



# CUSTOMER SATISFACTION PROGRAM

Ford Motor Company of Canada, Limited  
The Canadian Road  
Oakville, Ontario L6K 0C8

## ACTION REQUIRED

March 22, 2017  
(Adv.) March 20, 2017

TO: ALL FORD OF CANADA DEALERS

ATTENTION: Dealer Principal  
Service Manager  
Sales Manager  
Parts Manager  
Warranty Administrator

**SUBJECT: Customer Satisfaction Program 17B04:**

Certain 2015 through 2017 Model Year Mustang Shelby® GT350 and GT350R Vehicles - Complimentary Oil Filter Wrench

REF: Customer Satisfaction Program 17B04, Advance Notification, dated March 20, 2017

OASIS : Yes  
VIN LISTING: No  
PARTS ORDERING: No

**PROGRAM TERMS**

This program will be in effect through November 30, 2017. There is no distance limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Shelby® GT350/GT350R	2015-2017	Flatrock	February 24, 2015 through November 22, 2016

Affected vehicles are identified in OASIS.

**REASON FOR THIS PROGRAM**

In the affected vehicles, the engine is equipped with an oil filter assembly (Motorcraft part number FL-2069-ST) engineered to be tightened to 22-24 Nm (16-18 lb.-ft.). If not torqued to the proper specification, over time, the oil filter assembly may loosen and result in an engine oil leak.

In addition, you can drive high performance vehicles in such a way that may lead to higher oil consumption (this includes extended time at high engine speeds, high loads, engine braking, hard cornering maneuvers and track use). Under these conditions, oil consumption of approximately 1 litre per 800 km (500 miles) is possible. As a result, you need to check the engine oil level at every refueling and adjust to maintain proper levels to avoid engine damage.

**SERVICE ACTION (New Stock Units)**

Dealers will be provided a package for stock units containing:

- Oil filter (Motorcraft part number FL-2069-ST)
- Oil filter cap wrench to be used with a standard torque wrench to accurately achieve the proper torque specification.
- Revised Shelby® GT350 Mustang Supplement with updated language explaining the potential for high oil consumption under certain operating conditions.

Dealers are to remove and discard the Shelby® GT350 Mustang Supplement originally provided with the owner’s manual and place the unopened package inside the trunk with the other loose items.

**NOTE:** The package is intended for the new vehicle owner and should not be opened by the dealer. Dealers will sign for receipt of packages for in-stock units.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owners will be sent the same package that dealers are receiving for new stock vehicles. Packages are expected to begin mailing by late April, 2017 and continue through mid-June, 2017.

**ATTACHMENTS**

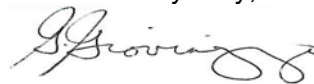
- Attachment I: Administrative Information
- Attachment II: Labour Allowances and Parts Ordering Information
- Attachment III: Owner Notification Letter

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Centre (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.

Dealer Warranty Support.....1-800-667-0088 (For Dealer claiming questions)  
Customer Relationship Centre.....1-888-222-7814 (For 17B04 Owner concerns)

Yours very truly,



Gemma Giovinazzo

National Service Operations Manager  
FORD MOTOR COMPANY OF CANADA, Limited

Attachment/17B04

**Customer Satisfaction Program 17B04**

Certain 2015 through 2017 Model Year Mustang Shelby® GT350 and GT350R Vehicles  
Complimentary Oil Filter Wrench

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this program. OASIS was activated March 20, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**STOCK VEHICLES**

- Dealers with new unsold units will be contacted by the SSSC beginning the week of March 20, 2017 to verify the appropriate dealer contact and shipping address.
- Packages for unsold units are expected to begin mailing to dealers by late April, 2017.
- Dealers are to remove and discard the Shelby® GT350 Mustang Supplement originally provided with the owner's manual.
- Dealers are to place the unopened package inside the trunk of the affected vehicle with the other loose items.

**Note:** The package is intended for the new vehicle owner and should not be opened by the dealer.

**SOLD VEHICLES**

- Owner packages are expected to begin mailing by late April, 2017 and continue through mid-June, 2017.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

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

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using One Warranty Solution (OWS).
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (17B04) is the sub code.
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**LABOUR ALLOWANCES**

<b>Description</b>	<b>Labour Operation</b>	<b>Labour Time</b>
For new in stock vehicles only. Remove and discard the Shelby® GT350 Mustang Supplement and place the unopened package inside the trunk of the vehicle.	17B04B	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.