

SB-10058087-9501



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

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

May 15, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 14B10**
Certain 2014 Model Year F-150 Vehicles Equipped with 3.7L Gaseous Fuel Prep Engines
Engine Long Block Replacement

PROGRAM TERMS

This program will be in effect through November 13, 2015. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of November 13, 2015 to encourage dealers and customers to have this service performed as soon as possible.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 equipped with 3.7L gaseous fuel prep engines	2014	Kansas City	November 18, 2013 through April 1, 2014

Affected vehicles are identified in OASIS. This information will be available on May 15, 2015.

REASON FOR THIS PROGRAM

All of the affected vehicles were built using standard gasoline engines instead of the optional gaseous fuel prep engines as ordered. This can lead to premature engine wear, resulting in misfires accompanied by misfire diagnostic trouble codes and illumination of the service engine soon lamp.

SERVICE ACTION

Dealers are to replace the engine long block. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Ford Technical Hotline prior approval is not required for engine long block replacement under this program.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of May 25, 2015. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PREFERRED DEALER IDENTIFICATION PROCESS

The Owner Notification Letter directs customers to contact the Program Assistance Center to help identify the nearest Ford dealership that is authorized to service vehicles with compressed natural gas (CNG) fuel system conversions. If the Program Assistance Center is unable to locate a preferred dealership nearby, customers will be directed to the Ford dealership of their choice.

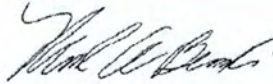
ATTACHMENTS

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

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621
Program Assistance Center (Preferred Dealer Identification)..... 1-800-248-0186

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 14B10
Certain 2014 Model Year F-150 Vehicles Equipped with 3.7L Gaseous Fuel Prep Engines
Engine Long Block Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on May 15, 2015.

FSA VIN LIST ACTIVATED?

No, FSA VIN list will not be activated for this service action.

STOCK VEHICLES

Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs utilizing the Preferred Dealer Identification Process.
- 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 service action.

ADDITIONAL PARTS

Dealers are authorized to claim up to \$200 for additional parts that may be damaged during replacement of the engine long block. Additional parts totaling more than \$200 requires approval from the Special Service Support Center (SSSC).

When contacting the SSSC for approval, be prepared to provide your requested additional warranty part cost. Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this service action performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Ford Motor Company will pay for up to two days of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than two rental days is required from the Special Service Support Center (1-800-325-5621).

Customer Satisfaction Program 14B10
Certain 2014 Model Year F-150 Vehicles Equipped with 3.7L Gaseous Fuel Prep Engines
Engine Long Block Replacement

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 (14B10) is the sub code.
- Additional parts such as fasteners, seals, fluids, or parts that were damaged during the repair may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$200 requires prior approval from the Special Service Support Center.
- 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 for the engine long block. To claim the allowance, enter \$600 as "HANDLG" in the "MISC EXPENSE" area of the claim form.
- PROGRAM TERMS: This program will be in effect through November 13, 2015. There is no mileage limit for this program.

Customer Satisfaction Program 14B10
 Certain 2014 Model Year F-150 Vehicles Equipped with 3.7L Gaseous Fuel Prep Engines
 Engine Long Block Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace engine long block assembly	MT14B10B	Actual Time

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
EL3Z-6006-B	Engine long block assembly	1
AT4Z-9H486-A	Upper intake manifold gasket (also used as spacer plate gasket for bi-fuel systems)	Dedicated = 1 Bi-fuel = 2
7T4Z-9439-E	Lower intake gaskets	1
BL3Z-9439-A	Lower intake coolant gaskets	1
BR3Z-9448-C	Exhaust manifold gaskets	1
W701706-S440	Exhaust manifold nut (1 per package)	12 nuts
W712244-S300	Exhaust manifold studs (12 per package)	12 studs
W714717-S439	Exhaust y-pipe to intermediate pipe bolts (4 per package)	2 bolts
W520514-S440	Exhaust manifold to y-pipe nuts (4 per package)	4 nuts
W715211-S439	LH engine mount through bolt (4 per package)	1 bolt
W707251-S441	RH engine mount nut (4 per package)	2 nuts
DL3Z-19B596-B	Air conditioning seal kit	1
9W7Z-19B596-A	Air conditioning seal kit	1

The DOR/COR number for this program is 50596.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

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 for the engine long block.

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 2014 MODEL YEAR F-150 VEHICLES EQUIPPED WITH 3.7L GASEOUS FUEL PREP ENGINES - ENGINE LONG BLOCK REPLACEMENT

OVERVIEW

All of the affected vehicles were built using standard gasoline engines instead of the optional gaseous fuel prep engines as ordered. This can lead to premature engine wear, resulting in misfires accompanied by misfire diagnostic trouble codes and illumination of the service engine soon lamp. Dealers are to replace the engine long block.

SERVICE PROCEDURE

Identify the Vehicle Fuel System Type

- Bi-fuel systems are equipped with the standard gasoline fuel system injectors with the addition of a spacer plate between the upper and lower intakes, which contains a second set of fuel injectors for the Compressed Natural Gas (CNG) fuel system. This system is identifiable by an auxiliary fuel rail to the left of the intake which feeds the CNG injectors. See Figure 1.
- Dedicated fuel systems (CNG fuel only) are not equipped with the spacer plate, auxiliary fuel rail, or extra injectors.

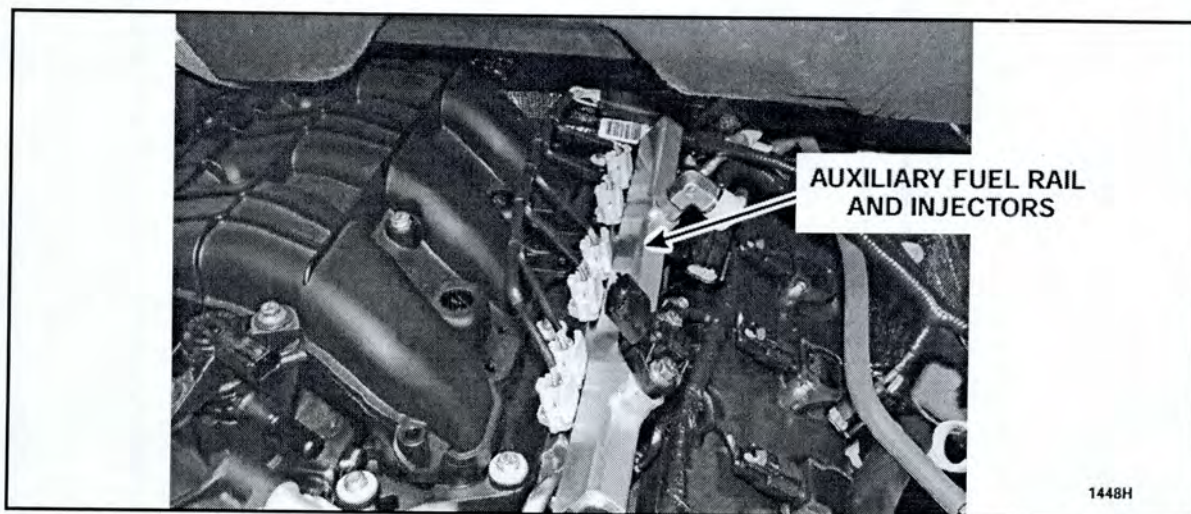


FIGURE 1



Release the Pressure in the Fuel System

All Vehicles

1. Remove the CNG fuel cylinder cover or toolbox skirt to access the fuel shut off valve.
See Figures 2a and 2b.
2. Manually close the shut off valve at the fuel cylinder by rotating the knob clockwise.
See Figure 3.

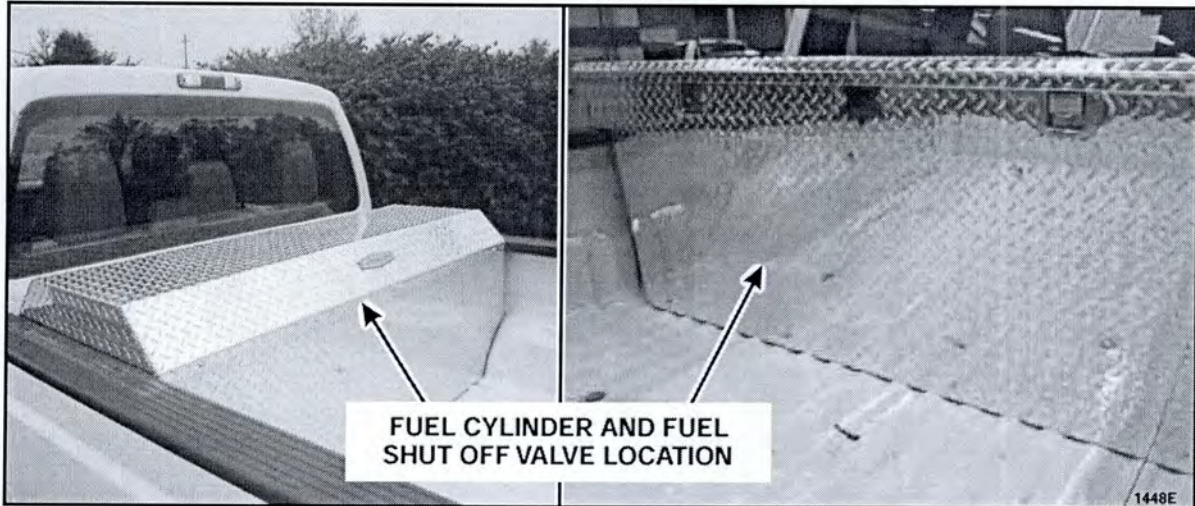


FIGURE 2a

FIGURE 2b

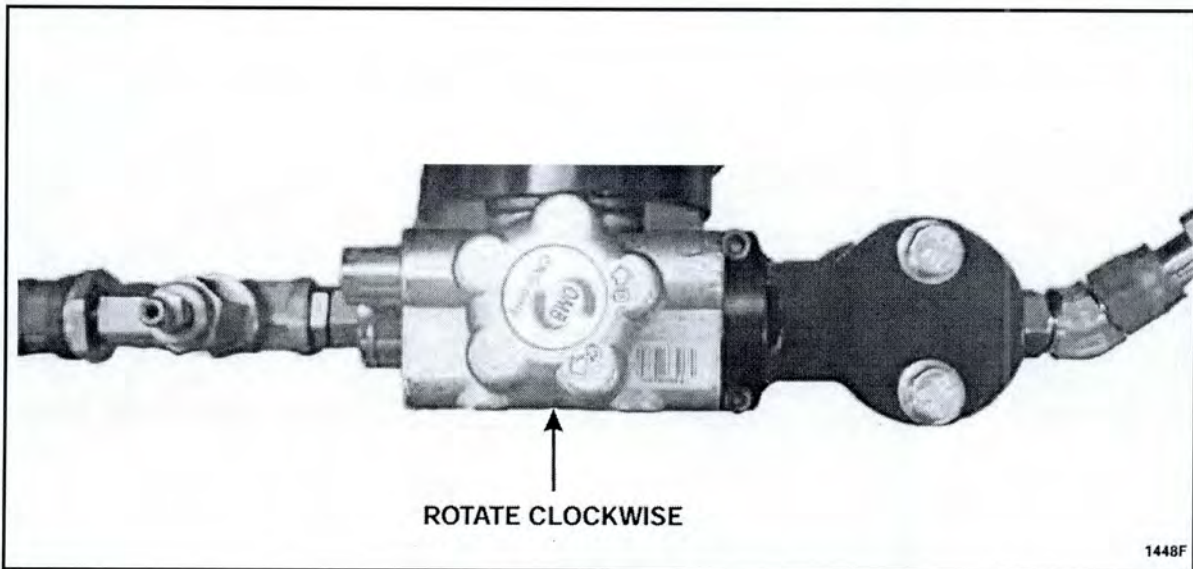


FIGURE 3



Dedicated Fuel System Vehicles

3. Start the engine and allow it to run until it stalls.
4. Identify the bleed valve. Using the bleed valve, relieve any residual pressure from the CNG fuel system until none remains. See Figures 4a and 4b.

Bi-fuel System Vehicles

5. Start the engine and allow it to run for one minute or until the engine switches to gasoline fuel system operation, then turn the engine off.
6. Identify the bleed valve. Using the bleed valve, relieve any residual pressure from the CNG fuel system until none remains. See Figures 4a and 4b.

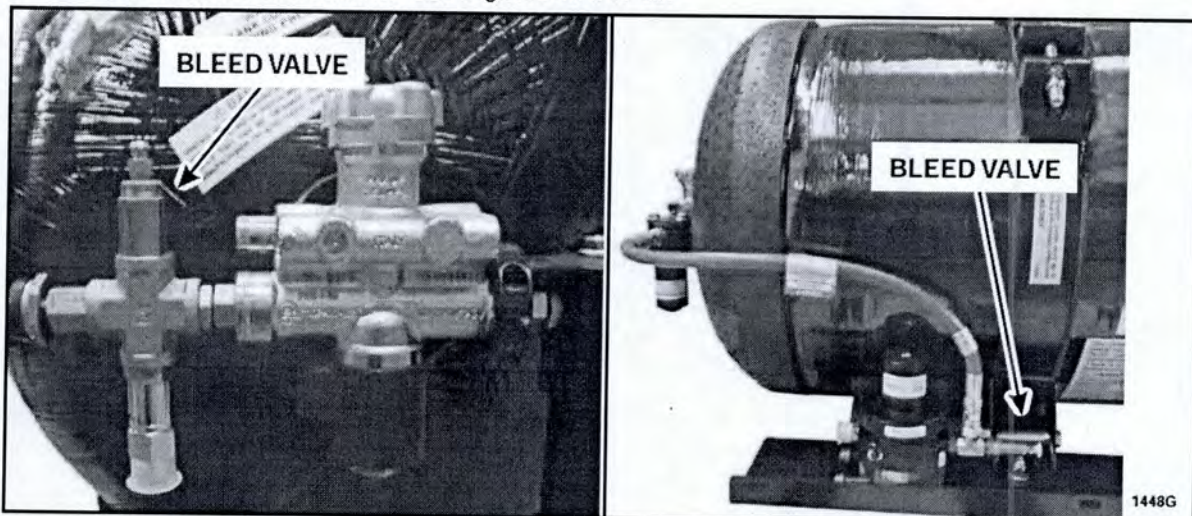


FIGURE 4a

FIGURE 4b

7. Release the fuel system pressure. Please follow the Workshop Manual (WSM) procedures in Section 310-00.

Engine Removal

Dedicated Fuel System Vehicles

1. Drain the coolant. Please follow WSM procedures in Section 303-03.
2. Disconnect the coolant hoses, pressure relief hose, and electrical connectors from the CNG fuel pressure regulator. See Figures 5a and 5b.
3. Disconnect the high pressure and low pressure lines from the vehicle, leaving the hoses connected to the gaseous fuel pressure regulator. See Figure 6.
4. Using suitable covers, cap the ends of the hoses, the high pressure supply tube connection, and the fuel rail connection to prevent debris from entering the gaseous fuel system. See Figure 6.



NOTE: Do not remove the gaseous fuel pressure regulator bracket from the bulkhead.

5. Remove the three bolts from the back side of the gaseous fuel pressure regulator, then remove the gaseous fuel pressure regulator with low pressure and high pressure hoses from the vehicle.

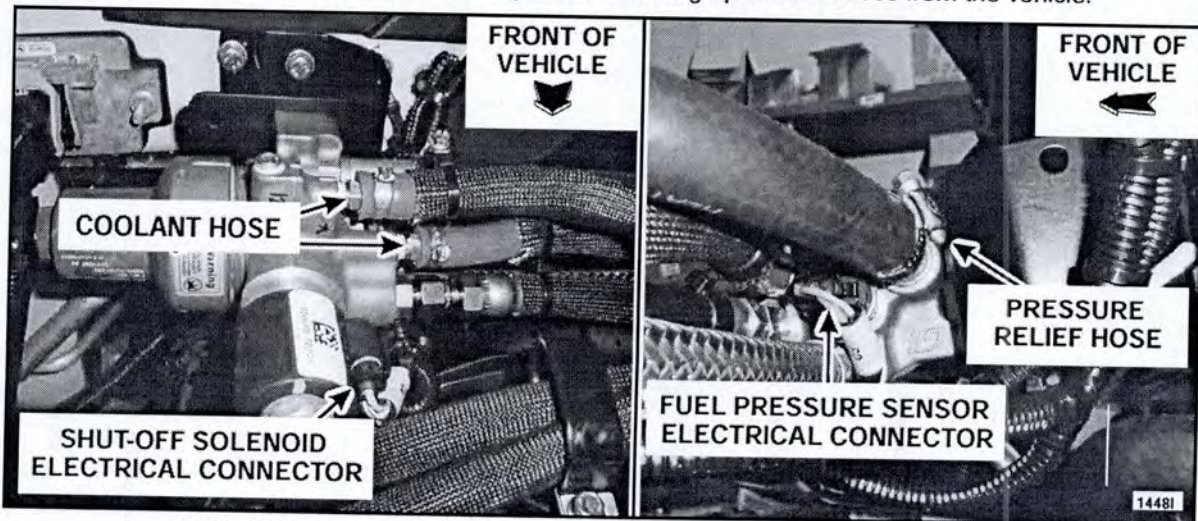


FIGURE 5a

FIGURE 5b

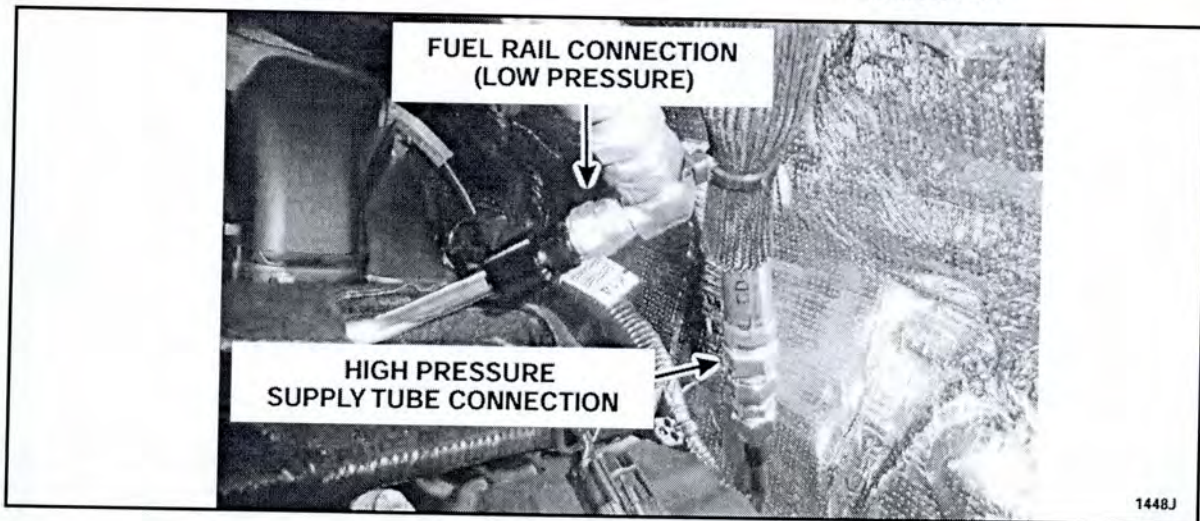


FIGURE 6



Bi-fuel System Vehicles

6. Remove the auxiliary Electronic Control Module (ECM) and bracket assembly. See Figure 7.
 - a. Disconnect the 2 ECM electrical connectors.
 - b. Remove the nut and ground strap from the bracket stud bolt.
 - c. Remove the 2 ECM bracket stud bolts and remove the ECM and bracket assembly.

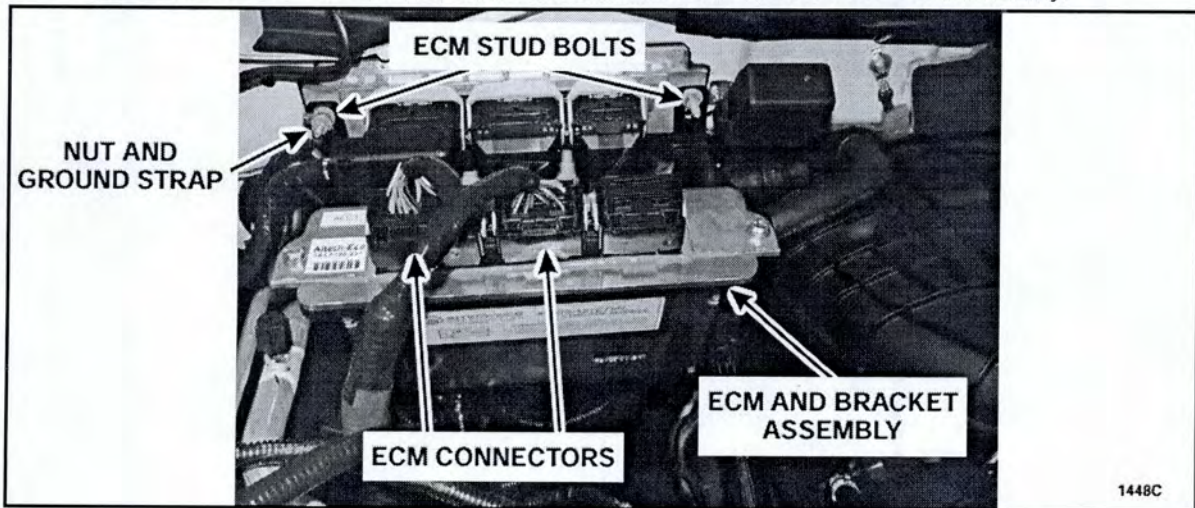


FIGURE 7



7. Disconnect and cap the CNG fuel line and the fuel rail connection using suitable covers. See Figure 8.
8. Disconnect the CNG main harness connector, fuel rail pressure sensor connector, and the six CNG injector connectors, then remove the CNG injector harness. See Figure 8.

NOTE: After removing the upper intake and the spacer plate, cover the lower intake manifold ports to prevent debris ingestion during engine removal.

9. Remove the Upper Intake Manifold. Please follow the WSM procedures in Section 303-10B.

10. Remove the spacer plate and discard the gasket. See Figure 9.

NOTE: Inspect the CNG fuel line o-ring for damage.

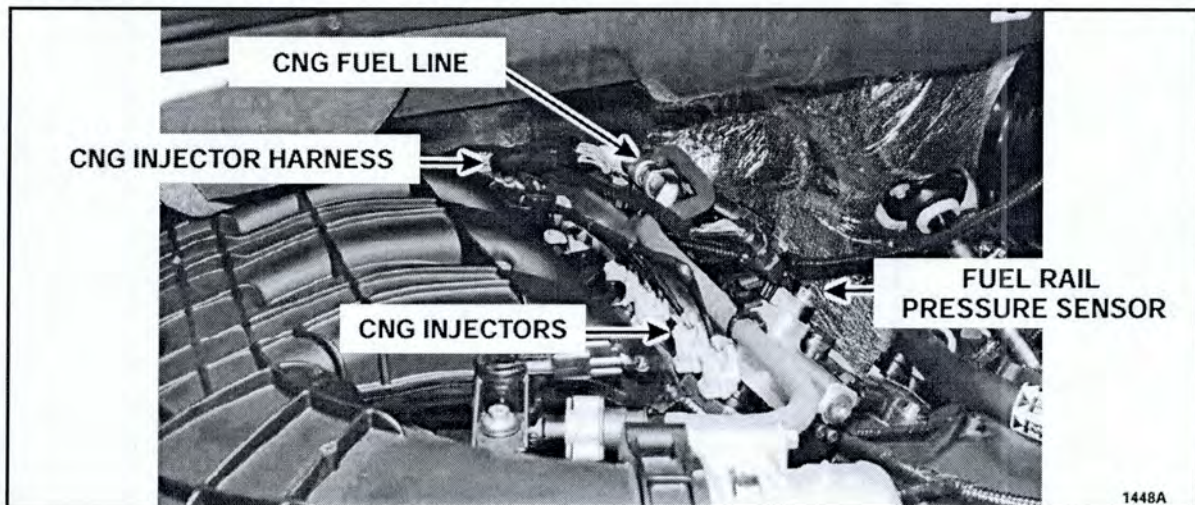


FIGURE 8

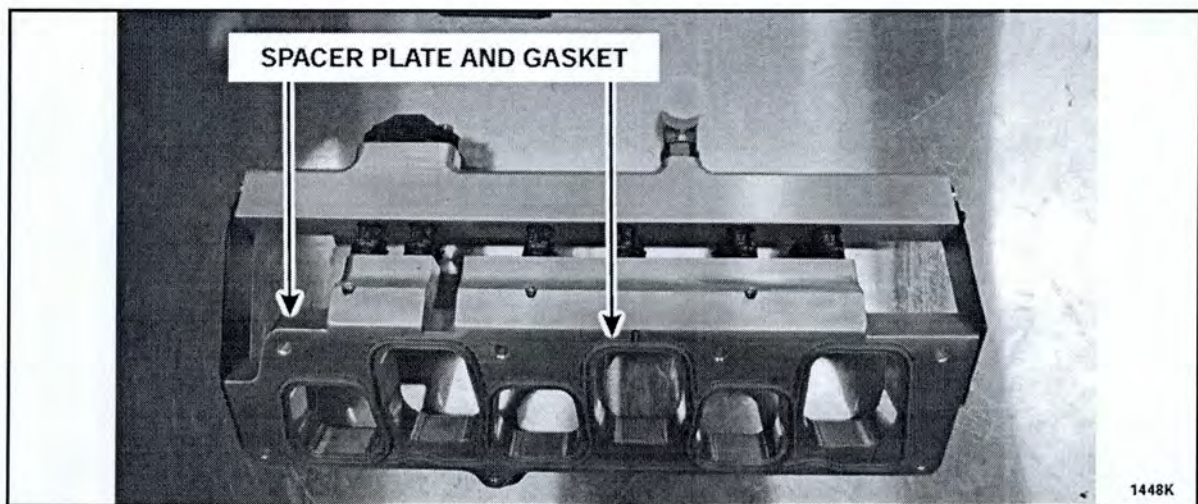


FIGURE 9



All Vehicles

NOTE: The locations of some components may have changed as a result of the gaseous fuel system conversion.

11. Remove the engine assembly. Please follow the WSM procedures in Section 303-01B.

NOTE: For bi-fuel system vehicles, do not install the spacer plate or upper intake until after the engine is installed.

12. Transfer components to the new long block assembly. Please follow the WSM procedures in Section 303-01B.

Engine Installation

All Vehicles

1. Install the engine assembly. Please follow the WSM procedures in Section 303-01B.

Dedicated Fuel System Vehicles

2. Install the gaseous fuel pressure regulator and three bolts.

- Tighten to 9 Nm (80 lb-in).

3. Route the low pressure and high pressure hoses to their appropriate locations, then connect the high pressure and low pressure lines to the vehicle. See Figure 6.

- Tighten to 47 Nm (35 lb-ft).

4. Connect the coolant hoses, pressure relief hose, and electrical connectors to the CNG fuel pressure regulator. See Figures 5a and 5b.

5. Fill the cooling system. Please follow WSM procedures in Section 303-03.

Bi-fuel System Vehicles

6. Install the spacer plate and *new* gasket.

7. Install the Upper Intake Manifold and *new* gasket. Please follow the WSM procedures in Section 303-10B.

8. Connect the CNG fuel line. See Figure 8.

- Tighten to 47 Nm (35 lb-ft).

9. Install the CNG injector harness. Connect the CNG main harness connector, fuel rail pressure sensor connector, and the six CNG injector connectors. See Figure 8.



10. Install the auxiliary ECM and bracket assembly and connect the electrical connectors. See Figure 7.

- Tighten the bracket stud bolts to 9 Nm (80 lb-in).
- Tighten the ground strap nut to 9 Nm (80 lb-in).

Repressurize the Fuel System

All Vehicles

1. Manually open the shut off valve at the fuel cylinder by rotating the knob counterclockwise. See Figure 3.
2. Using a soapy water solution, check all CNG fuel line connections that were disturbed during the repair for leaks. Spray all affected locations and check for bubbles, repairing as needed if any bubbles are observed.
3. Install fuel cylinder cover or toolbox skirt. See Figures 2a and 2b.





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

May, 2015

Customer Satisfaction Program 14B10
Programa de satisfacción del cliente 14B10

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Customer Satisfaction Program 14B10 for your vehicle with the VIN shown above.

Why are you receiving this notice?

Your vehicle was built using a standard gasoline engine instead of the optional gaseous fuel prep engine as ordered. This can lead to premature engine wear, resulting in misfires accompanied by misfire diagnostic trouble codes and illumination of the service engine soon lamp.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the engine long block free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until November 13, 2015 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this repair is less than two days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Call toll-free 1-800-248-0186 and inform the Ford representative that you wish to have your vehicle serviced under Customer Satisfaction Program 14B10. Representatives are available 8:30AM to 6:30PM Monday through Friday, and 8:30AM to 3:00PM on Saturday (Eastern Time).

Please have this letter with you when you call. The Ford representative will ask for the VIN of your vehicle, which is printed near your name at the beginning of this letter.

Your Ford representative will assist in identifying the nearest Ford dealership that specializes in your vehicle's specific fuel system. If there are no specialized dealers nearby, you may have this repair performed at the Ford dealer of your choice.

What should you do?
(continued)

You can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Do you need a rental vehicle?

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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 require further assistance in 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**, where one of our representatives will be happy to assist you. Or visit us at 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).

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.

FLEET OWNERS: If you have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you.

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

Or you can contact us at www.fleet.ford.com.

Thank you for your attention to this important matter.

Ford Customer Service Division