



14 August 2014

Company
Customer Name
Customer Street Address
City, State, Zip

**Re: Notice of Safety Recall of Fuel Pump Module
Delphi part number: FG1155-11B1
NHTSA Recall 14E049**

Dear DELPHI Customer

This second notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act as some minor changes to the wording in the original notification letter have been requested by NHTSA. This is to ensure it is understood by those involved that this recall relates to product that has been incorrectly packaged rather than product displaying nonconformity. Thank you for your understanding on this point.

Also in this second notice, Delphi is requesting that each pump returned is supported by a completed Claim Form that should be sent to sales.administration@delphi.com.

Delphi has decided that a defect that relates to motor vehicle safety exists in 2005-2010 Honda Odyssey replacement fuel pump module assemblies that were sold between May 1, 2014 and July 9, 2014.

The suspect assemblies are Honda Civic fuel pump modules that have been mistakenly shipped in Honda Odyssey fuel pump module boxes. The Honda Civic fuel module has a fuel level calibration that is different than the calibration specified for the Honda Odyssey fuel module. Delphi has determined that the following potential field scenarios can result from the installation of a Honda Civic fuel pump module in a Honda Odyssey vehicle:

- The fuel pump module may send an incorrect signal to the fuel gauge, which would cause the fuel gauge to show more fuel in the tank than the actual level, possibly resulting in the vehicle

unexpectedly running out of gasoline increasing the risk of a vehicle crash.

- The fuel gauge will always read $\frac{3}{4}$ (three-quarters) to FULL, regardless of actual gasoline level in the fuel tank.

Note: THIS RECALL ONLY PERTAINS TO REPLACEMENT SERVICE AND AFTERMARKET FUEL PUMP MODULES. THIS RECALL DOES NOT APPLY TO FACTORY-INSTALLED FUEL PUMP MODULES.

Delphi has proactively sorted the inventory of distributors that were shipped product during the suspect period.

If you have not already done so then please forward a copy of this recall notification to your retail outlets, distributors and known purchasers within 5 working days of receipt.

Please be aware it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment covered by the notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle owners who were sold fuel pump module FG1155-11B1 during the suspect period may call 1-877-411-8770 to determine if they are impacted by the recall.

Vehicle owners who are impacted will be directed to have their vehicles inspected at the installing facility. The incorrectly packaged fuel pump modules will be replaced at no cost to the vehicle owner. The installing facility will work directly with Delphi for reimbursement.

Product return instructions are as follows – Please reference RMA # **071014RWXX** on the return:

Return suspect product as per the instructions below. Please ensure the RMA number 071014RWXX is included on the shipping documents and marked on the packaging to receive proper receipt and crediting.

For less than 6 pieces we ask that you use FedEx Express Saver Collect (acct # 280157961). The two ways that small parcel FedEx shipments can be processed back to DPSS-Plainfield are:

1. Contact FedEx at 1.800.463.3339 to schedule using Delphi's account #. FedEx should be advised that shipping labels must be brought by the driver.

2. Using the FedEx small parcel shipping system, select billing collect/bill recipient and enter the provided account # in the account field. The shipping charges will be billed to us.

For returns of more than 6 pieces please use LTL shipments (i.e. one skid or more) using Central Transport (call 800-221-9602 opt 2). Waybills are marked "3rd Party Collect Freight Delphi P&SS cisco code 24004, c/o Trendset, PO Box 1208 Mauldin, SC 29662". Waybills and packing slips are also marked with RMA number 071014RWXX.

In order for fuel components to be shipped in commerce as not regulated in ground transportation, the following packing instructions need to be performed. If you are returning fuel system components:

1. Empty/drain the component of fuel as much as practicable.

NOTE: Components containing more than 30 ml (1 fluid oz.) of fuel are regulated as Dangerous Goods/Hazardous Materials in transportation.

2. Place the fuel component in a plastic bag and seal the bag shut. Bag should be a minimum of 3 mil thickness.
3. Place the bag containing the component inside a strong outer packaging orienting the component in an upward position to deter further leaking of fuel.
4. Place chemically compatible cushioning and absorbing material around the bag in sufficient quantity to prevent movement of the component within the outer packaging.
5. Seal the outer package. Use standard two inch packaging tape on fiberboard outer packaging, taping across the butted ends of the fiberboard container and along the parallel edges forming an "H" configuration with the tape.
6. Place orientation arrows on the outer packaging on at least two opposite vertical sides with the arrows pointing in the correct direction to keep the fuel component in an upright orientation during shipping.
7. Attach "To/From" label
8. Describe part on paperwork as: Fuel component – warranty return – GROUND ONLY.

All returns are to be sent to:

Delphi Product & Service Solutions
6032 Gateway Drive
Plainfield, Indiana 46168
Attn: Returns Department RMA 071014RWXX

If distributors have questions regarding the conformance of stock or consumer reimbursement, please call customer service at 1-877-463-3574. As stated,

consumer / vehicle owner inquiries are to be directed to Delphi at 1-877-411-8770.

Once again thank you for your cooperation.

Sincerely,

Kathleen Jorge
North America Sales Director
DELPHI DPSS

Dominic Seto
Global Engineering & Quality Director
DELPHI DPSS