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December 30, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Update Prior to Sale 16U32

Certain 2017 Model Year F-250 to F-750 F-Super Duty Vehicles Equipped with a 6.7L Diesel Engine
Engine Oil Pressure Inspection

PROGRAM TERMS

This program will be in effect through December 31, 2017, for new unsold vehicles only, and is not applicable to sold vehicles.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-250 – F-550	2017	Kentucky	February 3, 2016 through November 30, 2016
F-350 – F-550		Ohio	May 4, 2016 through December 6, 2016
F-650 – F-750			April 18, 2016 through December 6, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the engine may lack oil pressure at start up after a cold soak due to concerns with the oil pump. This condition may lead to engine failure at very low mileage.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to inspect for a lack of engine oil pressure following the technical instructions found in Attachment III.

Do not demonstrate or deliver vehicles that fail inspection. This Dealer Bulletin will be updated the week of January 16, 2017, when it is expected that parts ordering information and repair instructions will be available for vehicles that require a repair based on the inspection.

NOTE: Less than 1% of the affected vehicles are expected to require a repair based on the inspection.

NOTE: To ensure a positive customer delivery experience, dealers are requested to immediately conduct this procedure on all affected new in-stock vehicles in your inventory. The inspection procedure is a two-phase operation with an 8 hour wait between phases. Please ensure that adequate time is allotted to perform this procedure prior to the demonstration or delivery of vehicles affected.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances
Attachment III: Technical Information

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,



Michael A. Berardi

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Update Prior to Sale 16U32

Certain 2017 Model Year F-250 to F-750 F-Super Duty Vehicles Equipped with a 6.7L Diesel Engine
Engine Oil Pressure Inspection

OASIS ACTIVATION

OASIS will be activated on December 30, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 30, 2016.

SOLD VEHICLES

Repair affected vehicles brought to your dealership that exhibit low oil pressure under the applicable Ford Bumper-to-Bumper warranty coverage period.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

TITLE BRANDED / SALVAGED VEHICLES

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

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - Ford vehicles – 3 years or 36,000 miles
 - F-650 / F-750 trucks – 2 years, regardless of miles driven

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Update Prior to Sale 16U32
Certain 2017 Model Year F-250 to F-750 F-Super Duty Vehicles Equipped with a 6.7L Diesel Engine
Engine Oil Pressure Inspection

CLAIMS PREPARATION AND SUBMISSION

NOTE: Prepare and enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).

- **DWE:** If you enter claims in the ACESII **Warranty** screen, enter claims using DWE.
 - Refer to ACESII Manual for claims preparation and submission information.
 - Use code information shown below:
 - Program Code (DWE) – 16U32
 - Labor Operation – 16U32A or 16U32B (inspection dependent)
 - Causal Component – 6019
 - Condition Code – 42
 - Customer Concern Code – E69
- **OWS:** Enter claims in Dealer Management Software (DMS). These instructions are only for dealers that have completed the launch to OWS and, as a result, are no longer able to reach ACESII online.
 - Refer to the OWS Manual for claims preparation and submission information.
 - Use code information shown below:
 - Claim Type 31 – Field Service Action
 - Sub Code (OWS) – 16U32
 - Labor Operation – 16U32A or 16U32B (inspection dependent)
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- PROGRAM TERMS: This program will be in effect through December 31, 2017, for vehicles within the new bumper-to-bumper warranty coverage period.
- **Provision for Locally Obtained Supplies:** An allowance is provided for locally obtaining 2 gallons of diesel fuel.
 - Program Code: 16U32
 - Misc. Expense: OTHER
 - Misc. Expense: Claim actual cost up to \$8

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Update Prior to Sale 16U32

Certain 2017 Model Year F-250 to F-750 F-Super Duty Vehicles Equipped with a 6.7L Diesel Engine
Engine Oil Pressure Inspection

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Engine Oil Pressure – PASS (no service required) This labor operation <u>closes</u> the program	16U32A	0.4 Hours
Inspect Engine Oil Pressure – FAIL (do not demonstrate or deliver vehicle) This labor operation does <u>NOT</u> close the program	16U32B	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

This Dealer Bulletin will be updated the week of January 16, 2017, when it is expected that parts ordering information will be available for vehicles that require a repair based on the inspection.

NOTE: Less than 1% of the affected vehicles are expected to require a repair based on the inspection.

CERTAIN 2017 MODEL YEAR F-250 TO F-750 F-SUPER DUTY VEHICLES EQUIPPED WITH A 6.7L DIESEL ENGINE — ENGINE OIL PRESSURE INSPECTION

OVERVIEW

In some of the affected vehicles, the engine may lack oil pressure at start up after a cold soak due to concerns with the oil pump. This condition may lead to engine failure at very low mileage. Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to inspect for a lack of engine oil pressure following these technical instructions.

Do not demonstrate or deliver vehicles that fail the inspection. This Dealer Bulletin will be updated the week of January 16, 2017, when it is expected that parts ordering information and repair instructions will be available for vehicles that require a repair based on this inspection. Less than 1% of the affected vehicles are expected to require a repair based on this inspection.

NOTE: To ensure a positive customer delivery experience, dealers are requested to immediately conduct this procedure on all affected new in-stock vehicles in your inventory. The inspection procedure is a two-phase operation with an 8 hour wait between phases. Please ensure that adequate time is allotted to perform this procedure prior to the demonstration or delivery of vehicles affected.

SERVICE PROCEDURE

NOTE: If the vehicle has been stored in ambient temperatures -18C (0F) or below, allow the vehicle to warm inside the shop before starting this procedure. Otherwise in extremely cold temperatures, the Integrated Diagnostic Software (IDS) Desired Idle Speed RPM (RPMDS) control function will not increase the RPM to the level required in step 2.

1. Connect IDS and navigate to the RPMDS Parameter Identification (PID). See Figures 1 and 2.
 - a. Select Tool Box > Data Logger > Powertrain > Engine.
 - b. Clear all pre-selected Parameter Identification (PID) boxes by pressing the clear button in the lower right corner of the screen. See Figure 1.
 - c. Select the RPMDS PID. Click the check mark. See Figure 2.



FIGURE 1



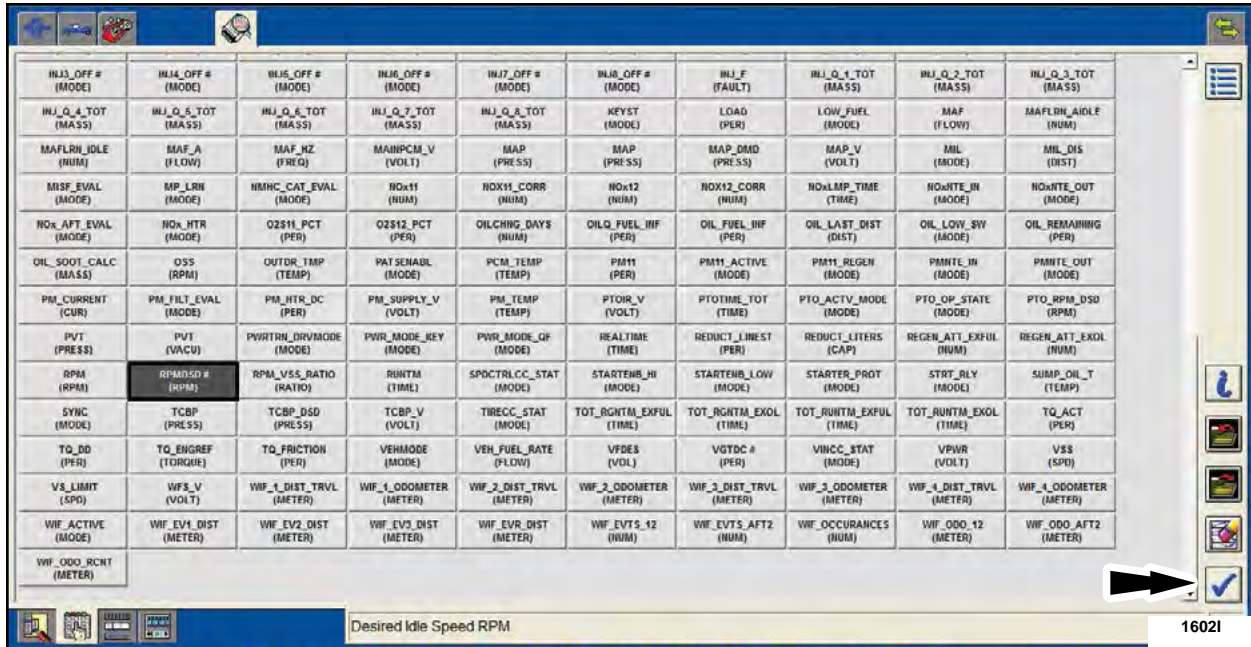


FIGURE 2

NOTE: It is not necessary to run the vehicle inside the shop once it has been allowed to warm.

2. Select the control function and use the control function buttons to increase engine RPM 2,400 to 2,500 RPM for 30 minutes. See Figure 3.

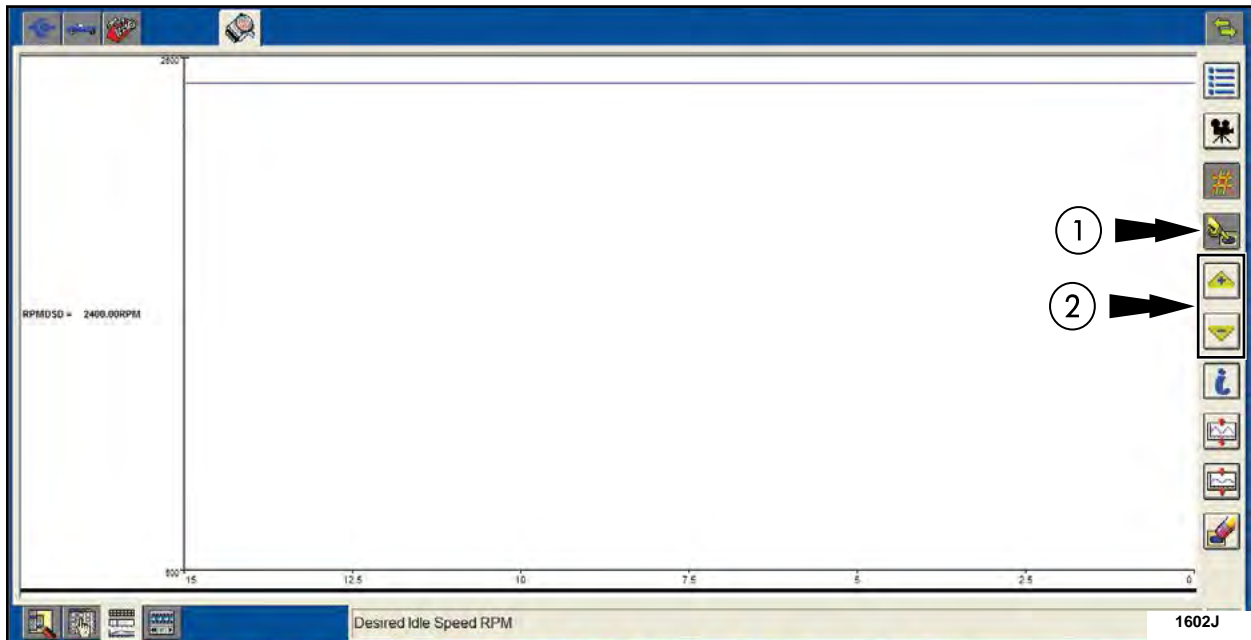


FIGURE 3



- Shut off engine. Allow vehicle to soak for a minimum of 8 hours.
- After 8 hour soak, connect IDS and select Tool Box > Data Logger > Powertrain > Engine.
- Clear all pre-selected PID boxes by pressing the clear button in the lower right corner of the screen. See Figure 1.

NOTE: Do not start the engine until the OIL_LOW_SW (MODE) PID and the RPM (RPM) PID are displayed in graph form as shown in Figure 5.

- Select the OIL_LOW_SW (MODE) PID and the RPM (RPM) PID. Click the check mark. See Figure 4.



FIGURE 4



7. On the graph screen, select the OIL_LOW_SW PID in the upper LH corner of the screen and then click the plot format button. See Figure 5.

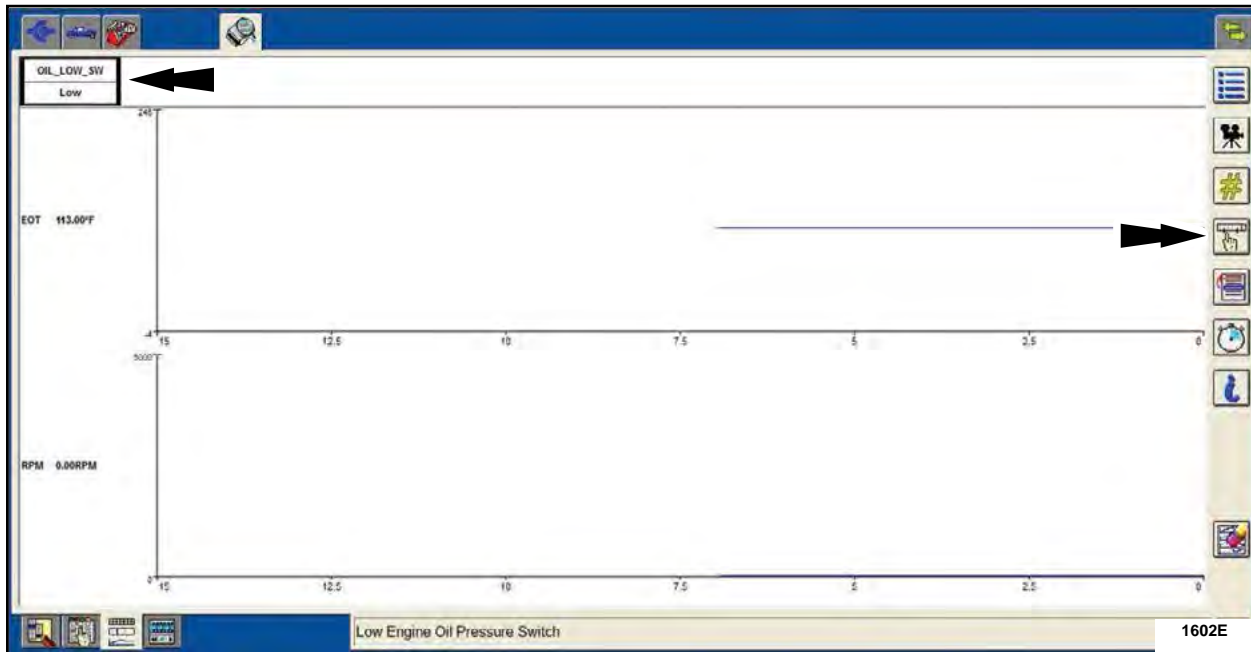


FIGURE 5

8. In the OIL_LOW_SW PID dialog box, select the graph button and then click the check mark. See Figure 6.

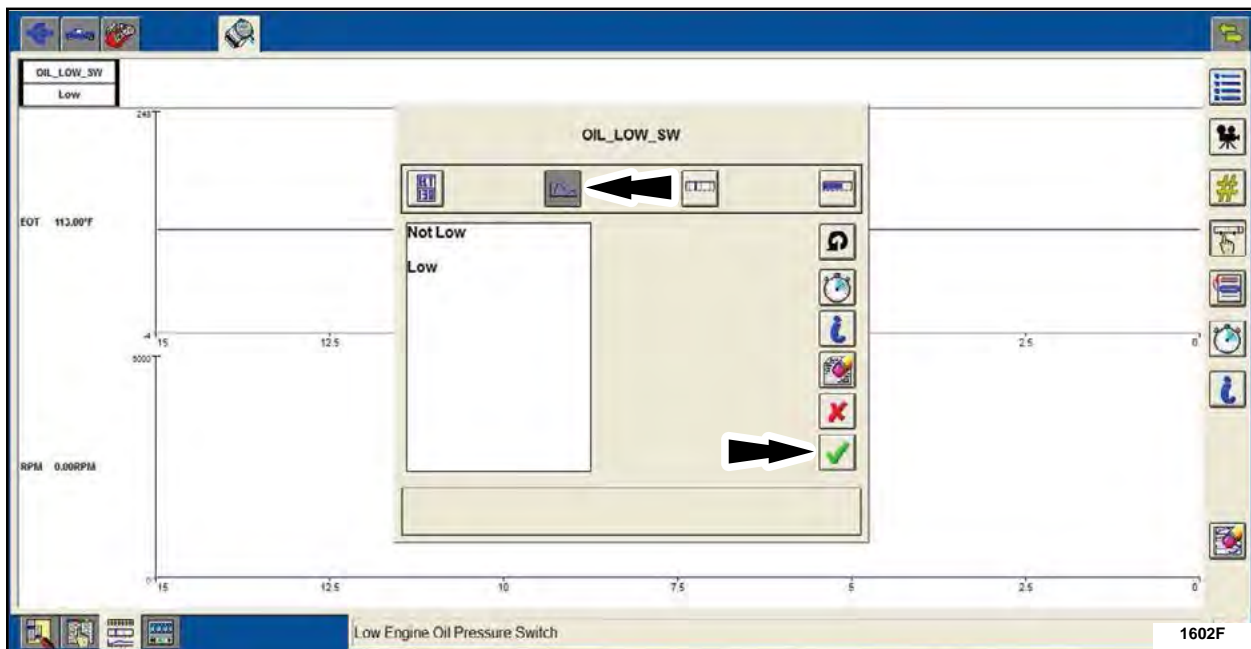


FIGURE 6



- Once both PIDs are displayed in graph form, start the engine and monitor the OIL_LOW_SW (MODE) PID and the RPM (RPM) PID. Press the data capture button, to record the OIL_LOW_SW PID switching from "Low" to "Not Low". See Figure 7.

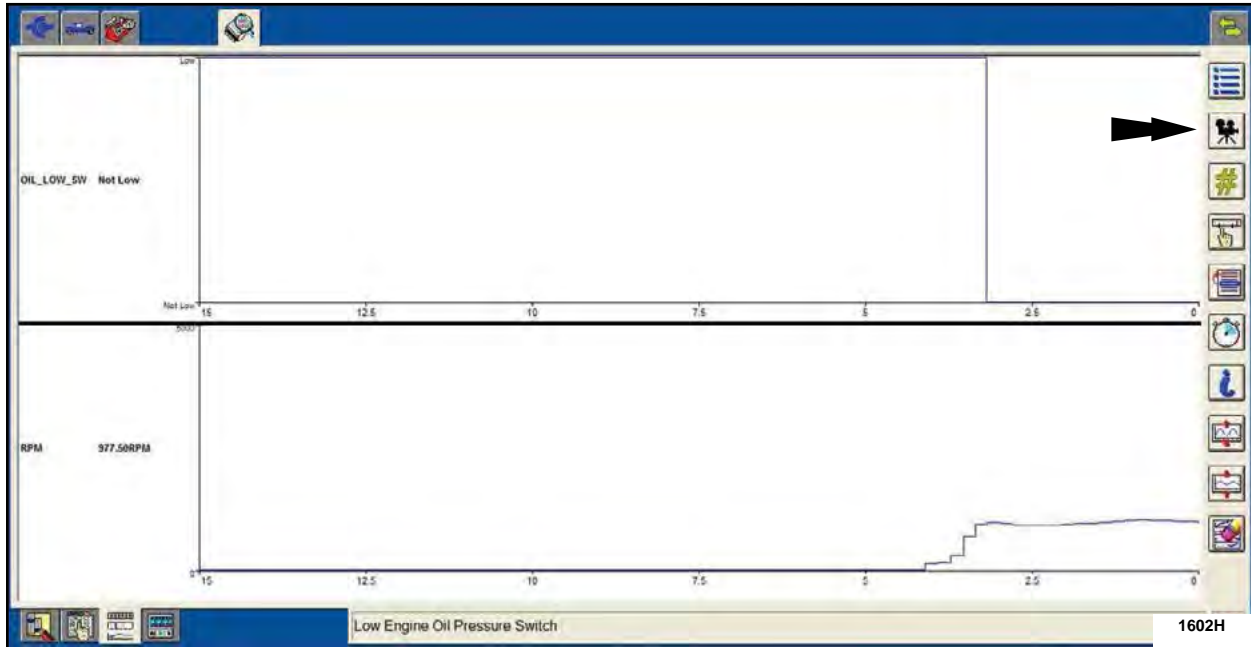


FIGURE 7



10. View the IDS recording to measure the time it takes the OIL_LOW_SW PID to change from "Low" to "Not Low". Measurement of the time it takes to change from OIL_LOW_SW to "Not Low" should begin at approximately 400 RPM. See Figure 8.

- If the time is less than **3.25 seconds**, no additional service is required.
- If the time is greater than **3.25 seconds**, do not demonstrate or deliver the vehicle. The Dealer Bulletin will be updated the week of January 16, 2017, when it is expected that parts ordering information and repair instructions will be available for vehicles that require a repair based on this inspection.

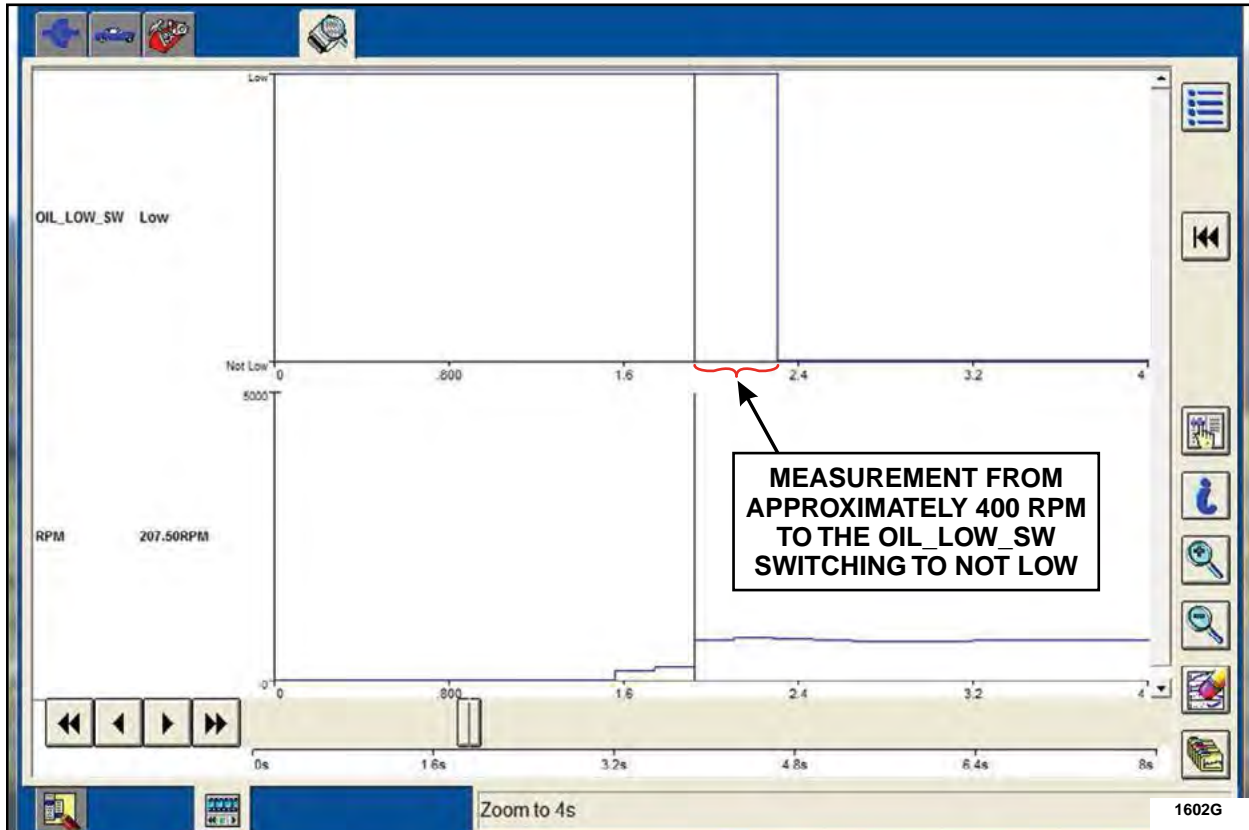


FIGURE 8

