July 23, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 19M01 - *Supplement #1***
Certain 2013-*2019* Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine
Catalytic Converter Extended Coverage

REF: **NEW VEHICLE DELIVERY HOLD - Emission Recall 19E02 - Supplement #1**
July 23, 2020

Customer Satisfaction Program 19M01
June 13, 2019

New! *REASON FOR THIS SUPPLEMENT*

- *Affected Vehicles: Addition of certain 2019 Model Year Vehicles*

New! PROGRAM TERMS

This program extends the warranty coverage of the catalytic converters to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first.

This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Additionally, this program may be used multiple times 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 extended warranty coverage will last through *August 31, 2021*.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Utility	2013-2018	Chicago	August 25, 2011 through September 16, 2018
	2019		*September 18, 2018 through September 20, 2018*

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In the affected vehicles, it may be possible that aggressive lawenforcement driving maneuvers can 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 powertrain control module (PCM).

SERVICE ACTION

If an affected vehicle exhibits this condition, 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

Owner Letters were mailed the week of July 1, 2019. *The owner letters for the additional Supplement #1 population will be mailed by the week of August 3, 2020.* Dealers should repair any 19M01 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.

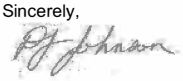
ATTACHMENTS

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

Customer Satisfaction Program 19M01 - *Supplement #1*
2013-*2019* Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine
Catalytic Converter Extended Coverage

New! OASIS ACTIVATION

OASIS was activated on June 13, 2019. *The OASIS population for supplement #1 will be activated on July 23, 2020.*

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 ***August 31, 2021***.
- 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.

Customer Satisfaction Program 19M01 - *Supplement #1*
2013-*2019* Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine
Catalytic Converter Extended Coverage

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 / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle powertrain warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 5 years or 60,000 miles
- For vehicles outside new vehicle powertrain warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Note:** This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using the Labor Operation Codes provided in TSB 18-2138 (2013-2018 Police Interceptor Utility) or applicable Labor Operation Codes for the Workshop Manual procedure.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 19M01 if vehicle is still within time and mileage limits.
- **Claim Entry**: 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 (19M01) 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.
- **Related Damage/Additional labor and/or parts**: Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

  IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.

  - Program Code: 19M01 - 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.

Customer Satisfaction Program 19M01 - *Supplement #1*
2013-*2019* Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine
Catalytic Converter Extended Coverage

New! LABOR ALLOWANCES

Description	Model Year	FWD / AWD	Labor Operation	Labor Time
Replace **Rear (RH)** Catalytic Converter. Includes time for retrieving DTC's.	2013-2015	FWD	19M01B	1.9 Hours
		AWD		2.2 Hours
	2016-*2019*	FWD		1.9 Hours
		AWD		2.2 Hours
Replace **Front (LH)** Catalytic Converter. Includes time for retrieving DTC's.	2013-2015	FWD	19M01C	1.6 Hours
		AWD		1.7 Hours
	2016-*2019*	FWD		1.6 Hours
		AWD		1.7 Hours
Replace **Both** Catalytic Converters. Includes time for retrieving DTC's.	2013-2015	FWD	19M01D	2.8 Hours
		AWD		3.1 Hours
	2016-*2019*	FWD		2.8 Hours
		AWD		3.1 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Model Year	Description	Order Quantity	Claim Quantity
DA8Z-5G232-C	2013-2015	Front Catalytic Converter (LH)	As Needed Based on DTC(s) set	
DA8Z-5G232-D		Rear Catalytic Converter (RH)		
FB5Z-5G232-A	2016-*2019*	Front Catalytic Converter (LH)		
FB5Z-5G232-B		Rear Catalytic Converter (RH)		

Additional Parts – If Replacing One Catalytic Converter (LH or RH) – All Model Years			
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 req'd)	1	6
W716011-S430	Nut - Catalytic Converter to Cylinder Head (4 per pkg, 6 req'd)	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 req'd)	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	

Customer Satisfaction Program 19M01- *Supplement #1*
2013-*2019* Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine
Catalytic Converter Extended Coverage

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 req'd)	1	12
W716011-S430	Nut - Catalyst to Cylinder Head (4 per pkg, 12 req'd)	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 req'd)	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	

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.

NEW! CERTAIN 2013-*2019* MODEL YEAR POLICE INTERCEPTOR UTILITY VEHICLES EQUIPPED WITH A 3.7L ENGINE — CATALYTIC CONVERTER EXTENDED COVERAGE

OVERVIEW

In the affected vehicles, it may be possible that aggressive law enforcement driving maneuvers can 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 powertrain control module (PCM).

If an affected vehicle exhibits this condition, dealers are to replace the affected catalytic converter. This service must be performed at no charge to the vehicle owner.

SERVICE PROCEDURE

Recommended Tool List For Replacement:

1/4" Drive Ratchet (Power Tool)
1/4" Drive Flex Head Ratchet
1/4" Drive Shallow 10mm Socket
1/4" Drive 12 in (305 mm) Extension
1/4" Drive Torque Wrench
3/8" Drive Impact Gun
3/8" Drive Ratchet
3/8" Drive 13mm Deep Swivel Impact Socket
3/8" Drive 15mm Deep Swivel Impact Socket
3/8" Drive 7 in (178 mm) & 12 in (305 mm) Impact Extensions
3/8" Drive Torque Wrench
Long 10mm Ratchet Wrench
Stud Remover / Installer
Long Screwdriver (RH Converter Only)
Paint Stick (RH Converter Only)
Exhaust Gas Oxygen Sensor Socket 303-476 (RH Converter Only)

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. Refer to Workshop Manual (WSM) Section 309-00D.
   No – This article does not apply.

CPR © 2020 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
7/2020

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

August 2020

Emission Recall 19E02

Customer Satisfaction Program 19M01

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 emission standards in your state.

What is the issue?

On your vehicle, it may be possible that aggressive law enforcement driving maneuvers can result in an overheated catalytic converter and catalyst degradation.

What is the effect?



Service Engine Soon

Catalyst degradation may result in an illuminated Service Engine Soon Indicator (icon shown to left) and may also cause elevated exhaust emissions.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module with improved catalyst protection software. This service will be performed free of charge (parts and labor).

If you do not have this service performed:

- 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.

In addition, Ford Motor Company is extending the warranty coverage on the catalytic converters under Customer Satisfaction Program 19M01. This program extends the warranty coverage of the catalytic converters to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first.

What will Ford and your dealer do? (continued)	If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through August 31, 2021. 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. Additional time may be required to allow the engine to cool prior to 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 19E02. Provide the dealer with the VIN, which 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. You should contact their dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle. If you do not already have a servicing dealer, you can access www.Fordowner.com 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 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.
COVID-19 (CORONAVIRUS)	Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit www.Fordowner.com.
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 for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to catalytic converter replacement.

Have you previously paid for this repair? (continued)	To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **August 31, 2021**. 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 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.
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. 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. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
California and Massachusetts Registration Requirements	The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs prior to 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.** In order 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 lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Ford Customer Service Division

Ford Motor Company
Ford, División de Servicio al Cliente
P. O. Box 1904
Dearborn, Michigan 48121

Agosto 2020

Campaña de emisiones 19E02

Programa de satisfacción del cliente 19M01

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

Número de identificación del vehículo (VIN): 12345678901234567

Ford Motor Company lo valora como cliente y está comprometida con la calidad del vehículo y con la preservación del medioambiente. Por esta razón, estamos realizando voluntariamente una campaña para su vehículo, con el VIN que aparece más arriba. Es posible que su vehículo esté liberando contaminantes que exceden las normas de emisiones vigentes en su estado.

¿Cuál es el problema?

Es posible que, al realizar maniobras de manejo agresivas en su vehículo, dentro del marco de la ley, se produzca un recalentamiento del convertidor catalítico o una degradación del catalizador.

¿Cuál es el efecto?



Servicio al motor a la brevedad

La degradación del catalizador podría provocar el encendido del indicador Servicio al motor a la brevedad (ícono que aparece a la izquierda) y también un aumento de las emisiones de escape.

¿Qué medidas adoptarán Ford y su distribuidor?

Ford Motor Company ha autorizado a su distribuidor para que realice la reprogramación del módulo de control del tren motriz con un software de protección del catalizador mejorado. Este servicio se realizará sin costo alguno (piezas y mano de obra).

Si no ha realizado este servicio:

- Es probable que su vehículo no pase las pruebas de emisiones o de humos requeridas en su región.
- Es posible que el Departamento Estatal de Vehículos Motorizados no renueve el registro de su vehículo.

Adicionalmente, Ford Motor Company está extendiendo la cobertura de la garantía de los convertidores catalíticos conforme al Programa de satisfacción del cliente 19M01.

¿Qué medidas adoptarán Ford y su distribuidor? (continuación)

Este programa extiende la cobertura de la garantía de los convertidores catalíticos a 11 años de servicio o 120,000 millas a partir de la fecha de inicio de la garantía del vehículo, lo que se cumpla primero.

Si su vehículo ya superó los límites de tiempo o de millaje anteriormente indicados, esta cobertura de garantía extendida tendrá vigencia hasta el 31 de agosto de 2021. La cobertura se transfiere automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más. Es posible que se necesite más tiempo para permitir que el motor se enfríe antes de realizar esta reparación. Además, es posible que se realice una inspección del vehículo para determinar si se deben solicitar piezas.

¿Qué debe hacer?

Llame a su distribuidor lo antes posible para solicitar una cita de servicio para realizar la campaña de emisiones 19E02. Proporcione el VIN a su distribuidor, el cual está impreso debajo de sus datos al comienzo de esta carta.

Para esta campaña de emisiones, Ford no ha emitido instrucciones de no manejar el vehículo. Usted debe ponerse en contacto con su distribuidor a fin de programar una cita para solucionar este problema lo más pronto posible. Puede continuar manejandosu vehículo con seguridad.

Si aún no tiene un distribuidor para realizar el servicio, puede acceder a www.Fordowner.com para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta campaña en su vehículo. El propietario del vehículo es responsable de realizar los arreglos para llevar a cabo el trabajo. Ford Motor Company puede negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la campaña de manera oportuna. Por lo tanto, le solicitamos que realice esta campaña lo antes posible.

NOTA: puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva y pago de estacionamientos en ciertos lugares, además de control de ciertas funciones en el vehículo (bloqueo y desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

COVID-19 (CORONAVIRUS)	Los distribuidores Ford han implementado protocolos mejorados con el fin de asegurar tanto su seguridad como la de los empleados de los diferentes distribuidores. Esto incluye procedimientos específicos de limpieza y desinfección antes y después de realizar servicio en cada uno de los vehículos de nuestros clientes. En la mayoría de los lugares, la atención de vehículos se ha considerado un servicio fundamental. Póngase en contacto con su distribuidor local para confirmar las horas de servicio actuales. Para obtener más información sobre cómo Ford y su distribuidor local están trabajando duro para mantenerlo en las calles durante estos tiempos difíciles, visite www.Fordowner.com.
¿Ha pagado anteriormente por esta reparación?	Si usted ha pagado previamente por la reparación que aborda el problema descrito en esta carta, igualmente se le recomienda realizar esta campaña para garantizar que se hayan utilizado las piezas y los procedimientos correctos. Si el pago por esta reparación se efectuó antes de la fecha de esta carta, podrá solicitar un reembolso. Solo se otorgarán reembolsos por servicios relacionados con el reemplazo del convertidor catalítico. Para comprobar si cumple con los requisitos y agilizar el reembolso, entregue el recibo de pago original a su distribuidor antes del **31 de agosto de 2021**. Para evitar demoras, no envíe los recibos a Ford Motor Company.
¿Qué pasa si usted ya no es el propietario del vehículo?	Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta. Usted recibió este aviso porque las regulaciones del gobierno exigen el envío de notificaciones al propietario conocido más reciente del registro. Nuestros registros se basan principalmente en datos estatales y de propiedad, que indican que usted es el propietario actual del vehículo.
¿Pode mos hacer algo más por uste d?	Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el gerente de servicio de su distribuidor para solicitar ayuda. PROPIETARIOS MINORISTAS: si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es www.Fordowner.com. Las personas con problemas de audición pueden llamar al 1-800-232-5952 (TDD). Los representantes atienden de lunes a viernes, de 8:00 a.m. a 8:00 p.m. (hora del Este). PROPIETARIOS DE FLOTAS: si tiene dudas o preguntas, comuníquese con nuestro **Centro de Información a Clientes de flotas al 1-800-34-FLEET**, elija la opción n.° 3 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es www.fleet.ford.com. Los representantes atienden de lunes a viernes, de 8:00 a.m. a 8:00 p.m. (hora del Este).

Requisitos para el registro en California y Massachusetts	El estado de California y la mancomunidad de Massachusetts exigen llevar a cabo las reparaciones de las campañas de emisiones antes de renovar el registro del vehículo. Si su vehículo está registrado en California o en Massachusetts, está sujeto a estos requerimientos. Cuando su distribuidor finalice esta reparación de la campaña de emisiones, recibirá un certificado de prueba de corrección de la campaña de emisiones en el vehículo. **Asegúrese de que el distribuidor le entregue un certificado y consérvelo para presentarlo al momento de renovar el registro del vehículo.** **También es importante que sepa que el certificado se debe devolver al Departamento de vehículos motorizados (DMV) sólo si el DMV lo solicita. De lo contrario, este certificado debe quedar con usted, para sus registros.** A fin de asegurar protección total conforme a lo estipulado en la garantía de emisiones y para evitar cualquier inconveniente al renovar su registro, se recomienda que lleve el vehículo a servicio lo antes posible. Si no lo hace, podría considerarse como falta de mantenimiento adecuado del vehículo.

Gracias por su atención en este asunto sumamente importante.

Ford, División de Servicio al Cliente

© Copyright 2020 Ford Motor Company