

APR 19 2018

989-2137

4-5-18

PATIENTS HAVE RUN OUT  
OVER FORD MOTORS FIXING  
THESE PROBLEMS WITH THEIR  
ESCAPES I HAVE TWO THAT  
I BOUGHT NEW THIS PROBLEM  
HAS BEEN GOING ON FOR A  
LONG. MY 2011-2012 NEEDS TO  
BE FIXED BEFORE THEY BURN UP  
THEY SEEM TO BE HORROR AROUND  
MY DEALERS SAID THEY ONLY  
MADE A FEW HANDFULS HE SAID  
THEY HAVE THOUSANDS ON  
BACK ORDER I WANT THIS PROBLEM  
FIXED NOW NOT LATER BEFORE  
I BUY NEW SUV. TELL THEM  
TO GET OFF THE POT & FIX  
THEIR PROBLEMS. THIS HAS BEEN  
GOING ON FOR MONTHS

THANK YOU

[REDACTED]  
WEST-BURLINGTON  
IOWA [REDACTED]

NM  
5.7.18  
UD



[REDACTED]  
WEST BURLINGTON, IA [REDACTED]

|   |                        |             |
|---|------------------------|-------------|
| 1 | 1FMCU0EG2BK [REDACTED] | 2011 Escape |
| 2 | 1FMCU0EG4CK [REDACTED] | 2012 Escape |



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



771072117183

1649/000000413/000000003



WEST BURLINGTON, IA

January 2018

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***  
**(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 16S41 / NHTSA Recall 16V-777**  
**Aviso de Revisión de Seguridad 16S41**

Your Vehicle Identification Number (VIN): See Listing

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- |                                           |                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>What is the issue?</b>                 | On your vehicle, the fuel delivery module may develop a crack in the fuel supply port, which could result in a leak.                                                                                                                                                                                                                                                      |
| <b>What is the risk?</b>                  | A fuel leak may result in a fuel odor and/or visible fuel on the ground under the fuel tank. A fuel leak in the presence of an ignition source may increase the risk of a fire.                                                                                                                                                                                           |
| <b>What will Ford and your dealer do?</b> | Parts are now available. Ford Motor Company has authorized your dealer to replace the fuel delivery module flange free of charge (parts and labor).                                                                                                                                                                                                                       |
| <b>How long will it take?</b>             | 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.                                                                                                                                                                                                |
| <b>What should you do?</b>                | Please call your dealer without delay and request a service date for Recall 16S41. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.<br><br>If you do not already have a servicing dealer, you can access <a href="http://www.Fordowner.com">www.Fordowner.com</a> for dealer addresses, maps, and driving instructions. |

**Safety Recall 16S41 – Supplement #3**  
Certain 2010-2012 Model Year Escape and 2010-2011 Model Year Mariner Vehicles  
with a 3.0L Engine  
Fuel Delivery Module Flange Replacement

**LABOR ALLOWANCES**

| Description                             | Labor Operation | Labor Time |
|-----------------------------------------|-----------------|------------|
| Replace the Fuel Delivery Module Flange | 16S41B          | 0.7 Hours  |

**PARTS REQUIREMENTS / ORDERING INFORMATION**

| Part Number   | Description                         | Order Quantity | Claim Quantity |
|---------------|-------------------------------------|----------------|----------------|
| GL8Z-9H307-B  | Fuel Delivery Module Flange Kit     | 1              | 1              |
| 4L3Z-9276-AA  | Fuel Delivery Module Gasket         | 1              | 1              |
| 4L2Z-9C385-AA | Fuel Delivery Module Retaining Ring | As Required    |                |
| W790451-S900  | Oetiker® Clamp                      | As Required    |                |

The DOR/COR number for this recall is 51090.

To ensure an equitable distribution of service parts, there will be a one-time seed stock of part number GL8Z-9H307-B to dealers beginning September 4, 2017, through the end of the month. Each dealer (with one or more VINs assigned to their dealership) will receive parts equal to approximately 10% of the vehicles assigned to them on their FSA VIN Lists. Every dealer with assigned VIN(s) will receive at least one fuel delivery module flange kit.

Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the seed stock program. When the seed stock order is placed, dealers will be able to view their order on the PTS website under the white SSSC tab. Select the Part Seed Stock Status menu for details.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when fuel delivery module flange kit open ordering begins.

**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.



David J. Johnson  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

March 1, 2018

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

**SUBJECT:** **Safety Recall 16S41 – Supplement #3**  
Certain 2010-2012 Model Year Escape and 2010-2011 Model Year Mariner Vehicles  
with a 3.0L Engine  
Fuel Delivery Module Flange Replacement

**REF :** Safety Recall 16S41 – Supplement #2  
Dated: January 11, 2018

**New! REASON FOR THIS SUPPLEMENT**

- A review of returned parts and associated claims has shown that long crank and hard start concerns after performing this recall are due to an improperly installed Oetiker® clamp.
- The Technical Information section has updates to enhance the Oetiker® clamp installation and recommended Oetiker® clamp pliers that have been found to work best for this procedure.
- Subsequent repairs should be claimed as related damage, not service part warranty.

**AFFECTED VEHICLES**

| Vehicle | Model Year | Assembly Plant | Build Dates                                 |
|---------|------------|----------------|---------------------------------------------|
| Escape  | 2010-2012  | Kansas City    | February 26, 2009 through April 29, 2012    |
| Mariner | 2010-2011  |                | February 25, 2009 through December 12, 2010 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, the Fuel Delivery Module (FDM) may develop a crack in the fuel supply port, which could result in a leak. If a leak is present, customers are likely to detect a fuel odor and/or visible fuel on the ground under the fuel tank. A fuel leak in the presence of an ignition source may increase the risk of a fire.

**SERVICE ACTION**

Dealers are to replace the fuel delivery module flange following the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles will be notified in four separate mailings. Mailing will begin the week of November 6, 2017. 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.

**New! ATTACHMENTS**

*Attachment I: Administrative Information*  
*Attachment II: Labor Allowances and Parts Ordering Information*  
*Attachment III: Technical Information*  
Owner Notification Letter  
Recall Reimbursement Plan

**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



**Safety Recall 16S41 – Supplement #3**  
Certain 2010-2012 Model Year Escape and 2010-2011 Model Year Mariner Vehicles  
with a 3.0L Engine  
Fuel Delivery Module Flange Replacement

**OASIS ACTIVATION**

OASIS was activated on October 25, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on October 25, 2016. Owner names and addresses will be available by February 9, 2018.

**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.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016, prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

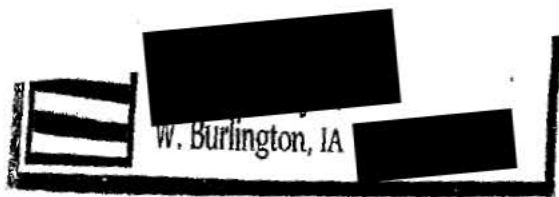
**TITLE BRANDED / SALVAGED VEHICLES**

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

**New! 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 – Field Service Actions (FSA) – Related Damage.
- 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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