



Michael A. Berardi
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May 3, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 17B08

Certain 2017 Model Year F-450/F-550/F-650/F-750, E-Series and F-53/F-59
Vehicles Equipped with a 6.8L Engine
Loose Crankshaft Pulley Bolt

PROGRAM TERMS

This program will be in effect through April 30, 2018. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-450/F-550	2017	Kentucky	September 12, 2016 through February 8, 2017
F-650/F-750		Ohio	
E-Series			
F-53/F-59		Detroit Chassis	

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In the affected vehicles, the crankshaft pulley bolt may not have been torqued properly during engine assembly. Vehicles with a loose crankshaft pulley bolt may display a check engine light with engine misfire diagnostic codes without drivability symptoms present. If the vehicle is not serviced, engine damage may result.

SERVICE ACTION

Dealers are to loosen the crankshaft pulley bolt one full turn, then torque the bolt following the technical instructions. 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 May 29, 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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

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OASIS ACTIVATION

OASIS will be activated on May 3, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> May 3, 2017.
Owner names and addresses will be available by June 9, 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.
- 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 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.

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are 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 (17B08) 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
Loosen then Torque Crankshaft Pulley Bolt	17B08B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.