



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



July 6, 2022

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

NEF-109 tgd
Ref. No. 11468193

Dear [REDACTED]:

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

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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 us. You indicate that your MY 2015 Ford Taurus vehicle stalled due to a defective fuel pump electric module. You paid to repair your vehicle; however, you believe the problem is similar to the defect identified in NHTSA Safety Recall Campaign No. 16V-621 and therefore request a reimbursement.

Please note that recalls are very specific with regard to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. As you know, Recall 16V-621 addresses a problem with the fuel pump electric module in certain MY 2013 through MY 2015 Ford Taurus vehicles and is limited to vehicles equipped with 3.5L GTDI Ecoboost engines. As such, your vehicle is not equipped with an Ecoboost engine and therefore is not eligible for a free fuel pump electric module repair under the recall. In addition, NHTSA does not plan to expand the recall to include non-Ecoboost vehicles at this time. However, we entered your information into NHTSA's database, where 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.

Your request for a reimbursement does not fall under our jurisdiction. We encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with a Ford representative regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Pennsylvania Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue

potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc. 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