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October 12, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 18N03 - Supplement #1**
 Certain 2015-2018 Model Year F-150 and 2017-2018 Model Year F-250-F-550
 Vehicles - Door Latch Freezing Concerns

REF: **Customer Satisfaction Program 18N03**
 Dated September 26, 2018

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S33**
Supplement #2
 Dated: October 10, 2018

New! REASON FOR THIS SUPPLEMENT

Labor Allowances: Updated to correspond with labor time changes for Safety Recall 17S33.
Technical Information: Updated to remove a water shield inspection step from the rear door lower latch water shield kit installation procedure, to better align with the Safety Recall 17S33 technical information.

PROGRAM TERMS

This is a one-time repair program for vehicles that exhibit a door latch freezing symptom. Affected vehicles are eligible for this repair through October 31, 2028, regardless of vehicle mileage or warranty start date. Coverage is automatically transferred to subsequent owners. This program will expire October 31, 2028.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2015-2018	Dearborn	March 12, 2014 through April 12, 2018
		Kansas City	August 11, 2014 through April 3, 2018
F-250 - F-550	2017-2018	Kentucky	October 8, 2015 through April 21, 2018
		OHAP	February 5, 2016 through April 17, 2018

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In the affected vehicles, water entering the doors in cold temperatures can cause door latching components to freeze. Ford is offering this no charge service to customers that have experienced a frozen door latch to install additional sealing to the front doors and crew cab rear doors, which will prevent water intrusion and door latch freezing.

SERVICE ACTION

If an affected vehicle has exhibited a frozen latch, dealers are to install additional sealing to the front doors and crew cab rear doors, and lubricate certain door latch, door handle and cable components. This service must be performed at no charge to the vehicle owner.

Note: The technical instructions for this program include all additional steps required to also complete safety recall 17S33, if 17S33 is open.

OWNER NOTIFICATION MAILING SCHEDULE

Due to the large volume of vehicles affected by this program, owners of affected vehicles will be notified in six separate mailings. Mailing will begin the week of October 1, 2018, and is expected to complete by December 31, 2018. Dealers should repair any affected vehicles that experience a frozen door latch whether or not the customer has received a letter.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Instructional Video Links
Owner Notification Letters

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,



David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on September 26, 2018.

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

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

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 within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - 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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New! CLAIMS PREPARATION AND SUBMISSION

- **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 **18N03** 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.
- **Provision for Locally Obtained Supplies:** Includes XG-11, XG-13, XL-6, TA-30, Cotton Swabs/Q-Tips®, Isopropyl Alcohol, and brushes.

NOTE: *The listed chemicals and locally obtained supplies can be used on multiple vehicles.*

 - Program Code: **18N03**
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$8.00
- **PROGRAM TERMS:** This program will be in effect through October 31, 2028. There is no mileage limit for this program.
- *Claims with labor operation code 17S33B, 17S33C, 17S33D or 17S33E must have a repair date on or before October 12, 2018 to be eligible for payment.*

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New! LABOR ALLOWANCES**Only 18N03 open:**

Description	Labor Operation	Labor Time
Install Front Door Latch Sealing (All Regular Cab)	18N03B	1.7 Hours
Install Front Door Latch Sealing (All Super Cab)	18N03C	1.7 Hours
Install Front and Rear Door Latch Sealing (All Crew Cab)	18N03D	3.2 Hours

Both 18N03 and Safety Recall 17S33 open:

NOTE: The following labor operations include incremental time for performing 18N03 when performing safety recall 17S33 is also required. Both 18N03 and 17S33 labor operations must be claimed on the same repair order, but separate repair order lines.

NOTE: The 17S33 labor operation must be claimed using 17S33 as the sub code. Refer to the 17S33 dealer bulletin for complete 17S33 claiming instructions and part requirements.

Description	Labor Operation	Labor Time
Install Front Door Latch Shields (F-150 Regular Cab)* Install Front Door Latch Sealing (F-150 Regular Cab) Claim both labor operations on separate repair lines	17S33F 18N03E	1.0 Hours 1.3 Hours
Install Front and Rear Door Latch Shields (F-150 Super Cab)* Install Front Door Latch Sealing (F-150 Super Cab) Claim both labor operations on separate repair lines	17S33H 18N03F	1.7 Hours 1.3 Hours
Install Front and Rear Door Latch Shields (F-150 Crew Cab)* Install Front and Rear Door Latch Sealing (F-150 Crew Cab) Claim both labor operations on separate repair lines	17S33G 18N03G	1.6 Hours 2.5 Hours
Install Rear Door Latch Shields (F-250-F-550 Crew Cab)* Install Front and Rear Door Latch Sealing (F-250-F-550 Crew Cab) Claim both labor operations on separate repair lines	17S33J 18N03H	0.8 Hours 3.0 Hours

* Includes time to replace lock rods and transfer buttons and grommets as needed.

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PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
FL3Z-16308-L	Front Doors Foam Kit (F-150 Built Prior to December 2016*)	As required	
FL3Z-16308-M	Front Doors Foam Kit (F-150 Built December 2016 or later and All F-Super Duty*)	As required	
FL3Z-16308-N	Rear Doors Foam Kit (crew cab only)	As required	
XG-13	Motorcraft® Door Latch Grease**	MISC. OTHER	
XG-11	Motorcraft® High Temperature Grease**		
XL-6	Motorcraft® Silicone Spray**		
TA-30	Motorcraft® Silicone Sealant**		
Obtain Locally	Cotton Swabs/Q-Tips®**		
	Isopropyl Alcohol**		
	Brushes**		

* Front door foam kit build date usages are approximations.

** *The listed chemicals and locally obtained supplies can be used on multiple vehicles.*

NOTE: Additional parts required to complete safety recall 17S33, if required, are listed in the 17S33 dealer bulletin.

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

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.