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Ford Motor Company  
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December 7, 2016

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DELIVERY HOLD - Emission Recall 16E04**  
Certain 2016 Model Year Transit Connect Vehicles  
Fuel Filler Pipe Label Correction

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect	2016	Valencia	December 3, 2015 through March 29, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS EMISSION RECALL**

In some of the affected vehicles, the fuel filler pipe identification ring was incorrectly labeled for E85 fuel usage. The use of E85 fuel may result in drivability issues, illuminated Malfunction Indicator Light, and the vehicle may not pass emission or smog tests that may be required in your area.

**SERVICE ACTION**

Before delivering any new in-stock vehicles involved in this recall, dealers are to inspect the fuel filler identification ring, and if necessary remove the "E85" text according to the instructions in Attachment III. This service must be performed at no charge to the vehicle owner.

**NOTE:** The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs prior to vehicle registration renewal. For vehicles registered in these states, please provide the owner with a Vehicle Emission Recall Proof of Correction certificate after the repair has been performed. These certificates may be obtained by contacting your regional office.

**OWNER NOTIFICATION MAILING SCHEDULE**

Pending Agency approval, owner letters are expected to be mailed the week of January 23, 2017. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

**The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory prior to delivery.**

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

**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 black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

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**OASIS ACTIVATION**

OASIS will be activated on December 7, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by December 7, 2016. Owner names and addresses will be available by February 3, 2017.

**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.

**STOCK VEHICLES**

- Use OASIS to identify and correct all affected vehicles in your new and used vehicle inventory.

**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
- 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.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**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 16E04 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- **Provision for Locally Obtained Supplies:** An allowance is provided for locally obtaining Acetone Solvent when using labor operation 16E04B.
  - Program Code: 16E04                      - Misc. Expense: OTHER
  - Misc. Expense: Claim actual cost up to \$10.00

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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Inspect Fuel Filler Pipe Identification Ring – No action required / “E85” marking not present	16E04A	0.2 Hours
Inspect Fuel Filler Pipe Identification Ring – Remove “E85” marking	16E04B	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>
Obtain Locally	Acetone Solvent and Masking Tape	Claim as MISC OTHER