



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

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

August 30, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program - 22M06 – Supplement # 1**
 Certain 2019 Model Year Police Interceptor Utility Vehicles Equipped with a
 3.7L Engine
 Replace Failed Catalytic Converter

REF : **Customer Satisfaction Program - 22M06**
 Dated: January 26, 2023

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

New! REASON FOR THIS SUPPLEMENT

- **Program Terms:** Revised coverage time or mileage limits.
- **Owner Notification Mailing Schedule:** Revised mailing schedule.
- **Mobile Service Repair Assessment:** Section added.
- **Owner Refunds:** Extended Program refund time.
- **PICK-UP AND DELIVERY – Participating Dealers:** Section added.

New! 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 September 30, 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. Please complete program 22E11 first, in order for the VIN to activate program 22M06.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In the affected vehicles, aggressive law enforcement driving maneuvers may 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 vehicle's 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.

New! OWNER NOTIFICATION MAILING SCHEDULE

Agency approved owner letters notifying the customer of 22M06 and 22E11 are expected to be mailed the week of September 11, 2023. Dealers should repair any 22M06 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.

New! ATTACHMENTS

- *Administrative Information*
- Labor Allowances and Parts Ordering Information
- Technical Information
- *Mobile Service Repair Assessment*
- *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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

Customer Satisfaction Program 22M06 – **Supplement # 1**

New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- *All repairs in this program have the following assessment level.*
 - Ⓢ - *Not a Mobile Service Repair*

OASIS ACTIVATION

OASIS was 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

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 September 30, 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.

New! PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- *Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.*

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- **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.
- **Pickup & Delivery:**
 - *Dealers participating in the Remote Experience Program –*
 - *Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.*

Labor Allowances and Parts Ordering Information

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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	
FB5Z-5G232-B		Rear Catalytic Converter (RH)	Based on DTC(s) set	

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 required)	1	6
W716011-S430	Nut - Catalytic Converter to Cylinder Head (4 per pkg, 6 required)	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 required)	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

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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 required)	1	12
W716011-S430	Nut - Catalyst to Cylinder Head (4 per pkg, 12 required)	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 required)	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 required)	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.

Less than 10% of the affected vehicle population is expected to require Catalytic Converter replacement.

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 – *Supplement # 1*

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 dealer fixed operations management team or an employee the task has been delegated to. 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.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- 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 of 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 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.



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

September 2023

Emission Recall 22E11

Customer Satisfaction Program 22M06

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 emissions standards.

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

What is the effect? On your vehicle, catalytic converter degradation may result in an illuminated Service Engine Soon Indicator (icon shown to the left) and may cause elevated exhaust emissions.



Service Engine Soon

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module (PCM), under Emission recall 22E11, with improved catalyst protection software. This service will be performed free of charge (parts and labor).

In addition, if your vehicle now or in the future requires replacement of the catalytic converter, Ford Motor Company has authorized your dealer to replace the catalytic converter free of charge (parts and labor) under Customer Satisfaction Program 22M06, which is available for 11 years or 120,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded these time/milage limits, Customer Satisfaction Program 22M06 will last through September 30, 2024.

Both Emission Recall 22E11 and Customer Satisfaction Program 22M06 are automatically transferred to subsequent owners.

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VEHICLE SALE NOTIFICATION FOR 22E11 and 22M06

If you no longer own this vehicle and do not know the current owner, no further action is required.

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567
TEST OWNER NAME
12345 TEST STREET
TEST CITY, XX 12345



How long will it take? The time needed for 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 before 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 22E11. Provide the dealer with the VIN, which is printed near your name at the beginning of this letter.

Please keep this letter as a reminder of the repair offer for your catalytic converter. If the catalytic converter requires replacement, and your vehicle is within the indicated time/mileage limitations, you may provide your dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 22M06. The VIN 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.

If you do not already have a servicing dealer, you can access ford.com/support 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 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 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 repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to catalytic converter replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before September 30, 2024. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle? Please complete and detach the perforated Vehicle Sale Notification at the bottom of page one (1) and return it in the included prepaid envelope if you have sold the vehicle.

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.

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What happens if you do not have this service performed?

It is possible that:

- 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.
- Your emissions warranty may be reduced.

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 ford.com/support.

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

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

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

California and Massachusetts Registration Requirements

The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs before 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.

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 a lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Ford Customer Service Division

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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.



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Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within Attachment I of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels


-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

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   – Enhanced Mobile Service

- **A two-person process is required anytime a procedure requires work under the vehicle**
 - Brake Inspection and Brake Repair/Replacement
 - Limited Suspension Component replacement (no alignment)
 - Under Vehicle access for limited repairs (no large component removal)
 - Vehicle Check Up - VCU
 - Pre-Delivery Inspection - PDI
 - Used Car Inspection/Presale Inspection
 - May require floor jack, jack stands, and impact tools
- Note: Wheel lock may be required.*

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle