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November 19, 2018

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

**SUBJECT: Customer Satisfaction Program 18B35**  
Certain 2017 and 2018 Model Year Ford GT Vehicles  
Special Service Update

**PROGRAM TERMS**

This program will be in effect through November 30, 2019. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Ford GT	2017-2018	Multimatic	February 9, 2017 through September 21, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In the affected vehicles engineering continued to refine designs and incorporate additional features throughout the vehicle introduction. These hardware and software improvements were released as running changes to improve quality, diagnostic capability, functional performance and enhance customer features.

**SERVICE ACTION**

Dealers are to refer to the Vehicle Repair Table in ATTACHMENT III to identify the special service updates required for each vehicle by VIN. Dealers are to also call the Ford GT Concierge, using the Ford dealer access phone number, to order parts, and schedule a vehicle for repair. 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 November 26, 2018. 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: Vehicle Repair Table
  - Attachment IV: Technical Information – Adjustable Pedal Box Cable Anchor Bracket Reinforcement
  - Attachment V: Technical Information – Overhead Console Replacement
  - Attachment VI: Technical Information – Lug Nut Replacement
  - Attachment VII: Technical Information – Vehicle Dynamics Control Module (VDM) Software Update
- 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.

For questions and assistance regarding customer support, repair scheduling, Ford GT part ordering, special tool availability or technical assistance, contact the Ford GT Concierge using the Ford dealer access phone number, which was provided to authorized Ford GT repair dealers.

Sincerely,

A handwritten signature in cursive script that reads "D. Johnson". The signature is written in black ink and is positioned above the printed name.

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on November 19, 2018.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 19, 2018. Owner names and addresses will be available by December 14, 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.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**FORD GT TRANSPORTATION/REMOTE REPAIRS**

Owners of the Ford GT have the option of requesting transportation of their vehicle from their location to the dealership for repairs or to have certain repairs performed remotely at the customer's location.

- The VDM software update can be performed at the customer's location.
- With proper dealer parts ordering and tools, all other repairs may be performed at either the dealer or customer's location.

For Ford GT transportation/remote repair claiming guidelines, reference EFC05830, New Ford GT Service Processes.

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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 / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - 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.

**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** 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 (18B35) 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.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

- **Provision for Locally Obtained Supplies:** DP8005 – 3M™ Scotch–Weld™ Structural Plastic Adhesive (used with Adjustable Pedal Box Bracket), paint pen, sand paper, and isopropyl alcohol.

**NOTE:** The locally obtained supplies can be used on multiple vehicles.

- Program Code: **18B35**
- Misc Expense: OTHER
- Amount: Actual cost per vehicle up to \$36.00
- **Provision for Ford GT Transportation from the customer's location if repairs are performed at the dealer:** Reference EFC05830 for vehicle transportation claiming guidelines.

**NOTE:** Multiple miscellaneous expenses can be claimed per repair visit, including the provision for Locally Obtain Supplies.

- Program Code: **18B35**
- Misc Expense: **GTTRANS** – Transport expense per mile  
**GTLOAD** – Transport expense flat fee of \$100.00  
**GTROAD** – Roadside Assistance

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**CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **Provision for technician travel time if performing Ford GT Remote Repairs at the customer's location:** Reference EFC05830 for labor operation claiming guidelines. Two labor operation codes will be used to submit for technician travel time for Ford GT remote repairs.  
**NOTE:** Labor operations for technician travel time for Ford GT Remote Repairs must be claimed on the same work order line as the MT18B35 FSA labor operation.
  - **FORDGT** – Must be used with MTFORDGT and pays 0.1 Hours.
  - **MTFORDGT** – This code will be used to document actual travel time (M time) involved in traveling to the customer's location. **If the MTFORDGT code is used without the FORDGT code, the labor hours will not pay.**

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**LABOR ALLOWANCES**

**NOTE:** Please refer to ATTACHMENT III to determine which repairs are required by VIN.

Description	Labor Operation	Estimated Labor Time*
Update VDM using PUMA tool and USB flash drives	MT18B35	2.0 Hours
Lug nut replacement		1.0 Hours
Adjustable pedal box cable anchor bracket reinforcement		3.0 Hours
Overhead console replacement		1.5 Hours
<b>The two labor allowances below should only be used for technician travel time if performing Ford GT Remote Repairs at the customer's location</b>		
This code must be used on each claim that requires technician travel time if performing Ford GT Remote Repairs at the customer's location – Must be used with Labor Operations MTFORDGT and MT18B35	FORDGT	0.1 Hours
This code must be used to document actual travel time (M time) involved in traveling to the customer's location – Must be used with Labor Operations FORDGT and MT18B35	MTFORDGT	Actual Travel Time

\*Labor time estimates are provided as a guide for each repair. If labor time over 7.5 Hours is required to complete the repairs, submit an Approval Request to the SSSC Web Contact Site prior to submitting a claim.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Refer to the Vehicle Repair Table in ATTACHMENT III, arranged by VIN, to identify the required repair prior to placing an order.

**Ford GT Concierge:**

Contact the Ford GT Concierge using the Ford dealer access phone number to order Ford GT parts.

Part Number	Description	Order Quantity	Claim Quantity
HG7Z-63519A70-A	Overhead Console	As Required	
HG7Z-1012-C	Titanium Lug Nuts		
HG7Z-63519K22-A	Adjustable Pedal Box Bracket		
Obtain Locally	DP8005 – 3M™ Scotch–Weld™ Structural Plastic Adhesive (used with Adjustable Pedal Box Bracket)		

**DEALER PRICE**

For latest prices, refer to DOES II.

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**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.

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Use the following chart, arranged by VIN, to identify the required vehicle repair(s).

To search for a VIN:

- In Adobe Reader menu, click "EDIT", then click "FIND", then insert the VIN, then press ENTER, **Or**
- Press Ctrl and F simultaneously, then insert the VIN, then press ENTER.

Vehicle Repair Table				
VIN	Adjustable Pedal Box Cable Anchor Bracket Reinforcement	Overhead Console Replacement	Lug Nut Replacement	VDM Software Update
2FAGP9CW4HH200004			X	
2FAGP9CW6HH200005	X	X		
2FAGP9CW8HH200006		X		
2FAGP9CWXHH200010	X	X		
2FAGP9CW1HH200011	X	X		
2FAGP9CW3HH200012			X	
2FAGP9CW5HH200013		X	X	
2FAGP9CW7HH200014			X	
2FAGP9CW9HH200015		X		
2FAGP9CW2HH200017			X	
2FAGP9CW4HH200018	X	X		
2FAGP9CW6HH200019	X	X		
2FAGP9CW2HH200020		X		
2FAGP9CW6HH200022			X	
2FAGP9CW8HH200023			X	
2FAGP9CW1HH200025	X	X	X	
2FAGP9CW7HH200028			X	
2FAGP9CW7HH200031		X		
2FAGP9CW0HH200033			X	
2FAGP9CW2HH200034			X	
2FAGP9CW6HH200036			X	
2FAGP9CW1HH200039			X	



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Vehicle Repair Table				
VIN	Adjustable Pedal Box Cable Anchor Bracket Reinforcement	Overhead Console Replacement	Lug Nut Replacement	VDM Software Update
2FAGP9CW8HH200040		X	X	
2FAGP9CWXHH200041			X	
2FAGP9CW1HH200042		X		
2FAGP9CW5HH200044		X		
2FAGP9CW7HH200045		X		
2FAGP9CW0HH200047		X		
2FAGP9CW2HH200048		X	X	
2FAGP9CW2HH200051			X	
2FAGP9CW4HH200052			X	
2FAGP9CW1HH200056			X	
2FAGP9CW3HH200057			X	
2FAGP9CW7HH200062		X		
2FAGP9CW9HH200063			X	
2FAGP9CW6HH200067			X	
2FAGP9CW5HH200075			X	
2FAGP9CW2HH200079			X	
2FAGP9CW0HH200081			X	
2FAGP9CW1HH200087			X	
2FAGP9CW3HH200088			X	
2FAGP9CW0HH200095			X	
2FAGP9CW4HH200102			X	
2FAGP9CW9HH200113			X	
2FAGP9CW0HH200114			X	
2FAGP9CW4HH200116			X	
2FAGP9CW6HH200117			X	
2FAGP9CWXHH200119			X	

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Vehicle Repair Table				
VIN	Adjustable Pedal Box Cable Anchor Bracket Reinforcement	Overhead Console Replacement	Lug Nut Replacement	VDM Software Update
2FAGP9CW2JH100151				X
2FAGP9CW8JH100154				X
2FAGP9CWXJH100155				X
2FAGP9CW5JH100158				X
2FAGP9CW7JH100159				X
2FAGP9CW3JH100160				X
2FAGP9CW5JH100161				X
2FAGP9CW7JH100162				X
2FAGP9CW9JH100163				X
2FAGP9CW0JH100164				X
2FAGP9CW2JH100165				X
2FAGP9CW6JH100167				X
2FAGP9CW8JH100168				X
2FAGP9CWXJH100169				X
2FAGP9CW6JH100170				X
2FAGP9CW8JH100171				X
2FAGP9CWXJH100172				X
2FAGP9CW1JH100173				X
2FAGP9CW3JH100174				X
2FAGP9CW5JH100175				X
2FAGP9CW9JH100177				X
2FAGP9CW0JH100178				X
2FAGP9CW2JH100179				X
2FAGP9CW9JH100180				X
2FAGP9CW0JH100181				X
2FAGP9CW2JH100182				X

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<b>Vehicle Repair Table</b>				
<b>VIN</b>	<b>Adjustable Pedal Box Cable Anchor Bracket Reinforcement</b>	<b>Overhead Console Replacement</b>	<b>Lug Nut Replacement</b>	<b>VDM Software Update</b>
2FAGP9CW4JH100183				<b>X</b>
2FAGP9CW6JH100184				<b>X</b>
2FAGP9CW8JH100185				<b>X</b>
2FAGP9CW2JH100196				<b>X</b>
2FAGP9CW4JH100197				<b>X</b>
2FAGP9CW6JH100198				<b>X</b>

## CERTAIN 2017-2018 MODEL YEAR FORD GT VEHICLES — SPECIAL SERVICE UPDATE

### Vehicle Dynamics Control Module (VDM) Software Update

#### OVERVIEW

In the affected vehicles engineering continued to refine designs and incorporate additional features throughout the vehicle introduction. These hardware and software improvements were released as running changes to improve quality, diagnostic capability, functional performance and enhance customer features. Dealers are to refer to the Vehicle Repair Table in ATTACHMENT III to identify the special service updates required for each vehicle by VIN. Dealers are to also call the Ford GT Concierge, using the Ford dealer access phone number, to order parts, and schedule a vehicle for repair.

**NOTE:** During the programming process multiple vehicle modules will be updated. Before beginning the service procedure make sure the vehicle is completely assembled and all of the interior and exterior body components and electrical connections are connected and secured.

#### SERVICE PROCEDURE

##### Important Information for Module Software Updating/Programming

**NOTE:** When updating or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged and maintained with a battery charger before carrying out the programming steps.
- Turn off all unnecessary accessories (radio, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Start all programming sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming process.

**NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures, record results and contact the Ford GT Concierge to obtain additional service assistance by telephone.



**NOTE:** If required, two Universal Serial Bus (USB) flash drives will be shipped with the PUMA® tool. One VIN-specific USB flash drive for the SYNC software update and one USB flash drive that can be used on any vehicle for the Instrument Panel Cluster (IPC)/PUMA tool updates. See Figure 1.

**NOTE:** If required, the VIN-specific SYNC software update has to be performed first. The IPC/PUMA software updates are not VIN-specific and must be performed after the SYNC software update (not all vehicles will require the SYNC software update). The battery maintainer must remain connected until all updates are completed.

**NOTE:** The last 3 digits on the SYNC USB flash drive should match the last 3 digits of the vehicle VIN.



FIGURE 1



## SYNC Software Update (If Required)

**NOTE:** The SYNC software update is VIN-specific and a unique USB flash drive will be provided for each vehicle, when the PUMA tool is received. The last 3 digits on the SYNC USB flash drive should match the last 3 digits of the vehicle VIN.

1. Connect a battery charger. Please follow the Workshop Manual (WSM) procedures in Section 414-01.
2. With the key on and the engine off insert the SYNC USB flash drive into the USB Hub located at the bottom center of the instrument panel. See Figure 2.

**NOTE:** The SYNC USB flash drive can be installed in either of the USB Hub slots.



**FIGURE 2**

3. At the beginning of the SYNC software update, a "Installation Complete" message may be temporarily displayed. Please ignore this message as this is part of the SYNC software update. See Figure 3.



**FIGURE 3**



4. During the programming the display will scroll through a number of non-Ford GT images. These images are a normal part of the SYNC software update process. See Figure 4.



**FIGURE 4**

5. The SYNC update is complete when the screen turns green with the message "Update Successful, please remove USB". Remove the SYNC USB flash drive and return it to the Concierge. See Figure 5.

**NOTE:** If the SYNC screen turns red instead of green, Contact the Ford GT Concierge to obtain additional service assistance.



**FIGURE 5**



## PUMA Software Update

6. Locate the IPC USB slot under the instrument panel on the drivers side near the Data Link Connector.  
See Figure 6.

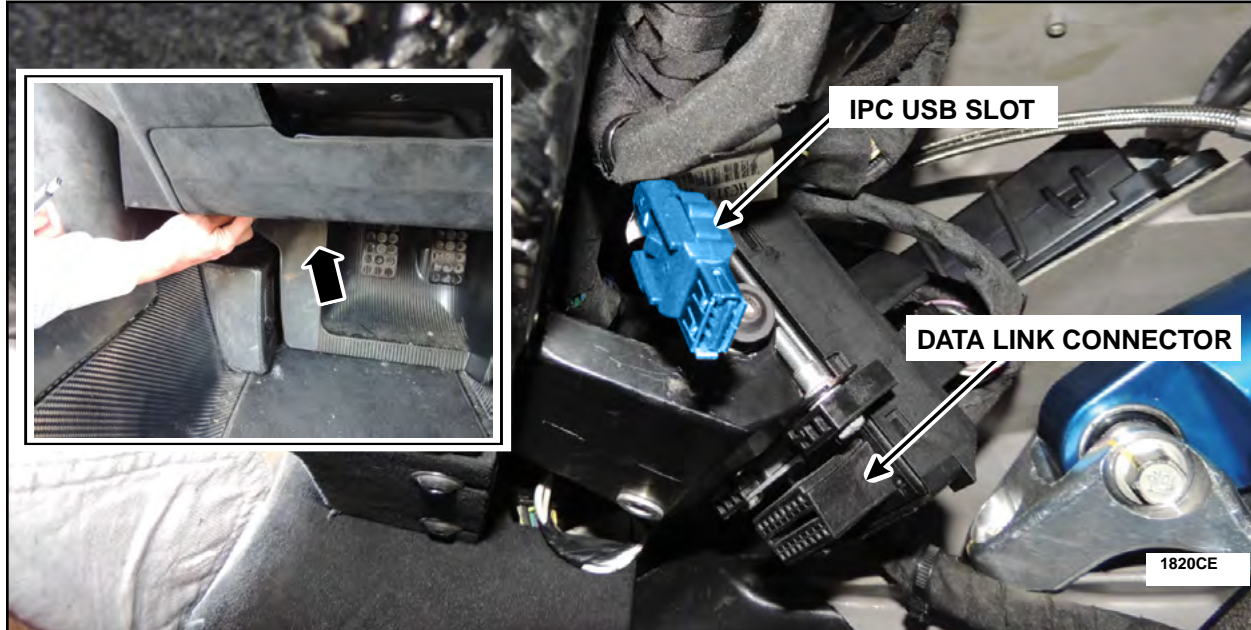


FIGURE 6

7. Insert the IPC USB flash drive, that was received along with the PUMA tool, into the IPC USB slot.  
See Figure 7.



FIGURE 7





**NOTE:** Ensure the PUMA tool is connected in a way that it will not become disconnected. Once the PUMA tool is connected the updates will start automatically. These updates will take approximately one hour depending on the number of updates a vehicle requires.

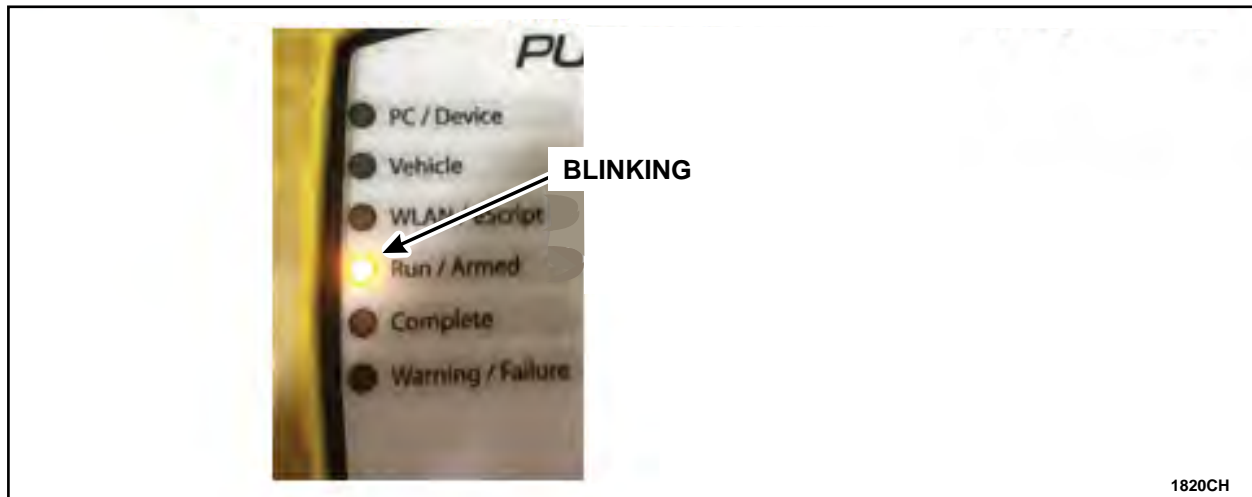
8. With the key on and the engine off connect the PUMA tool to the Data Link Connector. See Figure 8.



**FIGURE 8**

9. During the programming the PUMA tool Run/Armed LED will blink. See Figure 9.

**NOTE:** If at anytime during the programming stage the Run/Armed LED is not blinking indicating a failure proceed to Step 11.



**FIGURE 9**



10. Wait for the IPC to sound a 10 second tone and the PUMA tool's "complete" LED to be illuminated (a few minutes after the IPC tone, the "complete" LED should be displayed). Do not remove the PUMA tool from the Data Link Connector until the "complete" LED is displayed and then choose the option below that matches your condition. See Figure 10.

**NOTE:** If at anytime during the programming stage the Run/Armed LED is not blinking, indicating a failure, proceed to Step 11.

- a. The PUMA tool illuminates all LED's except for the Warning/Failure LED - Software updates are complete - Proceed to Step 12.
- b. The PUMA tool illuminates solid the PC/Device, Vehicle and the WLAN/eScript and the Run/Armed and Complete are blinking orange - Software updates are complete and vehicle has active DTC's - Need to investigate further with dealer scan tool to determine which DTC's are set and fix accordingly. If no fix is found record the DTC's and then Contact the Ford GT Concierge to obtain additional service assistance. Once condition is corrected proceed to Step 12.

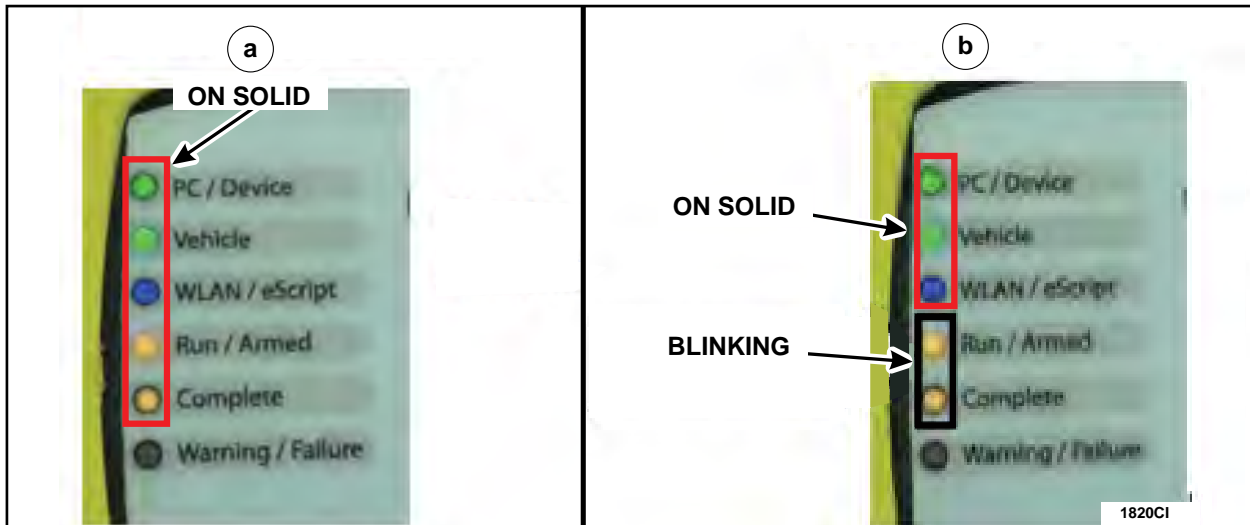


FIGURE 10



11. PUMA tool troubleshooting guide. See Figure 11.

- a. The PUMA's LED's do not illuminate at all. Need to investigate further with dealer scan tool to determine cause and fix accordingly then proceed back to Step 8.
- b. The PUMA's Warning/Failure and the Complete LED's on solid. Contact the Ford GT Concierge to obtain additional service assistance.
- c. The PUMA's Warning/Failure and the Complete LED's on solid and the Vehicle LED blinking - VIN not recognized. Contact the Ford GT Concierge to obtain additional service assistance.
- d. The PUMA's Warning/Failure and the Complete LED's on solid and the Vehicle LED and the Run/Armed LED's blinking - low battery voltage. Unplug the PUMA tool, check and correct battery voltage and proceed back to Step 8.

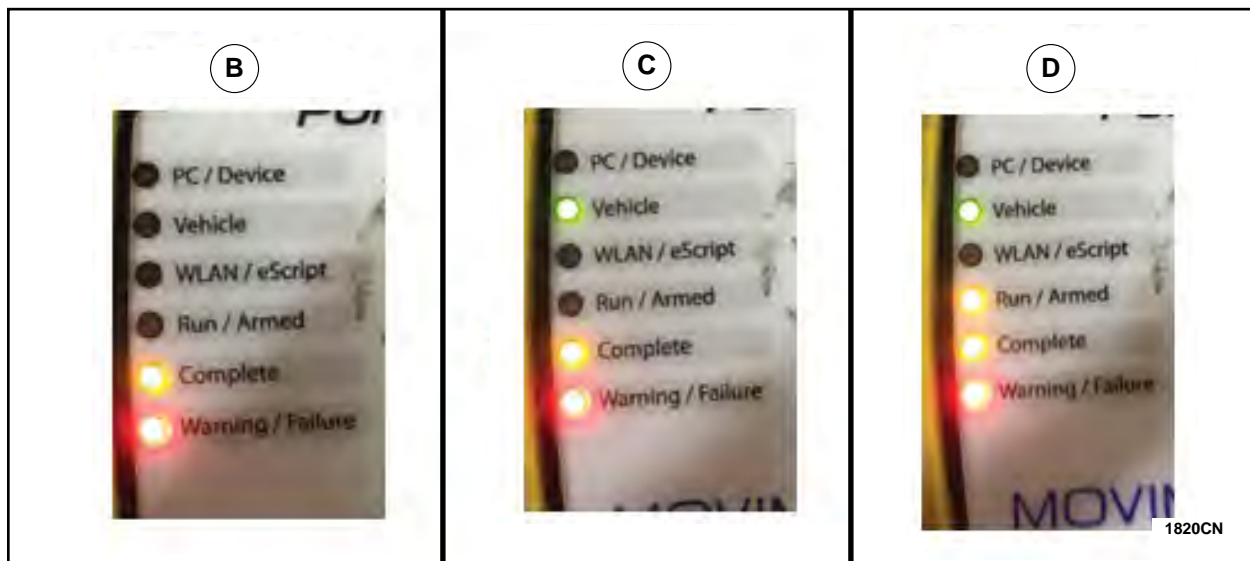


FIGURE 11



12. Record/document the LED status on the PUMA tool and then disconnect the PUMA tool from the Data Link Connector. See Figure 8.
13. Remove the IPC USB flash drive from the IPC USB slot. See Figure 7.
14. Go into the IPC menu by pressing the "OK" toggle switch on the right hand side of the steering wheel. See Figure 12.



FIGURE 12

15. Go to display settings then to the trip computer and check the box to display the trip computer. Press in and hold the "OK" button on the steering wheel to reset the trip computer. See Figure 13.

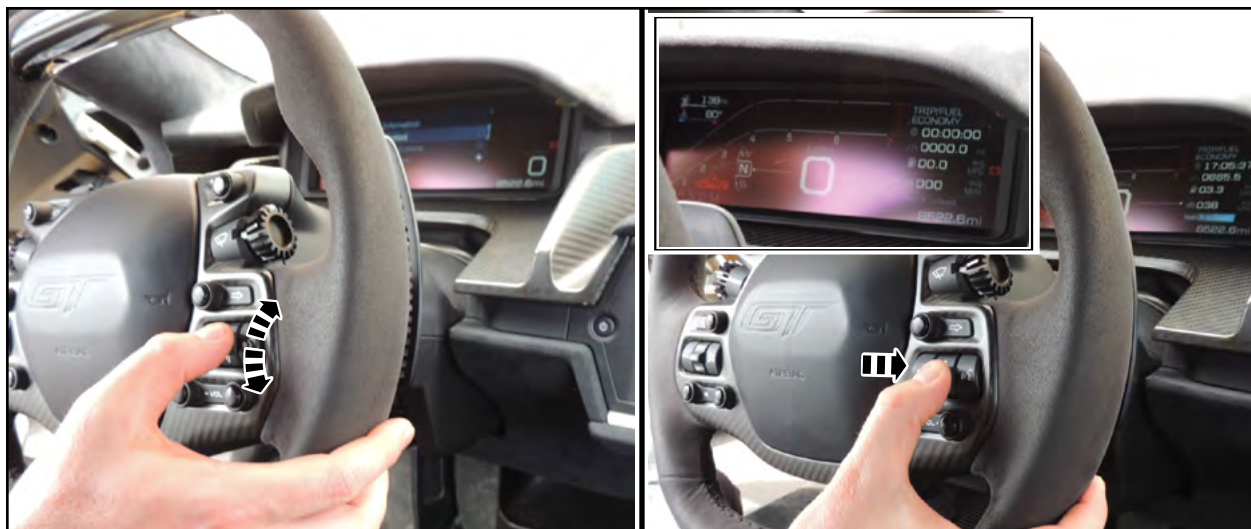


FIGURE 13



16. Go back to the IPC menu, then to display settings, then to trip computer and uncheck the box to remove the trip display. Turn the ignition off.
17. Disconnect the battery charger. Please follow the Workshop Manual (WSM) procedures in Section 414-01.
18. Return the PUMA tool and the two USB flash drives to the concierge. See Figure 1.
19. Refer to ATTACHMENT III to determine if the vehicle requires additional repairs.



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Use the following chart, arranged by VIN, to identify the required vehicle repair(s).

To search for a VIN:

- In Adobe Reader menu, click "EDIT", then click "FIND", then insert the VIN, then press ENTER, **Or**
- Press Ctrl and F simultaneously, then insert the VIN, then press ENTER.

Vehicle Repair Table				
VIN	Adjustable Pedal Box Cable Anchor Bracket Reinforcement	Overhead Console Replacement	Lug Nut Replacement	VDM Software Update
2FAGP9CW4HH200004			X	
2FAGP9CW6HH200005	X	X		
2FAGP9CW8HH200006		X		
2FAGP9CWXHH200010	X	X		
2FAGP9CW1HH200011	X	X		
2FAGP9CW3HH200012			X	
2FAGP9CW5HH200013		X	X	
2FAGP9CW7HH200014			X	
2FAGP9CW9HH200015		X		
2FAGP9CW2HH200017			X	
2FAGP9CW4HH200018	X	X		
2FAGP9CW6HH200019	X	X		
2FAGP9CW2HH200020		X		
2FAGP9CW6HH200022			X	
2FAGP9CW8HH200023			X	
2FAGP9CW1HH200025	X	X	X	
2FAGP9CW7HH200028			X	
2FAGP9CW7HH200031		X		
2FAGP9CW0HH200033			X	
2FAGP9CW2HH200034			X	
2FAGP9CW6HH200036			X	
2FAGP9CW1HH200039			X	

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<b>Vehicle Repair Table</b>				
<b>VIN</b>	<b>Adjustable Pedal Box Cable Anchor Bracket Reinforcement</b>	<b>Overhead Console Replacement</b>	<b>Lug Nut Replacement</b>	<b>VDM Software Update</b>
2FAGP9CW8HH200040		X	X	
2FAGP9CWXHH200041			X	
2FAGP9CW1HH200042		X		
2FAGP9CW5HH200044		X		
2FAGP9CW7HH200045		X		
2FAGP9CW0HH200047		X		
2FAGP9CW2HH200048		X	X	
2FAGP9CW2HH200051			X	
2FAGP9CW4HH200052			X	
2FAGP9CW1HH200056			X	
2FAGP9CW3HH200057			X	
2FAGP9CW7HH200062		X		
2FAGP9CW9HH200063			X	
2FAGP9CW6HH200067			X	
2FAGP9CW5HH200075			X	
2FAGP9CW2HH200079			X	
2FAGP9CW0HH200081			X	
2FAGP9CW1HH200087			X	
2FAGP9CW3HH200088			X	
2FAGP9CW0HH200095			X	
2FAGP9CW4HH200102			X	
2FAGP9CW9HH200113			X	
2FAGP9CW0HH200114			X	
2FAGP9CW4HH200116			X	
2FAGP9CW6HH200117			X	
2FAGP9CWXHH200119			X	

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Vehicle Repair Table				
VIN	Adjustable Pedal Box Cable Anchor Bracket Reinforcement	Overhead Console Replacement	Lug Nut Replacement	VDM Software Update
2FAGP9CW2JH100151				X
2FAGP9CW8JH100154				X
2FAGP9CWXJH100155				X
2FAGP9CW5JH100158				X
2FAGP9CW7JH100159				X
2FAGP9CW3JH100160				X
2FAGP9CW5JH100161				X
2FAGP9CW7JH100162				X
2FAGP9CW9JH100163				X
2FAGP9CW0JH100164				X
2FAGP9CW2JH100165				X
2FAGP9CW6JH100167				X
2FAGP9CW8JH100168				X
2FAGP9CWXJH100169				X
2FAGP9CW6JH100170				X
2FAGP9CW8JH100171				X
2FAGP9CWXJH100172				X
2FAGP9CW1JH100173				X
2FAGP9CW3JH100174				X
2FAGP9CW5JH100175				X
2FAGP9CW9JH100177				X
2FAGP9CW0JH100178				X
2FAGP9CW2JH100179				X
2FAGP9CW9JH100180				X
2FAGP9CW0JH100181				X
2FAGP9CW2JH100182				X



**Customer Satisfaction Program 18B35**  
Certain 2017 and 2018 Model Year Ford GT Vehicles  
Special Service Update

<b>Vehicle Repair Table</b>				
<b>VIN</b>	<b>Adjustable Pedal Box Cable Anchor Bracket Reinforcement</b>	<b>Overhead Console Replacement</b>	<b>Lug Nut Replacement</b>	<b>VDM Software Update</b>
2FAGP9CW4JH100183				X
2FAGP9CW6JH100184				X
2FAGP9CW8JH100185				X
2FAGP9CW2JH100196				X
2FAGP9CW4JH100197				X
2FAGP9CW6JH100198				X

## CERTAIN 2017 AND 2018 MODEL YEAR FORD GT VEHICLES — SPECIAL SERVICE UPDATE

### ADJUSTABLE PEDAL BOX CABLE ANCHOR BRACKET REINFORCEMENT

#### OVERVIEW

In the affected vehicles engineering continued to refine designs and incorporate additional features throughout the vehicle introduction. These hardware and software improvements were released as running changes to improve quality, diagnostic capability, functional performance and enhance customer features. Dealers are to refer to the Vehicle Repair Table in ATTACHMENT III to identify the special service updates required for each vehicle by VIN. Dealers are to also call the Ford GT Concierge, using the Ford dealer access phone number, to order parts, and schedule a vehicle for repair.

#### Recommended Tool List:

1/4" Drive Ratchet (Power and Hand Tool)	Dremel® Tool with Cutting Wheel
1/4" Drive 5mm Shallow Socket	Small and Large Pair of Side Cutters
1/4 " Drive Torque Wrench	Small Pair of Needle Nose Pliers
3/8" Drive Ratchet (Power and Hand Tool)	Paint Pen
3/8" Drive 8" Extension	Razor Blade Knife
3/8" Drive 13mm Deep Socket	80 Grit Sand Paper
3/8" Drive Torque Wrench	Ruler
2 - 10mm Open End Wrenches	3M - 8005 Adhesive Applicator
2.5mm and 3mm Allen Wrenches	Trim Tool



## SERVICE PROCEDURE

1. Remove the floor console.  
Please follow the Workshop Manual (WSM) Procedures in Section 501-12.
2. On a soft/clean surface lay the center console on its left side, cable anchor bracket side down, and position a shop towel in the cavity just above the cable anchor bracket. See Figure 1.

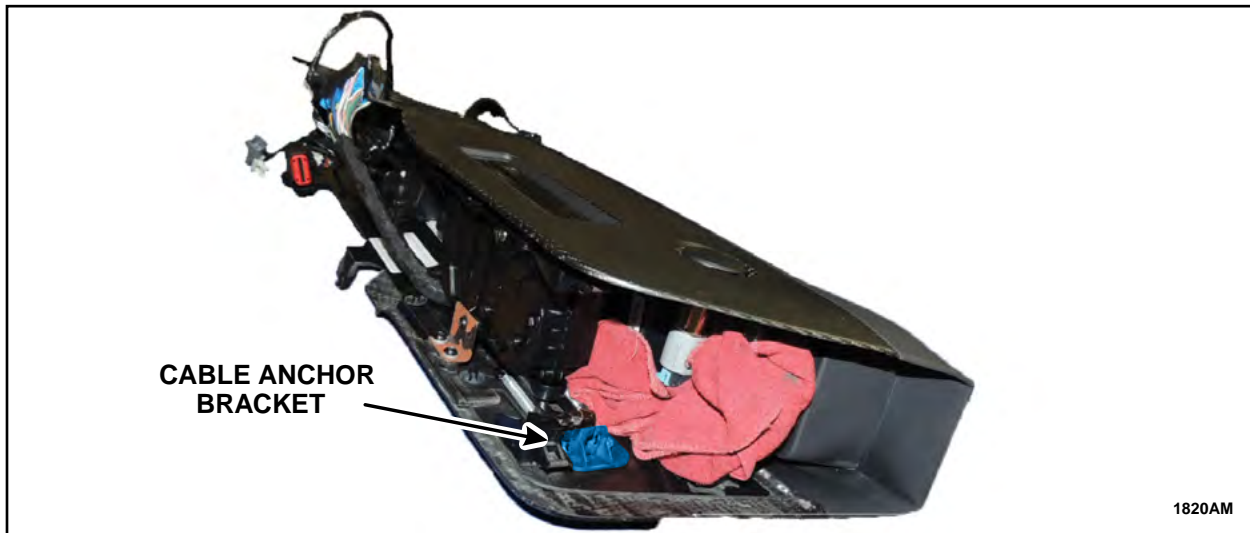


FIGURE 1

3. Using a suitable tool, such as side cutters, cut off the two vertical tangs from the existing cable anchor bracket. See Figure 2.

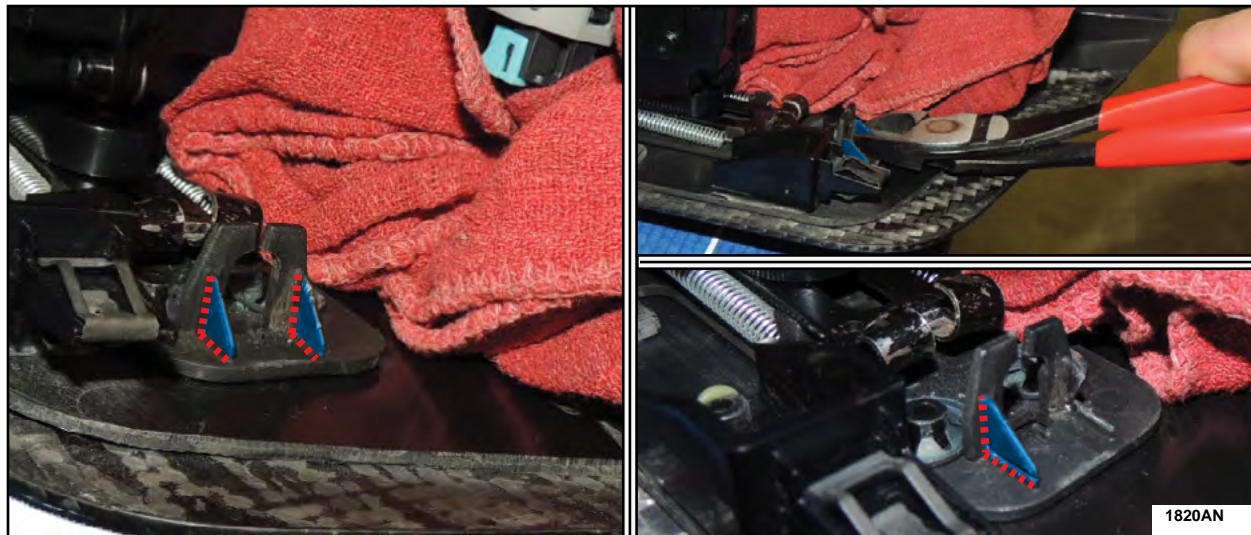
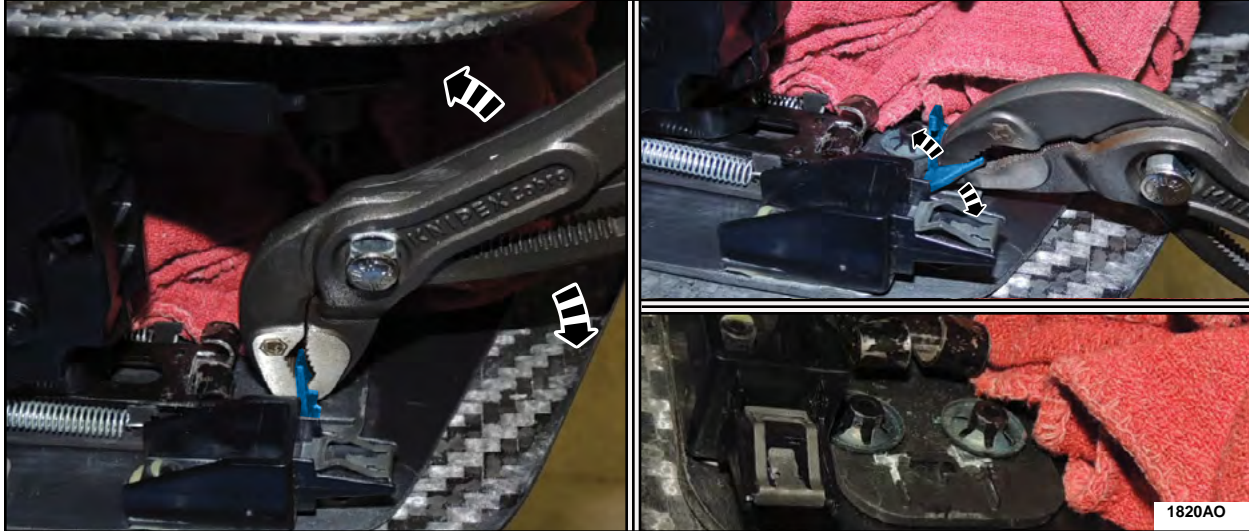


FIGURE 2



- Using a pair of pliers rock the large cable anchor bracket tangs back and forth until detached. See Figure 3.

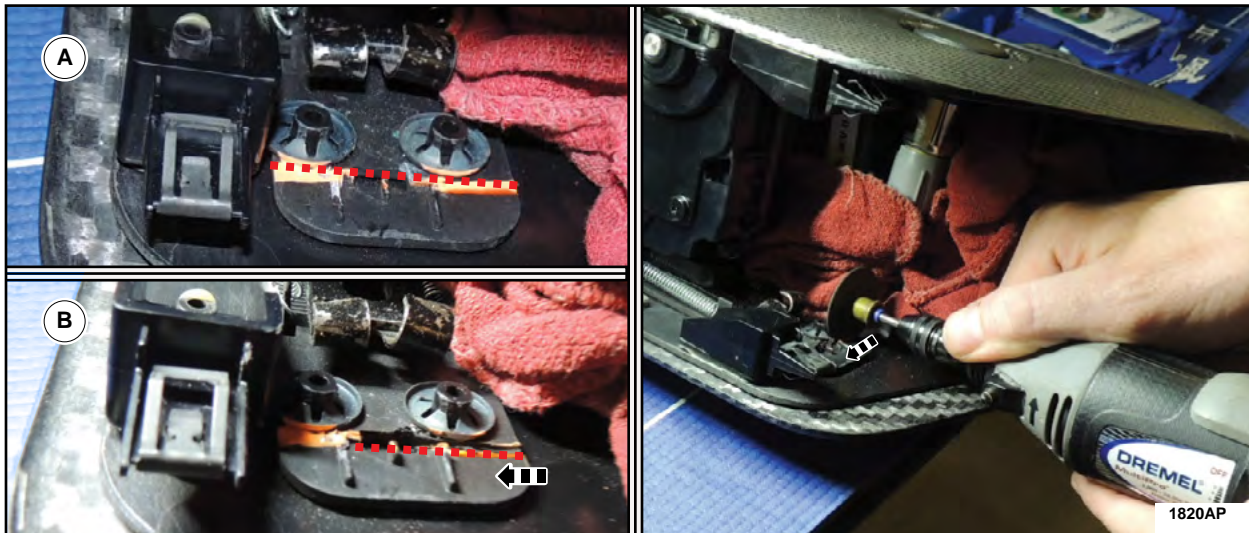
**NOTE:** To aid in removal, cut the large cable anchor bracket tang in half and remove in two pieces.



**FIGURE 3**

- Using a paint pen draw a line across the cable anchor bracket substrate just behind the two speed nuts as shown (A). Using a Dremel® or similar cutting tool score/cut three quarters of the way across the cable anchor bracket substrate (B) from the top to the bottom. See Figure 4.

**NOTE:** Use care to not cut into the center console assembly.



**FIGURE 4**

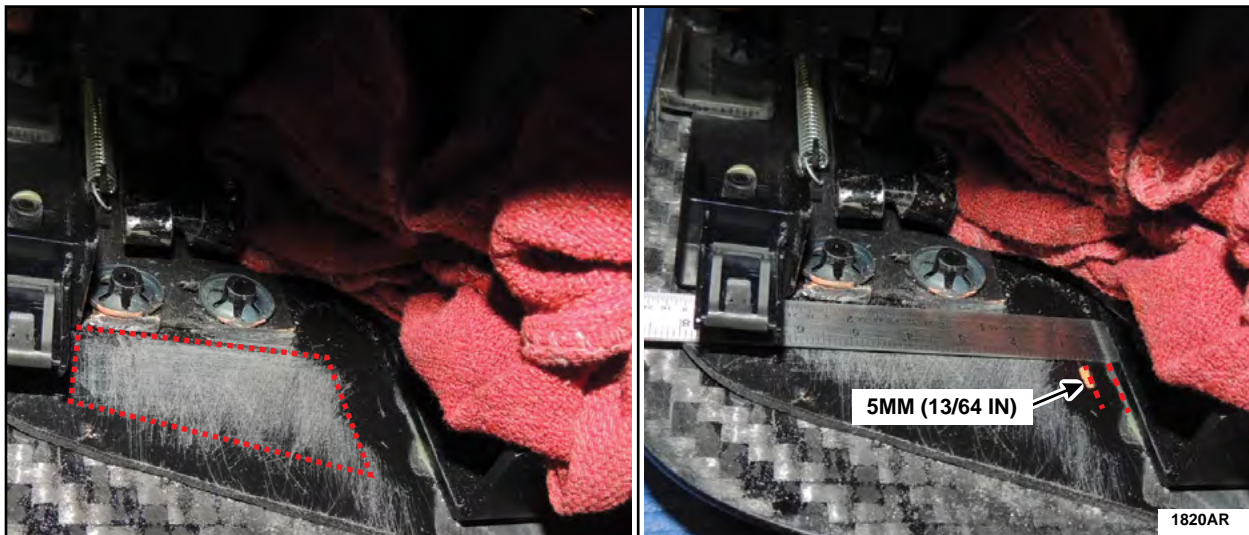


6. Using a razor blade score/cut the remainder of the line. Use a pocket screwdriver and a small pair of needle nose pliers to lift up and remove the cable anchor bracket substrate end. See Figure 5.



**FIGURE 5**

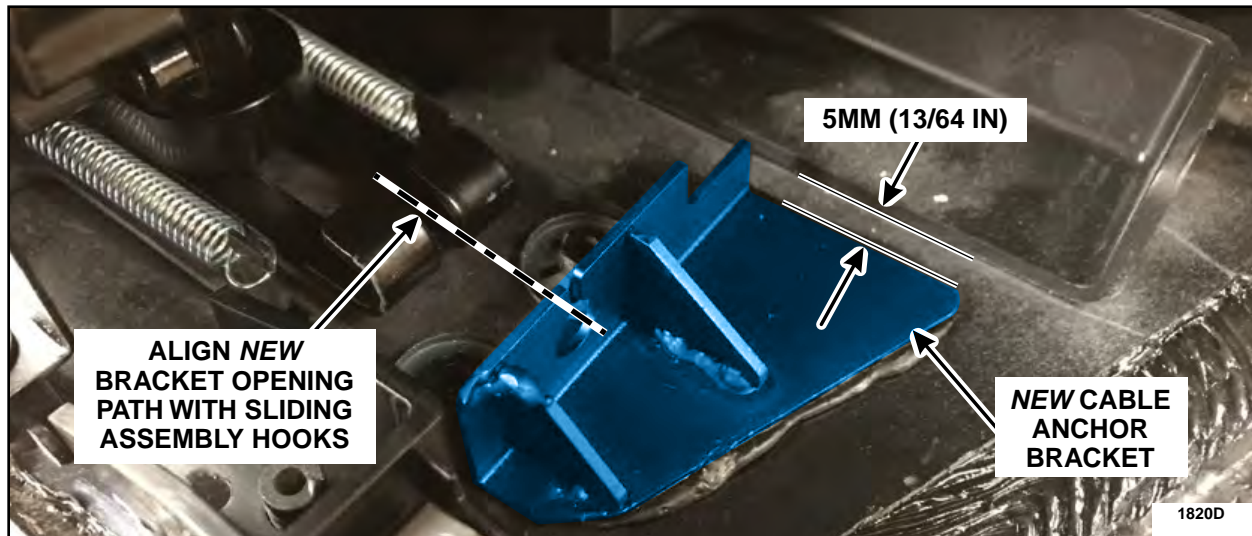
7. Using 80 grit sandpaper scuff the center console panel in the area where the cable anchor bracket substrate end was previously just removed. Measure and mark 5mm (13/64 in) away from and parallel to the main substrate. See Figure 6.



**FIGURE 6**



8. Using alcohol and a clean shop cloth, clean the modified anchor bracket substrate around the previous cut location.
9. Using 3M™ 8005 adhesive, bond the *new* cable anchor bracket assembly to the console side panel.  
See Figure 7.
  - The *new* bracket should sit flush against the cut edge of the modified anchor bracket substrate.
  - Mount the bracket 5mm (13/64 in) away from and parallel to the main substrate.
  - Ensure the path between the *new* bracket opening and the sliding assembly hooks is aligned.



**FIGURE 7**

10. Allow the *new* cable anchor bracket assembly 3M™ 8005 adhesive to dry for 10 hours prior to reinstalling the floor console.
11. Install the floor console.  
Please follow the Workshop Manual (WSM) Procedures in Section 501-12.
12. Refer to ATTACHMENT III to determine if the vehicle requires additional repairs.



## CERTAIN 2017 AND 2018 MODEL YEAR FORD GT VEHICLES — SPECIAL SERVICE UPDATE

### Overhead Console Replacement

#### OVERVIEW

In the affected vehicles engineering continued to refine designs and incorporate additional features throughout the vehicle introduction. These hardware and software improvements were released as running changes to improve quality, diagnostic capability, functional performance and enhance customer features. Dealers are to refer to the Vehicle Repair Table in ATTACHMENT III to identify the special service updates required for each vehicle by VIN. Dealers are to also call the Ford GT Concierge, using the Ford dealer access phone number, to order parts, and schedule a vehicle for repair.

#### Recommended Tool List:

1/4" Drive Ratchet (Hand Tool)	Paint Pen
1/4" Drive T15 And T20 Long Drivers	
Pocket Screwdriver	
Trim Tool	
Ruler	
Round File	

#### SERVICE PROCEDURE

1. Release the clips and remove the overhead console bezel. See Figure 1.

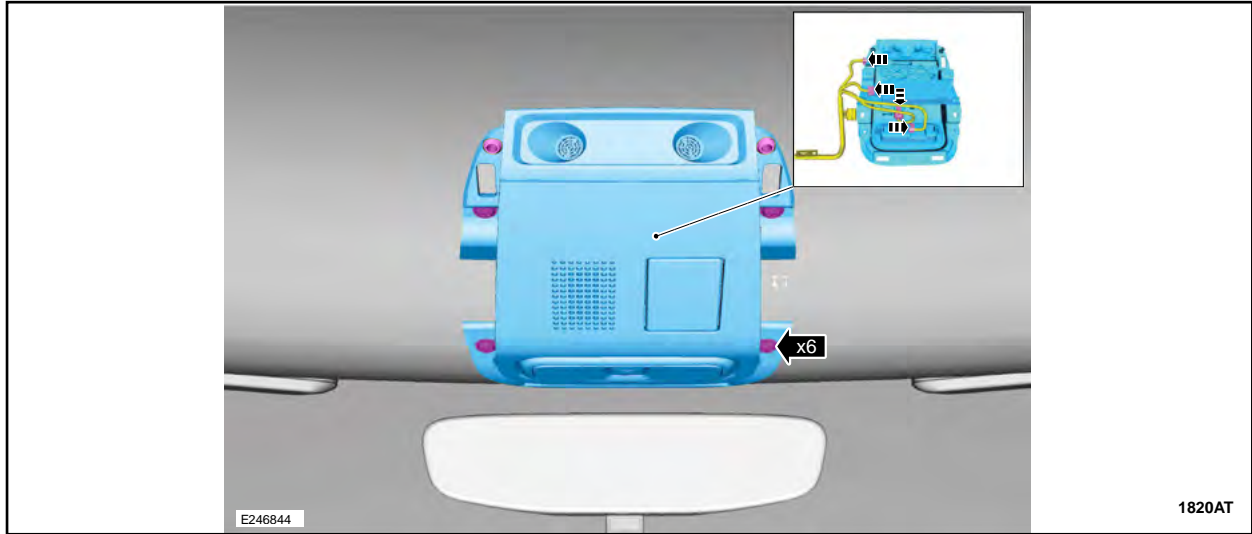


FIGURE 1



2. Remove the fasteners and the overhead console. See Figure 2.

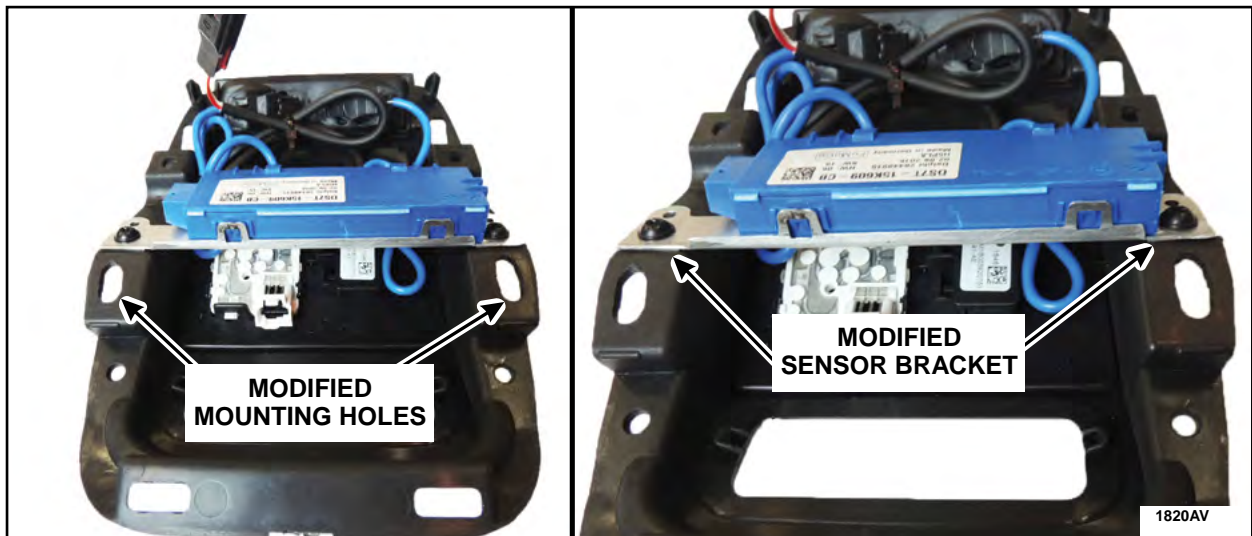
- Disconnect the electrical connectors.



**FIGURE 2**

3. Visually inspect the original overhead console center fastener mounting holes (oblonged as shown) and the intrusion sensor bracket for modifications. See Figure 3.

- If the original overhead console assembly has NOT been modified proceed to Step 7.
- If the original overhead console assembly has been modified proceed to Step 4.



**FIGURE 3**





- The *new* overhead console center mounting holes will need to be modified to duplicate the original modifications. Measure and mark 3mm from the top and bottom of both center mounting hole standoffs as shown. Using a suitable tool, such as a round file, elongate the center mounting holes. See Figure 4.

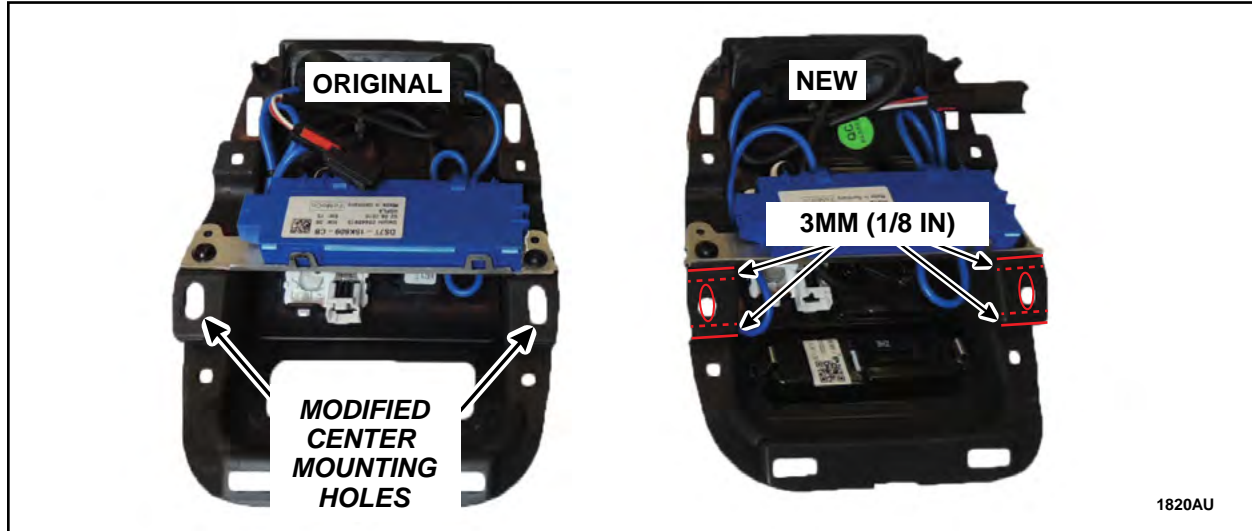


FIGURE 4

- Transfer the intrusion sensor bracket from the original overhead console assembly to the *new* overhead console assembly. On both, the original and the *new*, overhead console assemblies release the tangs and position aside the intrusion sensor. See Figure 5.

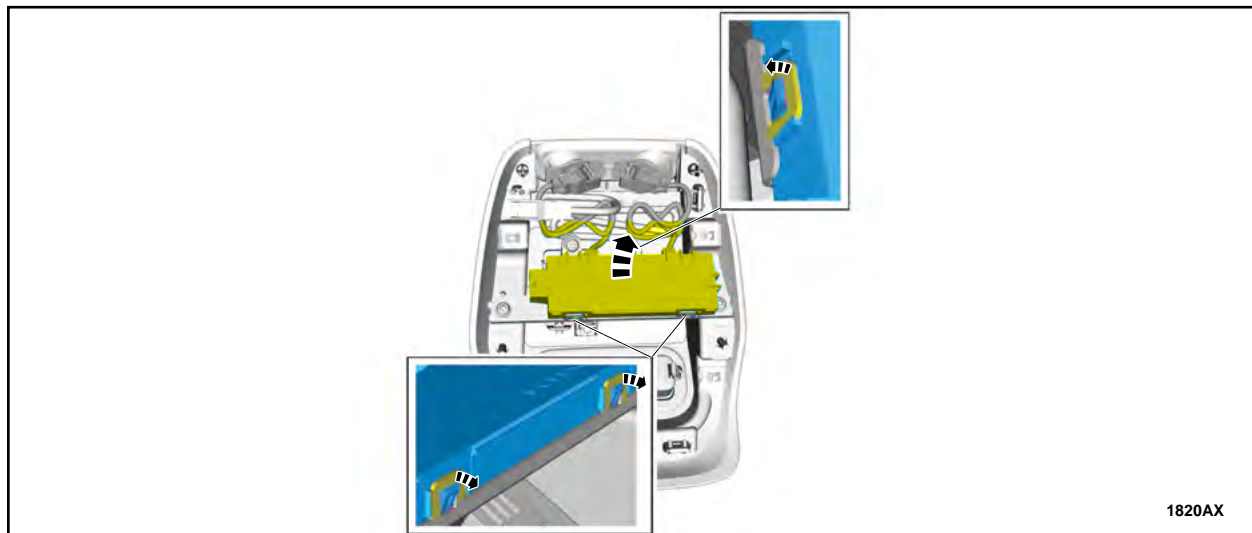


FIGURE 5



6. Remove the two screws and brackets from both overhead consoles and transfer the modified intrusion sensor bracket to the *new* overhead console assembly. Be sure to route the looped harnesses on their correct sides and under the intrusion sensor bracket. See Figure 6.

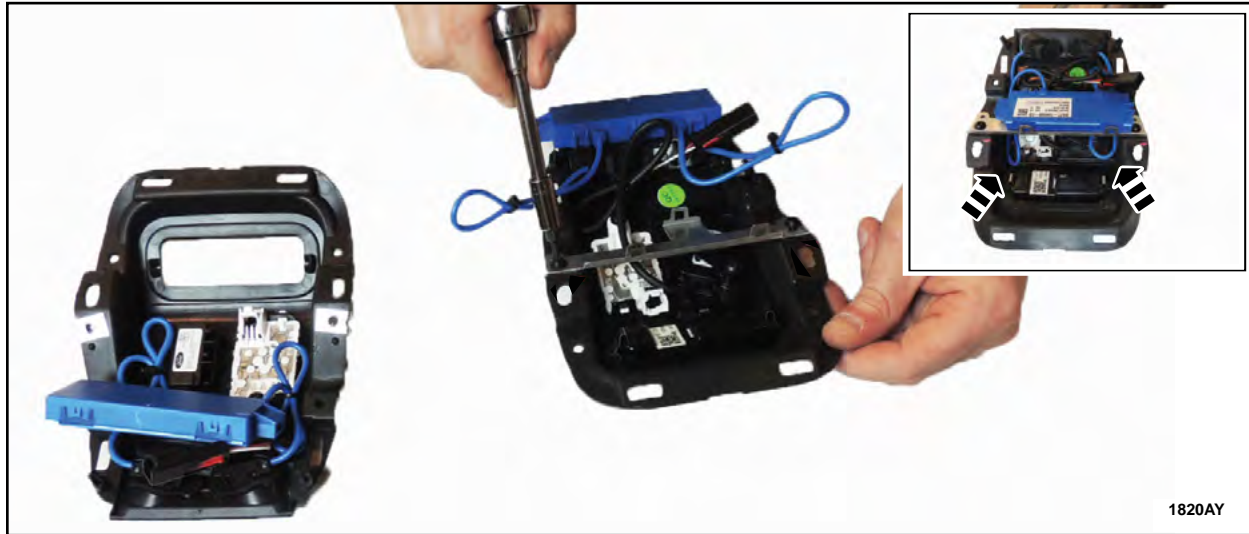


FIGURE 6

7. Release the tabs and remove the original overhead console lamp assembly and transfer to the *new* overhead console. See Figure 7.



FIGURE 7

8. Reverse the removal procedure to install the *new* overhead console. See Figures 1 and 2.
9. Refer to ATTACHMENT III to determine if the vehicle requires additional repairs.



## CERTAIN 2017 AND 2018 MODEL YEAR FORD GT VEHICLES — SPECIAL SERVICE UPDATE

### Lug Nut Replacement

#### OVERVIEW

In the affected vehicles engineering continued to refine designs and incorporate additional features throughout the vehicle introduction. These hardware and software improvements were released as running changes to improve quality, diagnostic capability, functional performance and enhance customer features. Dealers are to refer to the Vehicle Repair Table in ATTACHMENT III to identify the special service updates required for each vehicle by VIN. Dealers are to also call the Ford GT Concierge, using the Ford dealer access phone number, to order parts, and schedule a vehicle for repair.

#### SERVICE PROCEDURE

##### Recommended Tool List:

General Tools
1/2" Drive Breaker Bar
1/2" Drive 21mm Shallow Socket
1/2" Drive Torque Wrench

1. Replace all 20 original lug nuts with *new* titanium lug nuts. Please follow the Workshop Manual (WSM) procedures in Section 204-04A.
2. Refer to ATTACHMENT III to determine if the vehicle requires additional repairs.





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

November 2018

Customer Satisfaction Program 18B35

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?** Your vehicle is eligible for special service updates that were not initially available on your vehicle when it was built.
- What is the effect?** The special service updates were released as running changes to improve quality, diagnostic capability, functional performance and enhance customer features.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to perform the special service updates free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until November 30, 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 one 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 Ford GT Concierge at 1-800-210-5795 without delay to schedule a service appointment for Customer Satisfaction Program 18B35. Provide the Ford GT Concierge 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 call your Ford GT Concierge at 1-800-210-5795 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.

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.

**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 call your Ford GT Concierge at 1-800-210-5795 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).

Thank you for your attention to this important matter.

Ford Customer Service Division