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Ford Motor Company
P. O. Box 1904
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July 14, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Optional Product Improvement Program 22G07 - Supplement #1**
Certain 2020-2022 Model Year Police Interceptor Utility Vehicles Equipped with a Low Band Frequency Noise Suppression Kit - Electromagnetic Compatibility Upgrade

REF: **Optional Product Improvement Program 22G07**
Dated: June 15, 2023

New! REASON FOR THIS SUPPLEMENT

Service Action: Confirm customer operates a low-band very high frequency (VHF) 2-way radio between **39-48** Megahertz (MHz) in these vehicles.

Provision for Locally Obtained Supply: Miscellaneous allowance amount update.

Labor Allowances: Confirm customer operates a VHF radio between 39-48 MHz before servicing.

Parts Requirements / Ordering Information:

- Confirm customer operates a VHF radio between 39-48 MHz before part ordering.
- Ferrite order quantities and the MISC material claim allowance have been updated.

Replaced FSA Parts Inspection And Sign Off: added new standard for Immediate Scrap with link.

Technical Information: Ferrite table quantities and one ferrite type was updated from medium to large in one location.

PROGRAM TERMS

This program will be in effect through June 15, 2024. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Utility	2020 - 2022	Chicago Assembly	November 03, 2019 through December 17, 2021
	2021-2022	Chicago SHO Center	September 14, 2020 through November 10, 2021

US population of affected vehicles: 1,292.

NOTE: Only vehicles operating **low-band** very high frequency (VHF) (39-48 MHz) 2-way radios and that are equipped with low band frequency noise suppression kits will apply.

Affected vehicles are identified in OASIS.

NOTE: Some vehicles may be in the process of being repaired. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit, if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the installed Low-Band Frequency Noise Suppression Kit may not meet the Electromagnetic Compatibility (EMC) requirements for certain frequency bands. Specifically, police agencies that operate low-band VHF (39-48 MHz) 2-way radios. If the EMC requirements are not met, customers may experience a degradation in audio quality when operating low-band VHF two-way radios under weak signal conditions in remote locations.

New! SERVICE ACTION

*Before starting this repair, confirm customer utilizes a low-band VHF 2-way radio between **39-48 MHz** in these vehicles.*

Only for vehicles operating **low-band** VHF (**39-48 MHz**) 2-way radios and equipped with low band frequency noise suppression kits, dealers are to perform the following actions:

- Inspect both left-hand (LH) and right-hand (RH) rear ground straps and secure to the body if necessary.
- Inspect and secure as needed or install hood ground straps.
- Replace both headlamp assemblies with the specific electromagnetic compatibility (EMC) design and install new ground bolts.
- Install eight (8) ferrites to the vehicle per Attachment III – Technical Information.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 3, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

- *Administrative Information - Attachment*
- *Labor Allowances and Parts Ordering Information - Attachment*
- *Technical Information - Attachment*
- Mobile Service Repair Assessment - Attachment
- 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

Optional Product Improvement Program 22G07

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

OASIS ACTIVATION

OASIS will be activated on June 15, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

BRANDED / SALVAGED TITLE VEHICLES

Affected title-branded and salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 before completing the repair.

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New! CLAIMS PREPARATION AND SUBMISSION

- **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: **22G07**
 - Customer Concern Code (CCC): **L29** - Other lighting troubles
 - Condition Code (CC): **42** - Does Not Operate Properly
 - Causal Part Number: **13008**, Quantity 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above. Includes extra time to remove police specific equipment to perform this FSA repair.
IMPORTANT: Click the Related Damage Indicator radio button.
- **NOTE:** Maintain supporting documentation for sublet repairs and all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.
- **Provision for Locally Obtained Supply:** Hex Ferrites (includes shipping), Coroplast® temp resistant cloth tape:
 - Program Code: **22G07**
 - MISC. Expense: OTHER
 - Amount: Up to **\$154.00**
- **NOTE:** Coroplast® temp resistant cloth tape expected to support multiple repairs.

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New! LABOR ALLOWANCES

NOTE: Before servicing – confirm customer operates a low-band VHF 2-way radio between **39-48 MHz** in these vehicles. See Reason For This Program section above for more information.

Description	Labor Operation	Labor Time
Electromagnetic Compatibility Upgrade as described in Attachment III – Technical Information	22G07B	2.5 Hours

NOTE: Refer to Related Damage/Additional labor and/or parts section for extra time needed for police specific equipment removal.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Before ordering parts – confirm customer operates a low-band VHF 2-way radio between **39-48 MHz** in these vehicles. See Reason For This Program section above for more information.

NOTE: For vehicles with Low Band Frequency Noise Suppression Kits only

Special Program Part Ordering:

To place an order for any of the parts listed below submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
MB5Z-13008-BJ	Headlamp RH assembly upgrade (Includes LED module)	1	1
MB5Z-13008-BH	Headlamp LH assembly upgrade (Includes LED module)	1	1
W712356-S450	Headlamp Ground Bolt (4 per pkg, 2 req'd)	1	2
L1MZ-19A095-JA	Hood Ground Strap	Up to 2	Up to 2
W505425-S437	Ground Strap Fender Bolt (4 per pkg)	1	Up to 2
W709923-S437	Ground Strap Hood Nut (4 per pkg)	1	Up to 2

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

New! LOCALLY OBTAINED MATERIALS:

NOTE: Ferrites (also called Round Cable Snap-Its) must be ordered from an outside distributor.

Reference [fair-rite.com](https://www.fair-rite.com): Search for part number needed... / Check Stock (use link) / select distributor.

Non-Ford Part Numbers	Description	Order Quantity	Claim Quantity
0444177081	Large Hex Ferrite - Round Cable Snap-Its	4	As Needed Claim as MISC OTHER up to \$154
0444176451	Medium Hex Ferrite - Round Cable Snap-Its	3	
0444164181	Small Hex Ferrite - Round Cable Snap-Its	1	
NAI837X	Coroplast® - anti-abrasion cloth tape (Rotunda)	As Needed	

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DEALER PRICE

For the 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 by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

New! 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's 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.).
- 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.). *Refer to [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.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)

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
PO Box 1904
Dearborn, Michigan 48121

March 2024

Optional Product Improvement Program 22G07

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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 Optional Product Improvement Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

If your vehicle operates low-band very high frequency (VHF) (39-48 MHz) 2-way radios, the Low-Band Frequency Noise Suppression Kit installed on your vehicle may not meet the Electromagnetic Compatibility (EMC) requirements that you expect.

What is the effect?

If your vehicle uses a 39-48 MHz 2-way radio, under certain weak signal conditions, degradation of radio reception may be experienced.

What will Ford and your dealer do?

In the interest of customer satisfaction, if your vehicle uses a 39-48 MHz 2-way radio, Ford Motor Company has authorized your dealer to install an electromagnetic compatibility upgrade free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until June 15, 2024 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

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?

Please call your dealer without delay to schedule a service appointment for Optional Product Improvement Program **22G07**. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

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

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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.

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, which are based primarily on state registration and title data, 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: 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).

Thank you for your attention to this important matter.

Ford Customer Service Division