

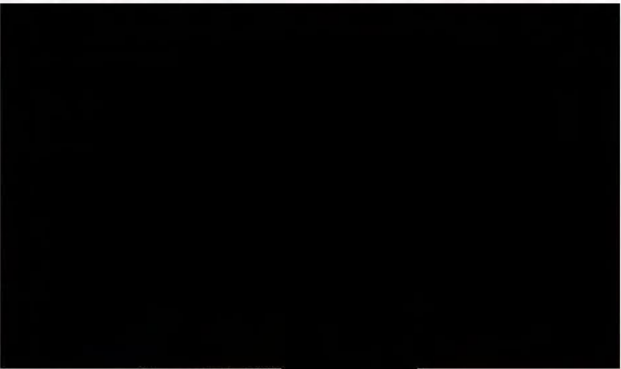
Administrator
NHTSA
1200 N Jersey Av. SE
Washington DC 20590

Dear Sir:

I am attaching correspondence with the Ford Motor Co. reference safety recall 16S53 sup 3

Since it appears the faulty fuel pump control module affected both the ecoboost engine and the non ecoboost engine. I believe the safety recall should be amended to include vehicles with either engine.

Berwick, PA



Lincoln Motor Company
PO Box 6251
Dearborn MI 48121-6251

Ref: safety recall 16S31 supp 3

Vehicle: 2015 Ford Taurus SEL SN: 1FAHP2E8XP [REDACTED]

To whom it may concern:

Because my vehicle does not have the ecoboost engine it is not included in the noted recall; but it most definitely should have been. My vehicle experienced the exact same failure that is the subject of this recall. It stalled on a public roadway and required a tow to my repair facility for replacement of the failed fuel pump control module; as per the attached repair order # [REDACTED]

Because of the above facts, I am requesting reimbursement from Ford Motor Company for the repair charge.

Sincerely:

[REDACTED]
[REDACTED]
Berwick, PA [REDACTED]
[REDACTED]



DENT'S AUTO SERVICE
WASHINGTON STREET & THIRD AVENUE
BERWICK, PA 18603
(570) 752-2083

REPAIR ORDER

DATE

JOB NUMBER

JOB NAME

[REDACTED]	
Berwick	PHONE
CUSTOMER'S ORDER NUMBER	ORDER WRITTEN BY

DATE OF ORDER 3-14-22	INS. CO.
YEAR, MAKE AND MODEL 2015 Ford MAZDA	INS. POLICY
SERIAL NUMBER 1F0H12E8X1	EXP. DATE
MOTOR NUMBER [REDACTED]	NEW ODOMETER 68619

QTY.	PART NO. AND DESCRIPTION	PRICE	DESCRIPTION OF WORK	AMOUNT
	Scanner Test	35 00	TIRES RF RR LF LR	
	1 FD 10262 Fuel Pump driver module	123 06	BRAKES RF RR LF LR	
			Code P627 Fuel Pump "A" control circuit open	
			[Signature]	
			LITERS/GALS. OF GAS @	TOTAL LABOR 45 00
			LITERS/QTS. OF OIL @	TOTAL PARTS 158 06
			kg/LBS. OF GREASE @	ACCESSORIES
				GAS, OIL AND GREASE
				OUTSIDE REPAIRS
			I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft, or any other cause beyond your control.	203 06
			SIGNATURE	TAX 12 18
				TOTAL 215 24
	TOTAL	158 06		

Thank You



May 4, 2022

[REDACTED]
Berwick, PA
[REDACTED]

Dear [REDACTED],

Thank you for contacting Ford Motor Company. We have received your correspondence requesting reimbursement for repairs to the fuel pump driver module on your 2015 Ford Taurus.

I appreciate the opportunity to evaluate this matter, as the satisfaction of Ford owners is important to us. We value your business and thank you for bringing this situation to our attention. At Ford Motor Company we stand behind our products through the manufacturer warranty as our number one responsibility is to ensure repairs are made to your vehicle while under the provisions of the New Vehicle Limited Warranty (NVLW), the protection of a Ford Extended Service Plan (ESP), Customer Satisfaction Program (CSP) or recall.

Please know vehicle concerns may arise for several reasons, with or without warning, including vehicle maintenance, driving habits, road hazards and environmental conditions. Ford Motor Company and the National Highway Traffic and Safety Administration (NHTSA) work together to proactively identify areas of concern through investigation of consumer and dealer feedback. During an investigation, Ford cooperates fully with NHTSA. Due to our rigorous safety standards and constant testing, not all issues result in recalls or CSPs. We thank you for reporting your concerns with the performance of the fuel pump driver module to Ford as it helps us to document issues, which may cause a CSP or recall to be released to cover this concern in the future.

After careful consideration, I have confirmed there are no programs active that provide coverage for this matter. Therefore, Ford Motor Company is unable to honor your request for reimbursement as coverage of any repair is determined by eligibility under the provisions of a warranty, CSP or a recall. I recommend keeping all receipts so you may be eligible for reimbursement in the event Ford initiates a program in the future based on your situation.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday - Friday 8:30 AM - 10:00 PM EST and Saturday/Sunday 11:00 AM - 7:00 PM EST. You will find our chat option on www.ford.com/support, look for a blue LIVE CHAT bubble near the bottom right-hand corner of the screen. You can also reach our inbound phone team Monday - Friday 8:00 AM - 11:00 PM EST and Saturday 8:00 AM - 8:00 PM EST (closed Sunday) at 1-800-392-3673. Hearing and speech impaired callers can contact the Telecommunication Relay Service by dialing 711.

Sincerely,

Chelsea
Customer Service Representative
Ford Motor Company

Berwick, P

LEHIGH VALLEY PA 180
LEHIGH VALLEY PA 180

23 MAY 2022 PM 3 L
23 MAY 2022 PM 3 L



Administrator
NHTSA
1200 N. Jersey Ave SE
Washington, DC 20590

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