



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

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

September 26, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 17M04 - *Supplement #2*
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

- *SERVICE ACTION: A new service repair for F-250 – F-550 vehicles, which eliminates the need to replace the crankcase ventilation (CCV) oil separator assembly, is now available.*

PROGRAM TERMS

This program extends the warranty coverage of the CCV to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first. This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using applicable Labor Operation Codes for the Workshop Manual procedure or Technical Service Bulletin (TSB). Additionally, this program may be used multiple times as long as the vehicle is within time and mileage limits of the program. Once the program has expired, SPW and ESP may be eligible. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through April 30, 2019. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-250 – F-550	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.

New! SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to check for the following DTCs: P04DB, P04E2, and P04E3.

- *F-250 – F-550:*
 - *If one or more of these DTCs are present, the dealer will install a CCV collar kit on the CCV oil separator assembly, and reprogram the powertrain control module (PCM), using IDS R111.02 or Higher.*
 - *If the PCM requires a software update for any other concern, and a CCV collar kit is NOT present on the CCV oil separator assembly, the dealer will install a CCV collar kit on the CCV oil separator assembly prior to reprogramming the PCM.*

- F-650- F-750: inspect and replace the CCV oil separator assembly.
- 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 October 29, 2018. Dealers should repair any affected vehicles that exhibit the concerns described in this bulletin, 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 Letters

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, appearing to read "D. Johnson", with a stylized flourish at the end.

David J. Johnson

Customer Satisfaction Program 17M04 - *Supplement #2*
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 was 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

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 April 30, 2019.
- 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 or CCV collar kit, with one or more of the following DTCs P04DB, P04E2, and P04E3 present.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

Customer Satisfaction Program 17M04 - *Supplement #2*
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

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 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.

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.
- This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using applicable Labor Operation Codes from the Workshop Manual procedure or TSB.
- Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 17M04 if vehicle is still within time and mileage limits.
- Submit refunds on a separate repair line.
 - Program Code: 17M04
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - 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.
- Claims with labor operation code 17M04C must have a repair date before September 26, 2018 to be eligible for payment.

Customer Satisfaction Program 17M04 - Supplement #2

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

Vehicle	Description	Labor Operation	Labor Time
<i>F-250 – F-550</i>	<i>Install CCV Collar Kit (includes retrieval/clearing DTCs), Reprogram PCM Using IDS R111.02 or Higher</i>	<i>17M04F</i>	<i>0.7 Hours</i>
F-650 - F-750	Inspect and replace CCV oil separator assembly (includes retrieval/clearing DTCs)	17M04D	0.7 Hours
<i>All F-250 – F-550 Vehicles Requiring PCM Software Update for Any Other Concern</i>	<i>Install CCV Collar Kit Only (cannot be claimed with 17M04F)</i>	<i>17M04G</i>	<i>0.2 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 with labor operation code 17M04B must have a repair date before June 8, 2018 to be eligible for payment.

Claims with labor operation code 17M04C must have a repair date before September 26, 2018 to be eligible for payment.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
<i>FC3Z-6A603-A</i>	<i>F-250 – F-550 Only - CCV Collar Kit</i>	<i>1</i>	<i>1</i>
GC4Z-6A785-A	F-650 - F-750 Only - 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

NEW ! 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.

F-250 – F-550:

- *If one or more of these DTCs are present, the dealer will install a CCV collar kit on the CCV oil separator assembly, and reprogram the powertrain control module (PCM), using IDS R111.02 or Higher.*
- *If the PCM requires a software update for any other concern, and a CCV collar kit is NOT present on the CCV oil separator assembly, the dealer will install a CCV collar kit on the CCV oil separator assembly prior to reprogramming the PCM.*

F-650- F-750: *inspect and replace the CCV oil separator assembly.*

This service must be performed at no charge to the vehicle owner.

NOTE: This program extends the warranty coverage of the CCV to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first. *This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using applicable Labor Operation Codes for the Workshop Manual procedure. Additionally, this program may be used multiple times as long as the vehicle is within time and mileage limits of the program. Once the program has expired, SPW and ESP may be eligible. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through April 30, 2019. Coverage is automatically transferred to subsequent owners.*

NEW !

SERVICE PROCEDURE

Recommended Tool List:

1/4" Drive Power Impact Driver
1/4" Drive Deep Socket 11mm
1/4" Drive Ratchet
1/4" Drive Torque Wrench
1/4" Drive Extensions 6"
Flat Blade Screwdriver 6"



F-250 – F-550 Vehicle Repair

1. Using IDS check for the following DTC's: P04DB, P04E2, and P04E3.
 - If one of more of the DTCs are present, install a CCV collar kit.
 - Reprogram the PCM Using IDS R110.01 or Higher.
2. If none of the above DTCs are present, and a CCV collar kit is not already installed on the CCV oil separator assembly, and reprogramming the powertrain control module (PCM) is required for another concern, the dealer will install a CCV collar kit on the CCV oil separator assembly. If a CCV collar kit has previously been installed on the CCV oil separator assembly, this program does not apply. See Figure 1.

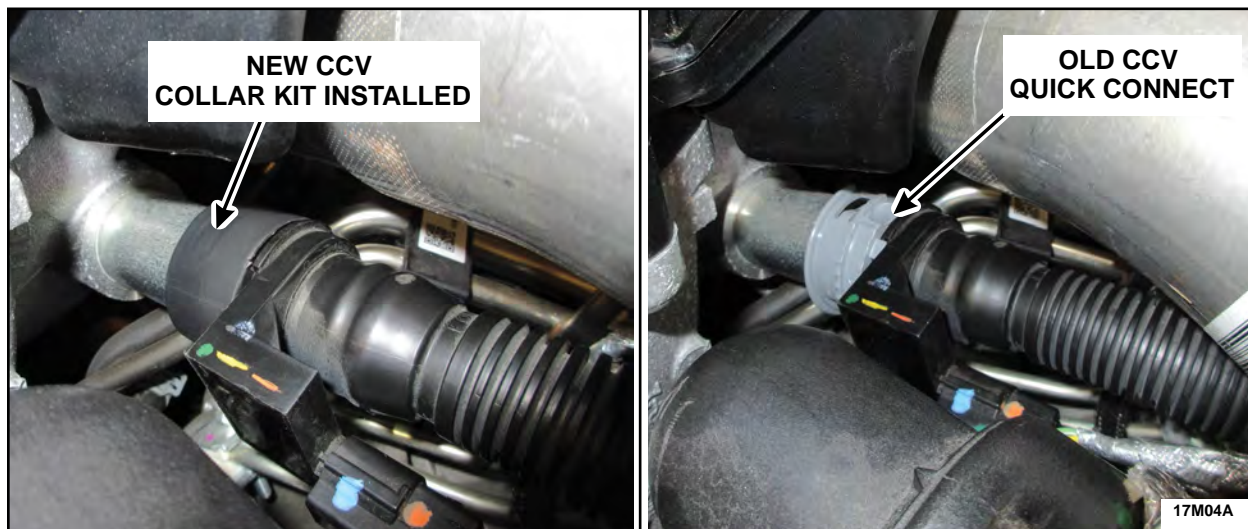


FIGURE 1

⚠ WARNING: Do not proceed with a calibration update if the CCV collar kit has not been installed at the crankcase vent oil separator outlet hose to the intake manifold connection. The CCV collar kit is a permanent connection and has a black in color smooth sleeve around the outside of the collar with no visible locking tabs. The previous level quick connection lock ring may be gray or black in color and includes visible locking tabs and raised teeth around its circumference. Failure to install the CCV collar kit permanent connection prior to flashing the PCM with a calibration update will result in violation of U.S federal and certain state emissions laws. Refer to the latest supplement for FSA 17M04 for further information regarding installation of installing the CCV collar kit.



3. Loosen the clamp and disconnect the Charge Air Cooler (CAC) inlet tube from the CAC and position aside. See Figure 2.

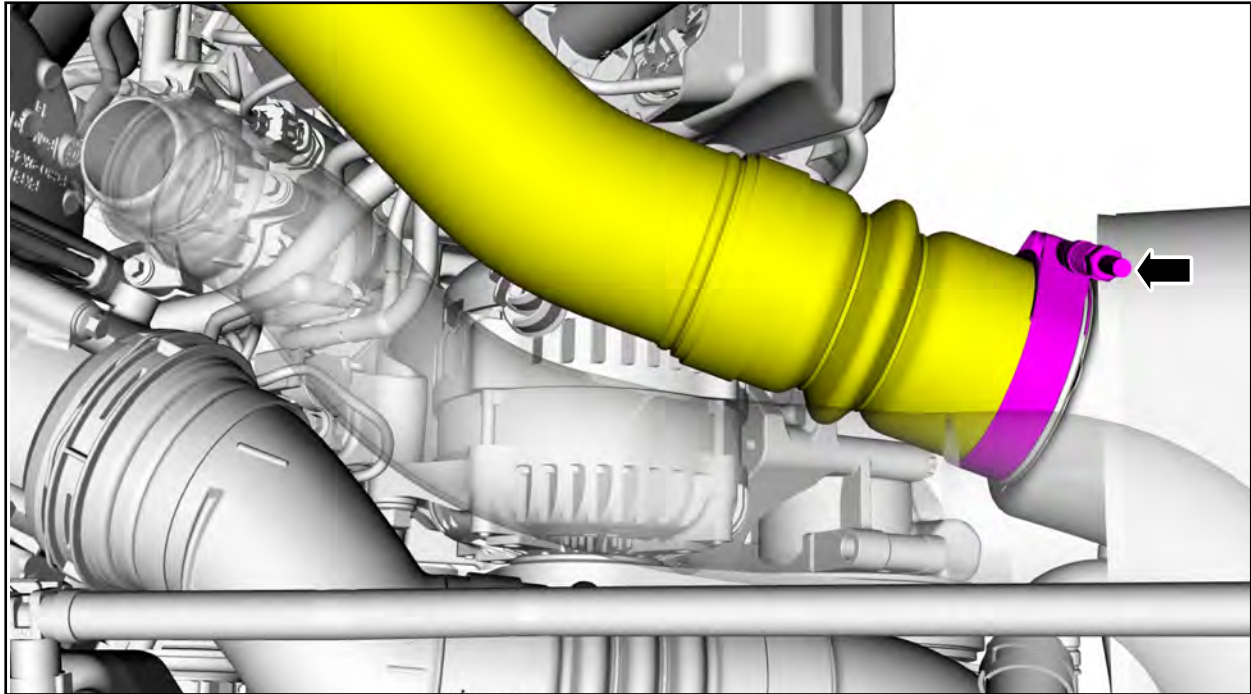


FIGURE 2

4. Remove the quick connect end crankcase vent oil separator outlet hose. See Figure 3.
 1. Disconnect the crankcase vent oil separator outlet hose sensor electrical connector.
 2. Disconnect and remove the crankcase vent oil separator outlet hose from the intake manifold by turning the release ring counterclockwise.
 3. Remove the quick connect end from the hose by twisting clockwise and pulling at the same time, break the retaining tabs as needed. Discard the old quick connect.

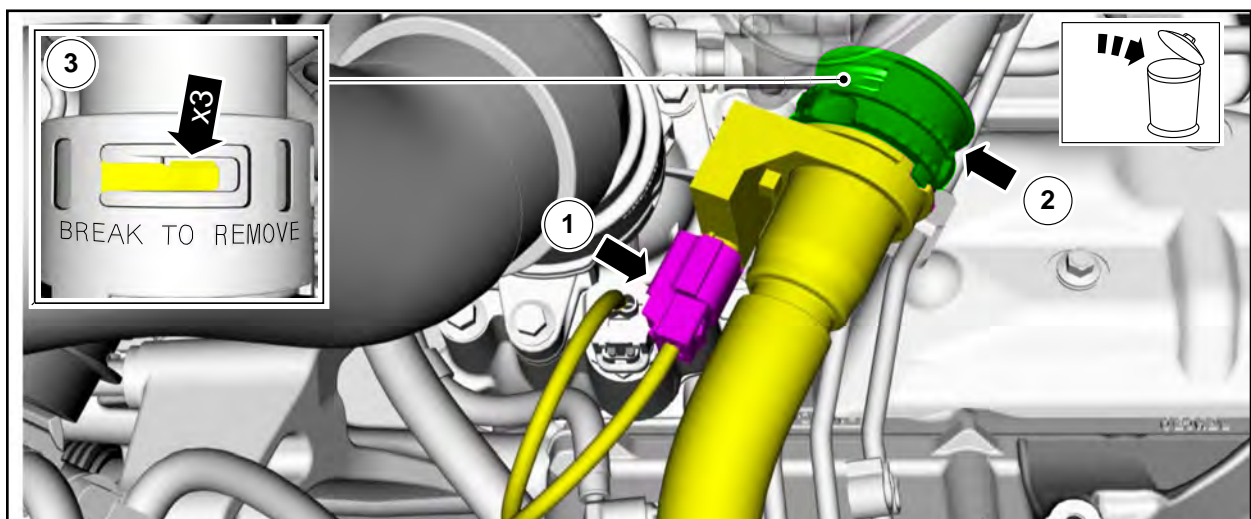


FIGURE 3



5. Place the installation cone into the end of the crankcase vent oil separator outlet hose. See Figure 4.
6. Install the *new* CCV collar over the installation cone and twist to lock into place. Remove the installation cone and discard. See Figure 4.

NOTE: The tabs on the CCV collar should be pointing down.

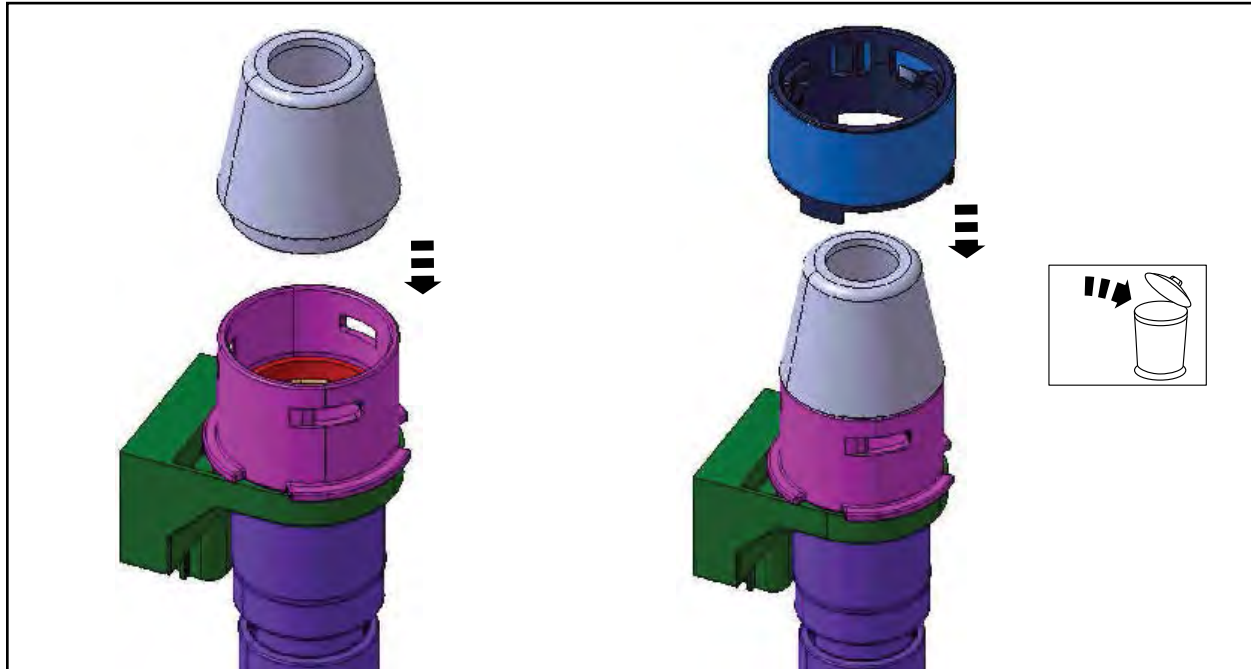


FIGURE 4



7. Connect the crankcase vent oil separator outlet hose to the intake manifold (1) and connect the electrical connector (2). See Figure 5.

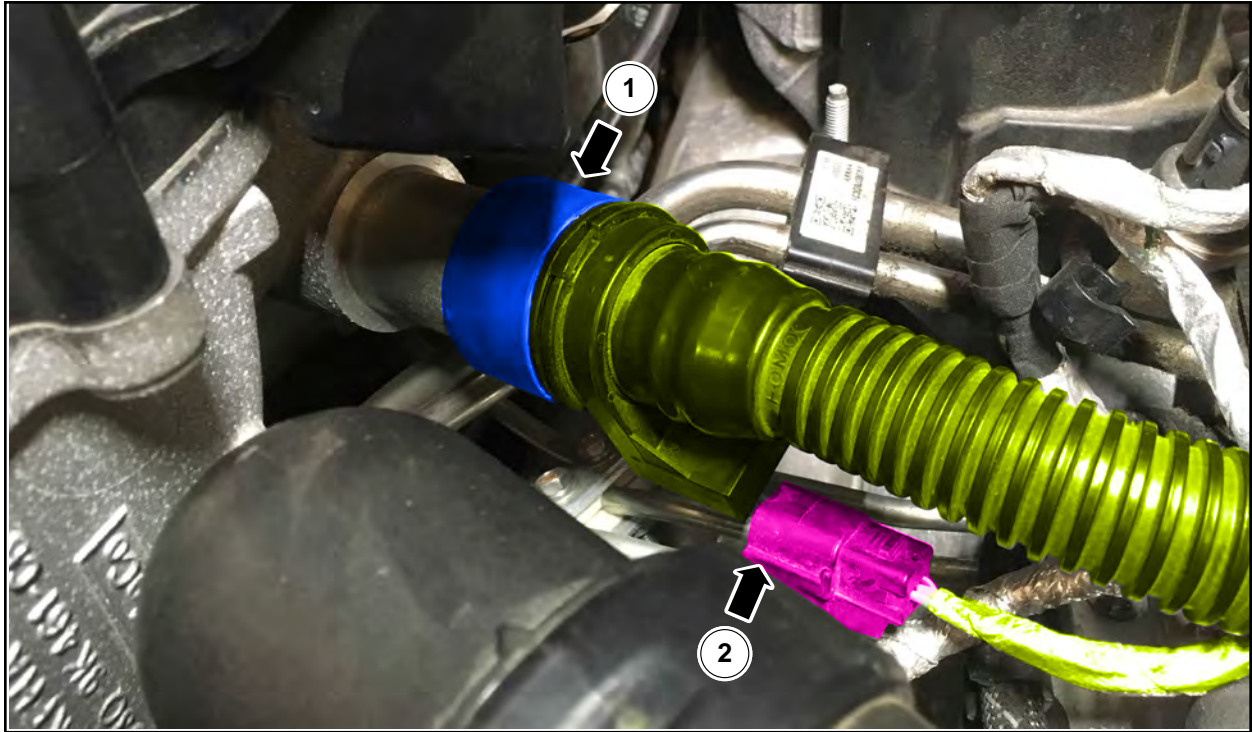


FIGURE 5

8. Connect the Charge Air Cooler (CAC) inlet tube to the CAC and tighten the clamp. See Figure 2.
- To install, tighten to 9 Nm (80 lb-in).



F-650 – F-750 Vehicle Repair

1. Using IDS check for the following DTCs: P04DB, P04E2, and P04E3.
 - a. If any of the DTCs listed above are present, inspect the CCV oil separator assembly to ensure it is properly connected.
 - b. If the CCV oil separator assembly is not properly connected, connect the CCV oil separator assembly, replacement is not required.
 - c. 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.





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

Customer Satisfaction Program 17M04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

October 2018

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?



Service Engine Soon
indicator

Although your vehicle's crankcase ventilation (CCV) oil separator assembly is likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the CCV oil separator assembly.

NOTE: The Service Engine Soon indicator will illuminate if your CCV oil separator sensor is not functioning properly.

What is the effect?

This increases the CCV oil separator assembly warranty coverage to a total of 11 years or 120,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through April 30, 2019. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle requires repairs to the CCV oil separator assembly due to the presence of diagnostic trouble codes (DTC): P04DB, P04E2, or P04E3, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to install an improved connection for the CCV oil separator assembly, and reprogram the powertrain control module (PCM), free of charge (parts and labor).

If your vehicle requires reprogramming of the PCM for any unrelated concern and is within the time/mileage limitations of 11 years or 120,000 miles from the warranty start date, Ford Motor Company has authorized your dealer to install an improved connection on the CCV oil separator assembly, free of charge (parts and labor).

- How long will it take?** If your vehicle requires repairs under this program, the time needed is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle may require an inspection to determine if parts need to be ordered.
- What should you do?** You do not need to return to your dealer for this repair unless you have the Service Engine Soon indicator illuminated. Please keep this letter as a reminder of the extended warranty coverage for your CCV oil separator assembly. If the CCV oil separator assembly requires repairs, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service appointment. Provide the dealer with the VIN of your vehicle and request a service date for Customer Satisfaction Program 17M04. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.
- If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
- 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.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to CCV assembly replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before April 30, 2019. To avoid delays, do not send receipts to Ford Motor Company.
- 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 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 contact your dealership's Service Manager 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.
- For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
- FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

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.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



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

Customer Satisfaction Program 17M04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

October 2018

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?



Service Engine Soon
indicator

Although your vehicle's crankcase ventilation (CCV) oil separator assembly is likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the CCV oil separator assembly.

NOTE: The Service Engine Soon indicator will illuminate if your CCV oil separator assembly is not functioning properly.

What is the effect?

This increases the CCV oil separator assembly warranty coverage to a total of 11 years or 120,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through April 30, 2019. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's CCV oil separator assembly requires replacement due to the presence of any diagnostic trouble codes: P04DB, P04E2, and P04E3, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the CCV oil separator assembly free of charge (parts and labor).

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle may require an inspection to determine if parts need to be ordered.

What should you do?

You do not need to return to your dealer for this repair unless you have the Service Engine Soon indicator illuminated. Please keep this letter as a

reminder of the extended warranty coverage for your CCV oil separator assembly. If the CCV oil separator assembly requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service appointment. Provide the dealer with the VIN of your vehicle and request a service date for Customer Satisfaction Program 17M04. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

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.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before April 30, 2019. To avoid delays, do not send receipts to Ford Motor Company.

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 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 contact your dealership's Service Manager 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.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

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.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division