



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

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

November 16, 2017

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: Customer Satisfaction Program 17B29**  
Certain 2016-2017 Model Year F-650, F-750 and F-59 Vehicles with a 6.8L Engine  
Cylinder Head Inspection and Replacement

**PROGRAM TERMS**

This program will be in effect through May 31, 2019. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-650/F-750	2016-2017	Ohio	January 26, 2015 through July 20, 2016
F-59		Detroit Chassis	June 1, 2015 through July 12, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, the intake valve seats may experience accelerated wear. Valve seat wear may result in low compression and a misfire condition with an illuminated malfunction indicator light.

**SERVICE ACTION**

Dealers are to inspect identification markings on both cylinder heads, and replace the cylinder heads as required. 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 18, 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

**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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

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Cylinder Head Inspection and Replacement

**OASIS ACTIVATION**

OASIS will be activated on November 16, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 16, 2017. Owner names and addresses will be available by January 5, 2018.

**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
  - F-650/F-750 trucks – 2 years, regardless of miles driven
- 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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Cylinder Head Inspection and Replacement

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **May 31, 2018**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with cylinder head replacement for a misfire condition with low engine compression.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using One Warranty Solution (OWS).
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (17B29) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.
- Submit refunds on a separate repair line.
  - Program Code: 17B29
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- Provision for Locally Obtained Supplies: Includes silicone gasket maker and sealant, silicone gasket remover, and metal surface prep.
  - Program Code: 17B29
  - Misc Expense: OTHER
  - Amount: Actual cost up to \$25.00
- PROGRAM TERMS: This program will be in effect through May 31, 2019. There is no mileage limit for this program.

**Customer Satisfaction Program 17B29**  
 Certain 2016-2017 Model Year F-650, F-750 and F-59 Vehicles with a 6.8L Engine  
 Cylinder Head Inspection and Replacement

**LABOR ALLOWANCES**

Description	Vehicle	Labor Operation	Labor Time
Inspect Both Cylinder Heads – PASS	All	17B29A	0.3 Hours
Inspect Both Cylinder Heads – Replace Right Side Cylinder Head	F-650 and F-750	17B29B	10.4 Hours
	F-59		9.9 Hours
Inspect Both Cylinder Heads – Replace Left Side Cylinder Head	F-650 and F-750	17B29C	10.7 Hours
	F-59		9.9 Hours
Inspect Both Cylinder Heads – Replace Both Cylinder Heads	F-650 and F-750	17B29D	11.8 Hours
	F-59		11.0 Hours
Removal and installation of modified vehicle and application specific components required to access the engine	F-59 Only Use in combination with 17B29B, 17B29C or 17B29D only	MT17B29	Up to 2.0 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION****Parts Required to Replace One or Both Cylinder Head(s)**

Part Number	Description	Order Quantity	Claim Quantity
3L3Z-8C388-AC	Coolant Crossover Manifold Gasket	1	1
3L3Z-8C387-AC	Coolant Crossover Manifold Gasket	1	1
W520514-S440	Muffler Inlet Pipe to Manifold Nuts	4	4
W716325-S300	Oil Level Indicator Tube O-ring (2/pkg.)	1	1
XO-5W30-QSP	Engine Oil (12/pkg.)	1	7
F1AZ-6731-BD	FL820S Oil Filter	1	1
7R3Z-9439-AA	Intake Manifold Gaskets	10	10
F5RZ-6A340-B	Crankshaft Pulley Bolt	1	1
XW4Z-6700-AA	Crankshaft Front Seal	1	1
3L3Z-6020-DA	Engine Front Cover Gasket LH	1	1
3L3Z-6020-FA	Engine Front Cover Gasket RH	1	1
3L3Z-6020-EA	Engine Front Cover Gasket Center	1	1
DL1Z-6584-A	Valve Cover Gasket LH	1	1
DL1Z-6584-B	Valve Cover Gasket RH	1	1
TA-30	Motorcraft Gasket and Sealant (or equivalent)	Claim as MISC. OTHER	
ZC-30-A	Motorcraft Silicone Gasket Remover (or equivalent)		
ZC-31-B	Motorcraft Metal Surface Prep (or equivalent)		

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**Additional Parts Required to Replace BOTH Cylinder Heads**

Part Number	Description	Order Quantity	Claim Quantity
HC4Z-6049-C	Cylinder Head RH	1	1
HC4Z-6049-D	Cylinder Head LH	1	1
5C3Z-6051-BA	Cylinder Head Gasket RH	1	1
5C3Z-6051-AA	Cylinder Head Gasket LH	1	1
5C3Z-6C285-AA	Cylinder Head Oil Cover Gasket RH	1	1
5C3Z-6C286-AA	Cylinder Head Oil Cover Gasket LH	1	1
9L8Z-6G004-C	Cylinder Head Temperature Sensor	1	1
HJFS-24FP	Spark Plugs	10	10
9R3Z-6065-A	Cylinder Head Bolts (4/pkg.)	6	24
W701706-S2	Exhaust Manifold Nuts (8/pkg.)	3	20
W703902-S403	Exhaust Manifold Studs (6/pkg.)	4	20
CC3Z-9448-B	Exhaust Manifold Gaskets (2-port)	2	2
CC3Z-9448-A	Exhaust Manifold Gaskets (3-port)	2	2

**Additional Parts Required to Replace ONLY the Right-Hand Cylinder Head**

Part Number	Description	Order Quantity	Claim Quantity
HC4Z-6049-C	Cylinder Head RH	1	1
5C3Z-6051-BA	Cylinder Head Gasket RH	1	1
5C3Z-6C285-AA	Cylinder Head Oil Cover Gasket RH	1	1
9L8Z-6G004-C	Cylinder Head Temperature Sensor	1	1
HJFS-24FP	Spark Plugs	5	5
9R3Z-6065-A	Cylinder Head Bolts (4/pkg.)	3	12
W701706-S2	Exhaust Manifold Nuts (8/pkg.)	2	10
W703902-S403	Exhaust Manifold Studs (6/pkg.)	2	10
CC3Z-9448-B	Exhaust Manifold Gaskets (2-port)	1	1
CC3Z-9448-A	Exhaust Manifold Gaskets (3-port)	1	1

**Customer Satisfaction Program 17B29**  
 Certain 2016-2017 Model Year F-650, F-750 and F-59 Vehicles with a 6.8L Engine  
 Cylinder Head Inspection and Replacement

**Additional Parts Required to Replace ONLY the Left-Hand Cylinder Head**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
HC4Z-6049-D	Cylinder Head LH	1	1
5C3Z-6051-AA	Cylinder Head Gasket LH	1	1
5C3Z-6C286-AA	Cylinder Head Oil Cover Gasket LH	1	1
HJFS-24FP	Spark Plugs	5	5
9R3Z-6065-A	Cylinder Head Bolts (4/pkg.)	3	12
W701706-S2	Exhaust Manifold Nuts (8/pkg.)	2	10
W703902-S403	Exhaust Manifold Studs (6/pkg.)	2	10
CC3Z-9448-B	Exhaust Manifold Gaskets (2-port)	1	1
CC3Z-9448-A	Exhaust Manifold Gaskets (3-port)	1	1

The DOR/COR number for this program is 51107.

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

**NOTE:** The timely return of the core (cylinder heads) will assist in ensuring new cylinder head part supply for this program. Please ensure cores are fully complete and returned in the original package.

**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 2016-2017 MODEL YEAR F-650, F-750 AND F-59 VEHICLES WITH A 6.8L ENGINE — CYLINDER HEAD INSPECTION AND REPLACEMENT

### OVERVIEW

In some of the affected vehicles, the intake valve seats may experience accelerated wear. Valve seat wear may result in low compression and a misfire condition with an illuminated malfunction indicator light. Dealers are to inspect identification markings on both cylinder heads, and replace the cylinder heads as required.

### SERVICE PROCEDURE

#### Recommended Tool List:

General Tools	General Equipment
1/4", 3/8" and 1/2" Ratchets	Hose Clamp Pliers
1/4" Drive Deep Well Sockets - 8mm and 9mm	Pocket Screw Driver
1/4" Drive Extension - 6"	Metal Trim Tool
1/4" and 3/8" Power Ratchets	Drain Pan- Oil
1/4" and 3/8" Drive Torque Wrenches	Drain Pan- Coolant
3/8" Drive Shallow Well Socket - 10mm	Floor Crane
3/8" Drive Extension - 6"	Hook and Pick set
3/8" Drive Deep Well Socket -15mm, 14mm, 13mm and 10mm	Plastic Scraper
Screwdriver - Medium Flat Head	Gasket Removal Scraper
	Inspection Mirror
Special Tools	
Compressor, Valve Spring 303-1039	Fan Clutch Nut Wrench 303-214
Locking Tool, Timing Chain 303-1175	Fan Clutch Pulley Holding Wrench 303-478
Cylinder Head R/I 303-572	Crankshaft Vibration Damper Remover 303-009
Coolant Disconnect Tool 307-569	Crankshaft Pulley Installer 303-102
Refractometer (ROB75240)	Crankshaft Front Oil Seal Remover 303-107
Air Lift Coolant Vacuum tester/refill	Front Cover Oil Seal Installer 303-335
AC Fluid ID	Crankshaft Front Oil Seal Installer 303-635
A/C Service Unit	



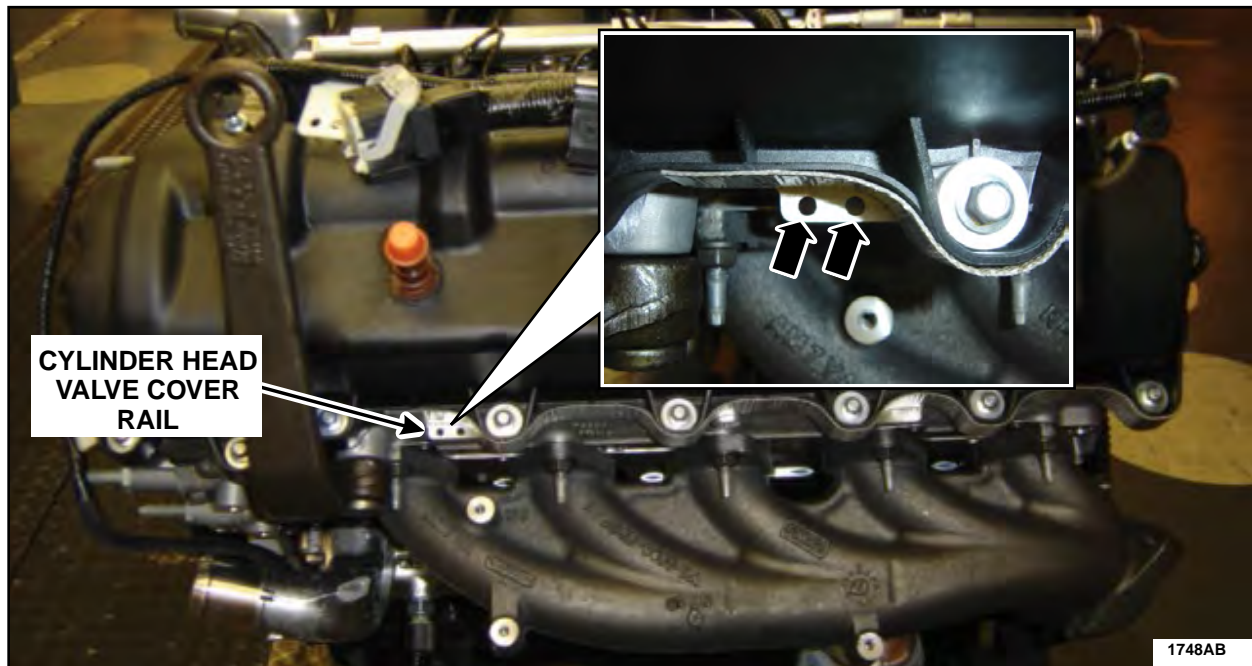


1. Inspect both cylinder head valve cover rails for identification holes. See Figure 1.

- If one or two holes are visible, replacement of that cylinder head is not required.
- If no holes are visible, replacement of that cylinder head is required.
- Proceed to Step 2 only if cylinder head replacement is required. Otherwise, no additional service is needed.

**NOTE:** Left-hand side shown, right-hand side similar. Engine removed for clarity.

**NOTE:** An additional hole may be covered by the valve cover. If the cylinder head does not have any exposed holes when the valve cover is installed, replacement of that cylinder head is required.



**FIGURE 1**

2. Replace the right-hand and/or left-hand cylinder heads as required based on step 1.  
Please follow Workshop Manual (WSM) procedures in Section 303-01.





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

December 2017

Customer Satisfaction Program 17B29  
Programa de satisfacción del cliente 17B29

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 the valve seats located in the engine's cylinder heads to experience accelerated wear.

**What is the effect?**

Accelerated valve seat wear may result in a misfire condition with an illuminated malfunction indicator light.

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect the cylinder heads on your vehicle's engine, and replace the cylinder heads as required, free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until May 31, 2019, regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this repair is less than 2 days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will/may require an inspection to determine if parts need to be ordered.

**What should you do?**

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 17B29. Provide the dealer with your VIN, which 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](http://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.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Have you previously paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to cylinder head replacement when an engine misfire was present as the result of low engine compression. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **May 31, 2018**. To avoid delays, do not send receipts to Ford Motor Company.

**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](http://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](http://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