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August 10, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Optional Product Improvement Program 17G01 – Supplement #2**
Certain 2013-2017 Model Year Police Interceptor Utility Vehicles
Rear Suspension Toe Link Replacement

REF: **Optional Product Improvement Program 17G01 – Supplement #1**
Dated January 31, 2018

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S18 - Supplement #2**
Dated August 10, 2018

New! REASON FOR THIS SUPPLEMENT

Technical Information: Updated to remind dealers that the new toe link adjustment sleeve jam nuts are only finger tight and must be tightened even when rear toe adjustment is not necessary.

PROGRAM TERMS

This program will be in effect through January 31, 2019. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Utility	2013-2017	Chicago	August 25, 2011 through January 19, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

The affected vehicles may be used in high-speed pursuit and extreme maneuvers by police fleet customers, increasing the bending stress on the rear suspension toe link(s), that can increase the likelihood of a rear suspension toe link fracture. A customer with a fractured rear suspension toe link may experience noise, unusual vehicle handling characteristics, or difficulty controlling the vehicle.

SERVICE ACTION

Upon customer request, dealers are to replace both rear suspension toe links, check alignment and, if necessary, adjust rear toe. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Some of the affected vehicles are also included in Safety Recall 16S18. Rear suspension toe link replacement provides a single repair for 16S18 and 17G01. If affected, the Ford system will automatically close 16S18 upon claim payment of 17G01.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of August 28, 2017. Owner letters for vehicles that were added to the program will be mailed the week of February 12, 2018. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

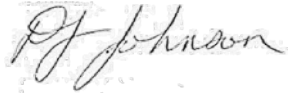
New! ATTACHMENTS

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

Optional Product Improvement Program 17G01 – Supplement #2

Certain 2013-2017 Model Year Police Interceptor Utility Vehicles

Rear Suspension Toe Link Replacement

OASIS ACTIVATION

OASIS will be activated on August 15, 2017. OASIS will be activated for the vehicles that were added to the program on January 31, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on August 15, 2017. FSA VIN Lists will be available for the vehicles that were added to the program on January 31, 2018.

Owner names and addresses were made available by September 8, 2017. Owner names and addresses will be activated for the vehicles that were added to the program by February 23, 2018.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries.

Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are 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 related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - 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.

Optional Product Improvement Program 17G01 – Supplement #2

Certain 2013-2017 Model Year Police Interceptor Utility Vehicles

Rear Suspension Toe Link Replacement

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 June 30, 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. There is no expiration date for emergency repair refunds. 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 rear suspension toe link replacement due to fracture.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

CLAIMS PREPARATION AND SUBMISSION

- 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 (17G01) 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.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.
- Submit refunds on a separate repair line.
 - Program Code: 17G01
 - 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.
- PROGRAM TERMS: This program will be in effect through January 31, 2019. There is no mileage limit for this program.

NOTE: If affected, the Ford system will automatically close 16S18 upon claim payment of 17G01.

Optional Product Improvement Program 17G01 – Supplement #2

Certain 2013-2017 Model Year Police Interceptor Utility Vehicles

Rear Suspension Toe Link Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both rear suspension toe links	17G01B	0.6 Hours
Check alignment and, if necessary, adjust rear toe	17G01C	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
DB5Z-5A972-J	Rear Toe Link Kit	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 2013-2017 MODEL YEAR POLICE INTERCEPTOR UTILITY VEHICLES — REAR SUSPENSION TOE LINK REPLACEMENT

OVERVIEW

The affected vehicles may be used in high-speed pursuit and extreme maneuvers by police fleet customers, increasing the bending stress on the rear suspension toe link(s), that can increase the likelihood of a rear suspension toe link fracture. A customer with a fractured rear suspension toe link may experience noise, unusual vehicle handling characteristics, or difficulty controlling the vehicle. Upon customer request, dealers are to replace both rear suspension toe links, check alignment and, if necessary, adjust rear toe.

Recommended Tool List:

1/2" Drive Impact Gun
1/2" Drive 19mm Deep Impact Socket
1/2" Drive Extension 9 in (229 mm)
1/2" Drive 18mm Shallow Swivel Impact
1/2" Drive Torque Wrench
21mm Wrench
7/8" Wrench
Tape Measure
Jack Stand



NEW ! SERVICE PROCEDURE

⚠ WARNING: Suspension fasteners are critical parts that affect performance of vital components and systems. Tighten fasteners as specified. Measure the distance from the center of the wheel hub to the lip of the fender with the vehicle in a level, static ground position (ride height) before disassembly. When securing the *new* toe link, it must be secured at the previously measured ride height.

⚠ WARNING: Tighten the suspension bushing fasteners with the suspension supported at ride height or with the weight of the vehicle resting on the wheels and tires, otherwise toe link and bushing damage may occur.

1. Replace both rear toe links and all fasteners. Please follow the Workshop Manual (WSM) procedures in Section 204-02.

NOTE: *The new toe link adjustment sleeve jam nuts are only finger tight. The jam nuts must be tightened to the torque specification in the WSM even if toe adjustment is not necessary.*

NOTE: The toe links must be secured at ride height during replacement. See Figure 1.

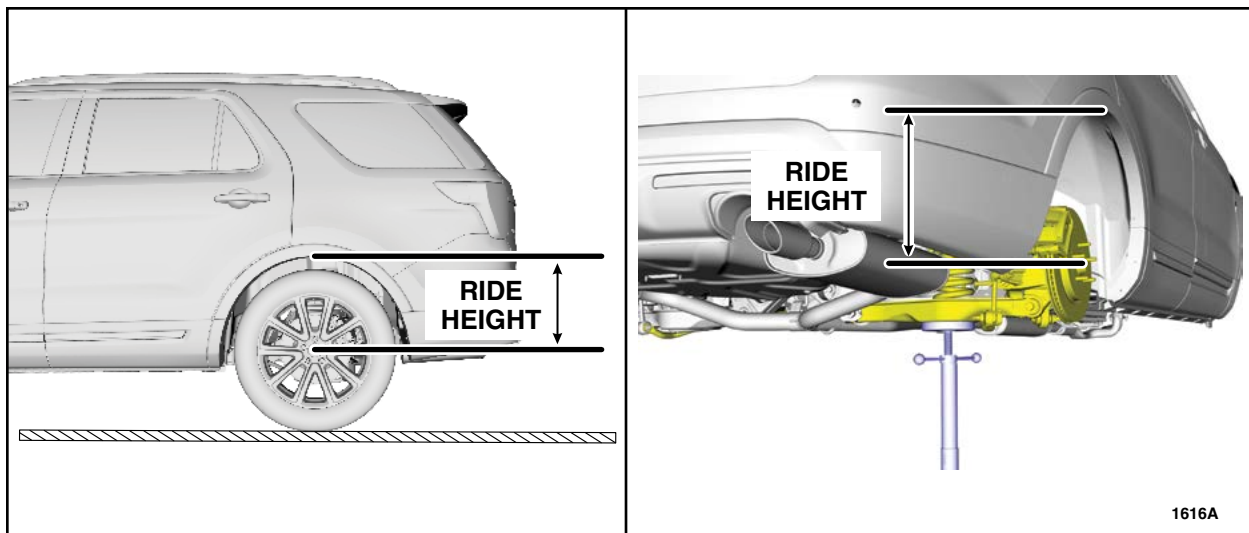


FIGURE 1

