



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

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

November 19, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 13B11
Certain 2014 Model Year F-Super Duty 2-Wheel Drive 137" Wheelbase Vehicles
6R140 Automatic Transmission Lubricant Passage Repair

PROGRAM TERMS

This program will be in effect through May 31, 2014. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of May 31, 2014 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN list name and address (available on November 25, 2013) to contact customers with affected vehicles. This will help minimize the number of vehicles that exhibit symptoms of noise and vibration and may require a more extensive repair.

AFFECTED VEHICLES

Certain 2014 model year F-Super Duty 2-wheel drive 137" wheelbase vehicles with an Automatic Transmission built at the Kentucky Truck Assembly Plant from July 15, 2013 through October 16, 2013. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on November 19, 2013.

REASON FOR THIS PROGRAM

In the affected vehicles, a passage in the transmission case that directs transmission fluid to the bushing for the driveshaft slip yoke was not manufactured correctly. A lack of fluid at the driveshaft slip yoke bushing will result in noise, vibration, and premature wear of the extension housing bushing and driveshaft slip yoke.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to repair the transmission as directed in the technical information, Attachment III. 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 December 2, 2013. 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

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 13B11
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OASIS ACTIVATED?

Yes, OASIS will be activated on November 19, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on November 19, 2013. Owner names and addresses will be available by November 25, 2013.

NOTE: Your FSA VIN list 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.

STOCK VEHICLES

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

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.

TITLE BRANDED / SALVAGED VEHICLES

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

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will 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.

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ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

With proper parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique circumstance which may require a rental vehicle, please contact the Special Service Support Center at 1-800-325-5621.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- PROGRAM TERMS: This program will be in effect through May 31, 2014. There is no mileage limit for this program.

• **Provision for Locally Procured and Partial Use Supplies:**

- Fabrication of Drill Depth Gauge - Includes one 6.35 mm (0.25 in) washer and one 6.35 mm (0.25 in) I.D. rubber tubing to match drill length.
- Premium Long Life Grease XG-1-C – For lubrication of slip yoke splines.

Submit on the same repair line as the repair.

- Program Code: 13B11
- Misc. Expense: OTHER
- Misc. Expense: Claim Actual Cost up to \$5.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time	Part Requirements
Gasoline engine vehicle with 20 km (12 mi) or less – Disassemble and repair transmission lube feed hole. <i>a/</i>	13B11B	2.9 Hours	See Part Tables A and B
Gasoline engine vehicle with 21 km (13 mi) or more – Disassemble and repair transmission lube feed hole. Replace driveshaft slip yoke, u-joint and extension housing. <i>a/</i>	13B11C	3.2 Hours	See Part Tables A, B and C
Diesel engine vehicle with 20 km (12 mi) or less – Disassemble and repair transmission lube feed hole. <i>a/</i>	13B11D	2.4 Hours	See Part Table A
Diesel engine vehicle with 21 km (13 mi) or more – Disassemble and repair transmission lube feed hole. Replace driveshaft slip yoke, u-joint and extension housing. <i>a/</i>	13B11E	2.7 Hours	See Part Tables A and C

a/ Includes time to fabricate drill depth tool as described in Attachment III, Technical Information.

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PARTS REQUIREMENTS / ORDERING INFORMATION

Refer to the "Part Requirements" column in the Labor Allowance table on Page 1 of this attachment to determine which parts to order.

Parts Table "A" (Required for All Vehicles)

Part Number	Description	Order Quantity
BC3Z-7G199-E	Slip Yoke Bushing Feed Seal	1
BC3Z-7A098-B	Filter Assembly	1
N811880-S100	Driveshaft Bolt (4 per pkg. / 4 bolts required)	1 pkg.
391558-S102	Isolator to Transmission Bolt	2
W709771-S440	Isolator to Crossmember Nut	2
W707246-S440	Crossmember to Frame Nut (4 per pkg. / 6 nuts required)	2 pkg.
XT-10-QLVC	Oil – Automatic Transmission (Qt.)	12
XL-16	6R ATF Additive	1
PM-4-A	Motorcraft® Metal Brake Parts Cleaner	1

Parts Table "B" (Required for Gasoline Engine Vehicles Only)

Part Number	Description	Order Quantity
W520514-S440	Y-pipe Nuts	4
W714717-S439	Y-pipe Bolts (4 per pkg. / 2 bolts required)	1 pkg.

Parts Table "C" (Required for Vehicles with 21 km (13 Miles) or More)

Note: Order parts for SRW or DRW as required.

Part Number	Description	Order Quantity
BC3Z-7A039-A	Extension Housing Assembly - SRW and DRW Models	1
BC3Z-4841-B	Drive Shaft Yoke – SRW	1 (as required)
BC3Z-4635-B	Universal Joint Repair Kit – SRW	1 (as required)
BC3Z-4841-A	Drive Shaft Yoke – DRW	1 (as required)
F81Z-4635-CB	Universal Joint Repair Kit – DRW	1 (as required)

The DOR/COR number for this recall is 50524.

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.

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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.

DEALER EXECUTIVE SUMMARY

DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 13B11 Certain 2014 Model Year F-Super Duty 2-Wheel Drive 137" Wheelbase Vehicles 6R140 Automatic Transmission Lubricant Passage Repair

PROGRAM

Program Type	Customer Satisfaction Program
Stop Sale	No
Demonstration Hold	Yes
Delivery Hold	Yes
Program Expiration	May 31, 2014

PARTS & SERVICE

Parts Required	Yes
Parts Available	Yes
Interim Repair Available	Not Required
Repair Universe/Percentage of vehicles expected to require a repair	100% of affected vehicles
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	No, SSSC Approval Required
Labor Time	From 2.4 to 3.2 hours

CUSTOMER HANDLING

Towing Reimbursement	Not Required
Rental Assistance	Not Required
Refunds Authorized	No
Special Handling	No
Vehicle Storage	Not Required

ADMINISTRATION

OASIS On	November 19, 2013
Owner Notification	Begins the week of December 2, 2013



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

December 2013

Customer Satisfaction Program 13B11
Programa de Satisfacción del Cliente 13B11

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 13B11) for your vehicle, with the Vehicle Identification Number shown above.

- What is the issue?** On your vehicle, a passage in the transmission case that provides lubrication to the driveshaft slip yoke bushing may not be present. A lack of fluid at the driveshaft slip yoke bushing will result in noise, vibration, and premature wear of the extension housing bushing and driveshaft slip yoke.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to repair your transmission free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until May 31, 2014 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 and request a service date for Customer Satisfaction Program 13B11. Provide the dealer with the Vehicle Identification Number (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.
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. Therefore, please have this service action performed as soon as possible.

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 still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:

www.Fordowner.com.

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 still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

Thank you for your attention to this important matter.

Ford Customer Service Division