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Ford Motor Company  
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February 22, 2011

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 11S17**  
Certain 2010 Model Year Ranger Vehicles Equipped with a 2.3L Engine  
Fuel Line Inspection

### **AFFECTED VEHICLES**

Certain 2010 model year Ranger vehicles equipped with a 2.3L engine built at the Twin Cities Assembly Plant from October 15, 2009 through May 19, 2010. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on February 22, 2011.

### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the engine fuel line in the area of the throttle body shield may not have a protective convolute properly installed. If the protective convolute on the fuel line is not assembled in the proper position, the edge of the shield may contact the fuel line. Over time this contact may chafe the fuel line, resulting in a fuel odor and a potential fuel leak. A sufficient fuel leak in the presence of an ignition source may result in a fire.

### **SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to trim the throttle body shield, inspect the fuel line for wear, and replace the line if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of March 7, 2011. 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 \$6,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**ATTACHMENTS**

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

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Parts Ordering) .....1-800-207-2444

Sincerely,



Michael A. Berardi

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on February 22, 2011.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on February 22, 2011. Owner names and addresses will be available by March 21, 2011.

**NOTE:** Your FSA VIN list 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.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**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.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

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**OWNER REFUNDS**

Refunds are not authorized for this program.

**RENTAL VEHICLES**

If a customer's vehicle requires front fuel line replacement and it is necessary to order parts, Ford will pay for up to 2 days of vehicle rental except for fuel, insurance, and tax which will be at the owner's expense. When parts are available through normal order processing channels the order must be entered emergency (unit down) if placed between 3:00 PM and 7:00 PM (your local time zone) to guarantee the shortest delivery time. Prior approval for more than 2 rental days is required from the Special Service Support Center (1-800-325-5621).

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Modify the throttle body cover and inspect fuel line – fuel line is NOT worn.	11S17A	0.2 Hour
Modify the throttle body cover and inspect fuel line – replace the front fuel line.	11S17B	0.6 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Front fuel lines are currently not available for open/stock ordering. To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444. Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

When calling to place an order for a front fuel line please be prepared to provide dealer P&A code and VIN.

Part Number	Description	Quantity
BL5Z-9J338-A	Front Fuel Line	1 (if required)

The DOR/COR number for this recall is 50436.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.