



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

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

January 16, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION/DELIVERY HOLD
Customer Satisfaction Program 18B34 – *Supplement #1*
Certain 2018 Model Year F-150 and 2019 Mustang Vehicles equipped with 5.0L
Engine
Throttle Body Replacement

New! REASON FOR THIS SUPPLEMENT

- *New Labor Operation for Mustang equipped with engine cover and strut tower brace.*

PROGRAM TERMS

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

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of May 31, 2019 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address (available by December 17, 2018) to contact customers with affected vehicles.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2018	Dearborn	September 7, 2018 through September 10, 2018
		Kansas City	September 9, 2018 through September 15, 2018
Mustang	2019	Flat Rock	September 10, 2018 through September 19, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the throttle body in the vehicle engine may have been built with a misinstalled torsion spring. A misinstalled torsion spring may cause illumination of the wrench light or service engine soon indicator with reduced engine power.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the electronic throttle body. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of December 3, 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

**NEW VEHICLE DEMONSTRATION/DELIVERY HOLD
Customer Satisfaction Program 18B34 – Supplement #1**

Certain 2018 Model Year F-150 and 2019 Mustang Vehicles equipped with 5.0L Engine
Throttle Body Replacement

OASIS ACTIVATION

OASIS was activated on November 19, 2018

FSA VIN LISTS ACTIVATION

FSA VIN Lists are available through <https://web.fsavinlists.dealerconnection.com> Owner names and addresses are available.

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.

**NEW VEHICLE DEMONSTRATION/DELIVERY HOLD
Customer Satisfaction Program 18B34 – Supplement #1**

Certain 2018 Model Year F-150 and 2019 Mustang Vehicles equipped with 5.0L Engine
Throttle Body Replacement

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

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 18B34 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.

**NEW VEHICLE DEMONSTRATION/DELIVERY HOLD
Customer Satisfaction Program 18B34 – Supplement #1**

Certain 2018 Model Year F-150 and 2019 Mustang Vehicles equipped with 5.0L Engine
Throttle Body Replacement

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Throttle Body F-150	18B34B	0.5 Hours
Replace Throttle Body Mustang (without engine cover)	18B34C	0.4 Hours
Replace Throttle Body Mustang (with engine cover, without strut tower brace)	18B34D	0.5 Hours
<i>Replace Throttle Body Mustang (with engine cover and strut tower brace)</i>	<i>18B34E</i>	<i>0.7 Hours</i>

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
JL3Z-9E926-A	Throttle Body	1	1
W712334-S440	Strut Tower Brace Nuts (only if equipped with Strut Brace)	2	4

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 2018 MODEL YEAR F-150 AND 2019 MUSTANG EQUIPPED WITH 5.0L ENGINE — THROTTLE BODY REPLACEMENT

OVERVIEW

In some of the affected vehicles, the throttle body in the vehicle engine may have been built with a misinstalled torsion spring. A misinstalled torsion spring may cause illumination of the wrench light or service engine soon indicator with reduced engine power.

SERVICE PROCEDURE

Recommended Tool List:

General Tools
1/4" Drive Deep Socket- 7mm, 8mm
1/4" Drive Extension- 3"
1/4" Drive Ratchet (Power and Hand Tool)
1/4" Drive Torque Wrench
Plastic Pry Tool
Magnetic Pick Up Tool
Pliers

1. Replace the Throttle Body. Please follow the Workshop Manual (WSM) procedures in Section 303-04.
2. Using integrated diagnostic system (IDS) clear any diagnostic trouble codes(DTC's) present.

