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Ford Motor Company  
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April 24, 2017

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S08**  
Certain 2017 Model Year F-450/F-550 4X4 Vehicles with 205" Wheel Base and  
4.88 Axle Ratio  
Three-Piece Driveshaft Conversion

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –  
Safety Recall 17S08** Dated March 28, 2017

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-450 / F-550	2017	Kentucky Truck	June 6, 2016 through February 21, 2017
		Ohio	February 16, 2016 through February 21, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, driveline vibration may occur when driving above 75 mph. The vibration may or may not be perceptible to the driver. Continued operation of the vehicle above 75 mph may fracture the transmission and/or driveline components. This could result in a loss of motive power without warning while driving, or unintended vehicle movement in park without the parking brake applied, increasing the risk of injury or crash.

**SERVICE ACTION**

Dealers are to remove the original two-piece driveshaft and install a three-piece driveshaft following the Technical Information. 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 May 15, 2017, announcing that parts and a repair procedure are available. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

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

Michael A. Berardi

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**OASIS ACTIVATION**

OASIS was activated on March 28, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on March 28, 2017. Owner names and addresses will be available by May 29, 2017.

**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 recall 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 recall.

**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.

**DEALER-OPERATED RENTAL VEHICLES**

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**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
- 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.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

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

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

**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 (17S08) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Install a three-piece driveshaft	17S08B	0.8 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
HC3Z-4R602-CU	Three-piece driveshaft assembly	1	1
HC3Z-4831-A	Driveshaft bearing support bracket – short bracket	1	1
HC3Z-4831-C	Driveshaft bearing support bracket – long bracket	1	1
33771-S2	Nuts (4 per package, 8 nuts required)	2	2
BC3Z-4N272-A	Bolts (4 required)	4	4
W719280-S439	Spring nuts (4 per package, 4 nuts required)	1	1
E4HZ-4A254-A	U-joint retainer/straps (6 required)	6	6
F1HZ-4N272-A	U-joint bolts (12 required)	12	12

The DOR/COR number for this recall is 51079.

Order your parts 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 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.

## CERTAIN 2017 MODEL YEAR F-450/F-550 4X4 VEHICLES WITH 205" WHEEL BASE AND 4.88 AXLE RATIO — THREE-PIECE DRIVESHAFT CONVERSION

### OVERVIEW

In the affected vehicles, driveline vibration may occur when driving above 75 mph. The vibration may or may not be perceptible to the driver. Continued operation of the vehicle above 75 mph may fracture the transmission and/or driveline components. This could result in a loss of motive power without warning while driving, or unintended vehicle movement in park without the parking brake applied, increasing the risk of injury or crash. Dealers are to remove the original two-piece driveshaft and install a three-piece driveshaft following the Technical Information.

### SERVICE PROCEDURE

1. Remove the two-piece rear driveshaft. Please follow the Workshop Manual (WSM) procedures in Section 205-01.
2. Remove and discard the original center bearing support bracket. See Figure 1.

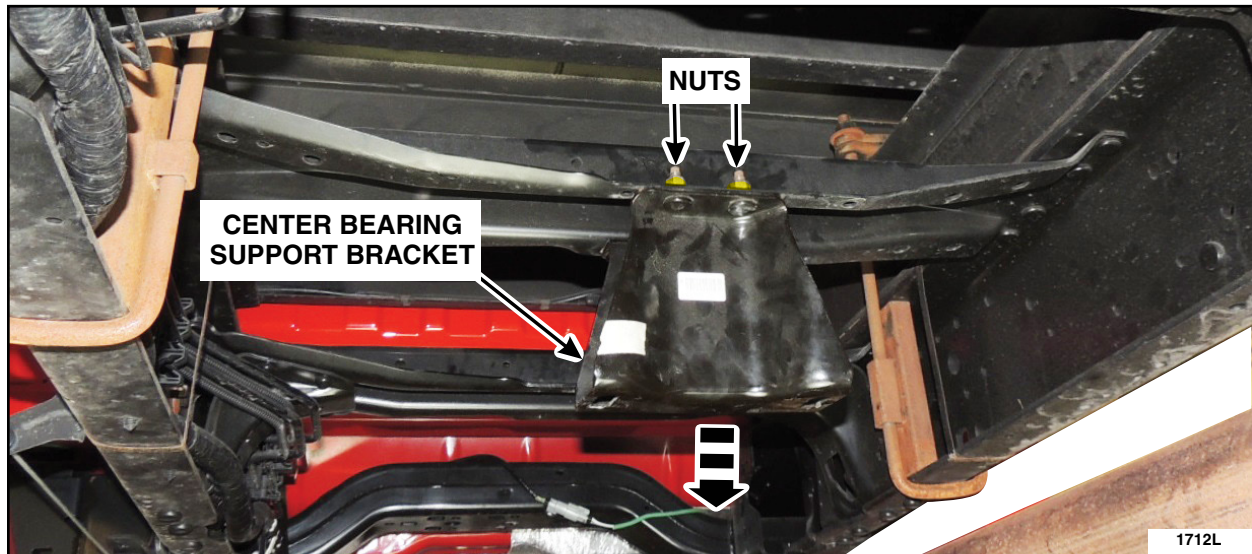


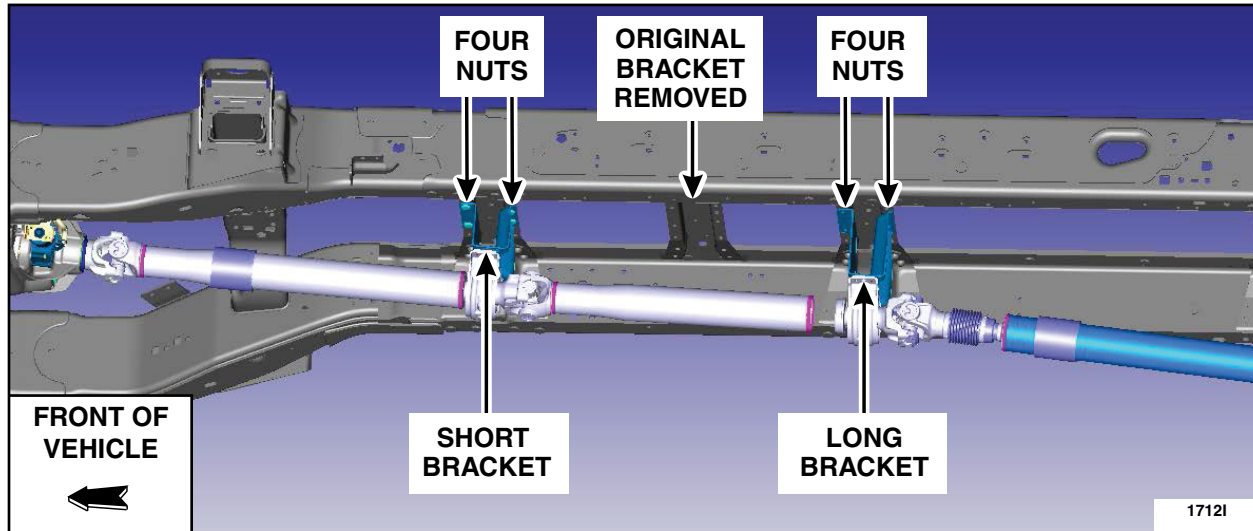
FIGURE 1



**NOTE:** See Figure 2 for the correct driveshaft bearing support bracket locations.

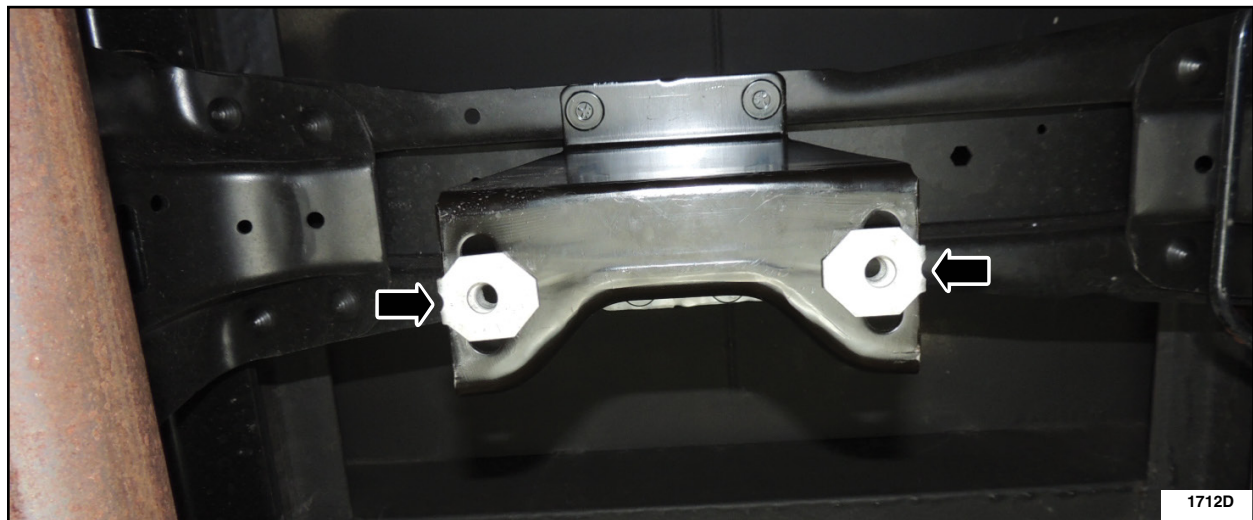
3. Install the two *new* driveshaft bearing support brackets and eight *new* driveshaft bearing support bracket attaching nuts (four on each bracket). See Figure 2.

- Tighten nuts to 23 Nm (17 lb-ft).



**FIGURE 2**

4. Install two *new* driveshaft bearing support spring nuts to both *new* driveshaft bearing support brackets. See Figure 3.



**FIGURE 3**

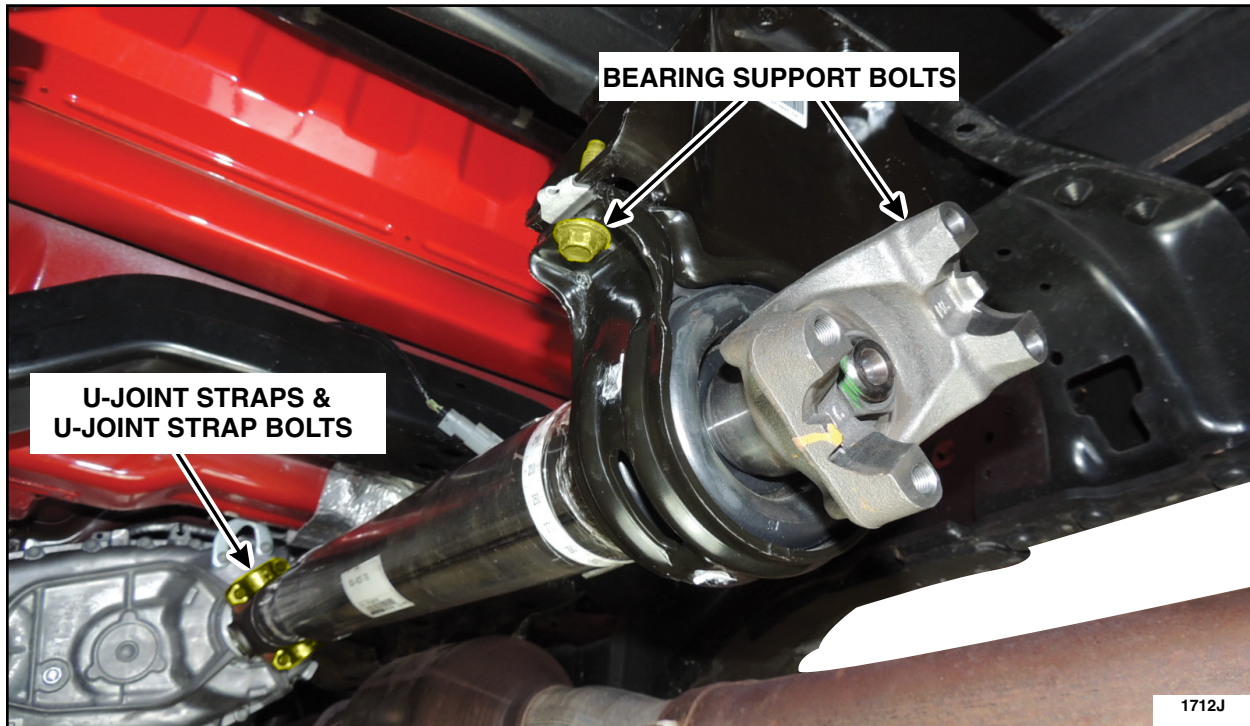


**NOTE:** Installing the *new* three-piece driveshaft requires the aid of an assistant.

5. Install the front section of the driveshaft. See Figure 4.

- a. Install the two *new* driveshaft front bearing support bolts.
- b. Install the two *new* U-joint straps.
- c. Install the four *new* U-joint strap bolts.

- Do not fully tighten the front bearing support bolts U-joint strap bolts at this time.



**FIGURE 4**

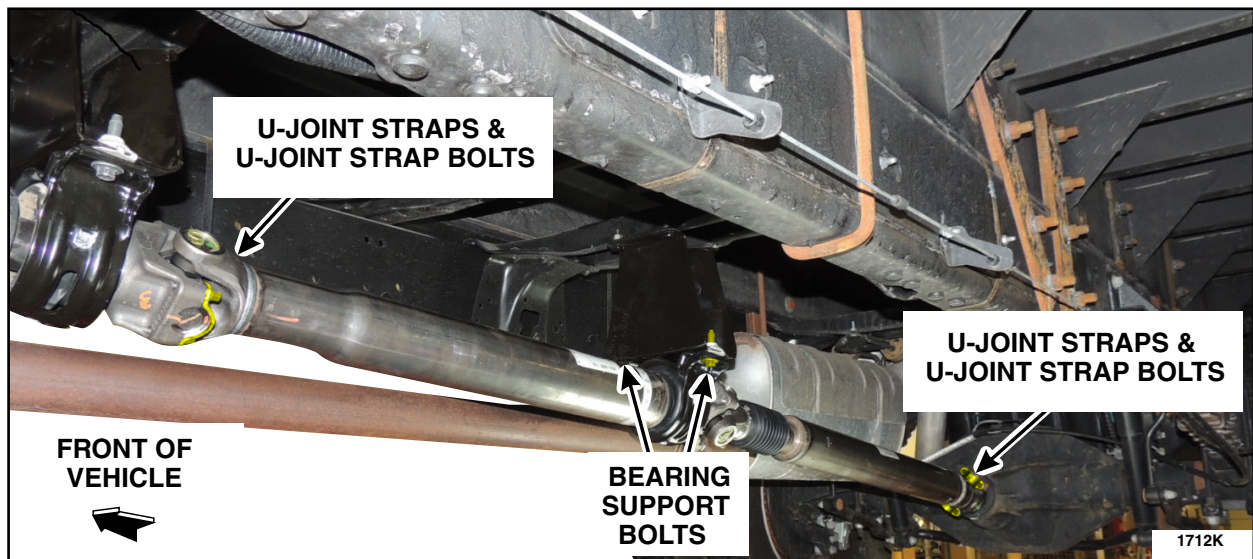




6. Install the rear two sections of the driveshaft. See Figure 5.

- a. Install the two *new* driveshaft rear bearing support bolts.
- b. Install the four *new* U-joint straps.
- c. Install the eight *new* U-joint strap bolts.

- Do not fully tighten the rear bearing support bolts and U-joint strap bolts at this time.



**FIGURE 5**

7. Tighten the twelve U-joint bearing strap bolts (front, center, and rear) to 63 Nm (46 lb-ft). See Figures 4 and 5.
8. Verify the bearing support bolts are in the middle to mid-front of the bearing support bracket slots, and the bearing supports are perpendicular to the center line of the driveshaft.
9. Tighten the four bearing support bolts (two on each driveshaft bearing support bracket) to 70 Nm (52 lb-ft). See Figures 4 and 5.

