



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,



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.