U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

January 13, 2017

The Honorable Raúl R. Labrador
Member, U.S. House of Representatives
33 East Broadway, Suite 251
Meridian, ID 83642

NEF-109 rrr
Ref. No. 10926397

Dear Congressman Labrador:

Thank you for your correspondence on behalf of your constituent, [redacted] concerning his model year (MY) 2012 Ford Escape vehicle. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[redacted] indicates that he received a recall notification from NHTSA regarding a fuel tank flange that may crack and cause a fuel leak in his MY 2012 Ford Escape (NHTSA Safety Recall Campaign No. 16V-777, enclosed). He states that he contacted NHTSA, but has not received a response as to what caused the problem. In addition, [redacted] contacted Ford and his dealer who advised that letters will be mailed in mid-December and he should not be concerned. He asserts that due to his disability, parking the vehicle outside will cause some difficulty. However, he is afraid that if he parks in his garage, a fuel leak may cause a fire. [redacted] requests more specific information about the recall and what recourses are available to him.

On October 11, NHTSA sent [redacted] an alert for Recall 16V-777 because he enrolled in our Recall Notification Email program. We also received a report from [redacted] through our Vehicle Safety Hotline on November 16 (Ref. No. 10926397, enclosed). The information from [redacted] report was entered into our complaint database. Under our regular procedures, NHTSA staff may follow up and contact the vehicle owner if we require additional information.

We understand [redacted] frustration and are aware of Ford's delay in implementing Recall 16V-777 (enclosed). The recall addresses a problem with fuel leaks caused by cracks in the fuel deliver module supply port in certain MY 2010 through MY 2012 Ford Escape vehicles.

We entered [redacted] vehicle identification number (VIN) into our VIN Look-Up Tool (https://vinrcl.safercar.gov/vin/vinLookup) and confirmed that the recall has not been performed on his vehicle (report enclosed).

Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts or a final remedy when a recall is first announced. In addition, recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. Ford influenced Recall 16V-777 and is developing an interim owner notification, which [redacted] should receive soon. Later, he will receive a final notice when the recall remedy is available. At that time [redacted] should contact Ford or his dealer to schedule a service appointment and secure the necessary parts for the recall as soon as possible.

For [redacted] information we enclosed our Part 573 Safety Recall Report, which contains Ford's chronology of the recall and more detailed information. In addition, we enclosed Ford's media correspondence issued on October 26. He can obtain for more information about Recall 16V-777 on our website at www-odi.nhtsa.dot.gov/owners/SearchResults. In addition, we enclosed a brochure explaining NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.

I hope this information is helpful. If you have any questions, please contact me or Mr. Jeffrey M. Giuseppe, Acting Associate Administrator for Enforcement, at 202-493-2631.

Sincerely yours,

Alison Pascale

Alison Pascale
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosures

cc: Washington Office

Part 573 Safety Recall Report 16V-777

Manufacturer Name : Ford Motor Company
Submission Date : NOV 02, 2016
NHTSA Recall No. : 16V-777
Manufacturer Recall No. : 16S41

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Manufacturer Information :

Manufacturer Name : Ford Motor Company
Address : 330 Town Center Drive
Suite 500 Dearborn MI 48126-2738
Company phone : 1-866-436-7332

Population :

Number of potentially involved : 329,265
Estimated percentage with defect : NR

Vehicle Information :

Vehicle 1 : 2010-2012 Ford Escape
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR
Descriptive Information : Certain 2010-2012 Ford Escape and 2010-2011 Mercury Mariner vehicles equipped with a 3.0L engines.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : FEB 26, 2009 - APR 29, 2012
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2010-2011 Mercury Mariner
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR
Descriptive Information : Certain 2010-2012 model year Ford Escape and 2010-2011 model year Mercury Mariner vehicles equipped with 3.0L engines.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : FEB 25, 2009 - DEC 12, 2010
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	On certain vehicles, the Fuel Delivery Module (FDM) may develop a crack in the vertical portion of the fuel supply port that could result in a fuel leak. Ford is not aware of any reports of fires, accidents, or injuries related to this condition.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	A fuel leak in the presence of an ignition source may increase the risk of a fire.
Description of the Cause :	The FDM fuel supply port wall thickness for this vehicle/engine combination is thinner than for other similar FDM applications. As a result, the supply port in these vehicles is susceptible to creep fatigue cracking. The field data shows a strong correlation between FDM fuel port cracking and states with higher ambient temperatures.
Identification of Any Warning that can Occur :	A fuel leak from the FDM may cause fuel odor or visible fuel on the ground under the fuel tank.

Supplier Identification :

Component Manufacturer

Name : Robert Bosch
Address : Calle Robert Bosch 405
Toluca FOREIGN STATES 50071
Country : Mexico

Chronology :

April-May 2016: Engineering identified an elevated rate of warranty claims pertaining to Fuel Delivery Module (FDM) replacement on certain 2010-2012 Escape and Mariner vehicles and brought the concern to Ford's Critical Concern Review Group (CCRG) for review. Ford's CCRG requested further component and material analysis of field return parts from the supplier. It was found that the FDM flange material, which is POM acetal, was exhibiting signs of creep fatigue. Engineering noted that the wall thickness of the fuel supply port on the suspect FDM was thinner than the wall thickness of other supplier-designed FDMs for similar applications. Ford requested additional design information from the supplier to understand this observation better.

June-July 2016: Ford'sreview of supplier data indicated that there were no manufacturing changes made to the FDM flange fuel supply port during this timeframe. Supplier material test data indicated that POM acetal can be susceptible to creep fatigue when exposed to high temperatures, pressure, and time. Ford requested that the supplier conduct a study on production representative FDMs and field return parts to further assess the effects of temperatures and pressures that the suspect FDMs are exposed to in this vehicle application.

August-September 2016: Ford continued to receive reports of FDM replacement consistent with prior data analysis; customers continued to report fuel odor. The vast majority of FDM replacements were from vehicles in Arizona, California, Florida, Nevada, and Texas. Initial test results from the supplier on production parts were inconclusive; Engineering requested that the supplier conduct additional tests with updated durability parameters

October 2016: After extensive component, material, and data analysis, Engineering concluded the fuel supply port wall appears to be susceptible to creep fatigue cracking in this vehicle/engine combination because of the port wall thickness as designed by

Description of Remedy :

Description of Remedy Program :	Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the FDM flange replaced with a flange with a redesigned fuel supply port. There will be no charge for this service. Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in February 2015. The ending date for reimbursement eligibility is June 30, 2017. Ford will forward a copy of the notification letters to dealers to the agency when available.
How Remedy Component Differs from Recalled Component :	NR
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on 10/25/2016. Mailing of owner notification letters is expected to begin 12/12/2016 and is expected to be completed by 12/16/2016.
Planned Dealer Notification Date :	OCT 25, 2016 - OCT 25, 2016
Planned Owner Notification Date :	DEC 12, 2016 - DEC 16, 2016

* NR - Not Reported

Recalls Results by VIN - Vehicle Identification Number

Print

VIN: 1FMCU9EG1CK[redacted]

Year: 2012 **Make:** FORD **Model:** Escape

Number of Open Recalls: 1

NHTSA Recall Number: 16V777 **Recall Date:** October 24, 2016

Manufacturer Recall Number: 16S41

SUMMARY:
ON CERTAIN VEHICLES, THE FUEL DELIVERY MODULE (FDM) MAY DEVELOP A CRACK IN THE VERTICAL PORTION OF THE FUEL SUPPLY PORT THAT COULD RESULT IN A FUEL LEAK.

SAFETY RISK:
A FUEL LEAK IN THE PRESENCE OF AN IGNITION SOURCE MAY INCREASE THE RISK OF A FIRE.

REMEDY:
OWNERS WILL BE NOTIFIED BY MAIL AND INSTRUCTED TO TAKE THEIR VEHICLE TO A FORD OR LINCOLN DEALER TO HAVE THE FDM FLANGE REPLACED WITH A FLANGE WITH A REDESIGNED FUEL SUPPLY PORT. THERE WILL BE NO CHARGE FOR THIS SERVICE.

RECALL STATUS: Recall INCOMPLETE. Remedy not yet available

MANUFACTURER NOTES:
TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE HTTP://WWW.FORD.COM/ OR CALL YOUR FORD DEALER.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

THIS RECALL DATA LAST REFRESHED: Dec 13, 2016

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the Safety Issues section and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148	
Date Received	Repository ☐
16-NOV-2016	Reference No. 10926397

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]		
City EMMETT	State ID	Zip Code [redacted]	

Daytime Telephone Number [redacted]	E-mail Address
Evening Telephone Number	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FMCU9EG1CK[redacted]	FORD	ESCAPE	2012

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code	No: Cylinders 6	Gas

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s)
		ALL WHEEL DRIVE		16-NOV-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 070000 FUEL SYSTEM, GASOLINE	Failure Mileage	Failure Speed
	30000	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2012 FORD ESCAPE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V777000 (FUEL SYSTEM, GASOLINE). THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE FAILURE MILEAGE WAS 30,000. PARTS DISTRIBUTION DISCONNECT.
UPDATED 11/28/16.*JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Oct 26, 2016 | DEARBORN, Mich.

Ford Issues Three Safety Recalls in North America

DEARBORN, Mich., Oct. 26, 2016 – Ford Motor Company is issuing three safety recalls in North America. Details are as follows:

Ford issues safety recall for certain 2015-17 Ford Shelby GT350/R Mustang vehicles to replace engine oil cooler tube assembly

Ford is issuing a safety recall for approximately 8,000 2015-17 Ford Shelby GT350/R Mustang vehicles for potential oil leaks and to replace the engine oil cooler tube assembly. In affected vehicles, engine oil cooler tube assemblies may have insufficient crimps on the hose that could lead to a hose separation and an oil leak. Sudden loss of engine oil may result in engine failure, and – in the presence of an ignition source – could lead to a fire.

Ford is not aware of any fires, accidents or injuries associated with this issue.

Affected vehicles include certain 2015-17 Ford Shelby GT350/R Mustang vehicles built at Flat Rock Assembly Plant, Feb. 24, 2015 to Aug. 30, 2016. There are approximately 8,026 vehicles affected, including 6,523 in the United States, 957 in Canada 346 in Mexico and 59 in federalized territories.

Dealers will replace the engine oil cooler tube assembly at no cost to the customer.

Ford issues safety recall for certain 2010-12 Ford Escape and 2010-11 Mercury Mariner vehicles equipped with 3.0-liter engines to replace fuel delivery module flange assembly

Ford is issuing a safety recall for approximately 400,000 2010-12 Ford Escape and 2010-11 Mercury Mariner vehicles equipped with 3.0-liter engines with flex-fuel engines for potential fuel leaks and to replace the fuel delivery module flange assembly. In affected vehicles, the fuel delivery module fuel supply port could develop a crack, causing a possible fuel leak. A fuel leak in the presence of an ignition source may increase the risk of fire.

Ford is not aware of any accidents or injuries associated with this issue.

Affected vehicles include certain 2010-12 Ford Escape vehicles equipped with 3.0-liter engines built at Kansas City Assembly Plant, Feb. 26, 2009 to April 29, 2012, and 2010-11 Mercury

Mariner vehicles equipped with 3.0-liter engines built at Kansas City Assembly Plant, Feb. 25, 2009 to Dec. 12, 2010. There are approximately 411,663 vehicles affected, including 329,018 in the United States, 69,576 in Canada 7,477 in Mexico and 247 in federalized territories.

Dealers will replace the fuel delivery module flange assembly at no cost to the customer.

Ford issues safety recall for certain 2017 Ford Super Duty 6.7-liter diesel Chassis Cab vehicles to replace the adhesive-mounted protective shield

Ford is issuing a safety recall for approximately 180 2017 Ford Super Duty 6.7-liter diesel Chassis Cab vehicles to replace the adhesive-mounted protective shield currently installed on the fuel conditioning module with a bolt-on metallic protective shield. In affected vehicles, inadequate adhesion of the protective shield on the fuel conditioning module may allow it to be dislodged by road debris or water spray. If the protective shield is dislodged, road debris or water spray may force open the drain valve on the module. This can lead to air entering the fuel system or a substantial fuel leak. A fuel leak in the presence of an ignition source may increase the risk of fire. In addition, under certain conditions, significant liquid fuel on the road surface may cause a slip hazard, increasing the risk of a crash.

Ford is not aware of any accidents or injuries associated with this issue.

Affected vehicles include certain 2017 Ford Super Duty 6.7-liter diesel Chassis Cab vehicles with midship fuel tanks built at Kentucky Truck Plant, March 21, 2016 to Aug. 28, 2016. There are approximately 182 vehicles affected, including 170 in the United States and 12 in Canada.

Dealers will replace the fuel conditioning module bottom cover with a metallic protective shield at no cost to the customer.

information regarding Ford and its products and services, please visitwww.corporate.ford.com.