

2019 Ford Mustang V8-5.0L

Vehicle > Technical Service Bulletins

# CUSTOMER SATISFACTION PROGRAM 18B34 - SUPPLEMENT #1 THROTTLE BODY REPLACEMENT



David J. Johnson  
 Director  
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 Ford Customer Service Division

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

January 16, 2019

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

**SUBJECT: NEW VEHICLE DEMONSTRATION/DELIVERY HOLD**  
**Customer Satisfaction Program 18B34 – Supplement #1**  
 Certain 2018 Model Year F-150 and 2019 Mustang Vehicles equipped with 5.0L  
 Engine  
 Throttle Body Replacement

**New! REASON FOR THIS SUPPLEMENT**

- *New Labor Operation for Mustang equipped with engine cover and strut tower brace.*

**PROGRAM TERMS**

This program will be in effect through May 31, 2019 There is no mileage limit for this program.

**URGENCY / EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of May 31, 2019 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address (available by December 17, 2018) to contact customers with affected vehicles.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2018	Dearborn	September 7, 2018 through September 10, 2018
		Kansas City	September 9, 2018 through September 15, 2018
Mustang	2019	Flat Rock	September 10, 2018 through September 19, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, the throttle body in the vehicle engine may have been built with a misinstalled torsion spring. A misinstalled torsion spring may cause illumination of the wrench light or service engine soon indicator with reduced engine power.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the electronic throttle body. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were mailed the week of December 3, 2018. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**New! 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,



David J. Johnson

**ATTACHMENT I**

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**NEW VEHICLE DEMONSTRATION/DELIVERY HOLD**  
**Customer Satisfaction Program 18B34 – Supplement #1**  
Certain 2018 Model Year F-150 and 2019 Mustang Vehicles equipped with 5.0L Engine  
Throttle Body Replacement

**OASIS ACTIVATION**

OASIS was activated on November 19, 2018

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists are available through <https://web.fsavinlists.dealerconnection.com>. Owner names and addresses are available.

**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 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.

**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.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

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**ATTACHMENT I**

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**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles

**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number 18B34 is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

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**ATTACHMENT II**

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**NEW VEHICLE DEMONSTRATION/DELIVERY HOLD**  
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**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Throttle Body F-150	18B34B	0.5 Hours
Replace Throttle Body Mustang (without engine cover)	18B34C	0.4 Hours
Replace Throttle Body Mustang (with engine cover, without strut tower brace)	18B34D	0.5 Hours
<i>Replace Throttle Body Mustang (with engine cover and strut tower brace)</i>	<i>18B34E</i>	<i>0.7 Hours</i>

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
JL3Z-9E926-A	Throttle Body	1	1
W712334-S440	Strut Tower Brace Nuts (only if equipped with Strut Brace)	2	4

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 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 2018 MODEL YEAR F-150 AND 2019 MUSTANG EQUIPPED WITH 5.0L ENGINE — THROTTLE BODY REPLACEMENT****OVERVIEW**

In some of the affected vehicles, the throttle body in the vehicle engine may have been built with a misinstalled torsion spring. A misinstalled torsion spring may cause illumination of the wrench light or service engine soon indicator with reduced engine power.

**SERVICE PROCEDURE****Recommended Tool List:**

<b>General Tools</b>
1/4" Drive Deep Socket- 7mm, 8mm
1/4" Drive Extension- 3"
1/4" Drive Ratchet (Power and Hand Tool)
1/4" Drive Torque Wrench
Plastic Pry Tool
Magnetic Pick Up Tool
Pliers

1. Replace the Throttle Body. Please follow the Workshop Manual (WSM) procedures in Section 303-04.
2. Using integrated diagnostic system (IDS) clear any diagnostic trouble codes(DTC's) present.



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DEARBORN, MICHIGAN 48121  
1/2019



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

December 2018

Customer Satisfaction Program 18B34

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?** The throttle body installed in your vehicle's engine may have been built with a misinstalled torsion spring.

**What is the effect?** A misinstalled torsion spring may cause illumination of the wrench light or service engine soon indicator with reduced engine power.

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the throttle body free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until May 31, 2019 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 18B34. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

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**What should you do?  
(continued)**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

**FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division

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Ford Motor Company  
 Ford, División de Servicio al Cliente  
 P. O. Box 1904  
 Dearborn, Michigan 48121

Diciembre 2018

Programa de satisfacción del cliente 18B34

Sr. Juan Pérez  
 Calle Principal 123  
 Ciudad, País 12345

Número de identificación del vehículo (VIN): 12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo con el VIN que aparece más arriba.

- ¿Por qué usted recibe este aviso?** El cuerpo de mariposa instalado en el motor de su vehículo podría haber sido fabricado con un resorte de torsión mal instalado.
- ¿Cuál es el efecto?** Un resorte de torsión mal instalado podría causar el encendido de la luz de llave o del indicador de servicio del motor a la brevedad con una reducción de la potencia del motor.
- ¿Qué medidas adoptarán Ford y su distribuidor?** Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su distribuidor a reemplazar el cuerpo de mariposa sin costo alguno (piezas y mano de obra) conforme a los términos de este programa. Este Programa de satisfacción del cliente tendrá vigencia hasta el 31 de mayo de 2019, independientemente del millaje. La cobertura se transfiere automáticamente a los siguientes propietarios.
- ¿Cuánto tiempo tomará?** El tiempo necesario para reparar será menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más.
- ¿Qué debe hacer?** Llame a su distribuidor lo antes posible para que programe una cita de servicio para realizar el Programa de satisfacción del cliente 18B34. Proporcione el VIN a su distribuidor, el cual está impreso debajo de sus datos al comienzo de esta carta. Si aún no tiene un distribuidor para realizar el servicio, puede acceder a [www.Fordowner.com](http://www.Fordowner.com) para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

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**¿Qué debe hacer?  
(continuación)**

Ford Motor Company le recomienda que realice esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo. Ford Motor Company puede negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la campaña de manera oportuna. Por lo tanto, le solicitamos que realice esta acción de servicio lo antes posible.

NOTA: puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva y pago de estacionamientos en ciertos lugares, además de control de ciertas funciones en el vehículo (bloqueo y desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

**¿Qué pasa si usted ya no es el propietario del vehículo?**

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Este aviso lo recibió porque en nuestros archivos, basados principalmente en datos de registro y propiedad de los EE. UU., aparece usted como el propietario actual.

**¿Podemos hacer algo más por usted?**

Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el Gerente de Servicio de su distribuidor para solicitar ayuda.

PROPIETARIOS MINORISTAS: si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es: [www.Fordowner.com](http://www.Fordowner.com).

Las personas con problemas de audición pueden llamar al 1-800-232-5952 (TDD). Los representantes atienden de lunes a viernes: 8:00 am a 8:00 pm (hora local).

PROPIETARIOS DE FLOTAS: si tiene dudas o preguntas, comuníquese con nuestro **Centro de Información a Clientes de flotas al 1-800-34-FLEET**, elija la opción n.º 3 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es: [www.fleet.ford.com](http://www.fleet.ford.com).

Los representantes atienden de lunes a viernes: 8:00 am a 8:00 pm (hora local).

Gracias por su atención en este asunto sumamente importante.

Ford, División de Servicio al Cliente

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