



Michael A. Berardi
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Ford Motor Company
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October 24, 2017

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 17S37**

Certain 2018 Model Year F-150 Vehicles Equipped with a 3.5L GTDI Engine
Engine Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2018	Dearborn	September 3, 2017 through September 16, 2017
F-150	2018	Kansas City	September 5, 2017 through September 17, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: A total of 22 vehicles are affected by this condition.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, cylinder heads are missing machined holes intended to supply lubrication to the camshaft bearing journals. Lack of proper camshaft lubrication will result in premature engine failure. Engine failure can cause a noise, a check engine light to illuminate, a runs rough condition, and/or a loss of motive power without warning while driving, increasing the risk of crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the engine assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: It is recommended that dealers consult legal counsel for state or local disclosure laws.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 13, 2017. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

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". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

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OASIS ACTIVATION

OASIS will be activated on October 24, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 24, 2017. Owner names and addresses will be available by November 17, 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 recall 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 recall.

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.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

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

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

CLAIMS PREPARATION AND SUBMISSION

- One Warranty Solution (OWS).
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 17S37 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- 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.
- A parts handling allowance is being provided in lieu of part mark-up. To claim the allowance, enter \$600.00 as HANDLG in the Misc. Expense area of the claim form.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Engine Assembly	MT17S37	Actual Time Not To Exceed 15 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
DS7Z-19B596-A	A/C Fitting O-Rings	1	1
W520215-S440	Stabilizer Bar Link Nuts	1	2
W718526-S900	Stabilizer Bar Retainer	1	2
W520113-S440	Stabilizer Bar Retainer Nuts	1	2
7L1Z-4B496-C	Front Driveshaft To Pinion Bolts (4x4 only)	2	2
7L1Z-4B496-D	Front Driveshaft To Transfer Case Bolts (4x4 only)	3	3
W715618-S437	Torque Converter Nut	1	4
W520514-S440	Exhaust Flange Nut	4	4
W714717-S439	Exhaust Flange Bolt	1	2
W705134-S442	Transmission Cooler Bracket Bolt	1	1
W716530-S440	Engine Mount Nut (RH)	1	2
W715211-S439	Engine Mount Through Bolt (LH)	1	1
W713244-S439	Engine Mount Bolt (LH)	1	3
W709771-S440	Transmission Mount-To-Crossmember Nuts	2	2
TA-26	Motorcraft® Threadlock	1	1
FL-500S	Motorcraft® Oil Filter	1	1
XO-5W30-QSP	Motorcraft® 5W30 Engine Oil	As Needed	
XT-12-QULV	Motorcraft® Automatic Transmission Fluid	As Needed	
VC-3-B	Motorcraft® Orange Concentrated Antifreeze/Coolant	4	4

SSSC Web Contact Site:

Submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
JL3Z-6007-A	Complete 3.5L GTDI Engine Assembly	1	1

The DOR/COR number for this repair is 51105.

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DEALER PRICE

For latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$600.00 per repair is being provided in lieu of part mark-up.

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.