



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

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

June 18, 2019

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 19B15**

Certain 2019 Model Year F150, Expedition, Navigator and Transit Vehicles Equipped
with a 3.5L EcoBoost Engine
Cam Cover Torque

PROGRAM TERMS

This program will be in effect through July 31, 2020. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2019	Dearborn	March 15, 2019 through March 22, 2019
F-150	2019	Kansas	March 18, 2019 through March 22, 2019
Expedition	2019	Kentucky	March 14, 2019 through April 2, 2019
Navigator	2019	Kentucky	March 20, 2019 through March 26, 2019
Transit	2019	Kansas	March 21, 2019 through March 25, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, one of the Camshaft Valve Covers may have insufficient torque on the fasteners. Over time, customer with this concern may experience minor oil seepage and/or odor.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to torque all fasteners on the affected Camshaft Valve Cover as described in the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 1, 2019.

Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

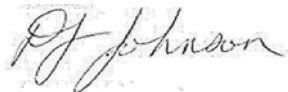
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification 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,

A handwritten signature in black ink, appearing to read "D. Johnson", written in a cursive style.

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 19B15**

Certain 2019 Model Year F150, Expedition, Navigator and Transit Vehicles Equipped with a 3.5L
EcoBoost Engine
Cam Cover Torque

OASIS ACTIVATION

OASIS will be activated on June 18, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 18, 2019. Owner names and addresses will be available by July 15, 2019.

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.

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.

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

Rental vehicles are not approved for this program.

LINCOLN PICKUP AND DELIVERY

Owners of Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07122, 2019 Lincoln Pickup & Delivery Updates.

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Cam Cover Torque

LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC07126, Lincoln Loyalty Program Announcement for additional details.

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, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 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.

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 19B15 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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07122, 2019 Lincoln Pickup & Delivery Updates for details.
- **Lincoln Client Special Handling:** Reference EFC07126, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Customer Satisfaction Program 19B15**

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Cam Cover Torque

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Check Valve Cover Fastener Torque (Transit)	19B15B	0.3 Hours
Check Valve Cover Fastener Torque (F150, Expedition, and Navigator)	19B15C	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2019 MODEL YEAR F-150, EXPEDITION, NAVIGATOR AND TRANSIT VEHICLES EQUIPPED WITH A 3.5L ECOBOOST ENGINE — CAM COVER TORQUE

OVERVIEW

In some of the affected vehicles, one of the Camshaft Valve Covers may have insufficient torque on the fasteners. Over time, customer with this concern may experience minor oil seepage and/or odor.

SERVICE PROCEDURE

Recommended Tool List:

General Tools	
1/4" Drive Torque Wrench	
1/4" Drive 7mm, 8mm and 10mm Socket	
1/4" Drive 2 inch Extension	
1/4" Drive Power Tool	
Plastic Trim Tool	

NOTE: For F150, Expedition and Navigator only the left hand (drivers side) Cam Cover is affected.
For Transit, only the right hand (passenger side) Cam Cover is affected.

NOTE: F-150, Expedition and Navigator Vehicles See Procedure on Page 3.

Transit Vehicles

1. Detach the engine wire harness retainers from the right hand (RH) valve cover. Position the engine wire harness aside. See Figure 1.

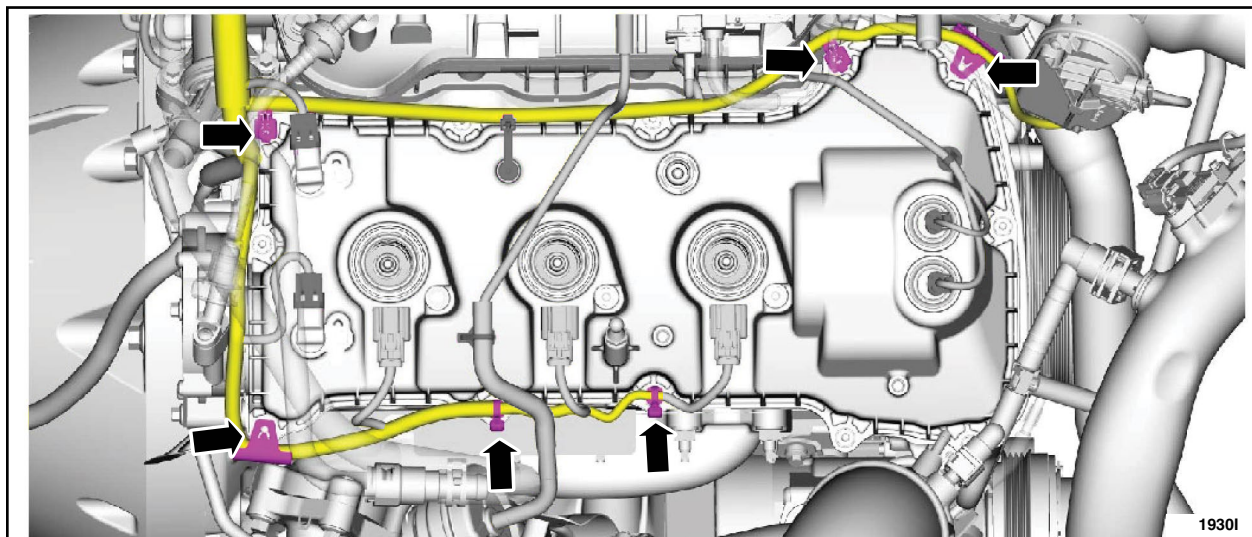


FIGURE 1



2. Torque the RH valve cover bolts in the sequence shown starting at position one (1). See Figure 2.

- Torque to 89 lb.in (10 Nm).

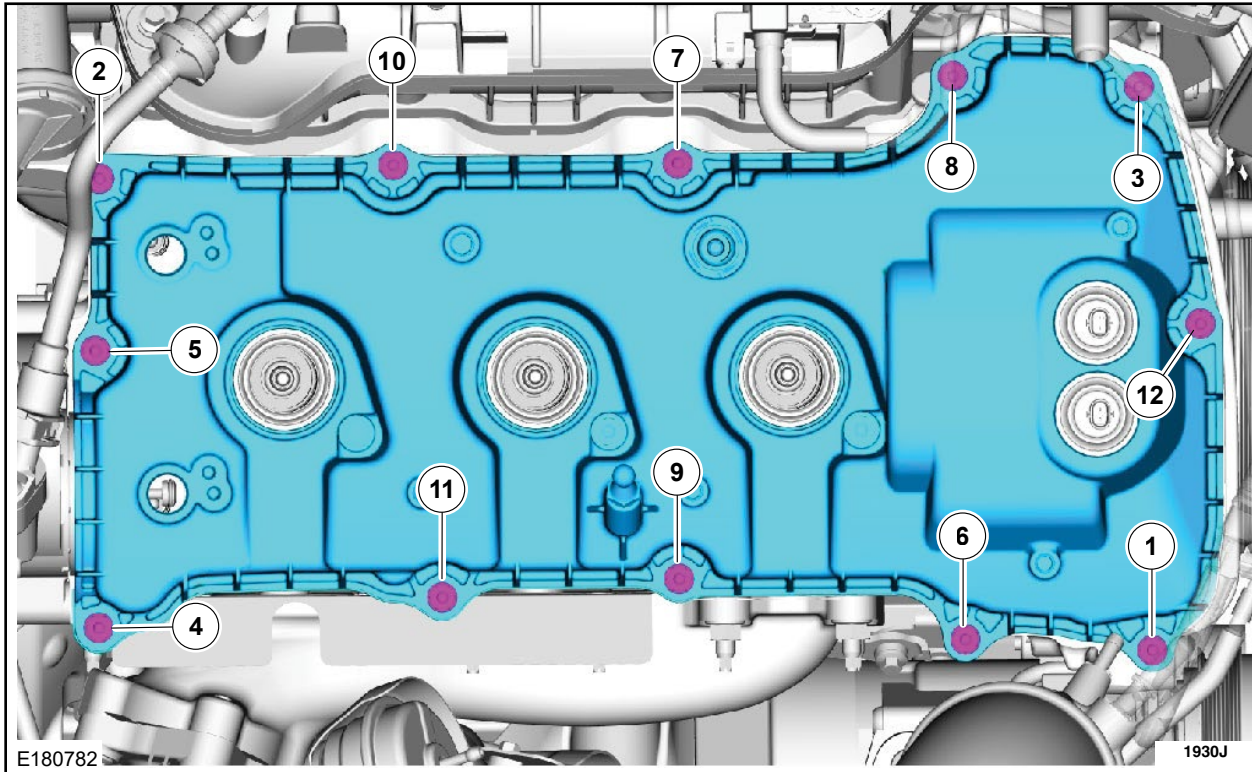


FIGURE 2

3. Reassemble the vehicle by reversing the removal steps.



F-150, Expedition and Navigator Vehicles

1. Remove the engine cover. See Figure 3.

NOTE: F-150 shown, Expedition and Navigator vehicles similar.

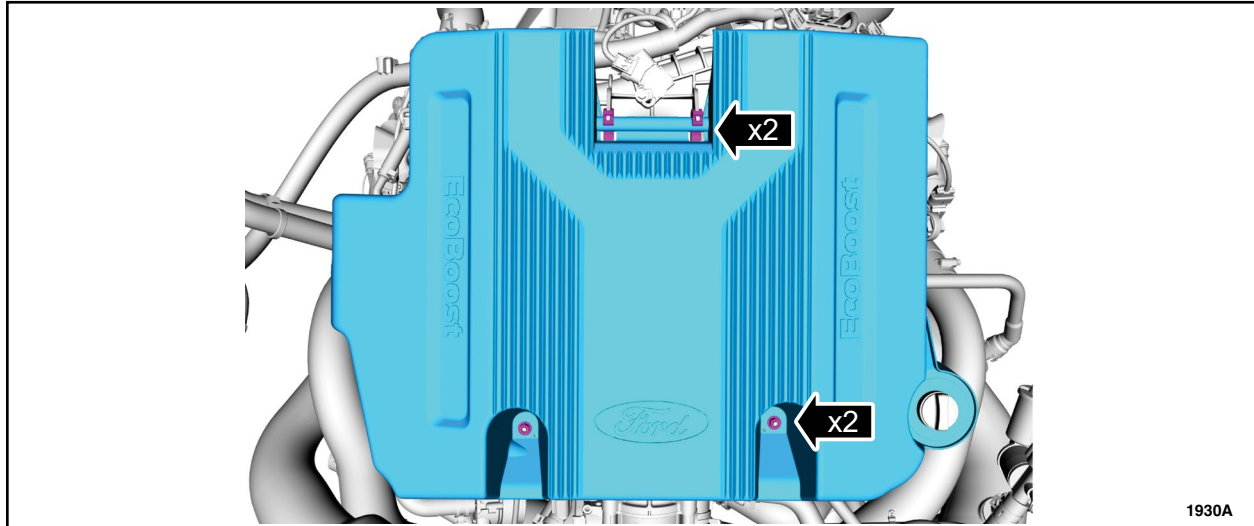


FIGURE 3

2. Detach the engine wire harness retainer from the left hand (LH) valve cover. Position the engine wire harness aside. See Figure 4.

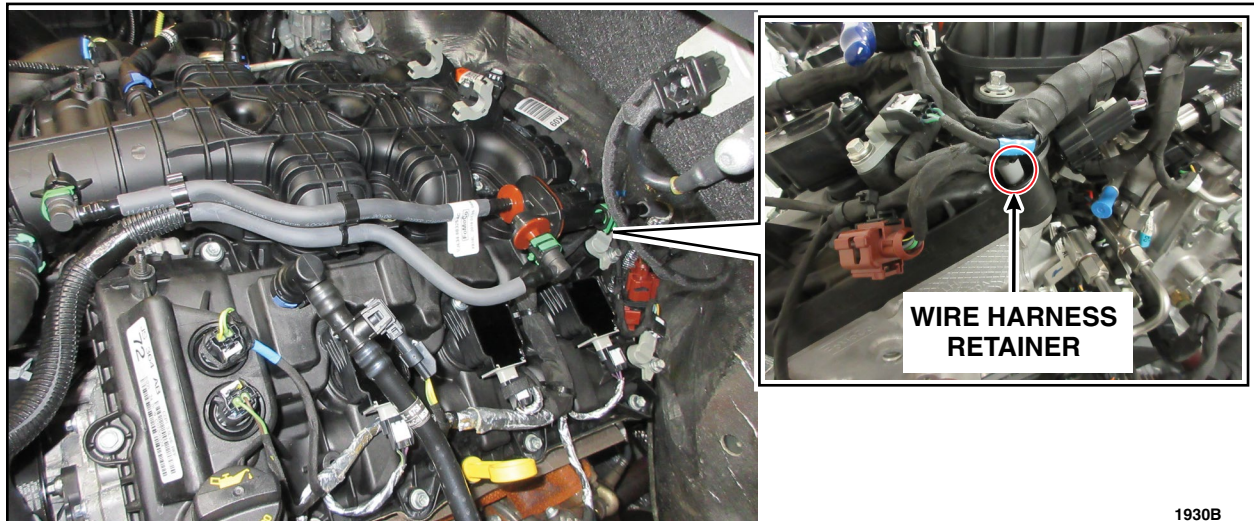


FIGURE 4



NOTICE: The turbocharger compressor vanes can be damaged by even the smallest particles. When removing any turbocharger or engine air intake system component, ensure that no debris enters the system. Failure to do so may result in damage to the turbocharger.

3. Disconnect the two fuel vapor hoses from the LH air cleaner outlet pipe. See Figure 5.

- Refer to: Quick Release Coupling (310-00 Fuel System - General Information).

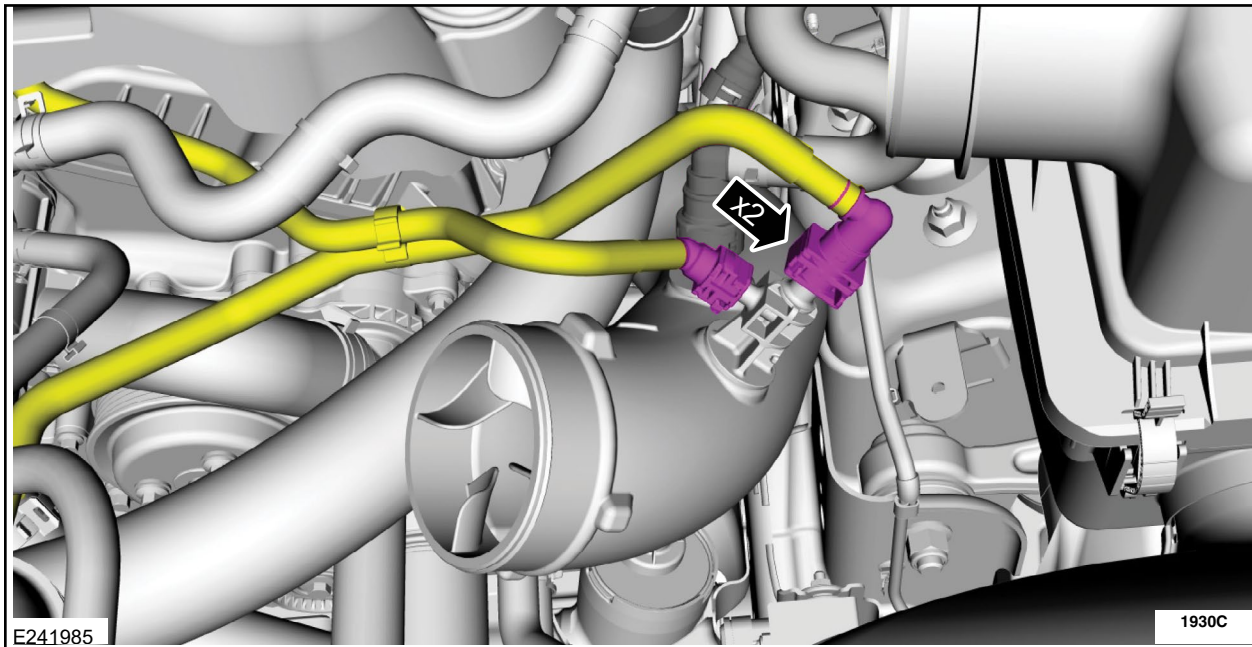


FIGURE 5

4. Remove the air cleaner outlet pipe. See Figure 6.

- Torque to 44 lb.in (5 Nm).

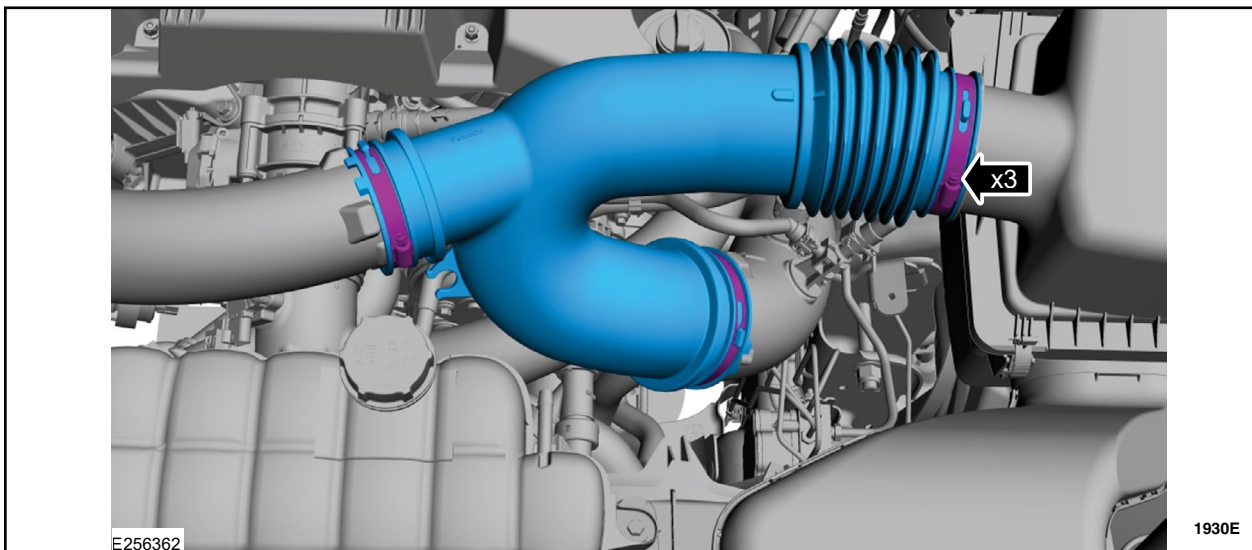


FIGURE 6



5. Remove the air cleaner outlet pipe from the bracket and position aside. See Figure 7.

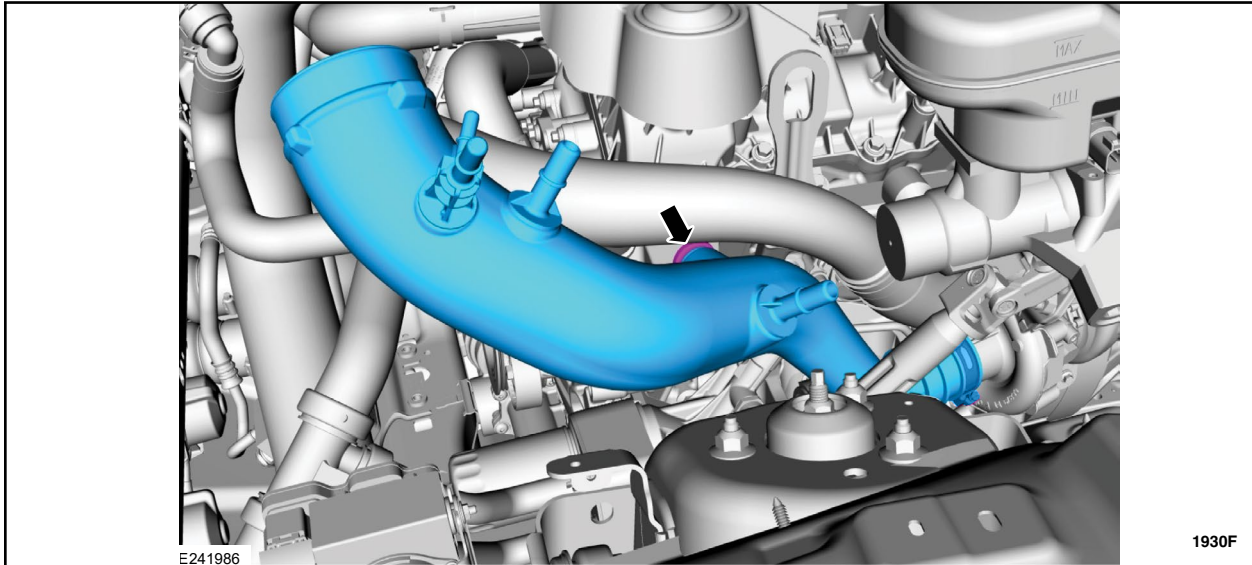


FIGURE 7

6. Remove the LH CAC intake pipe from the bracket and loosen the clamp, position aside. See Figure 8.

- Torque to 44 lb.in (5 Nm).

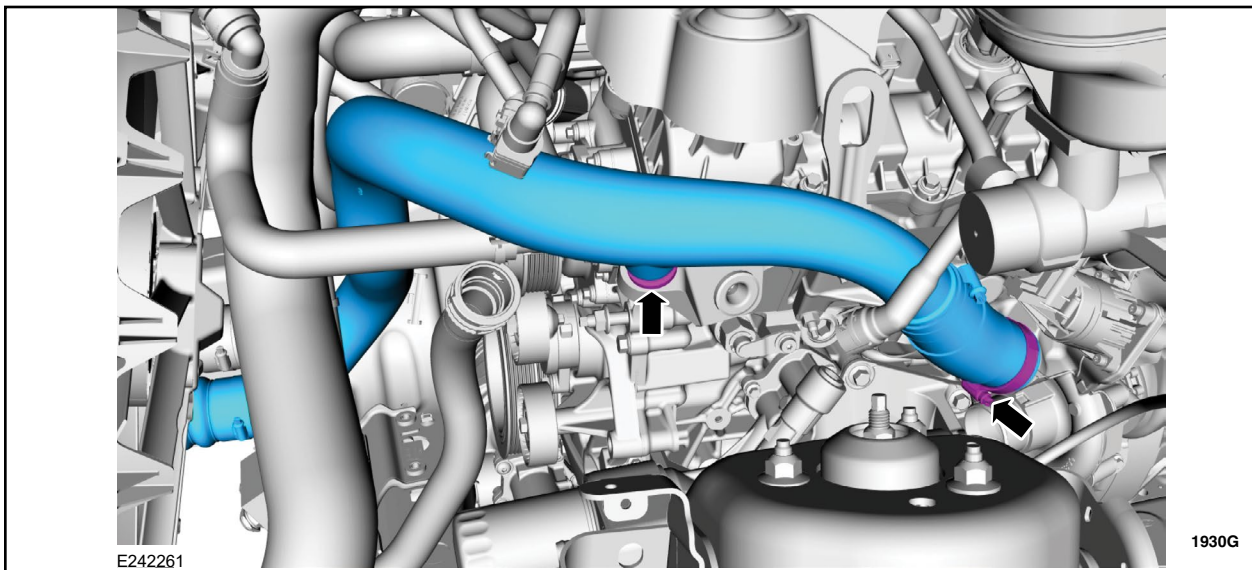


FIGURE 8



7. Remove the charge air cooler (CAC) tube bracket. See Figure 9.

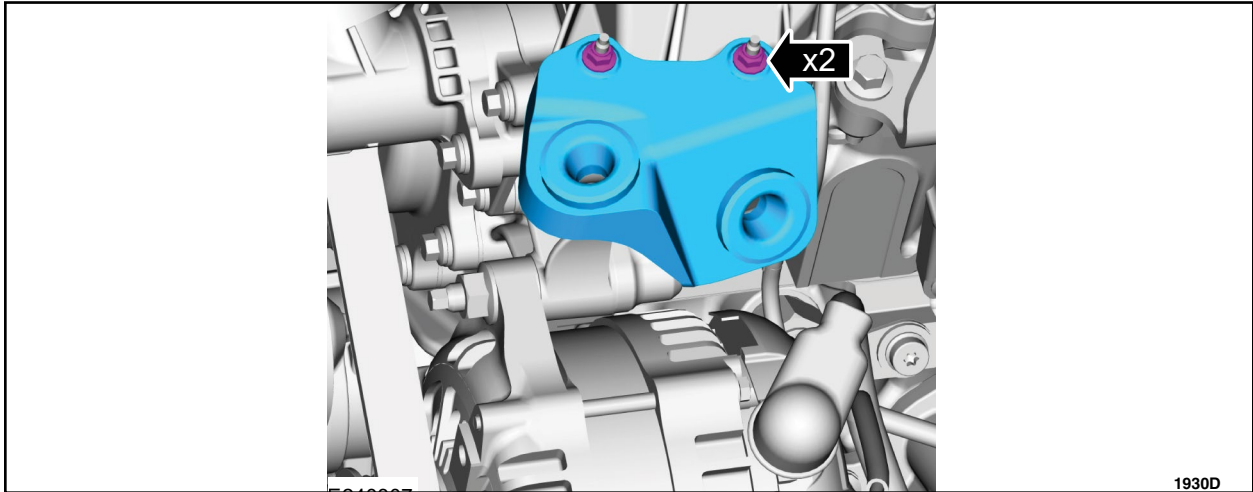


FIGURE 9

8. Torque the LH valve cover bolts in the sequence shown starting at position number two (2). See Figure 10.

- Torque to 89 lb.in (10 Nm).

NOTE: The bolt in position one (1) under the intake manifold does not need to be torqued.

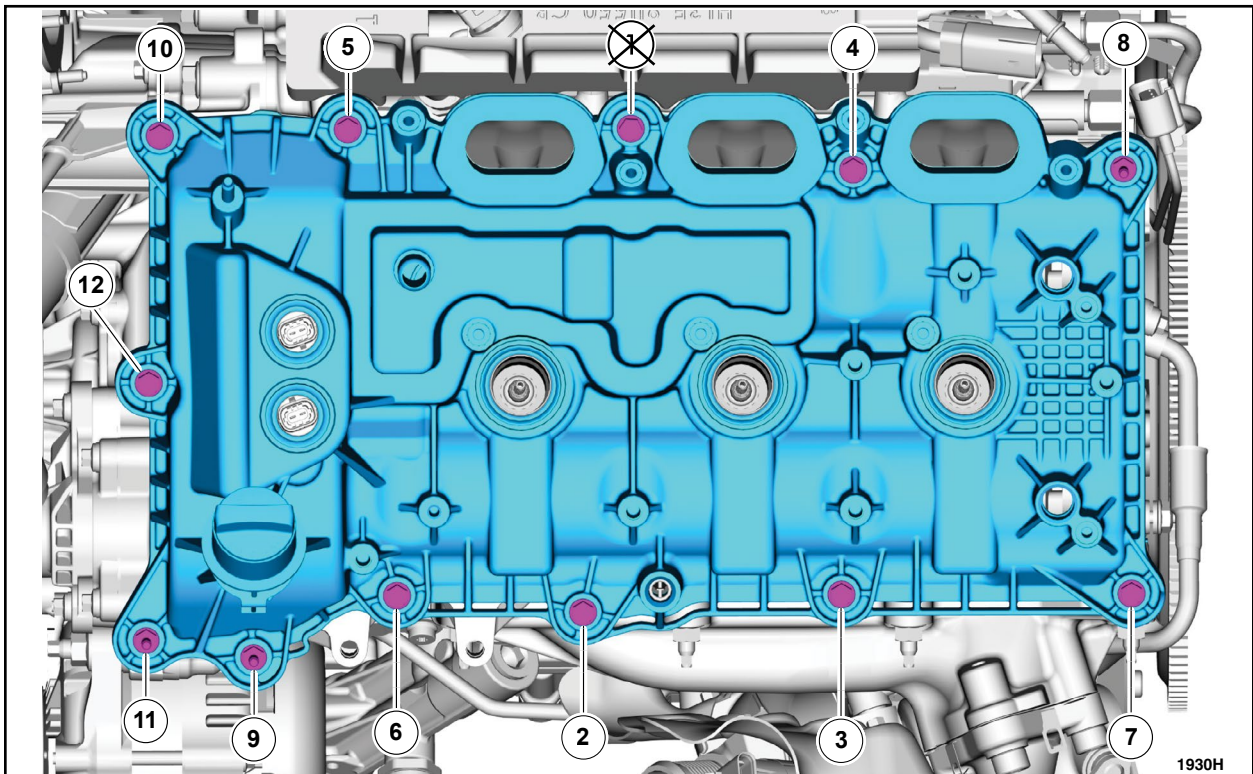


FIGURE 10

9. Reassemble the vehicle by reversing the removal steps.





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

July 2019

Customer Satisfaction Program 19B15

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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?** On your vehicle, one of your fasteners that attaches the Camshaft Valve Cover may be improperly torqued.
- What is the effect?** Over a period of time, this may result in some minor oil seepage and/or odor.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to check torque on affected fasteners free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until July 31, 2020 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B15. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.
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

**What should you do?
(continued)**

and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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, which are based primarily on state registration and title data, 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).

Thank you for your attention to this important matter.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

July 2019

Customer Satisfaction Program 19B15

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At the Lincoln 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?** On your vehicle, one of your fasteners that attaches the Camshaft Valve Cover may be improperly torqued.
- What is the effect?** Over a period of time, this may result in some minor oil seepage and/or odor.
- What will Lincoln and your dealer do?** In the interest of customer satisfaction, the Lincoln Motor Company has authorized your dealer to check torque on affected fasteners free of charge (parts and labor) under the terms of this program.
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- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B15. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.
Lincoln owners affected by this recall have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your dealership or you can schedule Pickup & Delivery through the Lincoln Way App, if you would like to take advantage of this option.
If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

**What should you do?
(continued)**

The Lincoln Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way 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.

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The Lincoln Motor Company