



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

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

May 23, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DELIVERY HOLD - Update Prior to Sale 16U11 – Supplement #1**
Certain 2016 Model Year F-150 and Transit Vehicles
Coolant Concentration Adjustment

New! REASON FOR THIS SUPPLEMENT

Claims preparation and submission instructions have been updated for dealers that have completed the launch to One Warranty Solution (OWS).

PROGRAM TERMS

This program will be in effect through April 30, 2017, for vehicles within the new vehicle bumper-to-bumper warranty coverage period.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2016	Kansas City	February 1, 2016 through February 2, 2016
Transit	2016	Kansas City	February 1, 2016 through February 2, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the engine coolant to water concentration may be less than specification. Low coolant concentration could result in reduced cooling system freeze protection, reduced corrosion resistance, heater and radiator performance degradation, and water pump noise or leaks.

SERVICE ACTION

Before delivering any of the vehicles involved in this program, dealers are to adjust the cooling system concentration. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: It is not necessary to completely drain and refill the cooling system.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

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 "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

DELIVERY HOLD – Update Prior to Sale 16U11 – *Supplement #1*
Certain 2016 Model Year F-150 and Transit Vehicles
Coolant Concentration Adjustment

OASIS ACTIVATION

OASIS will be activated on April 19, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 19, 2016.

STOCK VEHICLES

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

SOLD VEHICLES

Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable Ford Bumper-to-Bumper warranty coverage period.

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

DELIVERY HOLD – Update Prior to Sale 16U11 – *Supplement #1*
Certain 2016 Model Year F-150 and Transit Vehicles
Coolant Concentration Adjustment

New! CLAIMS PREPARATION AND SUBMISSION

NOTE: Prepare and enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).

- **DWE:** *If you enter claims in the ACESII **Warranty** screen, enter claims using DWE.*
 - Refer to ACESII Manual for claims preparation and submission information.
 - Use code information shown below:
 - Program Code (DWE) – 16U11
 - Causal Component – ANTI
 - Labor Operation – 16U11B
 - Condition Code – 63
 - Customer Concern Code – E23
- **OWS:** *Enter claims in Dealer Management Software (DMS). These instructions are only for dealers that have completed the launch to OWS and, as a result, are no longer able to reach ACESII online.*
 - *Refer to the OWS Manual for claims preparation and submission information.*
 - *Use code information shown below:*
 - *Claim Type 31 – Field Service Action*
 - *Sub Code (OWS) – 16U11*
 - *Labor Operation – 16U11B*
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- PROGRAM TERMS: This program will be in effect through April 30, 2017, for vehicles within the new vehicle bumper-to-bumper warranty coverage period.

DELIVERY HOLD - Update Prior to Sale 16U11 – *Supplement #1*
 Certain 2016 Model Year F-150 and Transit Vehicles
 Coolant Concentration Adjustment

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Adjust coolant concentration	16U11B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
VC-3-B	Motorcraft® Orange Concentrated Coolant	1

The DOR/COR number for this program is 51033.

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to the current Dealer Price List.

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 MODEL YEAR F-150 AND TRANSIT VEHICLES — COOLANT CONCENTRATION ADJUSTMENT

OVERVIEW

In some of the affected vehicles, the engine coolant to water concentration may be less than specification. Low coolant concentration could result in reduced cooling system freeze protection, reduced corrosion resistance, heater and radiator performance degradation, and water pump noise or leaks. Dealers are to adjust the cooling system concentration.

NOTE: It is not necessary to completely drain and refill the cooling system.

SERVICE PROCEDURE



⚠ WARNING: When releasing the cooling system pressure, cover the coolant expansion tank cap with a thick cloth.

1. Remove the pressure relief cap.
2. Using fluid suction gun Rotunda Part Number LIN615 or equivalent, remove all coolant from the degas bottle.
3. Using Motorcraft® Orange Concentrated Antifreeze/Coolant VC-3-B, fill the degas bottle to the Max Fill line.
4. Install the pressure relief cap.

