



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

July 16, 2013

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 13B08**  
Certain 2013 Model Year F-Super Duty, Commercial Stripped Chassis, and  
Motorhome Vehicles Equipped with a 6.2L or 6.8L Engine  
Automatic Transmission Oil Cooler Line Inspection and Replacement

#### **PROGRAM TERMS**

This program will be in effect through December 31, 2013. There is no mileage limit for this program.

#### **URGENCY / EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of December 31, 2013 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN list name and address (available by July 31, 2013) to contact customers with affected vehicles. This will help minimize the number of vehicles that may experience a transmission oil leak and subsequent damage to other transmission components, which require a more extensive repair.

#### **AFFECTED VEHICLES**

Certain 2013 model year F-Super Duty vehicles equipped with a 6.2L or 6.8L engine built at the Kentucky Truck Assembly Plant from March 21, 2013 through May 16, 2013 and Commercial Stripped Chassis and Motorhome vehicles equipped with a 6.8L engine built at the Detroit Chassis Assembly Plant from March 21, 2013 through May 17, 2013. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on July 16, 2013.

#### **REASON FOR THIS PROGRAM**

In some of the affected vehicles, the rubber hose section of the transmission oil cooler line assemblies were built with uncured rubber. A leak in the transmission oil cooler line may cause a rapid loss of transmission fluid, resulting in gear slip and may also result in damage to other transmission components.

#### **SERVICE ACTION**

Before delivering any of the vehicles involved in this program, dealers are to inspect the rubber hose crimp connectors on both transmission oil cooler lines. If any of the crimp connections show signs of extrusion (portions of the rubber hose "squeezed" out of the crimp), the transmission oil cooler line assembly will be replaced free of charge (parts and labor). 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 July 22, 2013. 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**

Special Service Support Center (Dealer Assistance Only) ..... 1-800-325-5621  
Special Service Support Center (Parts Ordering) ..... 1-800-207-2444

Sincerely,



Michael A. Berardi

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on July 16, 2013.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on July 15, 2013. Owner names and addresses will be available by July 31, 2013.

**NOTE:** Your FSA VIN list 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.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**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.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this service action performed on a timely basis.

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

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**OWNER REFUNDS**

Refunds are not authorized for this program.

**RENTAL VEHICLES**

- If a customer's vehicle requires the replacement of the transmission oil cooler line assembly, and it is necessary to order parts, Ford Motor Company will pay for up to one day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts.
- Rentals will only be reimbursed for the day the vehicle is at the dealership waiting for parts. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed as part of 13B08 on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- 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". The rental expense must be submitted on the same repair line on which the FSA is claimed. Rental expenses for one day do not require approval; additional days require prior approval from the Special Service Support Center.
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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Transmission Oil Cooler Lines and return the vehicle to the owner.	13B08A	0.2 Hours
Inspect, Remove, and Replace Transmission Oil Cooler Line Assembly: <ul style="list-style-type: none"> <li>F-Super Duty with 6.2L Engine</li> <li>Commercial Stripped Chassis and Motorhome</li> </ul>	13B08B	0.9 Hours
Inspect, Remove, and Replace Transmission Oil Cooler Line Assembly: <ul style="list-style-type: none"> <li>F-Super Duty with 6.8L Engine</li> </ul>	13B08C	1.2 Hours

**NOTE:** Since parts have to be ordered, labor operations 13B08B and 13B08C include two “drive in” and “drive out” procedures.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Vehicle Line	Description	Part Number	Quantity
F-Super Duty with 6.8L Engine	Transmission Oil Cooler Line Assembly (5R110W - 5 Speed Automatic Transmission)	BC3Z-7R081-H	1
F-Super Duty with 6.2L Engine	Transmission Oil Cooler Line Assembly (6R140 - 6 Speed Automatic Transmission)	BC3Z-7R081-A	1
Commercial Stripped Chassis and Motorhome	Transmission Oil Cooler Line Assembly	BU9Z-7R081-B	1
All	MERCON® LV Automatic Transmission Oil (Unit of Issue is 12 quarts)	XT-10-QLVC	1 qt.

The DOR/COR number for this program is 50513.

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444.

When calling to place an order for transmission oil cooler line assembly, please be prepared to provide dealer P&A code, VIN, RO#, and inspection results.

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

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

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**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.