



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

April 12, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DELIVERY HOLD - Special Field Action 16L02**
Certain 2016 Model Year E-350 Cutaway Vehicles Equipped with a 6.8L 2V Gasoline
Engine and Motorhome Prep Package
Vehicle Emissions Control Information (VECI) Label Update

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
E-350 Cutaway	2016	Ohio	January 21, 2016 through March 1, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

In all of the affected vehicles, the two VECI labels contain incorrect Frontal Area information.

SERVICE ACTION

Dealers are to install the revised VECI labels directly over the original labels on the affected vehicles. This service will be performed on affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be mailed both VECI labels and installation instructions the week of April 18, 2016. Owners will be given the option of installing the labels themselves, or they can have their dealer perform the service for them.

EXPIRATION DATE

This program has an expiration date of April 30, 2017. We encourage dealers to complete this service as soon as possible.

ADDITIONAL LABELS

To assist customers who prefer to have this service completed at the dealership and arrive without the labels, please contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.

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 April 12, 2016. Although OASIS may indicate 16L02 as open, the revised labels may have already been installed by the owner or body builder.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 12, 2016. Owner names and addresses will be available by May 2, 2016.

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.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery. Labels for stock vehicles will be mailed to dealerships the week of April 18, 2016. To order more labels, contact the SSSC via the SSSC Web Contact Site.

SOLD VEHICLES

- Labels will be mailed to owners of affected vehicles. However, owners may choose to have the dealer install the labels.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

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 16L02 is the sub code.
- EXPIRATION DATE: This program expires April 30, 2017.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install two VECI Labels	16L02B	0.4 Hours

PARTS REQUIREMENTS**Ordering Instructions for Additional Labels**

Labels for this program will be mailed directly to customers of the affected vehicles. Additional labels for customers who prefer to have this label installed at the dealership and arrive without the labels may be ordered from the SSSC via the SSSC Web Contact Site:

- Ask for two labels for program 16L02.
- Provide your name, dealership P&A code, and mailing address.
- Provide vehicle model year and make of vehicle(s).

Stock Vehicles: Labels for stock vehicles will be mailed to dealerships the week of April 18, 2016. The package will be sent to the attention of the service manager and contain a bright orange 16L02 Stickers on the envelope. To order more labels, contact the SSSC via the SSSC Web Contact Site.

Sold Vehicles: Labels and installation instructions will be mailed directly to customers of affected vehicles.

Replacement labels are available at the SSSC in the event that labels are misplaced. A VIN number will be required for each set of replacement labels ordered. To order additional labels, contact SSSC via the SSSC Web Contact Site.

DEALER PRICE


Dealers will not be charged for labels ordered for this program.

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TECHNICAL INFORMATION

The two revised labels are identical (see example below), and must be installed on each affected vehicle in the following locations:

- One label is located on the passenger side valve cover on the engine. The engine cover must be pulled back to gain access to the label.
 - The other label is located on the underside of the hood.
1. Clean the surface of the existing VECI labels with cleaner/degreaser, and wipe dry using a clean towel.
 2. Apply the new labels directly over the original labels. It is not necessary to remove the original labels.

FoMoCo	Ford Motor Company VEHICLE EMISSION CONTROL INFORMATION	
Conforms to regulations: 2016 MY Incomplete Weight limits refer to Emission Certification only. DO NOT EXCEED VEHICLE GVWR (See Incomplete Vehicle Manual).		
U.S. EPA: IT3B570/HDV	CA OBD II	Fuel: Gasoline
California: ULEV II MDV	CA OBD II	Fuel: Gasoline
Completed Vehicle Maximums: GVWR: 12,500# max. CurbW: 11,500# max. Frontal Area: 72.0 ft ² max.		
TWC/HO2S/SFI/WR-HO2S	No adjustments needed.	
6.8L-Group: GFMXD06.87CV Evap: GFMXF0265NAS		
▽GW7E-9C485- A S M		



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

April, 2016

Special Field Action 16L02
Aviso de Revisión de Seguridad 16L02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

It has come to our attention that both of the Vehicle Emissions Control Information (VECI) labels on your vehicle are incorrect. We apologize for this inconvenience and want to correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? On your vehicle, the Frontal Area stated on both VECI labels is incorrect and new labels are needed to meet the applicable label requirements.

What should you do? Included with this letter are two revised VECI labels to be installed on your vehicle. Both labels are identical. To install the labels, clean the existing labels with cleaner/degreaser and wipe dry using a clean towel. Apply the new labels directly over the original labels. The locations of the VECI labels are as follows:

- One label is on the passenger side valve cover on the engine. You will need to pull back the engine cover to access the label.
- The other label is located on the underside of the hood.

If you prefer to have your dealer install the labels for you, call your Ford dealer and ask for a service date for Special Field Action 16L02. Ford Motor Company has authorized your dealer to install both labels free of charge (parts and labor). This Special Field Action will be in effect until April 30, 2017 regardless of mileage.

Please remember to bring your VECI labels with you if you take your vehicle to the dealer. The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your Ford dealer may need your vehicle for a longer period of time.

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

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.

Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección:

<https://es.owner.ford.com/tools/account/maintenance/recalls.html>

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

Thank you for your attention to this important matter.

Sincerely,

Ford Customer Service Division