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December 5, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 17M05
Certain 2011-2012 F-450/F-550 Super Duty Vehicles Over 14,000 lbs. GVW
with 6.7L Engine
Exhaust Manifold Stud Replacement

PROGRAM TERMS

This program extends the warranty coverage of the exhaust manifold studs to 10 years of service or 110,000 miles from the warranty start date of the vehicle, whichever occurs first.

If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through June 30, 2018. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-450/F-550	2011-2012	Kentucky	August 11, 2010 through October 19, 2012

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In some of the affected vehicles, the exhaust manifold studs may break, causing the exhaust manifold to warp and create an exhaust leak.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to replace the broken exhaust manifold studs along with both exhaust manifolds and related hardware. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 15, 2018. Dealers should repair any affected vehicles that experience a broken exhaust manifold stud, 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 December 5, 2017.

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

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

- 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 June 30, 2018.
- 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. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with exhaust manifold stud replacement.

RENTAL VEHICLES

Dealers are pre-approved for up to 2 days for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental days is required from the SSSC via the SSSC Web Contact Site.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using One Warranty Solution (OWS).
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 17M05 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: 17M05
 - 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.
- 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both exhaust manifolds, exhaust manifold studs for cylinders 4 and 8, and other studs as required	17M05B	6.6 Hours
Time to remove broken studs	MT17M05	Up to 1 hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
BC3Z-9439-A	Upper Intake Gasket	1	1
BC3Z-9439-B	Upper Intake Gasket	1	1
BC3Z-9439-C	Upper Intake Gaskets	1	2
BC3Z-6A632-A	Oil Separator Gasket	1	1
BC3Z-8527-A	Oil Separator O-ring	1	1
BC3Z-8287-A	Turbo Inlet Pipe Clamps	2	2
BC3Z-6N640-A	Turbo Inlet Pipe Gasket	1	2
W711402-S900	Turbo Inlet Pipe Nuts	6	6
HC3Z-9E464-A	EGR bypass pipe gasket	1	1
HC3Z-9D476-A	EGR bypass pipe gasket	1	1
W500214-S437	EGR inlet tube bracket bolts	1	2
BC3Z-8527-N	Heater Pipe O-Ring (if required)	1	1
BC3Z-8287-B	Exhaust Downpipe Clamp	1	1
BC3Z-6587-A	Turbo Gasket	1	1
W714639-S439	Turbo bolts	4	4
FC3Z-9448-A	Exhaust manifold gasket	2	2
W717172-S900	Manifold Stud (cylinders 4 and 8 only)	2	4
FC3Z-00810-A	Manifold Stud Spacer (cylinders 4 and 8 only)	2	4
W715713-S431	Manifold studs (for cylinders 1, 2, 3, 5, 6 and 7 only)	As required (1-14)	
DC3Z-9A462-B	Manifold heat shield	1	1
FC3Z-9Y427-A	Manifold heat shield	1	1
W713535-S900	Heat shield bolts	3	9
DC3Z-9431-A	LH Exhaust Manifold	1	1
DC3Z-9430-A	RH Exhaust Manifold	1	1

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PARTS REQUIREMENTS / ORDERING INFORMATION - continued

Part Number	Description	Order Quantity	Claim Quantity
W701706-S430	Exhaust Manifold Nuts	4	16
XO-15W40-QSDF XO-10W30-QSDF XO-5W40-5Q3SD XO-0W30-LAS	Motorcraft Diesel Engine Oil (oil weight based on customer preference and vehicle usage)	13Q	13Q
BC3Z-6731-B	Oil Filter	1	1
VC-3-B	Engine Coolant	4	4

The DOR/COR number for this program is 51102.

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.