



CUSTOMER SATISFACTION PROGRAM

Ford Motor Company of Canada, Limited
Ford du Canada Limitée
P.O Box 2000
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ACTION REQUIRED

ADVANCE NOTIFICATION – CUSTOMER SATISFACTION PROGRAM

March 20, 2017

TO: ALL FORD OF CANADA DEALERS

RUSH TO SERVICE MANAGER

ATTENTION: Dealer Principal Sales Manager Service 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

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

A complete Dealer Bulletin will be provided to Dealers by March 24, 2017.

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.

Field Service Actions Department