



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

July 31, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 18M05
Certain 2011-2012 Model Year F-450 and F-550 Vehicles Equipped with a 6.7L
Engine
Turbocharger Extended Warranty Coverage

PROGRAM TERMS

This program extends the warranty coverage of the turbocharger to 11 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. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using applicable Labor Operation Codes for the Workshop Manual procedure. 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 January 31, 2020.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-450/F-550 Chassis Cab	2011-2012	Kentucky Truck	January 22, 2010 through October 19, 2012

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In some of the affected vehicles, the turbocharger may become damaged when the engine is operated in certain ranges and conditions for an extended length of time. Turbocharger damage can result in a lack of power, unusual noise, and illumination of the malfunction indicator lamp (MIL) accompanied by shutdown of the exhaust gas recirculation (EGR) system.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to replace the turbocharger. 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 August 19, 2019. Dealers should repair any affected vehicles that experience a damaged turbocharger, whether or not the customer has received a letter.

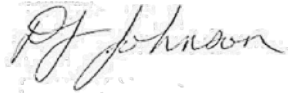
ATTACHMENTS

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 that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

Customer Satisfaction Program 18M05

Certain 2011-2012 Model Year F-450 and F-550 Vehicles Equipped with a 6.7L Engine
Turbocharger Extended Warranty Coverage

OASIS ACTIVATION

OASIS will be activated on July 31, 2019.

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 January 31, 2020.
- 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 the cost associated with turbocharger replacement.

RENTAL VEHICLES

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

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 outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

Customer Satisfaction Program 18M05

Certain 2011-2012 Model Year F-450 and F-550 Vehicles Equipped with a 6.7L Engine
Turbocharger Extended Warranty Coverage

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 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 18M05 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 (18M05) 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 18M05 - 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.

Customer Satisfaction Program 18M05

Certain 2011-2012 Model Year F-450 and F-550 Vehicles Equipped with a 6.7L Engine
Turbocharger Extended Warranty Coverage

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Diagnose turbocharger using applicable Workshop Manual and/or PC/ED procedures	MT18M05B	Actual time up to 1.0 Hours
Replace turbocharger	18M05C	4.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
BC3Z-6K682-B	Turbocharger	1	1
BC3Z-9T514-A	Turbocharger gasket kit	1	1
BC3Z-6L612-A	Turbocharger pedestal mount hardware kit	1	1
W714639-S439	Turbocharger mounting bolt	4	4
BC3Z-9E464-F	EGR bypass outlet pipe gaskets (2/pkg., 2 req'd)	1	2
BC3Z-9439-C	Upper intake manifold gaskets (2/pkg., 2 req'd)	1	2
BC3Z-9439-B	Upper intake manifold gasket	1	1
BC3Z-9439-A	Upper intake manifold gasket	1	1
BC3Z-6B689-A	Oil feed tube	1	1
BC3Z-6731-B	Oil filter (FL-2051)	1	1
XO-10W30-QSDF	Motorcraft® SAE 10W-30 Super Duty Diesel Motor Oil; (12 qts./case, engine holds 13 qts.)	As needed	13
VC-3DIL-B	Motorcraft® Orange Concentrated Antifreeze/Coolant	As needed	As needed
BC3Z-6A968-D	Oil feed tube connector (inspect and replace as needed)	1 / As needed	1 / As needed
BC3Z-6A968-C	Oil feed tube and water outlet tube connector (inspect and replace as needed)	2 / As needed	2 / As needed

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.

CERTAIN 2011-2012 MODEL YEAR F-450 AND F-550 VEHICLES EQUIPPED WITH A 6.7L ENGINE—TURBOCHARGER EXTENDED WARRANTY COVERAGE

OVERVIEW

In some of the affected vehicles, the turbocharger may become damaged when the engine is operated in certain ranges and conditions for an extended length of time. Turbocharger damage can result in a lack of power, unusual noise, and illumination of the malfunction indicator lamp (MIL) accompanied by shutdown of the exhaust gas recirculation (EGR) system. If an affected vehicle exhibits this condition dealers are to replace the turbocharger.

SERVICE PROCEDURE

Unique Tool List:

Air Lift Coolant Fill System UVU550000

1. Have you been directed by the Workshop Manual or PC/ED to replace the turbocharger?

No - This procedure does not apply. Please follow normal Workshop Manual (WSM) diagnosis and repair procedures as needed.

Yes - Please follow the WSM procedures in Section 303-04D for turbocharger replacement.

NOTE: If emission recall 18E03 is open, be sure to complete service repairs under that recall before releasing the vehicle.





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 18M05

Mr. John Sample
123 Main Street
Anywhere, USA 12345

August 2019

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

Although your vehicle's turbocharger is likely functioning correctly, we are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the turbocharger.

What is the effect?



Service Engine Soon Indicator

Your vehicle's turbocharger may become damaged when the engine is operated in certain ranges and conditions for an extended length of time. Turbocharger damage can result in a lack of power, unusual noise, and illumination of the service engine soon indicator accompanied by shutdown of the exhaust gas recirculation (EGR) system.

This program increases the turbocharger warranty coverage to a total of 11 years or 120,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through January 31, 2020. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's turbocharger requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the turbocharger free of charge (parts and labor).

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will/may require an inspection to determine if parts need to be ordered.

What should you do? You do not need to return to your dealer for this repair unless your vehicle exhibits the symptoms mentioned previously. Please keep this letter as a reminder of the extended warranty coverage for your turbocharger. If your vehicle exhibits the symptoms mentioned previously, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 18M05. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Have you previously paid for this repair? If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to turbocharger replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before January 31, 2020. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle? If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

Can we assist you further? If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division