



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
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4819/001607/0007



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September 2016

***** IMPORTANT SAFETY RECALL ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 16S31 / NHTSA Recall 16V-621
Aviso de Revisión de Seguridad 16S31**

2014 Flex

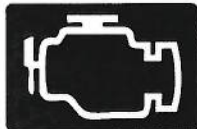
Your Vehicle Identification Number (VIN):

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?



The fuel pump control module on your vehicle may fail, resulting in illumination of the service engine soon indicator (shown to the left) 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.

Parts are not currently available to repair all vehicles.

What should you do?

If your vehicle exhibits symptoms of the service engine soon indicator accompanied by the engine not starting or engine stalling, immediately contact your dealer and request a service appointment for diagnosis and repair relating to Safety Recall 16S31. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter.

If your vehicle does not exhibit these symptoms, Ford will notify you by mail when service parts are available, at which time a service appointment to perform this safety recall may be scheduled.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What will Ford and your dealer do?

When parts are available for Safety Recall 16S31, you will be notified by Ford Motor Company via mail to schedule a service appointment with your dealer to replace your vehicle's fuel pump control module. Parts for 16S31 are anticipated to be available in the fourth quarter 2016.

What will Ford and your dealer do? (continued)

We apologize for any inconvenience these part shortages may cause you. We are working closely with our suppliers to accelerate part availability. Until parts become available, if your vehicle exhibits symptoms of illumination of the service engine soon indicator accompanied by the engine not starting or engine stalling, contact your dealer and request a service date for recall 16S31.

This repair will be completed free of charge (parts and labor).

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for parts and service related to fuel pump control module replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Can we assist you further? (continued)

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 16V-621.

Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

Thank you for your attention to this important matter.

Ford Customer Service Division

