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Ford Motor Company
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March 30, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 20M01**
Certain 2013-2019 Model Year Police Interceptor Sedan, 2013-2015 MKZ and MKT, and 2016-2019 MKT Livery Vehicles Equipped with a 3.7L Engine
Catalytic Converter Extended Coverage

REF: **NEW VEHICLE DELIVERY HOLD - Emission Recall 20E01**
Dated March 30, 2020

REF: **TSB 19-2366, TSB 18-2146, TSB 14-0204**

PROGRAM TERMS

This program extends the warranty coverage of the catalytic converters to 10 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 October 31, 2020.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Sedan	2013-2019	Chicago	June 16, 2012 through March 1, 2019
MKZ	2013-2015	Hermosillo	April 25, 2012 through March 3, 2015
MKT Retail & Livery	2013-2015	Oakville	September 15, 2011 through December 10, 2015
MKT Livery Only	2016-2019	Oakville	July 20, 2015 through October 11, 2019

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In the affected vehicles, it may be possible that certain 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.

OWNER NOTIFICATION MAILING SCHEDULE

Pending Agency approval, owner letters are expected to be mailed in late April 2020. Dealers should repair any 20M01 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 Letters

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 20M01

Certain 2013-2019 Model Year Police Interceptor Sedan, 2013-2015 MKZ and MKT, and 2016-2019 MKT Livery Vehicles Equipped with a 3.7L Engine - Catalytic Converter Extended Coverage

OASIS ACTIVATION

OASIS will be activated on March 30, 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

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 30, 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

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required and does not apply for Police Interceptor, livery, or fleet vehicles. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

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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 bumper-to-bumper 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 – 3 years or 36,000 miles
  - Lincoln vehicles – 4 years or 50,000 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.

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 19-2366 (2016-2019, Police Interceptor Sedan), TSB 18-2146 (2013-2014 Police Interceptor Sedan and Lincoln MKT Livery), and TSB 14-0204 (2013-2015 MKZ) 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 20M01 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 (20M01) 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

  Note: This does not apply for Police Interceptor, livery, or fleet vehicles.
- **Refunds:** Submit refunds on a separate repair line.

  - Program Code: 20M01 - 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.

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LABOR ALLOWANCES – POLICE INTERCEPTOR SEDAN (2013-2019 MY)

Description	Drive Type	Labor Operation	Labor Time
Replace **Rear (RH)** Catalytic Converter. Includes time for retrieving DTC's.	AWD	20M01B	1.9
Replace **Front (LH)** Catalytic Converter. Includes time for retrieving DTC's.		20M01C	1.6
Replace **Both** Catalytic Converters. Includes time for retrieving DTC's.		20M01D	2.7

LABOR ALLOWANCES – MKZ (2013-2015 MY)

Description	Drive Type	Labor Operation	Labor Time
Replace **Rear (RH)** Catalytic Converter. Includes time for retrieving DTC's.	FWD	20M01E	2.2
	AWD		2.7
Replace **Front (LH)** Catalytic Converter. Includes time for retrieving DTC's.	FWD	20M01F	2.6
	AWD		
Replace **Both** Catalytic Converters. Includes time for retrieving DTC's.	FWD	20M01G	3.9
	AWD		4.3

LABOR ALLOWANCES – MKT (LIVERY and RETAIL 2013-2015 MY)

Description	Drive Type	Labor Operation	Labor Time
Replace **Rear (RH)** Catalytic Converter. Includes time for retrieving DTC's.	FWD	20M01H	1.6
	AWD		2.2
Replace **Front (LH)** Catalytic Converter. Includes time for retrieving DTC's.	FWD	20M01J	1.7
	AWD		
Replace **Both** Catalytic Converters. Includes time for retrieving DTC's.	FWD	20M01K	2.5
	AWD		3.2

Customer Satisfaction Program 20M01
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LABOR ALLOWANCES – MKT (LIVERY ONLY 2016-2019 MY)

Description	Drive Type	Labor Operation	Labor Time
Replace **Rear (RH)** Catalytic Converter. Includes time for retrieving DTC's.	AWD	20M01L	2.2
Replace **Front (LH)** Catalytic Converter. Includes time for retrieving DTC's.		20M01M	1.7
Replace **Both** Catalytic Converters. Includes time for retrieving DTC's.		20M01N	3.2

PARTS REQUIREMENTS / ORDERING INFORMATION – POLICE SEDAN, AND MKT ONLY

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)		

PARTS REQUIREMENTS / ORDERING INFORMATION – MKZ ONLY

Part Number	Model Year	Description	Order Quantity	Claim Quantity
DG9Z-5G232-D	2013-2015	Front Catalytic Converter (LH)	As Needed Based on DTC(s) set	
DG9Z-5G232-E		Rear Catalytic Converter (RH)		

Additional Parts – If Replacing One Catalytic Converter (LH or RH) – All Model Years				
Vehicle Line	**Part Number**	**Description**	**Order Quantity**	**Claim Quantity**
ALL	W716011-S430	Nut – Catalyst to Cylinder Head (4 per pkg, 6 req'd)	2	6
ALL	W712244 S300	Stud – Catalyst to Cylinder Head (12 per pkg, 6 req'd)	1	6
ALL	DG1Z- 9448-A	Gasket - Catalyst to Cylinder Head	1	1
ALL	7T4Z-9450-AA	Gasket - Y-Pipe Gasket (LH/Front)	1	1
MKT	W520414-S441	Nut - Y-Pipe to Catalyst & Y-Pipe to Tailpipe (4 per pkg, 6 req'd)	2	6
Police	W714265-S441	Nut - Y-Pipe to Catalyst & Y-Pipe to Tailpipe (4 per pkg, 6 req'd)	2	6

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Additional Parts – If Replacing One Catalytic Converter (LH or RH) – All Model Years				
Vehicle Line	**Part Number**	**Description**	**Order Quantity**	**Claim Quantity**
Police, MKT	DA5Z-9450-A	Gasket - Y-Pipe to Tail Pipe	1	1
MKZ	W520103-S442	Nut - Y-Pipe to Catalyst & Y-Pipe to Tailpipe (4 per pkg, 6 req'd)	2	6
MKZ	BT4Z-9450-A	Gasket - Y-Pipe to Tail Pipe (1 req'd)	1	1

Additional Parts – If Replacing Both Catalytic Converters – All Model Years				
Vehicle Line	**Part Number**	**Description**	**Order Quantity**	**Claim Quantity**
ALL	W716011-S430	Nut – Catalyst to Cylinder Head (4 per pkg, 12 req'd)	3	12
ALL	W712244 S300	Stud – Catalyst to Cylinder Head (12 per pkg, 12 req'd)	1	12
ALL	DG1Z- 9448-A	Gasket - Catalyst to Cylinder Head	2	2
ALL	7T4Z-9450-AA	Gasket - Y-Pipe Gasket (LH/Front)	1	1
MKT	W520414-S441	Nut - Y-Pipe to Catalyst & Y-Pipe to Tailpipe (4 per pkg, 6 req'd)	2	6
Police	W714265-S441	Nut - Y-Pipe to Catalyst & Y-Pipe to Tailpipe (4 per pkg, 6 req'd)	2	6
Police, MKT	DA5Z-9450-A	Gasket - Y-Pipe to Tail Pipe	1	1
MKZ	W520103-S442	Nut - Y-Pipe to Catalyst & Y-Pipe to Tailpipe (4 per pkg, 6 req'd)	2	6
MKZ	BT4Z-9450-A	Gasket - Y-Pipe to Tail Pipe (1 req'd)	1	1

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

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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.

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CERTAIN 2013-2019 MODEL YEAR POLICE INTERCEPTOR SEDAN, 2013-2015 MKZ AND MKT AND 2016-2019 MKT LIVERY VEHICLES EQUIPPED WITH A 3.7L ENGINE — CATALYTIC CONVERTER EXTENDED COVERAGE

SERVICE PROCEDURE

1. Using Integrated Diagnostic System (IDS), retrieve Diagnostic Trouble Codes (DTC's). Are DTC's 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 309-00.
   No – This article does not apply.

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