



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

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

March 20, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 17B04
Certain 2015 through 2017 Model Year Mustang Shelby® GT350 and GT350R
Vehicles
Complimentary Oil Filter Wrench

PROGRAM TERMS

This program will be in effect through November 30, 2017. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Shelby® GT350/GT350R	2015-2017	Flatrock	February 24, 2015 through November 22, 2016

Affected vehicles are identified in OASIS.

REASON FOR THIS PROGRAM

In the affected vehicles, the engine is equipped with an oil filter assembly (Motorcraft part number FL-2069-ST) engineered to be tightened to 16-18 lb.-ft. (22-24 Nm). If not torqued to the proper specification, over time, the oil filter assembly may loosen and result in an engine oil leak.

In addition, you can drive high performance vehicles in such a way that may lead to higher oil consumption (this includes extended time at high engine speeds, high loads, engine braking, hard cornering maneuvers and track use). Under these conditions, oil consumption of approximately 1 quart per 500 miles (1 liter per 800 km) is possible. As a result, you need to check the engine oil level at every refueling and adjust to maintain proper levels to avoid engine damage.

SERVICE ACTION (Stock Units)

Dealers will be provided a package for stock units containing:

- Oil filter (Motorcraft part number FL-2069-ST)
- Oil filter cap wrench to be used with a standard torque wrench to accurately achieve the proper torque specification.
- Revised Shelby® GT350 Mustang Supplement with updated language explaining the potential for high oil consumption under certain operating conditions.

Dealers are to remove and discard the Shelby® GT350 Mustang Supplement originally provided with the owner's manual and place the unopened package inside the trunk with the other loose items.

NOTE: The package is intended for the new vehicle owner and should not be opened by the dealer. Dealers will sign for receipt of packages for in-stock units.

OWNER NOTIFICATION MAILING SCHEDULE

Owners will be sent the same package that dealers are receiving for stock vehicles. Packages are expected to be mailed beginning the week of April 3, 2017 and continue through June 5, 2017.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering 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,



Michael A. Berardi

Customer Satisfaction Program 17B04

Certain 2015 through 2017 Model Year Mustang Shelby® GT350 and GT350R Vehicles
Complimentary Oil Filter Wrench

OASIS ACTIVATION

OASIS will be activated on March 20, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Owner packages are expected to be mailed beginning the week of April 3, 2017 and continue through June 5, 2017.

STOCK VEHICLES

- Dealers with unsold units will be contacted by the SSSC beginning the week of March 20, 2017 to verify the appropriate dealer contact and shipping address.
- Packages for unsold units are expected to be mailed to dealers the week of April 3, 2017.
- Dealers are to remove and discard the Shelby® GT350 Mustang Supplement originally provided with the owner's manual.
- Dealers are to place the unopened package inside the trunk of the affected vehicle with the other loose items.

Note: The package is intended for the new vehicle owner and should not be opened by the dealer.

TITLE BRANDED / SALVAGED VEHICLES

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

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 17B04 is the sub code.
- Refunds are not authorized for this program.
- PROGRAM TERMS: This program will be in effect through November 30, 2017. There is no mileage limit for this program.

Customer Satisfaction Program 17B04

Certain 2015 through 2017 Model Year Mustang Shelby® GT350 and GT350R Vehicles
Complimentary Oil Filter Wrench

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
For in stock vehicles only. Remove and discard the Shelby® GT350 Mustang Supplement and place the unopened package inside the trunk of the vehicle.	17B03B	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.



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

March 2017

Customer Satisfaction Program 17B04
Programa de satisfacción del cliente 17B04

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?

The engine in your vehicle is equipped with an oil filter assembly (Motorcraft part number FL-2069-ST) engineered to be tightened to 16-18 lb.-ft. (22-24 Nm). If not torqued to the proper specification, over time, the oil filter assembly may loosen and result in an engine oil leak.

In addition, you can drive high performance vehicles in such a way that may lead to higher oil consumption (this includes extended time at high engine speeds, high loads, engine braking, hard cornering maneuvers and track use). Under these conditions, oil consumption of approximately 1 quart per 500 miles (1 liter per 800 km) is possible. As a result, you need to check the engine oil level at every refueling and adjust to maintain proper levels to avoid engine damage.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has provided you with a complimentary oil filter, oil filter cap wrench and an updated Shelby® GT350 Mustang Supplement. The oil filter cap wrench should be used with a standard torque wrench to accurately achieve the proper torque specification when servicing the oil filter assembly. The revised Shelby® GT350 Mustang Supplement has updated language explaining the potential for high oil consumption under certain operating conditions.

What should you do?

Remove and discard the Shelby® GT350 Mustang Supplement originally provided with your owner's manual and replace it with the enclosed Shelby® GT350 Mustang Supplement.

When servicing the oil filter assembly, it is strongly recommended to use a Motorcraft oil filter. The oil filter assembly must be tightened to 16-18 lb.-ft. (22-24 Nm) using the provided oil filter cap wrench.

If you drive your vehicle under the following conditions: extended time at high engine speeds, high loads, engine braking, hard cornering maneuvers

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

and track use, it is necessary to check the engine oil level at every refueling and adjust to maintain proper levels to avoid engine damage.

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 and package 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 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).

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