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Ford Motor Company
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January 29, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 17B32 – Supplement #2**
Certain 2016-2017 Model Year Focus RS Vehicles
Cylinder Head Gasket Replacement

REF: **Customer Satisfaction Program 17B32 – Supplement #1**
February 1, 2018

New! REASON FOR THIS SUPPLEMENT

Program Terms: Updated to extend through May 31, 2019.

New! PROGRAM TERMS

This program will be in effect through *May 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.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of January 22, 2018. *Owners of vehicles that have not yet been repaired will be notified of this extension the week of February 11, 2019.* 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,

A handwritten signature in black ink, appearing to read "D.J. Johnson". The signature is written in a cursive style with a large initial "D" and "J".

David J. Johnson

Customer Satisfaction Program 17B32 – Supplement #2
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Cylinder Head Gasket Replacement

OASIS ACTIVATION

OASIS was activated on January 22, 2018.

FSA VIN LISTS ACTIVATION

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

OWNER REFUNDS

Refunds are not approved for this program.

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.

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Cylinder Head Gasket 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 – 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
- 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.

New! 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. **IMPORTANT:** Click the radio button on the Related Damage Indicator.
- 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.

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

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Certain 2016-2017 Model Year Focus RS Vehicles

Cylinder Head Gasket Replacement

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

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-30	Motorcraft silicone gasket and sealant (or equivalent)	Claim as MISC. OTHER	
ZC-30-A	Silicone gasket remover (or equivalent)		
ZC-31-B	Metal surface prep wipes - 2 required		
W718059-S442	High-pressure fuel pump bolts (2/pkg.) *Required for all repairs	1	2
EJ7Z-9J323-B	High pressure fuel tube *Required for all repairs	1	1

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.

Customer Satisfaction Program 17B32 – *Supplement #2*

Certain 2016-2017 Model Year Focus RS Vehicles

Cylinder Head Gasket Replacement

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 2016-2017 MODEL YEAR FOCUS RS — CYLINDER HEAD GASKET REPLACEMENT

OVERVIEW


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. 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.


SERVICE PROCEDURE

Recommended Tool List:


General Tools	Push-Pin Removal Tool
1/4" & 3/8" Drive Ratchet (Hand and Power Tool)	Magnet
1/4" Drive 8mm and 10mm Deep Sockets	Utility Knife
1/4" Drive 7mm, 8mm and 10mm Shallow Sockets	General Equipment
1/4" Drive 8mm and 10mm Universal Sockets	Two Jaw Puller
1/4" Drive 8mm Mid-Length Socket	Fluid Container
1/4" Drive 6 in (15 cm) and 1 in (25 mm) Extensions	Floor Jack
1/4" Drive E8 Inverted Torx® Socket	Universal Pulley Holder
1/4" Drive Torque Wrench	Special Tools
3/8" Drive 13mm and 18mm Deep Sockets	303-1565 Alignment Tool, Camshaft TKIT-2010C-FLM
3/8" Drive 10mm, 13mm and 17mm Mid-Length Sockets	303-507 Timing Peg, Crankshaft TDC TKIT-2001N-FLM TKIT-2001N-ROW
3/8" Drive T20, T27, and T50 Torx® Bits	Cooling System Vacuum Tester and Refiller
3/8" Drive 6 in (15 cm) Extension	Cooling System Pressure Tester
3/8" Drive Torque Wrench	
1/2" Drive Flex Head Ratchet	
1/2" Drive T55 Torx® Socket	
1/2" Drive 21mm Socket	
1/2" Drive 3 in (8 cm) Extension	
1/2" Drive Torque Wrench	
17mm and 23mm Open End Wrench	
15mm Box End Wrench	
12 in (30 cm) Pry Bar	
Pliers	
Trim Tool	



 **WARNING:** Always allow the engine to cool before opening the cooling system. Do not unscrew the coolant pressure relief cap when the engine is operating or the cooling system is hot. The cooling system is under pressure; steam and hot liquid can come out forcefully when the cap is loosened slightly. Failure to follow these instructions may result in serious personal injury.

 **NOTICE:** When removing or installing the cylinder head, use care to prevent excessive movement of the turbocharger. Excessive movement may cause damage to the turbocharger oil return tube resulting in an engine oil leak.

IMPORTANT! During cylinder head removal and installation or replacement, it is required to replace all parts/seals/gaskets that are included in the service kit, even if WSM allows reuse of the component.

IMPORTANT! When removing and installing the cylinder head, tilt the front of the cylinder head upward and off of the dowel pins, use caution to not damage or scrape the cylinder head, engine block or head gasket when performing this procedure, click the video icon for an demonstration of this procedure. 

1. Install a coolant pressure tester with adapter onto the degas bottle. Pressurize to 138 kPa (20 psi). Once stabilized, pressure should hold at 138 kPa (20 psi) for a minimum of 5 hours.

- If pressure drop over 5 hours **exceeds 27.57 kPa (4 psi)**, proceed to Step 2.
- If pressure drop **is less than 27.57 kPa (4 psi)**, replace cylinder head gasket only, following the WSM procedures in Section 303-01B.

2. Remove the spark plugs following WSM procedures in Section 303-07D.

3. Using a bore scope, check for evidence of coolant in any of the cylinders.

- If coolant is found in any of the cylinders replace the cylinder head and gasket, following the WSM procedures in Section 303-01B.
- If coolant is not found in any of the cylinders, replace the cylinder head gasket only, following the WSM procedures in Section 303-01B.

IMPORTANT! During cylinder head removal and installation or replacement, it is required to replace all parts/seals/gaskets that are included in the service kit, even if WSM allows reuse of the component.





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

February 2019

Customer Satisfaction Program 17B32
Programa de satisfacción del cliente 17B32

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?** **This Customer Satisfaction Program has been extended.** On your vehicle, the cylinder head gasket may develop a coolant leak into the engine combustion chamber.
- What is the effect?** A leaking cylinder head gasket may result in noticeable white smoke and/or low coolant without external leaks.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer 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. Repairs will be completed free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until **May 31, 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 two days. 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 will require an inspection to determine if parts need to be ordered.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 17B32. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com 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 arranging to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

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.

Do you need a rental vehicle?

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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 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.

Thank you for your attention to this important matter.

Ford Customer Service Division