# Part 573 Safety Recall Report 16V-621

**Manufacturer Name :** Ford Motor Company
**Submission Date :** AUG 22, 2016
**NHTSA Recall No. :** 16V-621
**Manufacturer Recall No. :** 16S31

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

**Manufacturer Information :**

Manufacturer Name : Ford Motor Company
Address : 330 Town Center Drive
Suite 500 Dearborn MI 48126-2738
Company phone : 1-866-436-7332

**Population :**

Number of potentially involved : 77,502
Estimated percentage with defect : NR

**Vehicle Information :**

Vehicle 1 : 2013-2015 Ford Taurus
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR
Descriptive Information : Equipped with the 3.5L GTDI Engine
Production Dates : AUG 25, 2011 - MAY 31, 2015
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2013-2015 Ford Taurus Police Interceptor
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR
Descriptive Information : N/A
Production Dates : SEP 08, 2011 - MAY 31, 2015
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 : 2013-2015 Ford Flex
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR
Descriptive Information : Equipped with 3.5L GTDI Engine
Production Dates : SEP 12, 2011 - MAY 29, 2015
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

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| Vehicle 4 : | 2013-2015 Lincoln MKS |
| Vehicle Type : | LIGHT VEHICLES |
| Body Style : | |
| Power Train : | NR |
| Descriptive Information : | Equipped with 3.5L GTDI Engine |
| Production Dates : | AUG 31, 2011 - MAY 31, 2015 |
| VIN Range 1 : | Begin : NR End : NR ☐ Not sequential |

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| Vehicle 5 : | 2013-2015 Lincoln MKT |
| Vehicle Type : | LIGHT VEHICLES |
| Body Style : | |
| Power Train : | NR |
| Descriptive Information : | Equipped with 3.5L GTDI Engine |
| Production Dates : | SEP 12, 2011 - MAY 29, 2015 |
| VIN Range 1 : | Begin : NR End : NR ☐ Not sequential |

**Description of Defect :**

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| Description of the Defect : | On affected vehicles, a component within the fuel Pump Electric Module (PEM) may malfunction due to elevated temperatures within the module. Malfunction of the fuel PEM may result in an open circuit causing a loss of electrical power to the fuel pump. If this occurs, the customer may experience an engine no-start or an engine stall. In some cases, the engine may stall without warning or the ability to restart.<br>Ford is not aware of any reports of accident or injury related to this condition. |
| FMVSS 1 : | NR |
| FMVSS 2 : | NR |
| Description of the Safety Risk : | An engine stall while driving without warning or the ability to restart, can increase the risk of a crash. |
| Description of the Cause : | An increase in electrical currents inherent with the fuel system for 3.5L GTDI for the Taurus, Flex, MKS and MKT vehicles and the fuel pump selections on the police interceptor vehicles may generate enough localized heat to cause transistor pad solder to melt, lift and separate from the Printed Circuit Board within the fuel PEM. |
| Identification of Any Warning that can Occur : | A failure of the fuel PEM may result in a malfunction indicator light (MIL) or a no-start. |

**Supplier Identification :**

**Component Manufacturer**

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| Name : | NR |
| Address : | NR |
| | NR |
| Country : | NR |

**Chronology :**

- March – April 2016: An issue concerning engine stalling related to fuel PEM replacements on 2013-15 Taurus Police vehicles was brought to Ford's Critical Concerns Review Group (CCRG) for review. Analysis of customer reports found the primary symptom to be crank/no-starts, though engine stall while driving was also reported. Analysis of field return parts indicated no differences in physical properties of the returned warranty parts compared to parts from other production periods. Analysis of the supplier's manufacturing records found no identifiable changes in the manufacturing processes that might pertain to these symptoms.
- May – June 2016: Engineering analyzed data from "flight recorders" on a variety of vehicle/powertrain combinations that collected performance data including runtime, driving distance, ambient temperatures and idle time. The data showed that the fuel PEM was exposed to higher than anticipated ambient temperatures in certain vehicles and powertrains.
- July – August 2016: A review of engine calibrations used on the subject vehicles found no changes to engine calibration software that would explain the performance differences. Reports of engine no-start as well as engine stall while driving continued to be received. After extensive analysis, a combination of factors, involving increased electrical demands on the system for certain operating conditions as well as unique police vehicle "duty cycles" (runtime and idle time), were identified as potentially contributing to the subject reports.
- On August 15, 2016, Ford's Field Review Committee reviewed the concern and approved a field action.

**Description of Remedy :**

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| Description of Remedy Program : | Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the fuel Pump Electric Module inspected and replaced if needed. There will be no charge for this service.<br>Ford will forward a copy of the notification letters to dealers to the agency when available. |
| How Remedy Component Differs from Recalled Component : | NR |
| Identify How/When Recall Condition was Corrected in Production : | NR |

**Recall Schedule :**

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| Description of Recall Schedule : | Notification to dealers is expected to occur on August 23, 2016. Mailing of owner notification letters is expected to begin September 12, 2016 and is expected to be completed by September 16, 2016. |
| Planned Dealer Notification Date : | AUG 23, 2016 - AUG 23, 2016 |
| Planned Owner Notification Date : | SEP 12, 2016 - SEP 16, 2016 |

* NR - Not Reported