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October 26, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 17N03 – Supplement #1**
Certain 2011-2017 Model Year Explorer Vehicles
Carbon Monoxide Concerns

REF: **Customer Satisfaction Program 17N03**
Dated October 25, 2017

New! REASON FOR THIS SUPPLEMENT

Remove the New Vehicle Demonstration / Delivery Hold from this customer satisfaction program.

PROGRAM TERMS

This is a one-time service program. This program will be in effect through December 31, 2018. There is no mileage limit for this program.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2011-2017	Chicago	2011 Job 1 through 2017 Job Last

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING THIS SERVICE

Ford is aware that some 2011-2017 Explorer owners have concerns about exhaust or carbon monoxide. These vehicles are safe. However, for our customers' peace of mind, Ford is offering this no charge service that reduces the potential for exhaust to enter the vehicle. Customers can take their vehicles, regardless of mileage or warranty status, to a Ford dealer to have this service performed. To be clear, unlike Explorer vehicles, carbon monoxide concerns in Police Interceptor Utilities are related to unsealed holes from the installation of police equipment by third parties after the vehicle was purchased.

SERVICE ACTION

At the request of the customer, dealers are to reprogram the climate control module (using IDS release 107.04 or higher), inspect rear-of-vehicle sealing and repair as necessary. This service must be performed at no charge to the vehicle owner.

NOTE: Climate control module reprogramming brings fresh air into the vehicle cabin during rapid acceleration. Some customers in extremely hot and humid climates may notice a momentary change in max air conditioning output.

NOTE: Aftermarket lighting and/or equipment mounted to the liftgate spoiler can compromise vehicle sealing. Ford can only ensure proper sealing of the spoiler when aftermarket lighting and/or equipment is removed and the spoiler is resealed. Before removing aftermarket lighting and/or equipment from the spoiler, contact the customer to obtain their approval to conduct this part of the service. If a customer elects to keep aftermarket lighting and/or equipment on the spoiler, proceed with the following actions:

- Document on the repair order that the service to reseat the spoiler and remove the aftermarket lighting and/or equipment from the spoiler was declined
- Print and provide the customer with the Customer Information Form – Liftgate Spoiler – Aftermarket Lighting and/or Equipment (Attachment V)
- Complete all other steps of this field service action
- Release the vehicle to the customer

For Explorer vehicles used in law enforcement or as first responders that are equipped with aftermarket lighting and/or equipment, contact the SSSC for information regarding the servicing of these vehicles.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 13, 2017 through December 22, 2017. Dealers should apply this service at the request of the customer, whether or not they have received a letter.

ATTACHMENTS

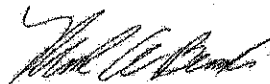
Attachment I:	Administrative Information
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Technical Information
Attachment IV:	Dealer Q & A
Attachment V:	Customer Information Form – Liftgate Spoiler – Aftermarket Lighting and/or Equipment

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 17N03 – Supplement #1
Certain 2011-2017 Model Year Explorer Vehicles
Carbon Monoxide Concerns

OASIS ACTIVATION

OASIS will be activated on October 25, 2017.

FSA VIN LISTS ACTIVATION

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

SOLD VEHICLES

- Owners that have concerns about exhaust or carbon monoxide will be directed to dealers for this service.
- Dealers are to prioritize servicing of customer vehicles over servicing of new and used vehicle inventory.

STOCK VEHICLES

- Service 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 service 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.
- Refunds will only be provided for the cost associated with the inspection and repair of vehicles with exhaust odor and carbon monoxide complaints using TSB 16-0166 or 17-0044.

RENTAL VEHICLES

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

Customer Satisfaction Program 17N03 – Supplement #1
Certain 2011-2017 Model Year Explorer Vehicles
Carbon Monoxide Concerns

CLAIMS PREPARATION AND SUBMISSION

- This is a one-time service 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 17N03.
- 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 17N03 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: 17N03
 - 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: Includes anti-corrosion coating and instant gel adhesive.
 - Program Code: 17N03
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$15.00
- PROGRAM TERMS: This program will be in effect through December 31, 2018. There is no mileage limit for this program.

Customer Satisfaction Program 17N03 – Supplement #1
Certain 2011-2017 Model Year Explorer Vehicles
Carbon Monoxide Concerns

LABOR ALLOWANCES – All Vehicles

Description	Labor Operation	Labor Time
<ul style="list-style-type: none"> Underbody Inspection and Sealing Air Extractor Inspection Liftgate Drain Valve Replacement Liftgate Weather Seal Inspection Liftgate Spoiler Inspection Climate Control Module Reprogramming (using IDS release 107.04 or higher) 	17N03B	0.6 Hours

LABOR ALLOWANCES – As Required – Use in combination with 17N03B

Description	Labor Operation	Labor Time
Replace Air Extractor (one or both)	17N03C	0.9 Hours
Remove liftgate spoiler and replace seals and fasteners	17N03D	0.4 Hours
Liftgate Weather Seal Replacement	17N03E	0.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
CK4Z-13014-B	Foil-Backed Mastic Patch	2	2
4M8Z-78280B62-A	Liftgate Drain Valve	2 (2011-2015) 3 (2016-2017)	2 (2011-2015) 3 (2016-2017)
- 78404A06 -	Liftgate Weather Seal (refer to catalog)	As Required	
HB5Z-78442K03-A	Liftgate Spoiler Sealing Kit	As Required	
BB5Z-61280B62-B	Air Extractor (Less than 10% of vehicles will require this part)	As Required	
TA-19-C	Motorcraft Instant Gel Adhesive (or equivalent, including but not limited to Loctite 414 or 495)	As Required	MISC. OTHER
PM-13-A	Motorcraft Anti-Corrosion Coating (or equivalent)		

The DOR/COR number for this program is 51106.

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Customer Satisfaction Program 17N03 – *Supplement #1*
Certain 2011-2017 Model Year Explorer Vehicles
Carbon Monoxide Concerns

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.



17N03 – Customer Information Form

Liftgate Spoiler – Aftermarket Lighting and/or Equipment

Your vehicle is equipped with aftermarket lighting and/or equipment mounted to the liftgate spoiler that may prevent proper sealing. You have instructed the Dealer not to remove this equipment.

There is a wide assortment of aftermarket lighting and/or equipment products in the marketplace. In addition, installation practices vary greatly. Because of this variation, Ford cannot ensure proper sealing of the spoiler to the vehicle without removing the lights and/or equipment. Ford recommends that you work with your installer and/or equipment supplier to ensure proper sealing of the spoiler.

NOTE: Police equipment suppliers are working to develop solutions for existing spoiler mounted lighting and/or equipment products.

Examples of Liftgate Spoiler Aftermarket Lighting and/or Equipment and Installation Concerns:

- Brackets positioned between the spoiler and the liftgate (See Figure 1)
- Lighting and/or equipment that forces the spoiler out of position creates a gap between the spoiler and the liftgate (See Figure 2)
- Unsealed holes drilled in the spoiler or liftgate (See Figures 3 and 4)
- Wiring for lighting and/or equipment routed from the spoiler to the vehicle in a manner that damages the seals between the spoiler and the vehicle (See Figures 5 and 6)
- When the spoiler is removed to install aftermarket lights and/or equipment, the spoiler attachment clips and seals may be damaged. If the spoiler was removed from the vehicle, the spoiler attachment clips and seals should be replaced. Use part number HB5Z-78442K03-A

Figure 1

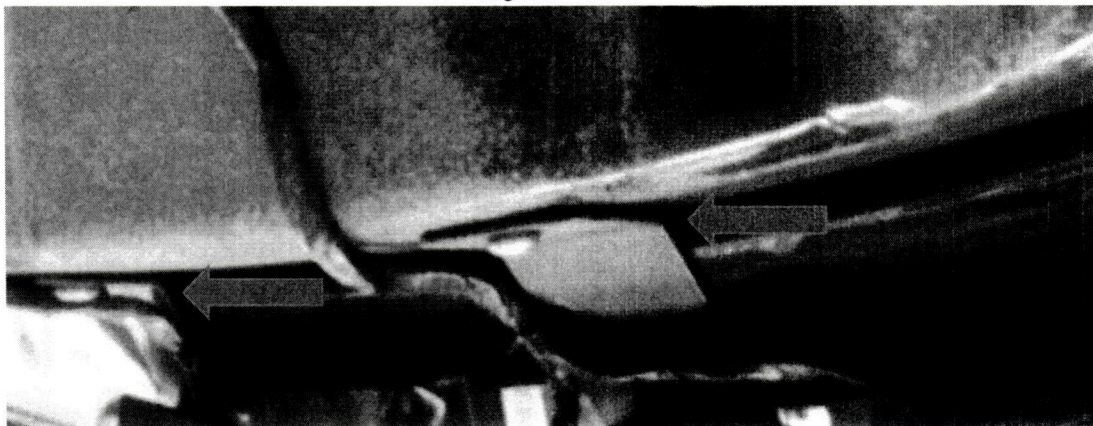


Figure 2

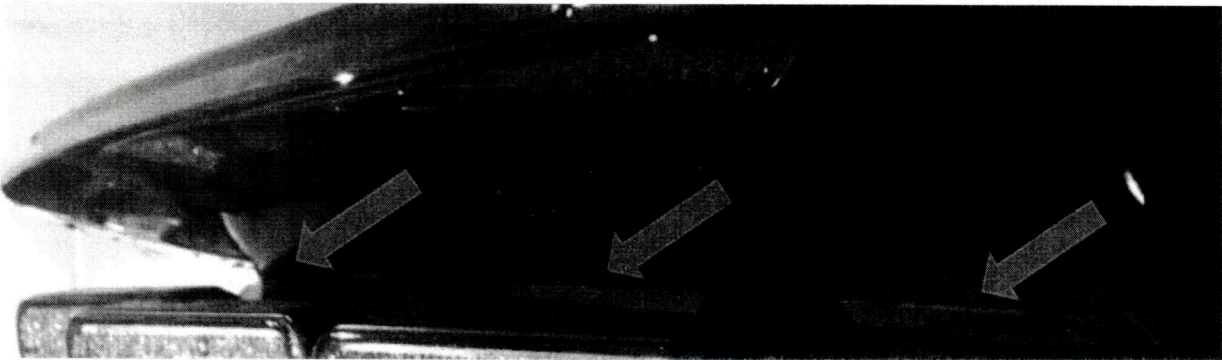


Figure 3

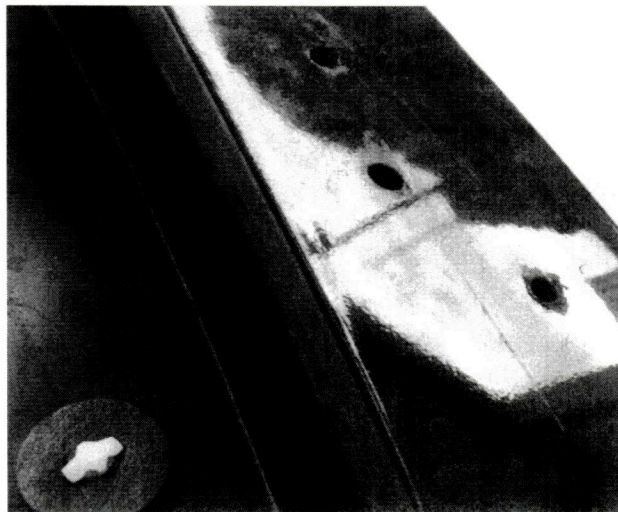


Figure 4



Figure 5

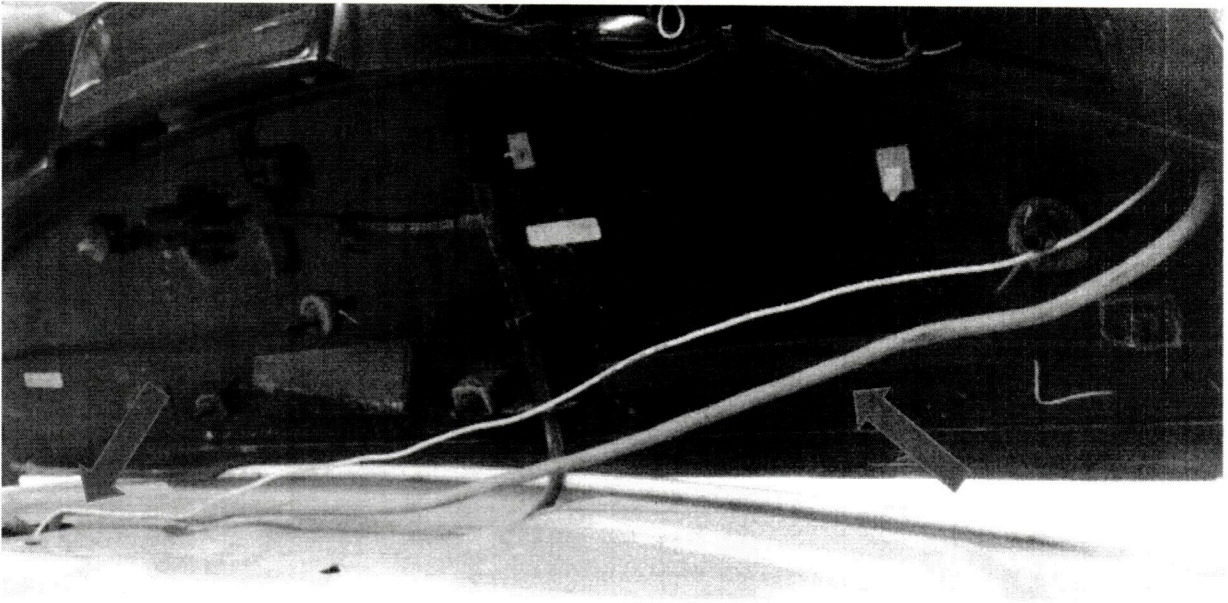
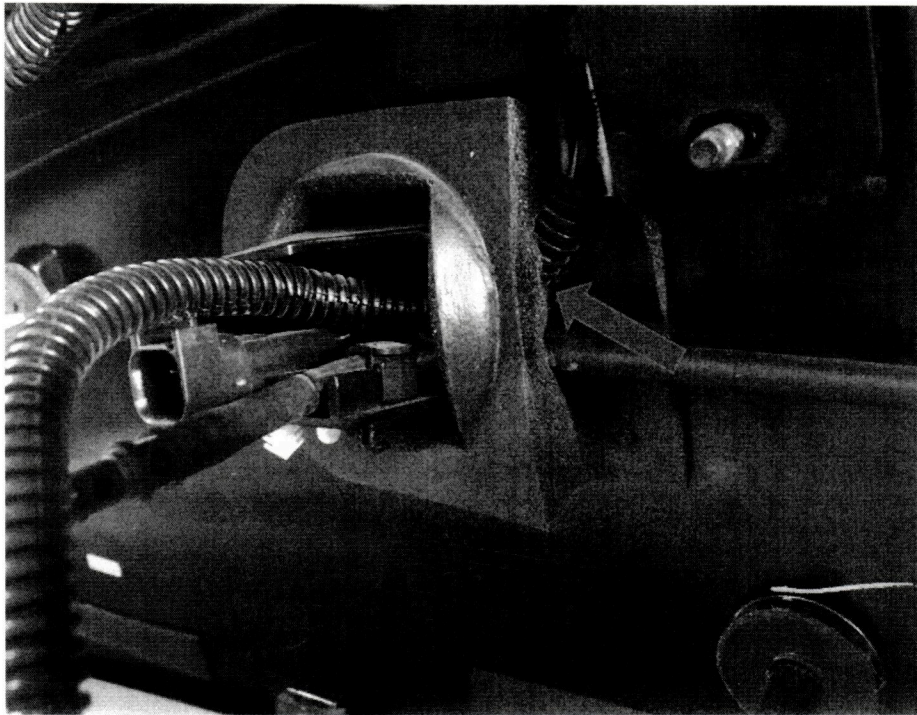


Figure 6



Customer Satisfaction Program 17N03 – Supplement #1
Certain 2011-2017 Model Year Explorer Vehicles
Carbon Monoxide Complaints

KEY MESSAGES FOR DEALERS / Q&A

Statement

Ford is aware that some 2011-2017 Explorer owners have concerns about exhaust or carbon monoxide. These vehicles are safe. Our investigation has not found carbon monoxide levels that exceed what people are exposed to every day. However, for our customers' peace of mind, Ford is offering this no charge service that reduces the potential for exhaust to enter the vehicle. To be clear, carbon monoxide concerns in Police Interceptor Utilities are related to unsealed holes from the installation of police equipment by third parties after the vehicle was purchased.

EXPLORER

Q. How do you know this action is effective at reducing exhaust or carbon monoxide?

A. Safety is our top priority. All of our testing to date has shown these vehicles are safe. We have not found carbon monoxide levels that exceed what people are exposed to every day. The free service we are offering is proven by our team to further reduce the potential for exhaust to enter the vehicle.

Q. Does Ford's decision to pay for this service mean that there was a safety issue with carbon monoxide in Explorers all along?

A. No. These vehicles are safe. Our investigation has not found carbon monoxide levels that exceed what people are exposed to every day. However, we take consumer concerns seriously and are offering 2011-2017 Ford Explorer owners this free service, regardless of mileage or warranty status, for peace of mind.

Q. Is this related to the Police Interceptor Utility?

A. Carbon monoxide concerns in Police Interceptor Utilities are related to unsealed holes from the installation of police equipment by third parties after the vehicle was purchased.

Q. What are you doing for customers who have previously paid to have their vehicle serviced for this concern?

A. Ford is offering a refund for owner-paid repairs for the cost associated with the inspection and repair of vehicles with exhaust odor and carbon monoxide complaints using TSB 16-0166 or 17-0044. Deadline for customers to submit for a refund is March 31, 2018. Refer to Attachment I in the Dealer Bulletin.

Q. Will you check the carbon monoxide level if a customer requests it? If not, why?

A. No. These vehicles are safe. Our investigation has not found carbon monoxide levels that exceed what people are exposed to every day.

Q. Why doesn't Ford equip its dealerships with carbon monoxide detectors?

A. These vehicles are safe. Our investigation has not found carbon monoxide levels that exceed what people are exposed to every day.

Q. Why won't you recall these vehicles?

A. These vehicles are safe. Our decisions are driven by the data available. When the data indicates a safety recall is needed, we move quickly on behalf of our customers.

Customer Satisfaction Program 17N03 – Supplement #1
Certain 2011-2017 Model Year Explorer Vehicles
Carbon Monoxide Complaints

- Q. If there is no safety issue, why did a Ford employee say that there was a design issue in your Explorers?**
- A. That statement was made in error by a contractor of Ford at a Better Business Bureau proceeding involving an alleged exhaust odor.
- Q. How long will customers be able to get this service?**
- A. This program will be available until December 31, 2018.
- Q. What should customers do while waiting for this service?**
- A. Customers with concerns can run the air conditioning with recirculation turned off to allow more fresh air into the vehicle until they can bring it to a Ford dealer to have the service completed.
- Q. If carbon monoxide is coming into Explorers, shouldn't customers stop driving their vehicle altogether?**
- A. These vehicles are safe, with or without the free service. Our investigation has not found carbon monoxide levels that exceed what people are exposed to every day.
- Q. Does Ford recommend customers use carbon monoxide detectors in their vehicles? Will Ford pay for them?**
- A. We encourage our customers with carbon monoxide concerns to bring their vehicle to their local Ford dealer for the free service provided under this program.

CERTAIN 2011-2017 MODEL YEAR EXPLORER VEHICLES — CARBON MONOXIDE CONCERNS

NEW! OVERVIEW

Ford is aware that some 2011-2017 Explorer owners have concerns about exhaust or carbon monoxide. These vehicles are safe. However, for our customers' peace of mind, Ford is offering this no charge service that reduces the potential for exhaust to enter the vehicle. Customers can take their vehicles, regardless of mileage or warranty status, to a Ford dealer to have this service performed. To be clear, unlike Explorer vehicles, carbon monoxide concerns in Police Interceptor Utilities are related to unsealed holes from the installation of police equipment by third parties after the vehicle was purchased.

At the request of the customer, dealers are to reprogram the climate control module, inspect rear-of-vehicle sealing and repair as necessary.

Before removing aftermarket lighting and/or equipment from the liftgate spoiler, verify that Service Department Management obtained customer approval to conduct that part of the service. If the customer elected to keep aftermarket lighting and/or equipment on the spoiler, proceed with the following actions:

- Document on the repair order that the service to reseal the spoiler and remove the aftermarket lighting and/or equipment from the spoiler was declined.
- Print and provide the customer with the Customer Information Form – Liftgate Spoiler – Aftermarket Lighting and/or Equipment (Attachment V).
- Complete all other steps of this field service action EXCEPT the Liftgate Spoiler Sealing procedure.
- Release the vehicle to the customer.

SERVICE PROCEDURE

Underbody Inspection and Sealing

1. With the vehicle in NEUTRAL, position it on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Inspect the rear underbody for damaged or missing body plugs. Replace damaged or missing body plugs as needed. See Figure 1.
3. Clean the two (2) rectangular-shaped body plugs located near the RH and LH muffler hangers as well as the surrounding sheet metal and apply the mastic patches to the underbody plugs as shown in Figure 1.

NOTE: Make sure each patch completely covers the body plug.

NOTE: Apply firm pressure when applying the mastic patch to the underbody plugs and surrounding sheet metal to ensure proper adhesion.



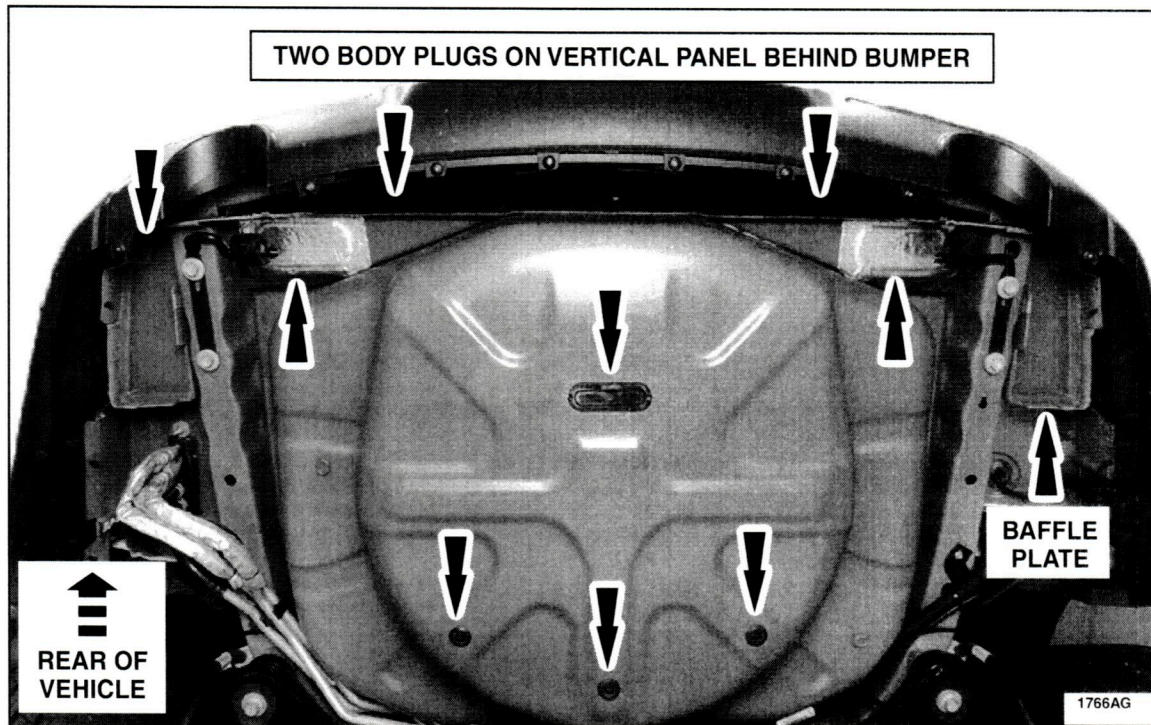


FIGURE 1

Air Extractor Inspection

Air Extractor Replacement Recommended Tool List:

1/4" Drive Ratchet (Power Tool & Hand Tool)
1/4" Drive Torque Wrench
1/4" Drive Extension (6 in 152 mm)
1/4" Drive 5.5mm Shallow Socket
1/4" Drive 8mm Shallow Socket
Trim Tool
Pocket Screwdriver
Phillips Screwdriver



1. Remove the three push-pins securing the LH and RH rear wheelhouse insulators, and remove the insulators. See Figure 2.

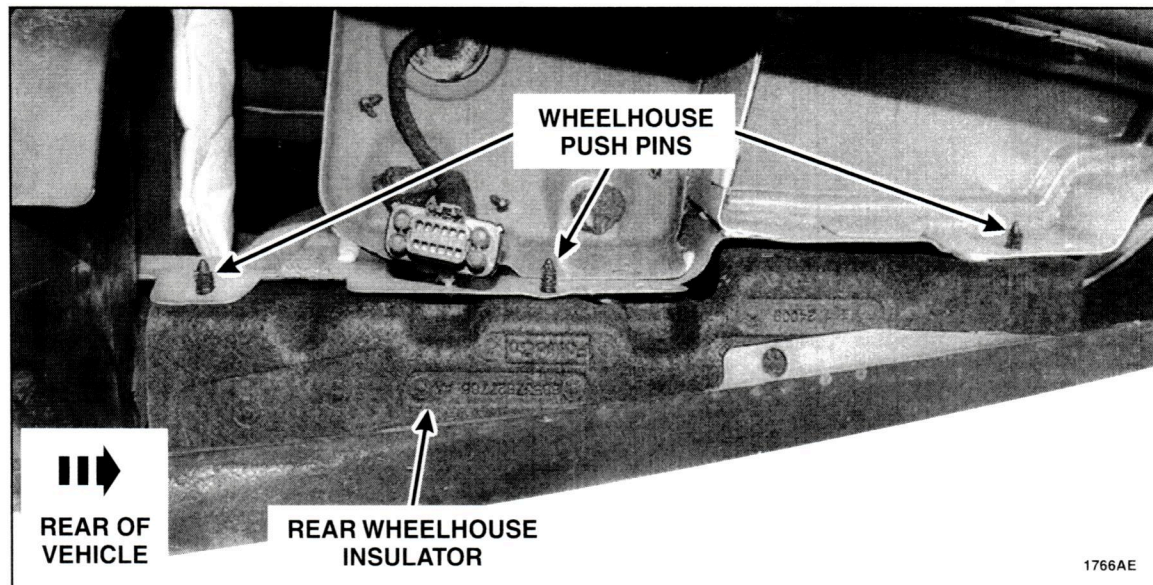


FIGURE 2

2. Using a telescoping mirror and flashlight, inspect the 4 body plugs and air extractor through the wheelhouse openings on each side of the vehicle. See Figure 3.
3. Replace body plugs or air extractors that are missing or damaged. Rear bumper cover removal is required to replace the air extractor. Please follow the WSM procedures in Section 501-19.

NOTE: Bumper removed for clarity.

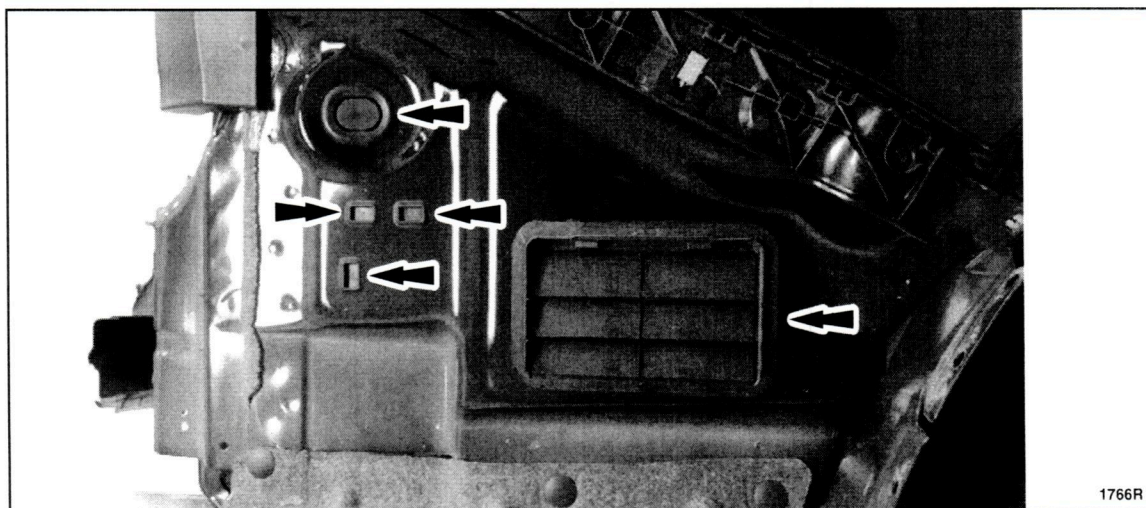


FIGURE 3



4. Reinstall the wheelhouse insulators. The wheelhouse push pins can be reinstalled by removing the lower inner fender well fasteners to gain access to the fasteners. See Figure 4.

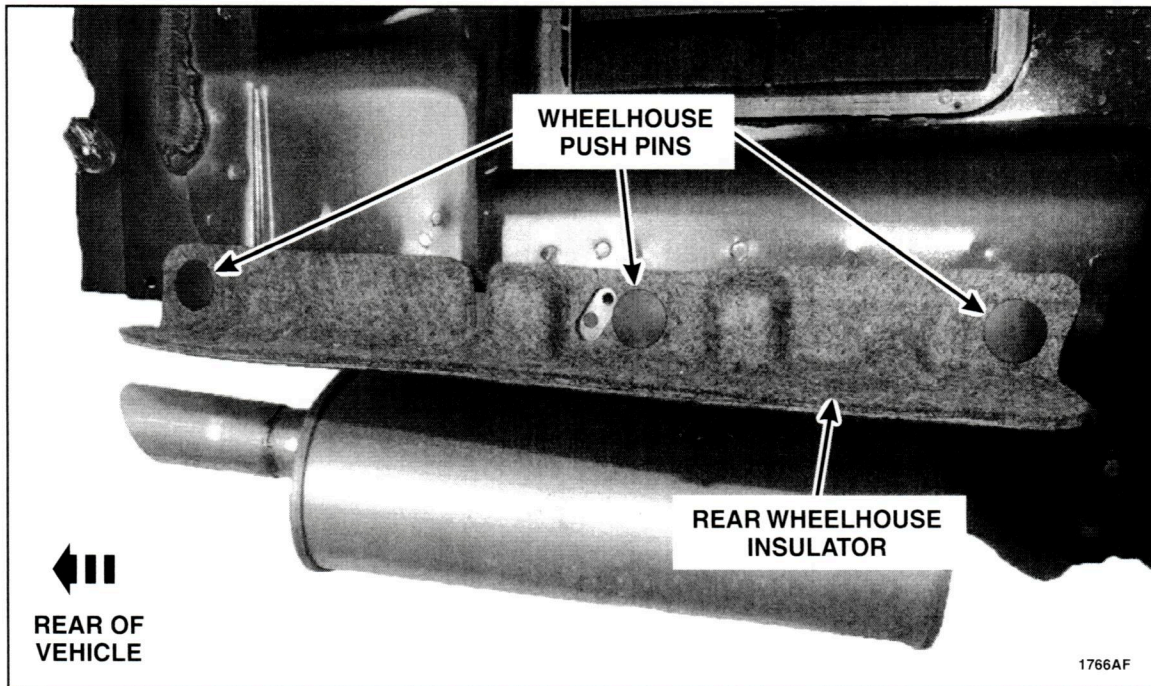


FIGURE 4

Liftgate Drain Valve Replacement

1. Remove and discard all liftgate drain valves. Clean the liftgate where the drains are fitted using isopropyl alcohol. 2011-2015 model year vehicles are equipped with two valves, 2016-2017 model year vehicles are equipped with three valves. See Figure 5.

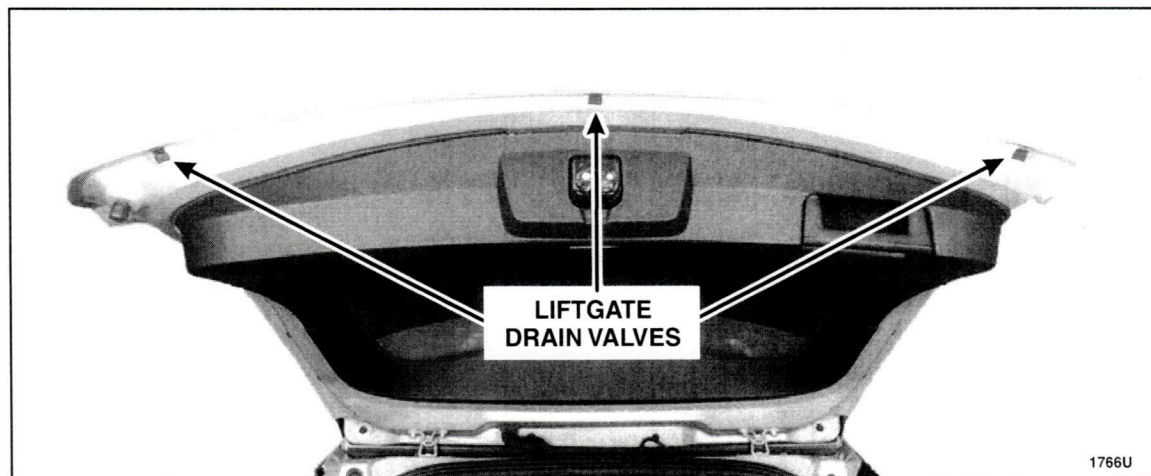


FIGURE 5



2. Apply a drop of Motorcraft® Instant Gel Adhesive TA-19-C or equivalent near the retention tab as shown. Install the *new* liftgate drain valves and hold the part in place for the period of time listed in the instructions on the package to allow the adhesive time to set. See Figure 6.

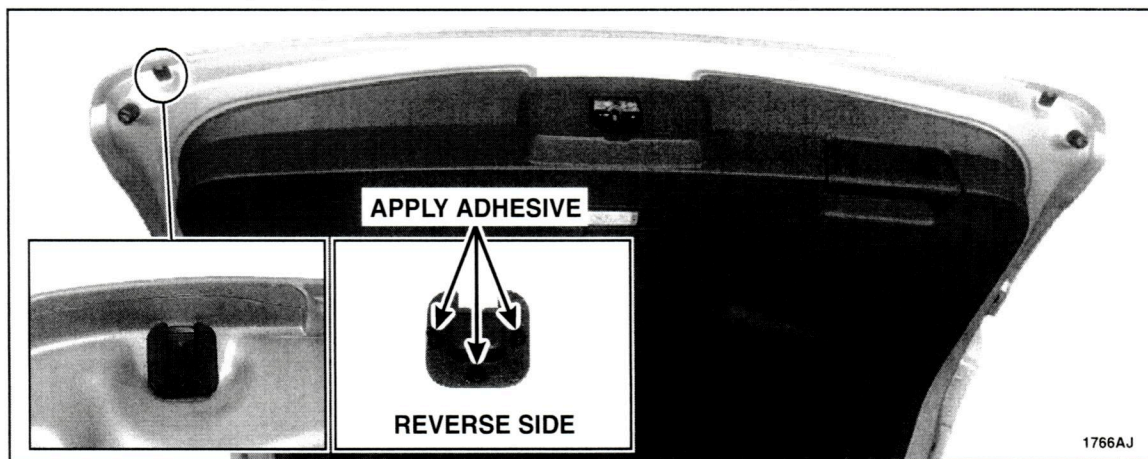


FIGURE 6

Liftgate Weather Seal Inspection

1. Inspect the liftgate weather seal for damage and proper fitment to the vehicle. Replace the liftgate weatherseal if required. See Figure 7.



FIGURE 7



Before removing aftermarket lighting and/or equipment from the liftgate spoiler, verify that Service Department Management obtained customer approval to conduct that part of the service. If the customer elected to keep aftermarket lighting and/or equipment on the spoiler, proceed with the following actions:

- Document on the repair order that the service to reseal the spoiler and remove the aftermarket lighting and/or equipment from the spoiler was declined.
- Print and provide the customer with the Customer Information Form – Liftgate Spoiler – Aftermarket Lighting and/or Equipment (Attachment V).
- Complete all other steps of this field service action EXCEPT the Liftgate Spoiler Sealing procedure.
- Release the vehicle to the customer.

Liftgate Spoiler Inspection

1. Inspect the liftgate spoiler for any of the following:
 - a. Is there aftermarket accessories mounted to the spoiler?
 - b. Has the spoiler or vehicle been painted?
 - c. Is the spoiler damaged or improperly mounted?

Yes – Proceed to the Liftgate Spoiler Sealing Procedure.
No – Proceed to HVAC Module Reprogramming.

Liftgate Spoiler Sealing Procedure

Recommended Tool List:

1/4" Drive Ratchet (Power Tool & Hand Tool)
1/4" Drive 6 in (152 mm) Extension
1/4" Drive 7mm Shallow Socket
1/4" Drive Torque Wrench
3/8" Drive Ratchet (Power Tool & Hand Tool)
3/8" Drive 6 in (152 mm) Extension
3/8" Drive 13mm Twelve Point Socket
3/8" Drive Torque Wrench
Flat Faced Sheet Metal Hammer
Applicator Brush (Anti Corrosion Application)



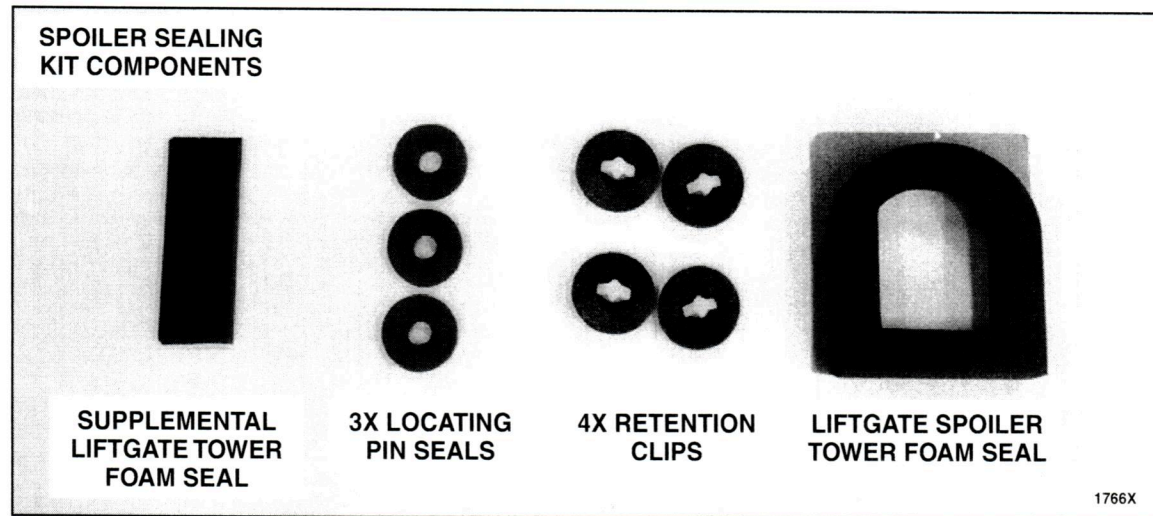


FIGURE 8

1. Remove the liftgate spoiler. Please follow the WSM procedures in Section 501-08.

NOTE: Remove and **do not** reinstall any aftermarket accessories mounted to the liftgate spoiler.

2. Inspect for any aftermarket wiring pass throughs/holes that could affect the sealing ability of the spoiler. See Figures 9a and 9b.

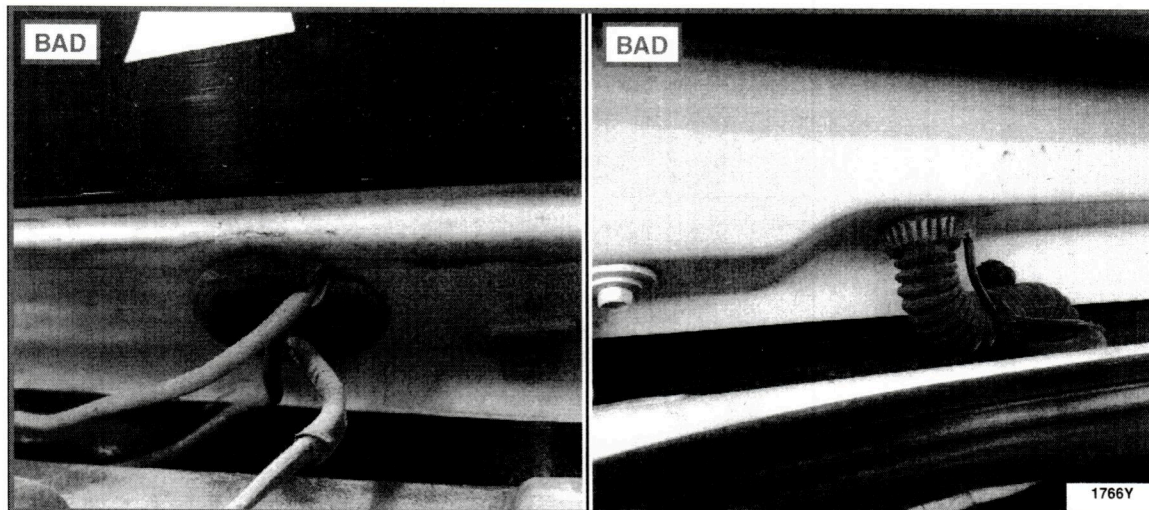


FIGURE 9a

FIGURE 9b



3. Seal any leak paths created by the aftermarket wiring pass throughs/holes in the spoiler area with Motorcraft® TA-2 seam sealer or equivalent.
4. Remove the liftgate spoiler tower foam seal. See Figure 10.

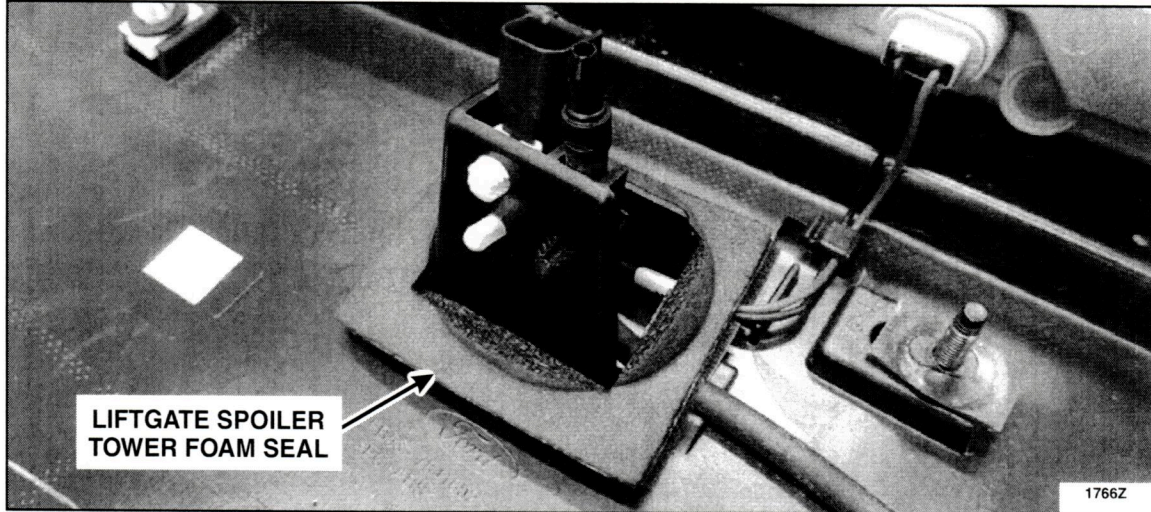


FIGURE 10

5. Install a *new* supplemental liftgate spoiler tower seal underneath the wiring and washer line. Make sure the slot in the seal is aligned with the raised channel on the spoiler. See Figure 11.

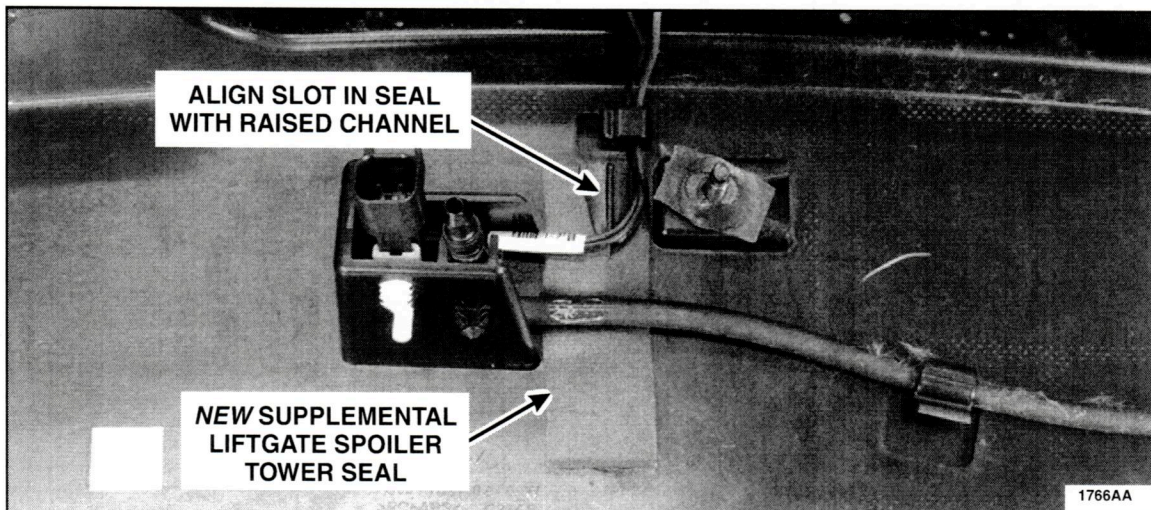


FIGURE 11



6. Install a *new* liftgate spoiler tower seal. The flat edge of the seal must be aligned with the raised channel on the spoiler. See Figures 12a and 12b.

NOTE: Make sure the wiring and washer line are properly routed under the seal.

NOTE: Make sure the tower seal is installed as flat as possible, using even pressure around the perimeter to ensure a smooth wrinkle free seal.

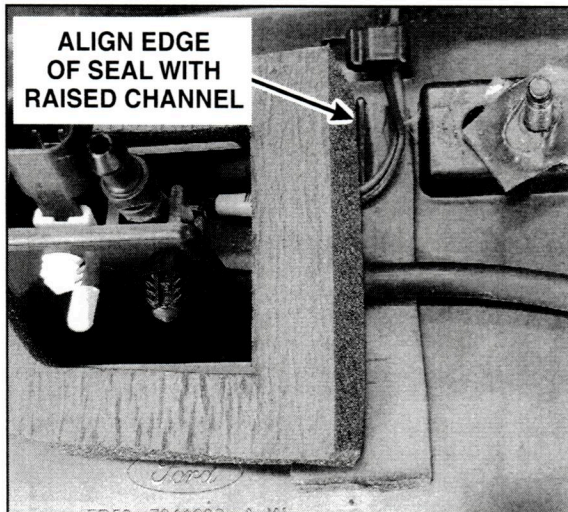


FIGURE 12a

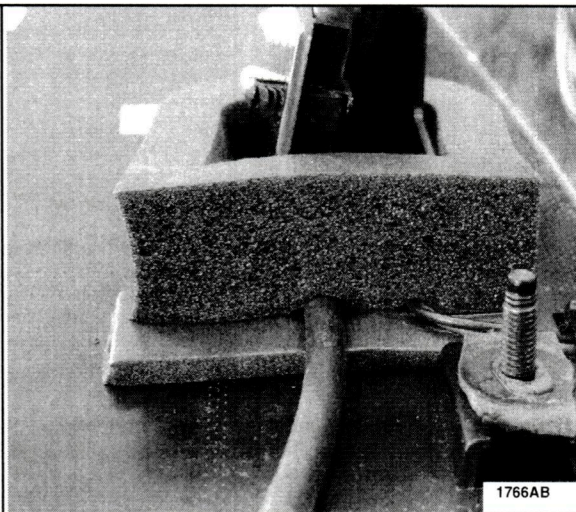


FIGURE 12b

7. Install four *new* retention clips and three locating pin seals. See Figure 13.

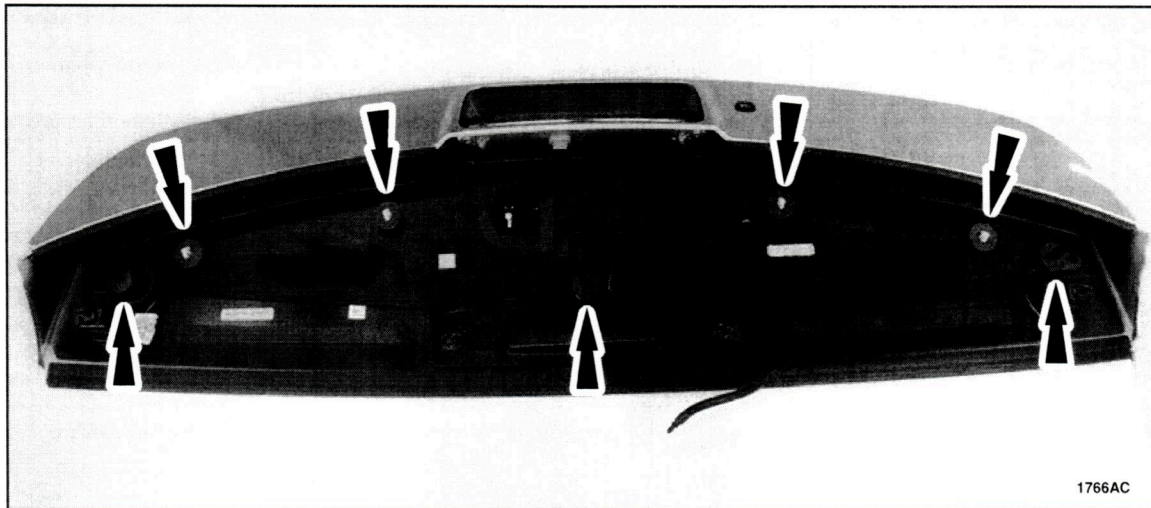


FIGURE 13



8. Using a flat faced hammer, carefully straighten any deformed spoiler retaining clip mounting holes and apply Motorcraft® PM13A sealer. See Figure 14.

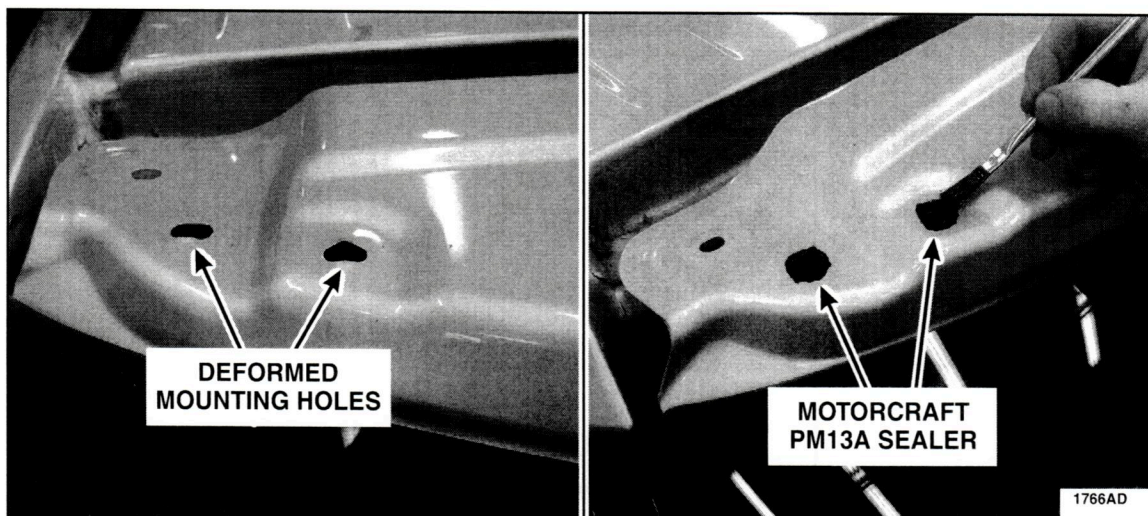


FIGURE 14

HVAC Module Reprogramming

1. Reprogram the HVAC module using Integrated Diagnostic Software (IDS) release 107.04 or higher.

Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.



**Recovering a module when programming has resulted in a blank module:
NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

