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January 22, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 17B32
Certain 2016-2017 Model Year Focus RS Vehicles
Cylinder Head Gasket Replacement

PROGRAM TERMS

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

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|----------|------------|----------------|-------------------------------------|
| Focus RS | 2016-2017 | Saarlouis | August 3, 2015 through July 6, 2017 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the cylinder head gasket may develop a coolant leak into the engine combustion chamber. A leaking cylinder head gasket may exhibit noticeable white smoke and/or low engine coolant level without an external leak.

SERVICE ACTION

Dealers are to pressure test the cooling system and replace the cylinder head gasket. Based on test results, some vehicles may require a new cylinder head assembly. 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 January 22, 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: 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 January 22, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 22, 2018. Owner names and addresses will be available by February 6, 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.

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

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

Refunds are not approved for this program.

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RENTAL VEHICLES

Dealers are pre-approved for up to four (4) days for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than four (4) rental days is required from the SSSC via the SSSC Web Contact Site.

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 17B32 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Provision for Locally Obtained Supplies: Includes silicone sealant, silicone gasket remover, and metal surface prep wipes.
 - Program Code: 17B32
 - Misc Expense: OTHER
- Amount: Actual cost up to \$40.00
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

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LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|---|-----------------|------------|
| Pressure test cooling system, inspect combustion chamber for coolant if necessary, replace cylinder head gasket | 17B32B | 9.2 Hours |
| Pressure test cooling system, inspect combustion chamber for coolant, replace cylinder head assembly | 17B32C | 10.3 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for G1FZ-6079-D or G1FZ-6079-E, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

| Part Number | Description | Order Quantity | Claim Quantity |
|--------------|--|-------------------------|-----------------|
| G1FZ-6079-D | Head gasket kit without cylinder head (contains all gaskets, seals and hardware needed to complete repair) <i>Order if vehicle <u>passes</u> testing (see Attachment III)</i> | 1 | 1 |
| G1FZ-6079-E | Head gasket kit with cylinder head (contains all gaskets, seals and hardware needed to complete repair) <i>Order if vehicle <u>does not pass</u> testing (see Attachment III)</i> | 1 | 1 |
| BE8Z-6731-AB | FL910S Oil Filter | 1 | 1 |
| XO-5W50-QGT | Engine Oil (12/pkg.) | 1 | 6 |
| VC-3DIL-B | Motorcraft Orange Pre-diluted Antifreeze/Coolant | 2 | Up to 2 gallons |
| TA-29 | Motorcraft Ultra Silicone Sealant (or equivalent) | Claim as MISC. OTHER | |
| ZC-30-A | Silicone Gasket Remover (or equivalent) | | |
| ZC-31-B | Metal Surface Prep Wipes - 2 required | | |

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

The DOR/COR number for this program is 51109.

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.