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September 8, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S31
Certain 2013-2015 Model Year Flex, MKS, MKT, and Taurus Vehicles Equipped
With 3.5L Ecoboost Engines, and 2013-2015 Police Interceptor Sedan Vehicles
Fuel Pump Control Module Inspection and Repair

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Flex	2013-2015	Oakville	September 12, 2011 through May 29, 2015
MKS	2013-2015	Chicago	August 31, 2011 through May 31, 2015
MKT	2013-2015	Oakville	September 12, 2011 through May 29, 2015
Taurus	2013-2015	Chicago	August 25, 2011 through May 31, 2015
Police Interceptor Sedan	2013-2015	Chicago	September 8, 2011 through May 31, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the fuel pump control module may fail, resulting in service engine soon indicator illumination accompanied by the engine not starting or engine stalling. In some cases, the engine may stall while driving without warning or the ability to restart, increasing the risk of a crash.

NOTE: Sufficient quantities of fuel pump control modules are not currently available to repair all vehicles. It is anticipated that sufficient quantities of parts will be available to repair all vehicles in the fourth quarter 2016.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the fuel pump control module and replace it as needed. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will be mailed the week of September 12, 2016, informing owners that parts are not available in sufficient quantities to repair all vehicles. Until parts become available, customers should contact their dealer for service if their vehicle exhibits symptoms of service engine soon indicator illumination, the engine not starting or engine stalling.

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 \$21,000 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 Letters
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

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OASIS ACTIVATION

OASIS was activated on August 23, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on August 23, 2016. Owner names and addresses will be available after parts become available to repair all vehicles.

NOTE: Your FSA VIN Lists 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs when parts are available to repair all vehicles.
- When parts are available to repair all vehicles, 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.

DEALER-OPERATED RENTAL VEHICLES

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

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

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.
- For Police Interceptor Sedan vehicles, dealers are authorized to claim up to 2.0 hours of actual time to remove equipment from the luggage compartment in order to access the fuel pump control module.

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OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with fuel pump control module replacement.

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card
- Transportation assistance
- Courtesy pick-up and delivery of client vehicles

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC04453, Lincoln Loyalty Program Announcement for additional details.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (16S31) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
 - For Police Interceptor Sedan vehicles, dealers are authorized to claim up to 2.0 hours of additional time as related damage using labor operation MT16S31 without contacting the SSSC for approval.
 - Additional labor time over 2.0 hours for Police Interceptor Sedan vehicles requires prior approval from the SSSC via the SSSC Web Contact Site.

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CLAIMS PREPARATION AND SUBMISSION, continued

- 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.
- Submit refunds on a separate repair line.
 - Program Code: 16S31 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- For Lincoln Client Special Handling, reference EFC04453, Lincoln Loyalty Program Announcement and EFC04165, Lincoln Loyalty Rental Claims for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect and replace the fuel pump control module as needed – Flex, Taurus, and Police Interceptor vehicles	16S31B	0.3 Hours
Inspect and replace the fuel pump control module as needed – MKS vehicles	16S31C	0.4 Hours
Inspect and replace the fuel pump control module as needed – MKT vehicles	16S31D	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
AA8Z-9D370-B or AA8Z-9D370-D	Fuel pump control module	1

The DOR/COR number for this recall is 51055.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

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

CERTAIN 2013-2015 MODEL YEAR FLEX, MKS, MKT, TAURUS AND POLICE INTERCEPTOR SEDAN VEHICLES — FUEL PUMP CONTROL MODULE INSPECTION AND REPAIR

OVERVIEW

In some of the affected vehicles, the fuel pump control module may fail, resulting in service engine soon indicator illumination accompanied by the engine not starting or engine stalling. In some cases, the engine may stall while driving without warning or the ability to restart, increasing the risk of a crash. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the fuel pump control module and replace it as needed.

SERVICE PROCEDURE

1. Remove the fuel pump control module. Please follow the Workshop Manual (WSM) procedures in Section 303-04.
2. Inspect the supplier part number on the fuel pump control module. See Figure 1.
 - If the supplier part number suffix **is 5F**, module replacement **is not** required. Reinstall the original fuel pump control module. Please follow the WSM procedures in Section 303-04. No additional service is required.
 - If the supplier part number suffix **is not 5F**, module replacement **is** required. Install a *new* fuel pump control module. Please follow the WSM procedures in Section 303-04.



FIGURE 1

