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March 2, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 17B03

Certain 2017 Model Year F-Super Duty Vehicles Equipped with a 6.7L Diesel Engine
Transmission Fluid Cooler Tubes Repair

PROGRAM TERMS

This program will be in effect through March 31, 2018. There is no mileage limit for this program.

We recommend dealers utilize their FSA VIN Lists name and address (available by March 24, 2017) to contact customers with affected vehicles. This will help minimize the number of vehicles that may exhibit a transmission oil leak, which requires a more extensive repair.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-Super Duty	2017	Kentucky Truck	October 8, 2015 through September 30, 2016
		Ohio	February 11, 2016 through September 29, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, a slow transmission fluid leak may occur due to the Transmission Fluid Cooler (TFC) tubes not being manufactured to the intended bend angle. This could cause stress loading, and ultimately cause a crack to form on the TFC tubes at the transmission, resulting in a leak. Customers may notice a small amount of fluid leakage on the ground and/or a service engine soon indicator illuminated in the instrument panel. If the leak progresses, customers could experience reduced engine function and hard transmission gear shifting.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to inspect the TFC tubes at the transmission for the presence of a leak. If no fluid leak is present, dealers are to install a washer behind the TFC tubes attaching plate, per the Technical Information, which will reduce stress loading of the TFC tubes. If a fluid leak is present, dealers are to replace the TFC tubes and install the washer as described above. 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 March 13, 2017. Dealers should repair any affected vehicles that arrive at their dealerships, 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,



Michael A. Berardi

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OASIS ACTIVATION

OASIS will be activated on March 2, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 2, 2017. Owner names and addresses will be available by March 24, 2017.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- 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.

TITLE BRANDED / SALVAGED VEHICLES

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

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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 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

Refunds are not approved for this program.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- 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 (17B03) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect for transmission fluid leak – no leak detected - install transmission fluid cooler tubes attaching plate washer	17B03B	0.4 Hours
Inspect for transmission fluid leak – leak detected - replace transmission fluid cooler tubes and install attaching plate washer	17B03C	2.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**No Leak Detected – Parts Required to Install Transmission Fluid Cooler Tubes Attaching Plate Washer (claim with labor operation 17B03B)**

Part Number	Description	Order Quantity	Claim Quantity
W715131-S437	Bolt (4 bolts/package, 1 bolt needed)	1	1
W718565-S437U	Washer (4 washers/package, 1 washer needed)	1	1

Leak Detected – Parts Required to Replace the Transmission Fluid Cooler Tubes and Install Attaching Plate Washer (claim with labor operation 17B03C)

Note: Less than 1% of the affected vehicle population is expected to require transmission fluid cooler tubes to be replaced.

Part Number	Description	Order Quantity	Claim Quantity
W715131-S437	Bolt (4 bolts/package, 1 bolt needed)	1	1
W718565-S437U	Washer (4 washers/package, 1 washer needed)	1	1
HC3Z-7R081-B	Transmission fluid cooler tubes	1	1
BC3Z-6840-A	Oil filter adapter gasket	1	1
BC3Z-6731-B	Engine oil filter	1	1
XT-10-QLVC	Motorcraft® MERCON® LV Automatic Transmission Fluid	As Needed (up to 8 quarts)	
XO-10W30-QSD	Motorcraft® Super Duty Diesel Motor Oil	1 quart	1 quart

The DOR/COR number for this program is 51072.

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.