensure a smooth even surface. See Figure 2.



**FIGURE 2**



4. Using a 3/8" crown, 3/16" leg staple and a pneumatic staple gun regulated at 60 psi, staple the upper edge of the door trim cover material to the substrate on both front door trim panels. The use of an assistant will be needed to hold the door trim panel in place during the stapling procedure.
  - a. Place a couple of test staples at the end of the door trim panel in the area of the mirror sail and adjust air pressure as needed so the staple does not go through the fabric and sits flush. See Figure 3.
  - b. Starting from the center and working outward, place staples approximately 1/4" (6 mm) apart. See Figure 3.
  - c. Return to the center of the panel and work outward in the opposite direction so the entire panel is stapled across the top edge of the panel. See Figure 4.

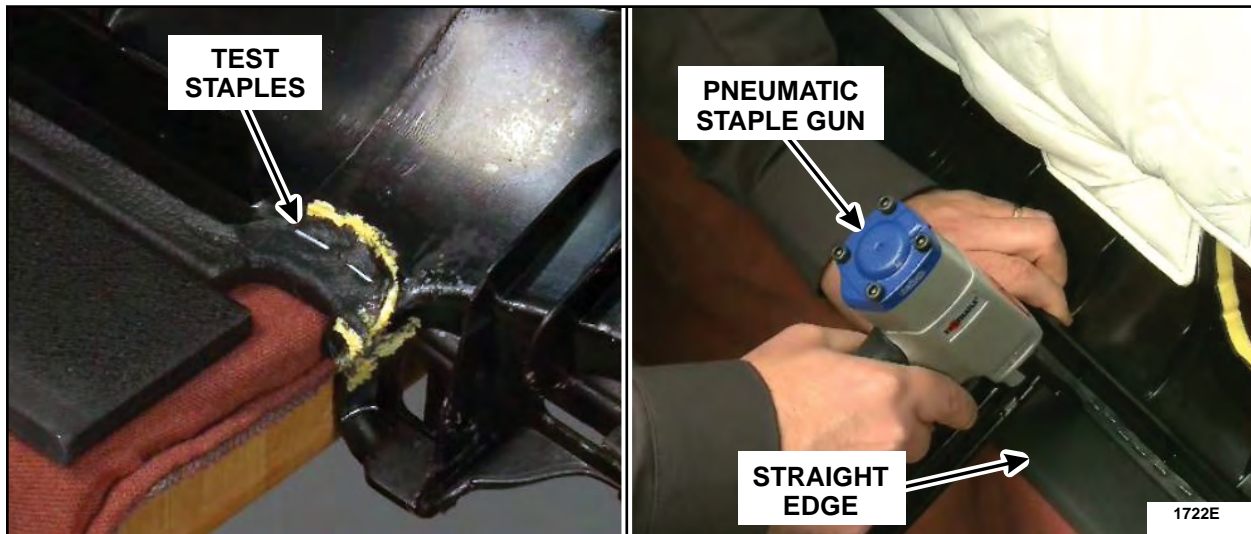


FIGURE 3



FIGURE 4



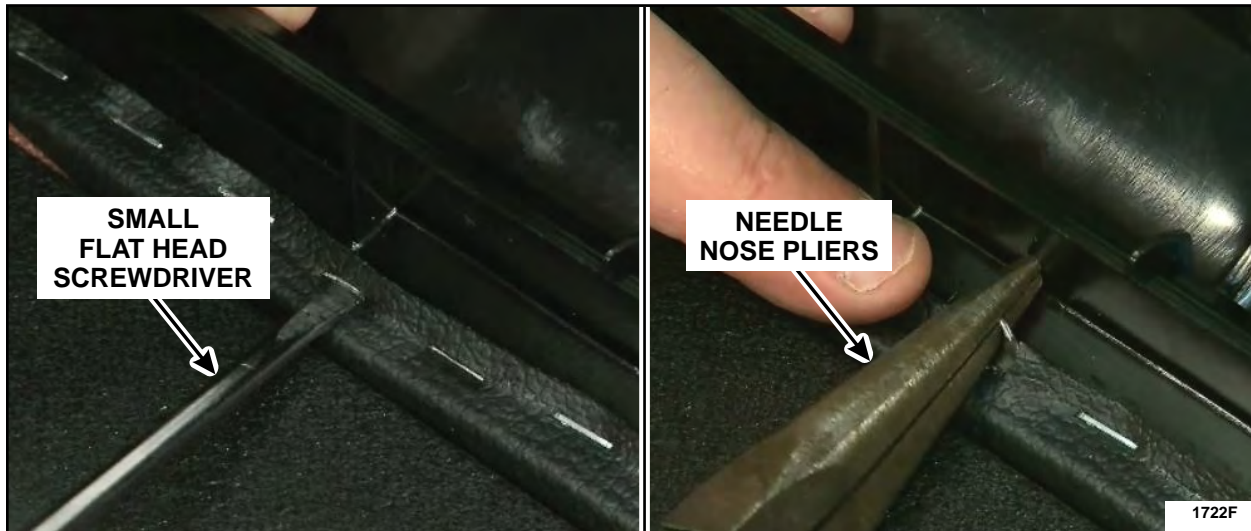


5. Place the panel upright and inspect the cover material for a smooth even surface. See Figure 5.



**FIGURE 5**

6. If sections of the cover material are wavy following inspection, or staples have pressed through the cover material, remove any staples or section of staples using a small flat head screw driver and needle nose pliers and re-staple as needed. See Figure 6.



**FIGURE 6**

7. Install both front door trim panels. Please follow the WSM procedures in Section 501-05.





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

Customer Satisfaction Program 17N04  
Programa de satisfacción del cliente 17N04

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

November 2017

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

- Why are you receiving this notice?** On your vehicle, the front door panel material may become loose at the top of the panel near the window. We are pleased to let you know that Ford Motor Company is extending the warranty coverage on the driver and passenger front door panels.
- What is the effect?** The warranty coverage on both front door panels for the above condition increases to 5 years or 100,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, the extended warranty coverage will last through November 30, 2018. Coverage is automatically transferred to subsequent owners.
- What will Ford and your dealer do?** If your vehicle's front door panels require repair for the above condition, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to repair both front door panels free of charge (parts and labor). This is a one-time repair program.
- How long will it take?** If the components mentioned above require repair, 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.
- What should you do?** You do not need to return to your dealer for this repair unless the material on one of your front door panels has become loose. Please keep this letter as a reminder of the extended warranty coverage for your front door panels. If your front door panels require repair, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment.

**What should you do?  
(continued)**

Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 17N04. The VIN is printed near your name at the beginning of this letter. Your dealer will repair both front door panels at no charge.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

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.

**Have you previously  
paid for this repair?**

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **April 30, 2018**. 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 our records 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](http://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](http://www.fleet.ford.com).

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

**Para asistencia en  
Español**

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division