



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

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

June 5, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 17B30 – Supplement #1**
 Certain 2012-2016 Model Year F-450 – F-750 and F-59 Commercial Stripped Chassis
 Vehicles Equipped with a 6.8L Engine
 Camshaft Roller Follower Replacement

New! REASON FOR THIS SUPPLEMENT

Affected Vehicles Update: The Affected Vehicles section has been updated to allow dealers to contact the Special Service Support Center (SSSC) to request adding a vehicle to the program.

PROGRAM TERMS

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

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant
F-450/F-550	2012-2016	Kentucky
F-650/F-750	2012-2015	Escobedo
	2016	Ohio
F-59	2012-2016	Detroit

Affected vehicles are identified in OASIS.

This program includes vehicles that are used in specific vocations only, which may be particularly affected by this condition due to duty cycle. These vocations include:

- All F-59 Commercial Stripped Chassis
- Bucket/Aerial Boom/Crane
- Tow Trucks
- Bus
- Airport services (tugs, food, fueling trucks)
- Beverage Trucks
- Mechanical Service (tire service bodies, mobile welding trucks)

NOTE: A notification letter has been sent to select vehicle modifiers requesting they review their records and submit VINs to Ford by April 20, 2018, that were modified for use in one of the vocations listed above. Vehicles that have been verified as meeting the vocation criteria will be added to this program by April 30, 2018.

NOTE: *To request adding a vehicle to this program that meets the affected vocational criteria, please submit a Non-Involved contact type to the SSSC via the SSSC Web Contact Site and be prepared to provide pictures that clearly demonstrate vehicle usage and the vehicle's VIN label.*

REASON FOR THIS PROGRAM

In some of the affected vehicles, the camshaft roller follower bearings may experience accelerated wear. Accelerated wear of the camshaft roller follower bearings may cause an engine knocking noise, the check engine light to illuminate, or a no start condition.

SERVICE ACTION

Dealers are to replace the camshaft roller followers for both cylinder heads. 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 5, 2018. Owner letters to those identified to Ford via their vehicle modifier will be mailed by May 31, 2018. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.


New! 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,



David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on March 1, 2018. Vehicles identified to Ford via the vehicle modifier will have OASIS turned by April 30, 2018.

New! FSA VIN LISTS ACTIVATION

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

Adding a VIN:

- *Submit a Non-Involved contact type to the SSSC via the SSSC Web Contact Site.*
- *Be prepared to provide pictures that clearly demonstrate vehicle usage and the vehicle's VIN label.*

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

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 August 1, 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 replacement of the camshaft roller followers and related damage.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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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 related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - Ford vehicles – 3 years or 36,000 miles
 - F-650/F-750 – 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.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (17B30) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- 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: 17B30 - 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 sealant, silicone gasket remover, metal surface prep wipes, and dielectric compound.
 - Program Code: 17B30
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$40.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
F-450/F-550 and F-59 – Replace all camshaft roller followers	17B30B	4.9 Hours
F-650/F-750 – Replace all camshaft roller followers	17B30C	5.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
3L3Z-6564-A	Camshaft Roller Follower	30	30
5C3Z-6584-AA	Valve Cover Gasket LH (for aluminum valve covers)	1	1
5C3Z-6584-BA	Valve Cover Gasket RH (for aluminum valve covers)	1	1
DL1Z-6584-A	Valve Cover Gasket LH (for plastic valve covers)	1	1
DL1Z-6584-B	Valve Cover Gasket RH (for plastic valve covers)	1	1
W716325-S300	Oil Level Indicator O-ring seal (2 per package)	1	1
W710926-S430	Camshaft Sprocket Bolt (4 per package)	1	2
F1AZ-6278-A	Camshaft Sprocket Washer (2 per package)	1	2
7C2Z-9229-A	Fuel Injector O-Ring Kit (F-650/F-750)	1	1
XO-5W20-QSP XO-5W30-QSP	Motorcraft® Synthetic Blend Motor Oil (1 quart) Refer to the engine oil fill cap for the appropriate engine oil.	1	1
TA-30	Motorcraft® Gasket and Sealant (or equivalent)	Claim as MISC. OTHER	
ZC-30-A	Motorcraft® Silicone Gasket Remover		
ZC-31-B	Motorcraft® Metal Surface Prep Wipes		
XG-3-A	Motorcraft® Dielectric Compound (or equivalent)		

The DOR/COR number for this program is 51117.

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

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.