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Ford Customer Service Division

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

March 2, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 17B03

Certain 2017 Model Year F-Super Duty Vehicles Equipped with a 6.7L Diesel Engine
Transmission Fluid Cooler Tubes Repair

PROGRAM TERMS

This program will be in effect through March 31, 2018. There is no mileage limit for this program. We recommend dealers utilize their FSA VIN Lists name and address (available by March 24, 2017) to contact customers with affected vehicles. This will help minimize the number of vehicles that may exhibit a transmission oil leak, which requires a more extensive repair.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-Super Duty	2017	Kentucky Truck	October 8, 2015 through September 30, 2016
		Ohio	February 11, 2016 through September 29, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, a slow transmission fluid leak may occur due to the Transmission Fluid Cooler (TFC) tubes not being manufactured to the intended bend angle. This could cause stress loading, and ultimately cause a crack to form on the TFC tubes at the transmission, resulting in a leak. Customers may notice a small amount of fluid leakage on the ground and/or a service engine soon indicator illuminated in the instrument panel. If the leak progresses, customers could experience reduced engine function and hard transmission gear shifting.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to inspect the TFC tubes at the transmission for the presence of a leak. If no fluid leak is present, dealers are to install a washer behind the TFC tubes attaching plate, per the Technical Information, which will reduce stress loading of the TFC tubes. If a fluid leak is present, dealers are to replace the TFC tubes and install the washer as described above. 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 March 13, 2017. 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 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,



Michael A. Berardi

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

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OASIS ACTIVATION

OASIS will be activated on March 2, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 2, 2017. Owner names and addresses will be available by March 24, 2017.

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.

TITLE BRANDED / SALVAGED VEHICLES

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

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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
- 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.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

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 (17B03) is the sub code.
- 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 March 31, 2018. There is no mileage limit for this program.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Customer Satisfaction Program 17B03**

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Transmission Fluid Cooler Tubes Repair

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect for transmission fluid leak – no leak detected - install transmission fluid cooler tubes attaching plate washer	17B03B	0.4 Hours
Inspect for transmission fluid leak – leak detected - replace transmission fluid cooler tubes and install attaching plate washer	17B03C	2.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**No Leak Detected – Parts Required to Install Transmission Fluid Cooler Tubes Attaching Plate Washer (claim with labor operation 17B03B)**

Part Number	Description	Order Quantity	Claim Quantity
W715131-S437	Bolt (4 bolts/package, 1 bolt needed)	1	1
W718565-S437U	Washer (4 washers/package, 1 washer needed)	1	1

Leak Detected – Parts Required to Replace the Transmission Fluid Cooler Tubes and Install Attaching Plate Washer (claim with labor operation 17B03C)

Note: Less than 1% of the affected vehicle population is expected to require transmission fluid cooler tubes to be replaced.

Part Number	Description	Order Quantity	Claim Quantity
W715131-S437	Bolt (4 bolts/package, 1 bolt needed)	1	1
W718565-S437U	Washer (4 washers/package, 1 washer needed)	1	1
HC3Z-7R081-B	Transmission fluid cooler tubes	1	1
BC3Z-6840-A	Oil filter adapter gasket	1	1
BC3Z-6731-B	Engine oil filter	1	1
XT-10-QLVC	Motorcraft® MERCON® LV Automatic Transmission Fluid	As Needed (up to 8 quarts)	
XO-10W30-QSD	Motorcraft® Super Duty Diesel Motor Oil	1 quart	1 quart

The DOR/COR number for this program is 51072.

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

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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.

CERTAIN 2017 MODEL YEAR F-SUPER DUTY VEHICLES EQUIPPED WITH A 6.7L DIESEL ENGINE — TRANSMISSION FLUID COOLER TUBES REPAIR

OVERVIEW

In some of the affected vehicles, a slow transmission fluid leak may occur due to the Transmission Fluid Cooler (TFC) tubes not being manufactured to the intended bend angle. This could cause stress loading, and ultimately cause a crack to form on the TFC tubes at the transmission, resulting in a leak. Customers may notice a small amount of fluid leakage on the ground and/or a service engine soon indicator illuminated in the instrument panel. If the leak progresses, customers could experience reduced engine function and hard transmission gear shifting. Dealers are to inspect the TFC tubes at the transmission for the presence of a leak. If no fluid leak is present, dealers are to install a washer behind the TFC tubes attaching plate, per the Technical Information, which will reduce stress loading of the TFC tubes. If a fluid leak is present, dealers are to replace the TFC tubes and install the washer as described above.

SERVICE PROCEDURE

1. Inspect for the presence of a transmission fluid leak from the TFC tubes at the transmission.
 - If a transmission fluid leak **is** detected, proceed to Step 2.
 - If a transmission fluid leak **is not** detected, proceed to Step 3.
2. Replace the TFC tubes. Please follow the Workshop Manual (WSM) procedures in Section 307-02.
 - During installation, install a *new* washer between the transmission case and the TFC tubes attaching plate. See Figure 1.
3. Install a *new* washer behind the TFC tubes attaching plate.
 - a. Remove and discard the TFC tubes-to-transmission bolt.
 - b. Install a *new* washer between the transmission case and the TFC tubes attaching plate. See Figure 1.
 - c. Install the *new* bolt and tighten to 18 lb.ft (25 Nm).

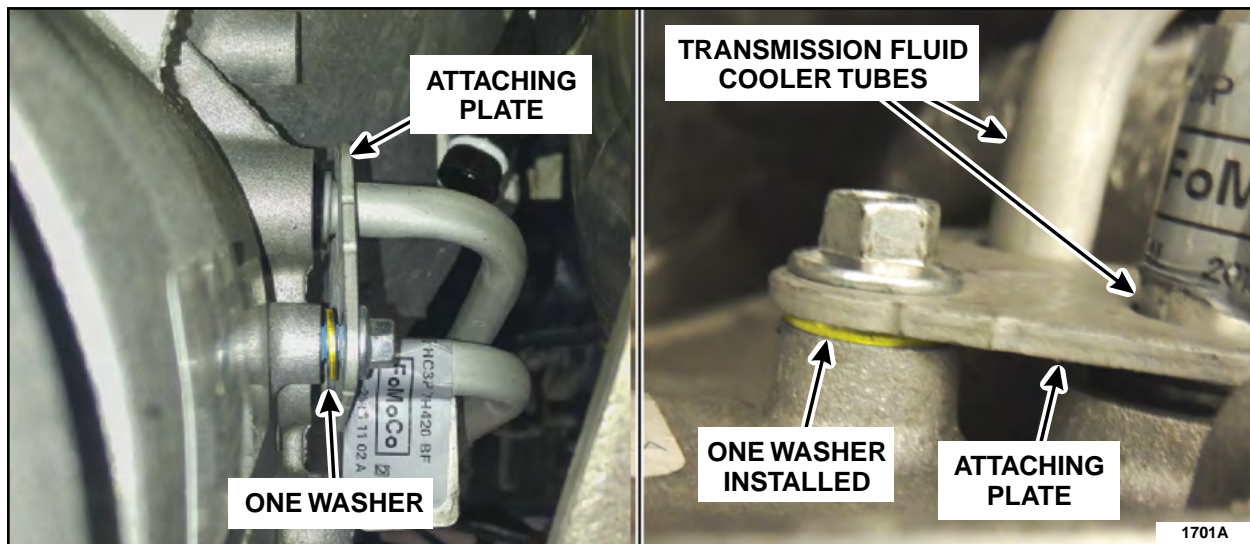


FIGURE 1





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

March, 2017

Customer Satisfaction Program 17B03
Programa de satisfacción del cliente 17B03

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, it may be possible for a slow transmission fluid leak to occur due to the transmission fluid cooler tubes not being manufactured to the intended bend angle. You may notice a small amount of fluid leakage on the ground and/or a service engine soon indicator illuminated in the instrument panel. If the leak progresses, you could experience reduced engine function and hard transmission gear shifting.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect and modify the transmission fluid cooler tubes attaching plate bracket free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until March 31, 2018 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. In addition, your vehicle will require an inspection to determine if additional parts need to be ordered.

What should you do?

Please call your dealer without delay and request a service date for Customer Satisfaction Program 17B03. Provide the dealer with the VIN of your vehicle. The VIN 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.

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

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.

Your vehicle may be equipped with a diagnostic feature called the Vehicle Health Report which can inform you about all available recalls, as well as other key vehicle health information. Please see <https://owner.ford.com/vehicle-health> for more information.

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).

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/recall>.

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.

Ford Customer Service Division