



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 4, 2020

[REDACTED]
Memphis, TN [REDACTED]

NEF-109 nam
Ref. No. 11287315

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2015 Ford Taurus. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

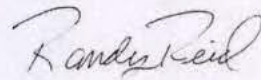
The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You indicate that while driving your MY 2015 Ford Taurus on November 14, 2019, it suddenly stopped running. The vehicle was towed to a dealer and the diagnosis was a failed fuel module. You cannot understand why your vehicle is not included in NHTSA Safety Recall Campaign No. 16V-621 for fuel module failures.

Recall 16V-621 addresses an engine stall problem when the fuel pump electric module fails in certain MY 2013 through MY 2015 Taurus vehicles equipped with 3.5L Ecoboost engine. ODI has received reports like yours and is actively reviewing all available data concerning allegations of fuel pump electric module failures in MY 2013 through MY 2015 Ford Taurus vehicles not included in Recall 16V-621. Our review is focused on fuel pump module failures in the subject vehicle with standard 3.5L non-Ecoboost engines. While we continue to review this issue, no investigation has been opened nor determinations reached at this time. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement