



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

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

June 8, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 17M04 - Supplement #1**
 Certain 2014-2016 Model Year F-250 – F-550 and 2016 Model Year F-650/F-750
 Vehicles, With 6.7L Diesel Engine
 Crankcase Ventilation Oil Separator Assembly

New! REASON FOR THIS SUPPLEMENT

LABOR ALLOWANCES: The labor allowances for F-Super Duty have been updated to include time to disconnect the battery.

PROGRAM TERMS

This program extends the warranty coverage of the crankcase ventilation (CCV) oil separator assembly to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through August 31, 2018. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-Super Duty	2014-2016	Kentucky Truck	March 19, 2013 through November 11, 2015
F-650/F-750	2016	Ohio	January 21, 2015 through May 8, 2016

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In some of the affected vehicles, the malfunction indicator lamp (MIL) will illuminate and the powertrain control module will store one or more diagnostic trouble codes (DTCs) due to a faulty CCV oil separator assembly.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to check for the following DTCs: P04DB, P04E2, and P04E3. If one or more of these DTCs are present, the dealer will inspect the CCV oil separator assembly and either repair or replace it as needed. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of February 19, 2018. Dealers should repair any affected vehicles that exhibit an illuminated MIL with a faulty CCV oil separator assembly, whether or not the customer has received a letter.

New! ATTACHMENTS

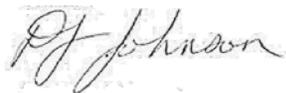
- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information

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,

A handwritten signature in black ink that reads "D. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

David J. Johnson

Customer Satisfaction Program 17M04 - Supplement #1

Certain 2014-2016 Model Year F-Super Duty and 2016 Model Year F-650/F-750 Vehicles,
Equipped With a 6.7L Diesel Engines
Crankcase Ventilation Oil Separator Assembly

OASIS ACTIVATION

OASIS will be activated on December 11, 2017.

FSA VIN LISTS ACTIVATION

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

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Title branded, salvaged vehicles and vehicles with cancelled warranty coverage are eligible for this program unless emission coverage is explicitly cancelled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTY CANCELLED INCLUDING EMISSIONS

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.

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 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. There is no expiration date for emergency repair refunds. 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 CCV oil separator assembly replacement, with one or more of the following DTCs P04DB, P04E2, and P04E3 present.

Customer Satisfaction Program 17M04 - *Supplement #1*

Certain 2014-2016 Model Year F-Super Duty and 2016 Model Year F-650/F-750 Vehicles,
Equipped With a 6.7L Diesel Engines
Crankcase Ventilation Oil Separator Assembly

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 17M04 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Submit refunds on a separate repair line.
 - Program Code: 17M04
 - 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.

Customer Satisfaction Program 17M04 - Supplement #1

Certain 2014-2016 Model Year F-Super Duty and 2016 Model Year F-650/F-750 Vehicles,
Equipped With a 6.7L Diesel Engines
Crankcase Ventilation Oil Separator Assembly

New! LABOR ALLOWANCES

	Description	Labor Operation	Labor Time
<i>F-Super Duty</i>	<i>Inspect and replace CCV oil separator assembly (includes retrieval/clearing DTCs)</i>	<i>17M04C</i>	<i>0.9 Hours</i>
<i>F-650/F-750</i>	<i>Inspect and replace CCV oil separator assembly (includes retrieval/clearing DTCs)</i>	<i>17M04D</i>	<i>0.7 Hours</i>

NOTE: Contact the SSSC via an approval request form, for an approval code and claiming instructions, to obtain reimbursement on R.O.'s on Super Duty vehicles, for claims paid before June 8, 2018. Claims for all repairs under old labor operation code 17M04B must have a repair date before June 8, 2018 to be eligible for payment.

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
6A785	CCV oil separator assembly	1	1

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.

CERTAIN 2014-2016 MODEL YEAR F-250 - F-550 AND 2016 MODEL YEAR F-650/F-750 VEHICLES, WITH 6.7L DIESEL ENGINES — CRANKCASE VENTILATION OIL SEPARATOR ASSEMBLY

OVERVIEW

In some of the affected vehicles, the malfunction indicator lamp (MIL) will illuminate and the powertrain control module will store one or more diagnostic trouble codes (DTCs) due to a faulty CCV oil separator assembly.

If an affected vehicle exhibits this condition, dealers are to check for the following DTCs: P04DB, P04E2, and P04E3. If one or more of these DTCs are present, the dealer will inspect the CCV oil separator assembly and either repair or replace it as needed. This service must be performed at no charge to the vehicle owner.

NOTE: This program extends the warranty coverage of the Crankcase Ventilation Sensor to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through August 31, 2018. Coverage is automatically transferred to subsequent owners.

SERVICE PROCEDURE

Recommended Tool List:

1/4" Drive Power Impact Driver
1/4" Drive Shallow Sockets - 7mm and 8mm
1/4" Drive Deep Socket - 10mm
1/4" Drive Swivel Socket - 8mm
1/4" Drive Ratchet
1/4" Drive Torque Wrench
1/4" Drive Extensions - 3" (76 mm) and 6" (152 mm)
6" (152mm) Flat Blade Screwdriver

- Using IDS check for the following DTCs: P04DB, P04E2, and P04E3.
 - If any of the DTCs listed above **are present**, inspect the CCV oil separator assembly to ensure it is properly connected.
 - If the CCV oil separator assembly is not properly connected, connect the CCV oil separator assembly, replacement is not required.
 - If the CCV oil separator assembly is properly connected, replace the CCV oil separator assembly. Please follow the Workshop Manual (WSM) procedures in Section 303-08.
- If any of the DTCs listed above **are not present**, this program does not apply. Perform normal diagnostic procedures.

