



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

March 1, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 16S41 – Supplement #3**
Certain 2010-2012 Model Year Escape and 2010-2011 Model Year Mariner Vehicles
with a 3.0L Engine
Fuel Delivery Module Flange Replacement

REF : Safety Recall 16S41 – Supplement #2
Dated: January 11, 2018

New! REASON FOR THIS SUPPLEMENT

- *A review of returned parts and associated claims has shown that long crank and hard start concerns after performing this recall are due to an improperly installed Oetiker® clamp.*
- *The Technical Information section has updates to enhance the Oetiker® clamp installation and recommended Oetiker® clamp pliers that have been found to work best for this procedure.*
- *Subsequent repairs should be claimed as related damage, not service part warranty.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2010-2012	Kansas City	February 26, 2009 through April 29, 2012
Mariner	2010-2011		February 25, 2009 through December 12, 2010

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the Fuel Delivery Module (FDM) may develop a crack in the fuel supply port, which could result in a leak. If a leak is present, customers are likely to detect a fuel odor and/or visible fuel on the ground under the fuel tank. A fuel leak in the presence of an ignition source may increase the risk of a fire.

SERVICE ACTION

Dealers are to replace the fuel delivery module flange following the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles will be notified in four separate mailings. Mailing will begin the week of November 6, 2017. 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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information

Owner Notification Letter

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,

A handwritten signature in dark ink, appearing to read "D. Johnson", written over a light gray, textured background.

David J. Johnson

Safety Recall 16S41 – Supplement #3
Certain 2010-2012 Model Year Escape and 2010-2011 Model Year Mariner Vehicles
with a 3.0L Engine
Fuel Delivery Module Flange Replacement

OASIS ACTIVATION

OASIS was activated on October 25, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on October 25, 2016. Owner names and addresses will be available by February 9, 2018.

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.

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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016, prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

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

New! ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- *For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.*
- 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.

Safety Recall 16S41 – Supplement #3

Certain 2010-2012 Model Year Escape and 2010-2011 Model Year Mariner Vehicles
with a 3.0L Engine
Fuel Delivery Module Flange Replacement

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 a fuel leak from a cracked fuel delivery module fuel supply port.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

New! 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 16S41 is the sub code.
 - *For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.*
- *Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.*

IMPORTANT: Click the radio button on the Related Damage Indicator.

- Submit refunds on a separate repair line.
 - Program Code: 16S41
 - 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.

Safety Recall 16S41 – Supplement #3
Certain 2010-2012 Model Year Escape and 2010-2011 Model Year Mariner Vehicles
with a 3.0L Engine
Fuel Delivery Module Flange Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the Fuel Delivery Module Flange	16S41B	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
GL8Z-9H307-B	Fuel Delivery Module Flange Kit	1	1
4L3Z-9276-AA	Fuel Delivery Module Gasket	1	1
4L2Z-9C385-AA	Fuel Delivery Module Retaining Ring	As Required	
W790451-S900	Oetiker® Clamp	As Required	

The DOR/COR number for this recall is 51090.

To ensure an equitable distribution of service parts, there will be a one-time seed stock of part number GL8Z-9H307-B to dealers beginning September 4, 2017, through the end of the month. Each dealer (with one or more VINs assigned to their dealership) will receive parts equal to approximately 10% of the vehicles assigned to them on their FSA VIN Lists. Every dealer with assigned VIN(s) will receive at least one fuel delivery module flange kit.

Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the seed stock program. When the seed stock order is placed, dealers will be able to view their order on the PTS website under the white SSSC tab. Select the Part Seed Stock Status menu for details.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when fuel delivery module flange kit open ordering begins.

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 2010-2012 MODEL YEAR ESCAPE AND 2010-2011 MODEL YEAR MARINER VEHICLES WITH A 3.0L ENGINE — FUEL DELIVERY MODULE FLANGE REPLACEMENT — **SUPPLEMENT 3**

OVERVIEW

In the affected vehicles, the Fuel Delivery Module (FDM) may develop a crack in the fuel supply port, which could result in a leak. If a leak is present, customers are likely to detect a fuel odor and/or visible fuel on the ground under the fuel tank. A fuel leak in the presence of an ignition source may increase the risk of a fire. Dealers are to replace the fuel delivery module flange.

NEW ! SERVICE PROCEDURE

NEW ! Recommended Tool List:

1/4" Drive Ratchet
1/4" Drive 10mm Shallow Socket
1/4" Drive Torque Wrench
1/2" Drive Breaker Bar
Long Needle Nose Pliers
OLFA® Heavy Duty Adjustable Knife (Or Equivalent)
Hex Key
<i>Oetiker® Clamp Pliers HIP 2000 / 387 (Or Equivalent)</i>
Fuel Storage Tanker
Fuel Tank Wrench

NOTE: *It is crucial when performing this repair that the correct tools and procedures are used. If the Oetiker® clamp is not properly clamped, a long crank or hard start condition will occur due to fuel pressure leak down.*



1. Remove the fuel delivery module (FDM) from the vehicle. Please follow the procedures in Workshop Manual (WSM) Section 310-01.
2. Disconnect the float arm from the fuel level sensor. See Figure 1.

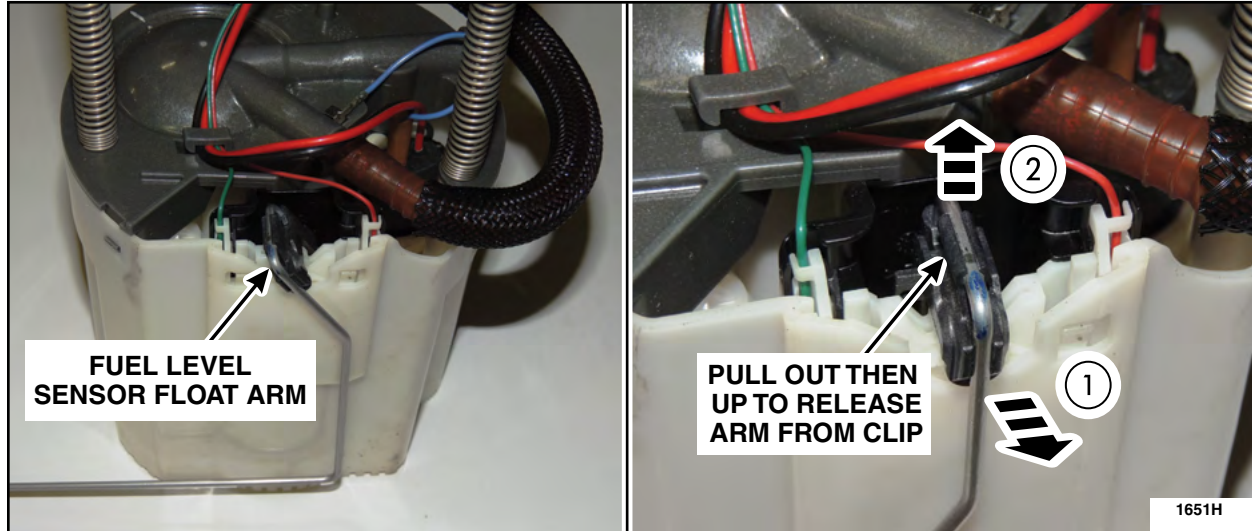


FIGURE 1

NOTE: Do not pull on the wires when disconnecting the electrical connectors.

NOTE: Be sure the rubber seal stays with the black connector during removal and installation.

3. Disconnect the FDM electrical connectors. See Figure 2.

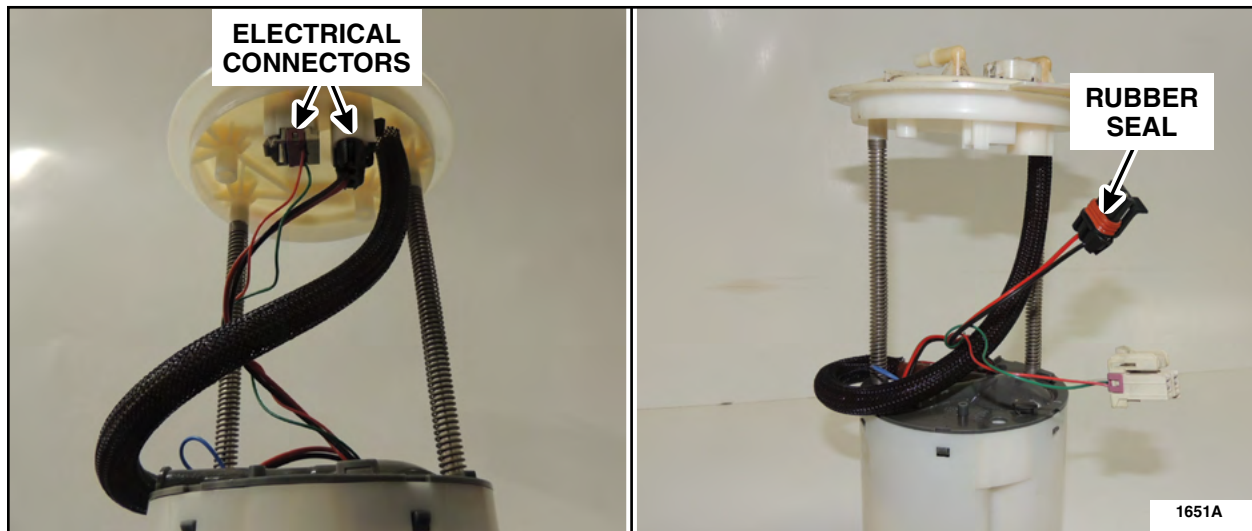


FIGURE 2



4. Using an adjustable blade tool (Olfa® heavy duty knife shown) set to 1/16 in (1 mm) depth, carefully cut the fuel supply tube to release it from the supply port. See Figures 3 and 4.

NOTICE: Use caution not to cut or damage the barbs on the fuel supply port when cutting the fuel supply tube.

NOTE: Cut or damaged barbs on the fuel supply port may result in a long crank or hard start concern due to fuel pressure bleed down.



FIGURE 3

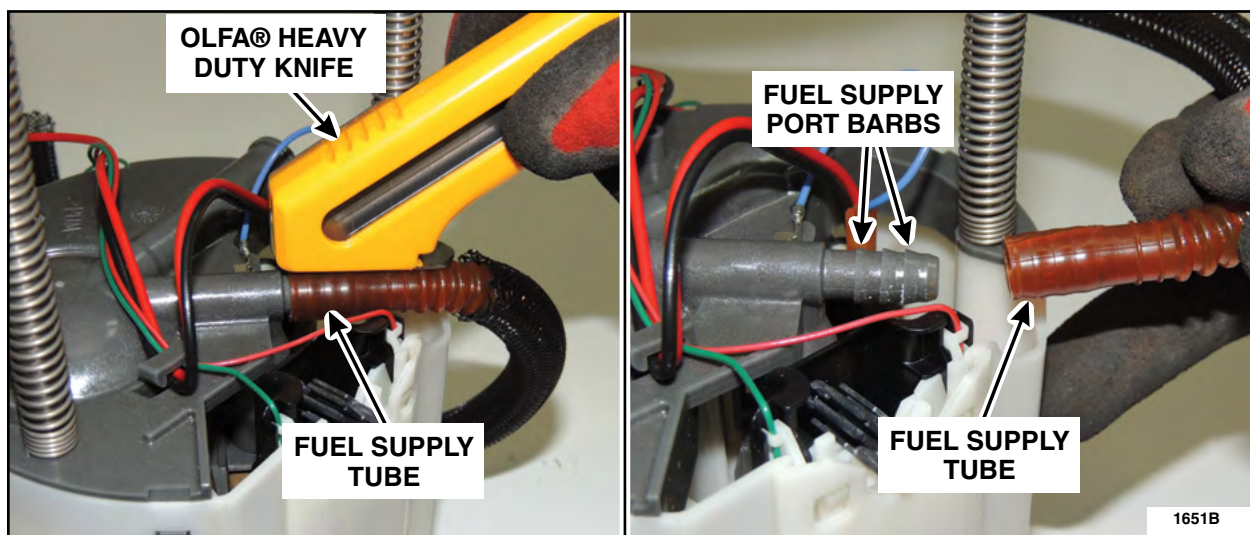


FIGURE 4



5. Using a pair of needle nose pliers, round the lower flared portion of the guide post. When the guide post on each side of the FDM has been sufficiently rounded, the upper flange can be removed.
See Figure 5.

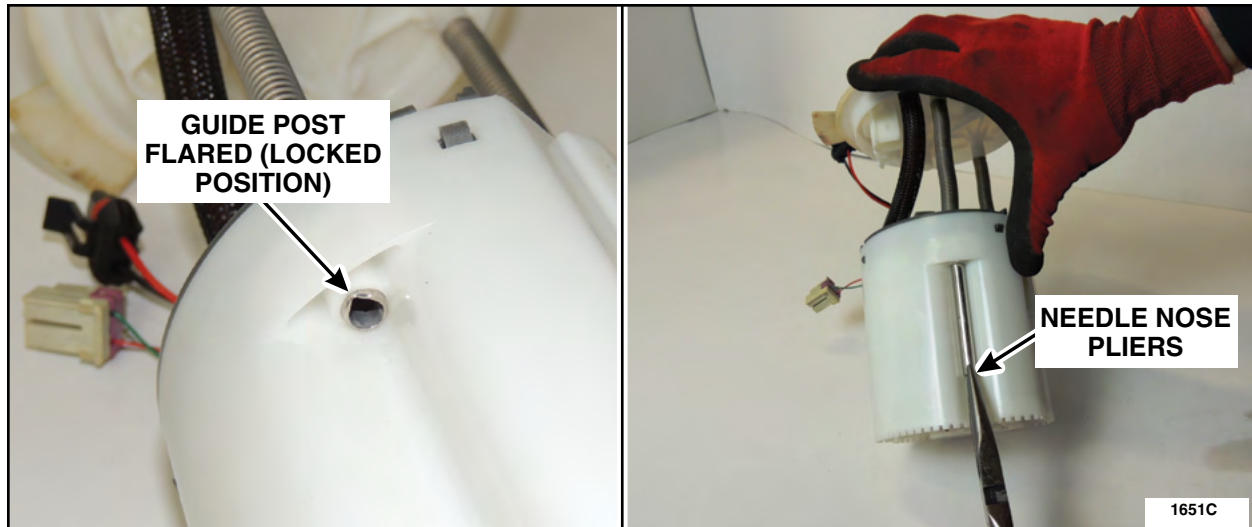


FIGURE 5

6. Remove the guide post springs and the fuel tube anti-abrasive sleeve from the old FDM flange.
See Figure 6.

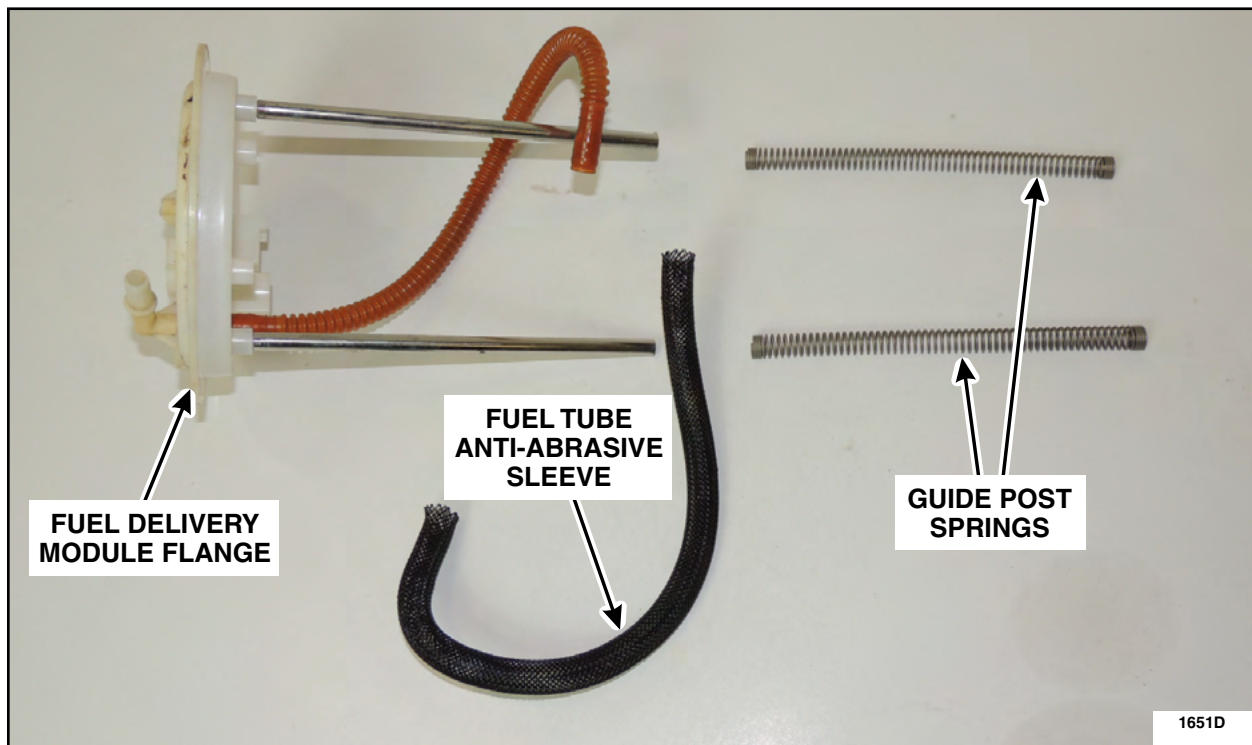


FIGURE 6



7. Install the guide post springs and the fuel tube anti-abrasive sleeve onto the *new* FDM flange.
See Figure 7.

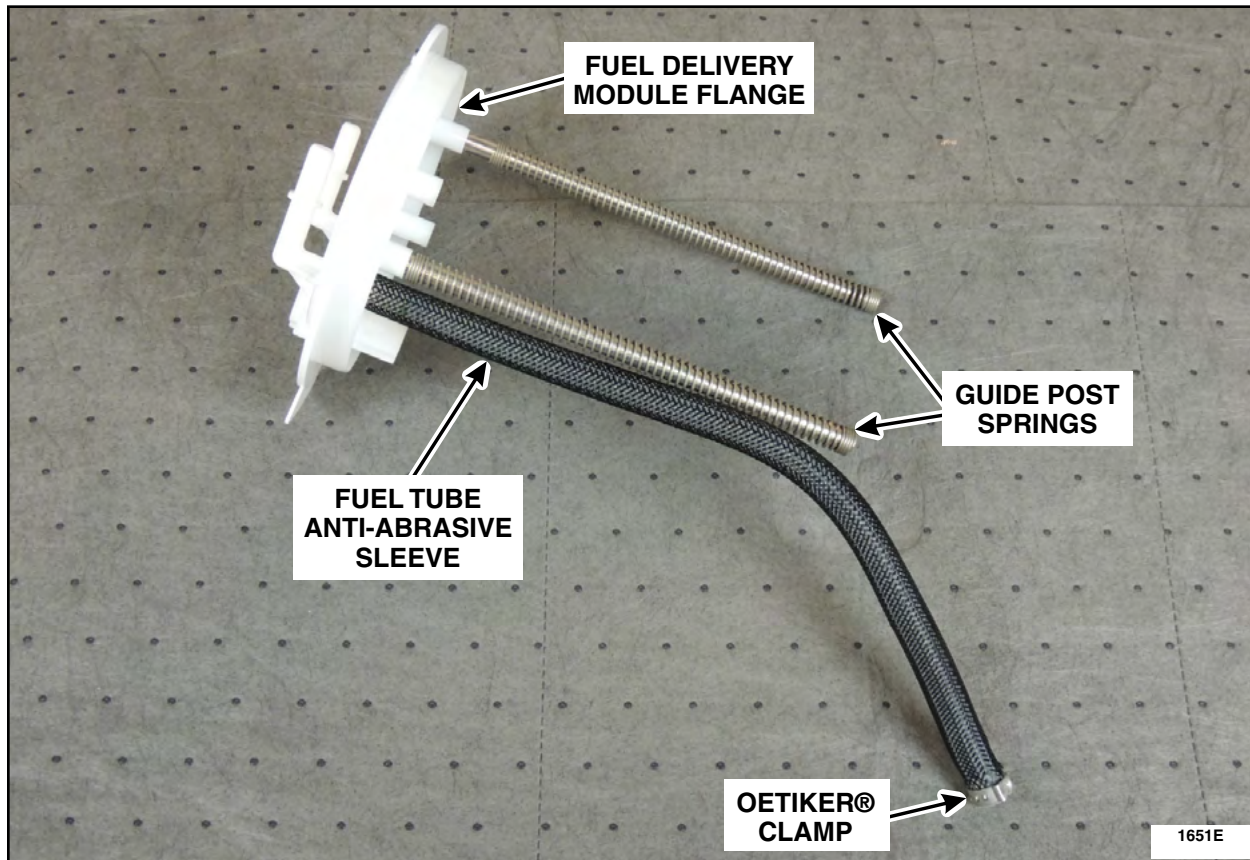


FIGURE 7

8. Connect the new fuel supply tube to the supply port and mark the installation position of the Oetiker® clamp prior to tightening. Improper location can cause a fuel pressure bleed down. See Figure 8.

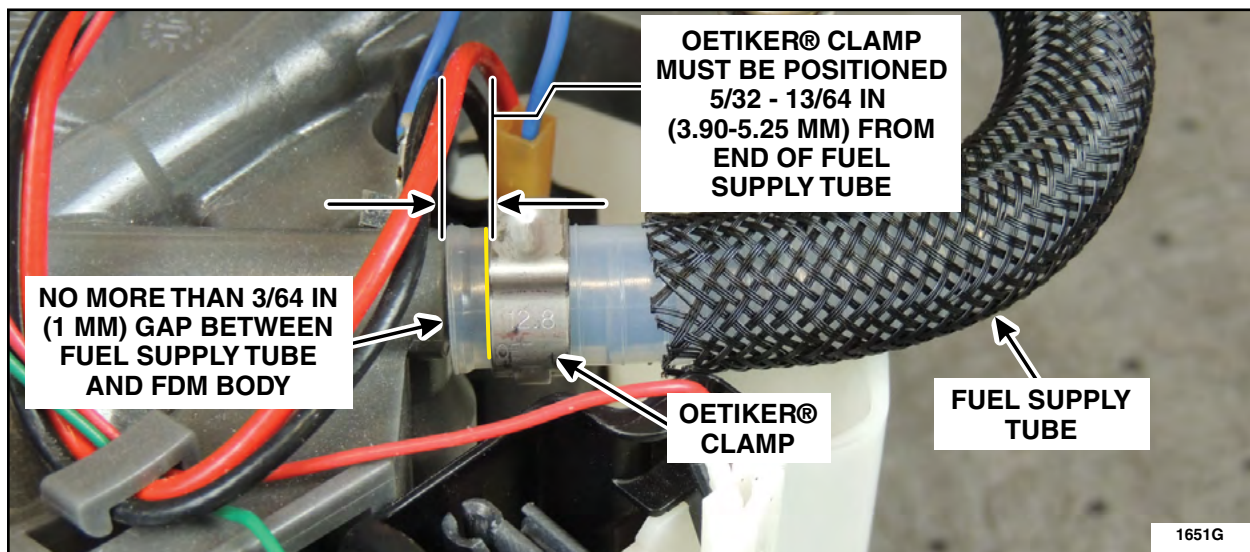


FIGURE 8



9. Tighten the Oetiker® clamp using Oetiker® HIP 2000 / 387 (or equivalent) clamp pliers.
See Figures 9 and 10.

NOTE: Only Oetiker® clamp pliers (or equivalent) should be used to clamp the Oetiker® clamp. If any other type of pliers are used such as side cutters or CV axle clamp pliers, a long crank or hard start condition will likely occur due to fuel pressure bleed down.

NOTE: Do not replace the fuel delivery module or fuel delivery module flange kit for long crank or hard start symptoms that result after performing this repair. In the event an Oetiker® clamp is damaged or improperly clamped during installation, the Oetiker® clamp is available to order separate from the Fuel Delivery Module Flange Kit. Refer to the dealer bulletin for parts ordering information.



FIGURE 9

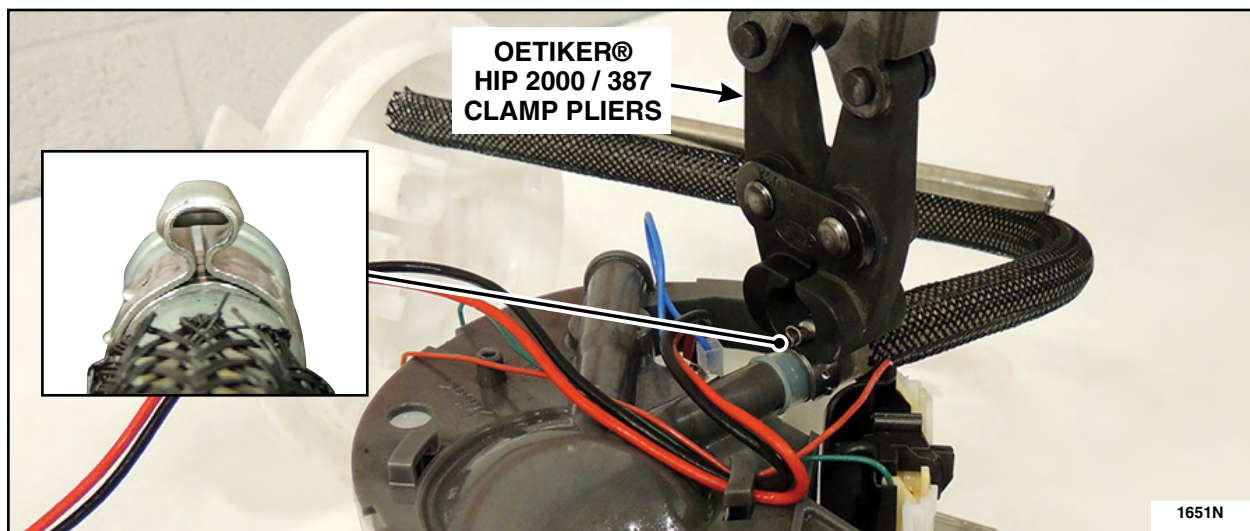


FIGURE 10



10. Install the *new* FDM flange, paying close attention to the proper orientation of the FDM flange to FDM.
See Figures 11 and 12.

- Using a suitable tool, such as a hex key, flare the end of each guide post to secure the flange to the lower module.
- *After both guide posts have been flared, gently pull on the FDM flange to ensure it is properly secured to the FDM.*

NOTE: When installing the *new* FDM flange, the flange must be aligned properly so the ports are pointing towards the sending unit side of the FDM.

NOTICE: When flaring the end of each guide post, only apply enough pressure to prevent the guide post from pulling through the lower module. Using excessive pressure when flaring may cause bending of the guide post, which can limit the necessary travel of the flange. The flared guide post should look similar to Figure 5, and no more than 1/2 in (12.7 mm) of the guide post should be exposed on the bottom side of the FDM after flaring.

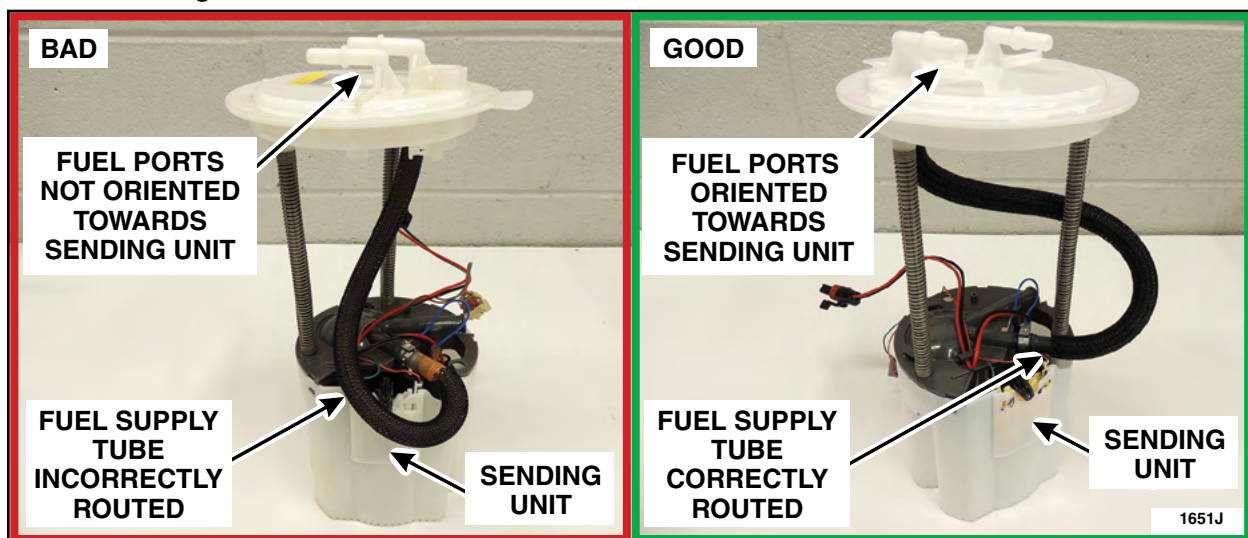


FIGURE 11



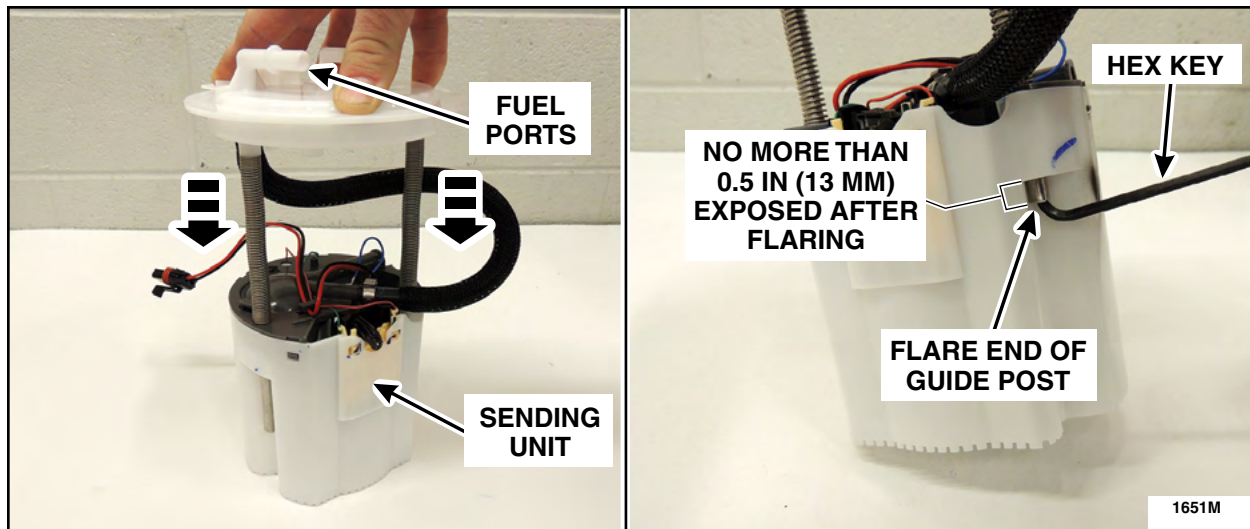


FIGURE 12

11. Connect the FDM electrical connectors. See Figure 2.
12. Install the float arm onto the fuel level sensor. See Figure 1.
13. Reinstall the FDM. Please follow the procedures in WSM Section 310-01.



Ford Motor Company
Recall Reimbursement Plan for 16S41

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall 16S41, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to February 16, 2018. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2015. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2015 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.