

DEALER EXECUTIVE SUMMARY

**Customer Satisfaction Program 17B08
Certain 2017 Model Year F-450/F-550/F-650/F-750, E-Series and F-53/F-59
Vehicles Equipped with a 6.8L Engine
Loose Crankshaft Pulley Bolt**

PROGRAM

Program Type	Customer Satisfaction
Stop Sale	No
New Vehicle Demonstration Hold	No
New Vehicle Delivery Hold	No
Program Expiration	April 30, 2018

PARTS & SERVICE

Parts Required	No
Parts Available	Not applicable
IDS Software Update Required	No
Interim Repair	Not applicable
Repair Universe/Percentage of vehicles expected to require a repair	100%
New FSA Special Service Tools Needed	No
Additional Repair Provision	Yes, limits established
Labor Time	0.6 hours

CUSTOMER HANDLING

Towing Reimbursement	Follow Warranty & Policy Manual guidelines
Rental Assistance	No
Refunds Authorized	No
Special Handling	No

ADMINISTRATION

OASIS On	May 3, 2017
Owner Notification	Begins the week of May 29, 2017



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

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

May 3, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 17B08
 Certain 2017 Model Year F-450/F-550/F-650/F-750, E-Series and F-53/F-59
 Vehicles Equipped with a 6.8L Engine
 Loose Crankshaft Pulley Bolt

PROGRAM TERMS

This program will be in effect through April 30, 2018. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-450/F-550	2017	Kentucky	September 12, 2016 through February 8, 2017
F-650/F-750		Ohio	
E-Series			
F-53/F-59		Detroit Chassis	

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In the affected vehicles, the crankshaft pulley bolt may not have been torqued properly during engine assembly. Vehicles with a loose crankshaft pulley bolt may display a check engine light with engine misfire diagnostic codes without drivability symptoms present. If the vehicle is not serviced, engine damage may result.

SERVICE ACTION

Dealers are to loosen the crankshaft pulley bolt one full turn, then torque the bolt following 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 May 29, 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

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OASIS ACTIVATION

OASIS will be activated on May 3, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> May 3, 2017. Owner names and addresses will be available by June 9, 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.
- 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.

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.

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are 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 (17B08) 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 April 30, 2018. There is no mileage limit for this program.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Loosen then Torque Crankshaft Pulley Bolt	17B08B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2017 MODEL YEAR F-450/F-550/F-650/F-750, E-SERIES AND F-53/F-59 VEHICLES EQUIPPED WITH A 6.8L ENGINE — LOOSE CRANKSHAFT PULLEY BOLT

OVERVIEW

In the affected vehicles, the crankshaft pulley bolt may not have been torqued properly during engine assembly. Vehicles with a loose crankshaft pulley bolt may display a check engine light with engine misfire diagnostic codes without drivability symptoms present. If the vehicle is not serviced, engine damage may result.

Dealers are to loosen the crankshaft pulley bolt one full turn, then torque the bolt following the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

F-450/550, F-53/59 AND E-SERIES VEHICLES

1. With the vehicle in NEUTRAL, position it on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.

ALL VEHICLES

2. Using a universal pulley holder (such as an OTC 4754, or equivalent), loosen the crankshaft pulley bolt 360° and then torque the crankshaft pulley bolt in 4 stages with the aid of an assistant. See Figure 1.

- Stage 1: Tighten to 90 Nm (66 lb.ft).
- Stage 2: Loosen 360°.
- Stage 3: Tighten to 50 Nm (37 lb.ft).
- Stage 4: Tighten an additional 90°.

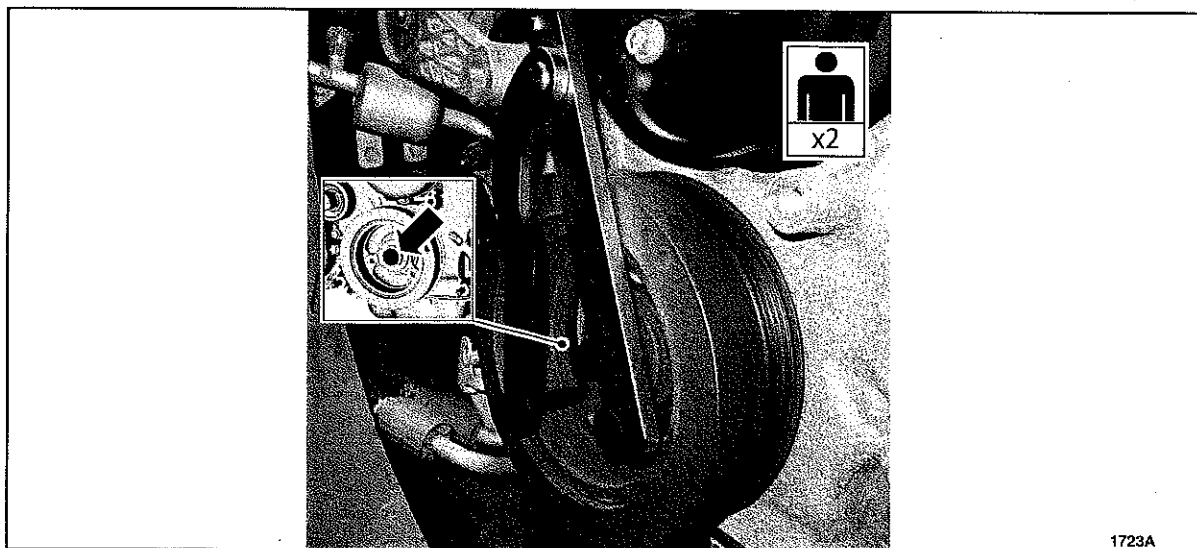


FIGURE 1





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

May 2017

Customer Satisfaction Program 17B08
Programa de satisfacción del cliente 17B08

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 the crankshaft pulley bolt was not tightened properly during engine assembly.

What is the effect?

This may result in the check engine light illuminating. If the vehicle is not serviced, engine damage may result.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to tighten the crankshaft pulley bolt free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until April 30, 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.

What should you do?

Please call your dealer without delay and request a service date for Customer Satisfaction Program 17B08. 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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

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