



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

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

January 11, 2018

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

**SUBJECT:** **Safety Recall 16S41 – Supplement #2**  
 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  
 Dated: August 29, 2017

Safety Recall 16S41 – Supplement #1  
 Dated: October 26, 2017

**New! REASON FOR THIS SUPPLEMENT**

- *The Oetiker® clamp is now available to order separate from the Fuel Delivery Module Flange Kit. In the event an Oetiker® clamp is damaged during installation, only the clamp should be ordered. Refer to Attachment II – Labor Allowances and Parts Ordering Information for details.*

**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*

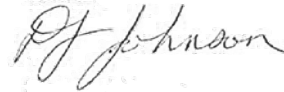
Owner Notification Letter

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

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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.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

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

- 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**

- **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.

**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.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- 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.

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**LABOR ALLOWANCES**

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

**New! 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 1 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

### 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

#### 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   |
| Oetiker® Clamp Pliers                             |
| Fuel Storage Tanker                               |
| Fuel Tank Wrench                                  |



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.

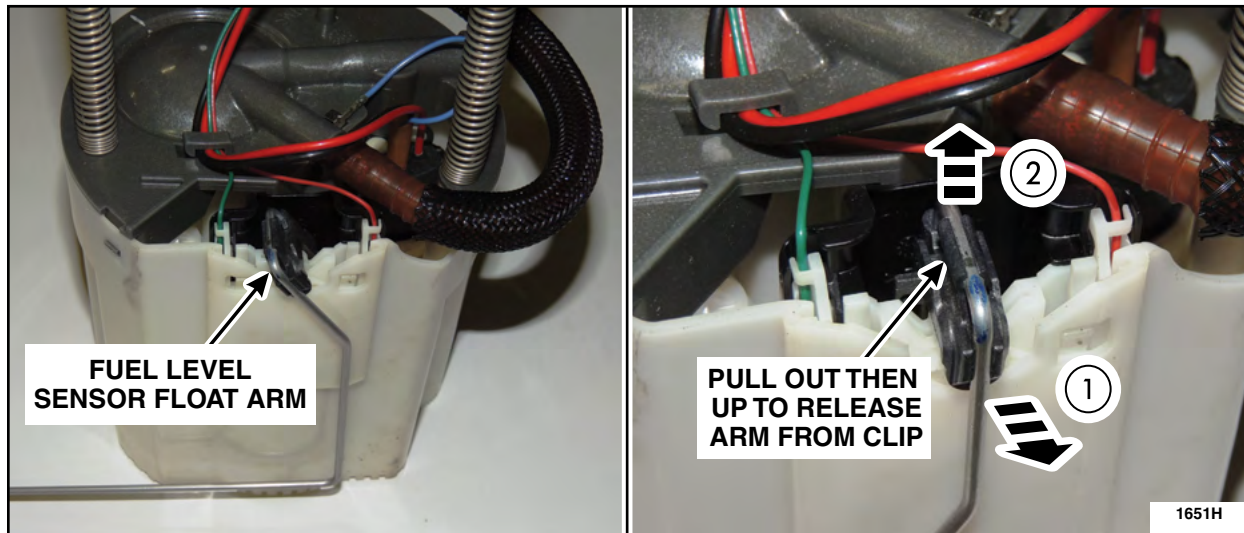


FIGURE 1

**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.

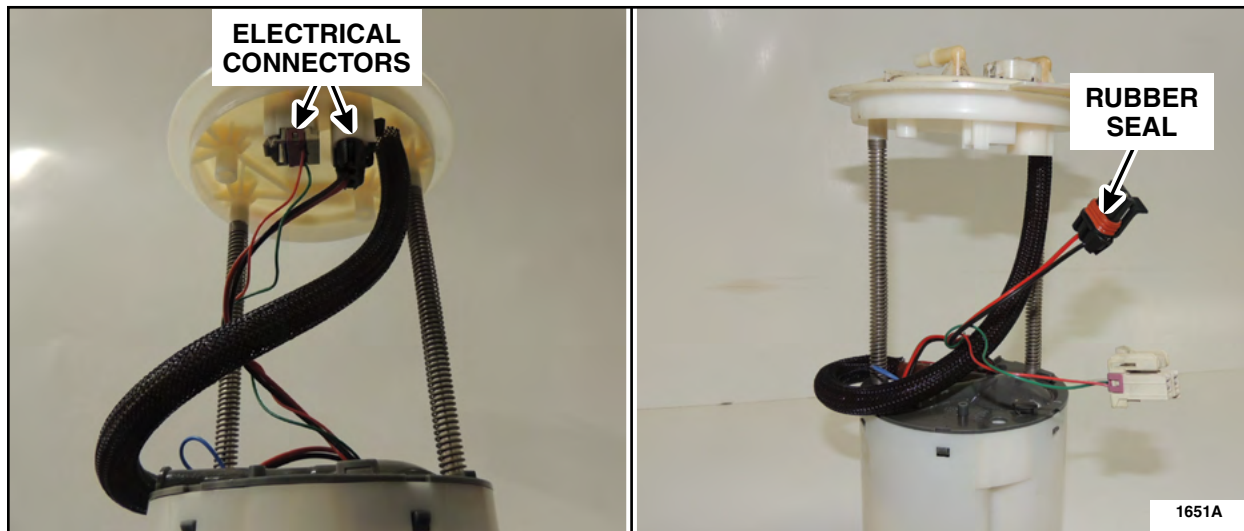


FIGURE 2



- 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

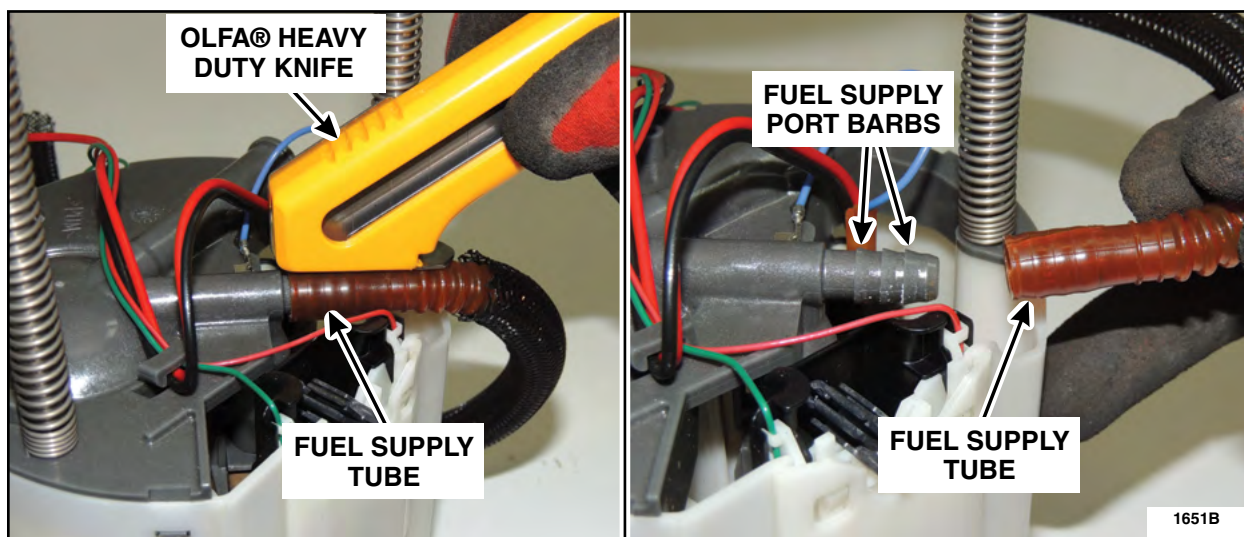


FIGURE 4





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.

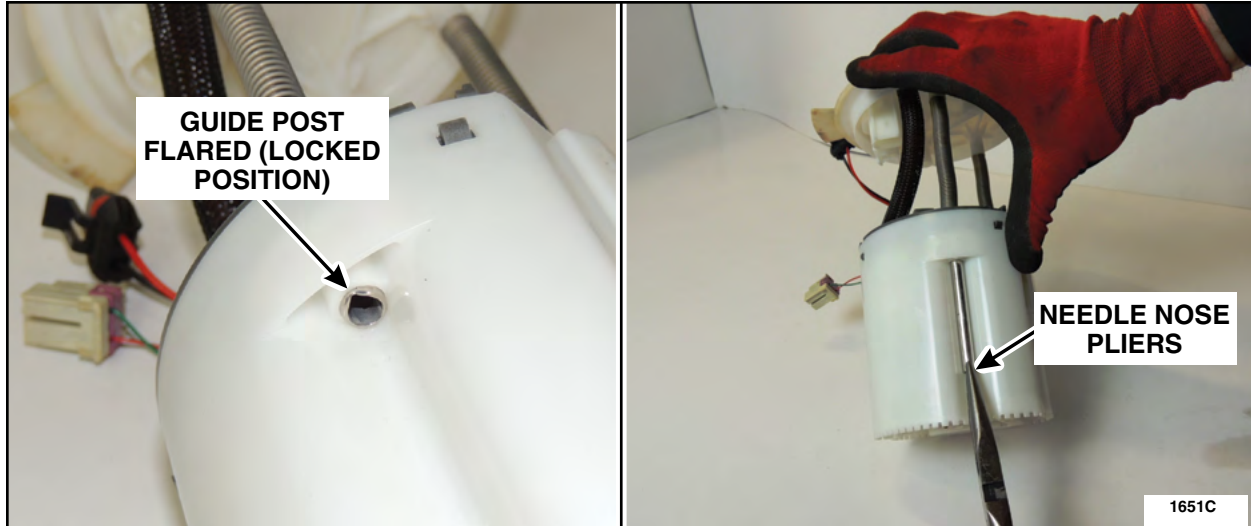


FIGURE 5

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

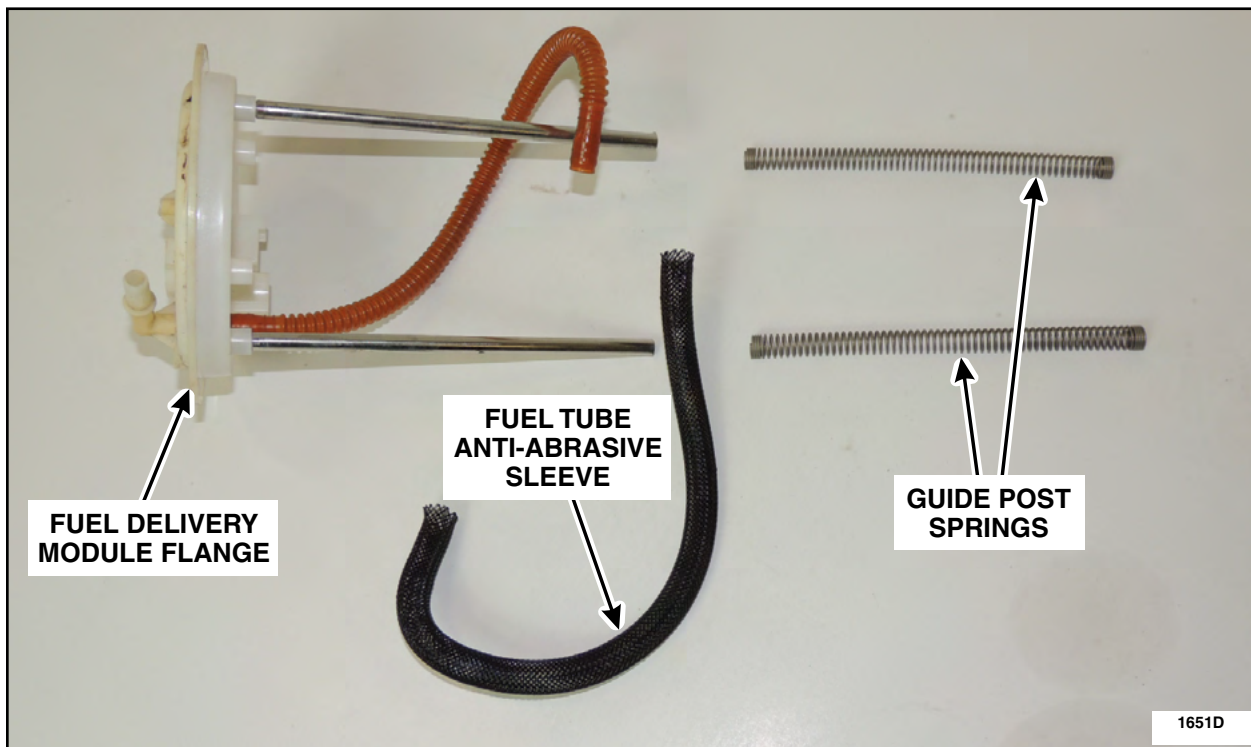


FIGURE 6



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

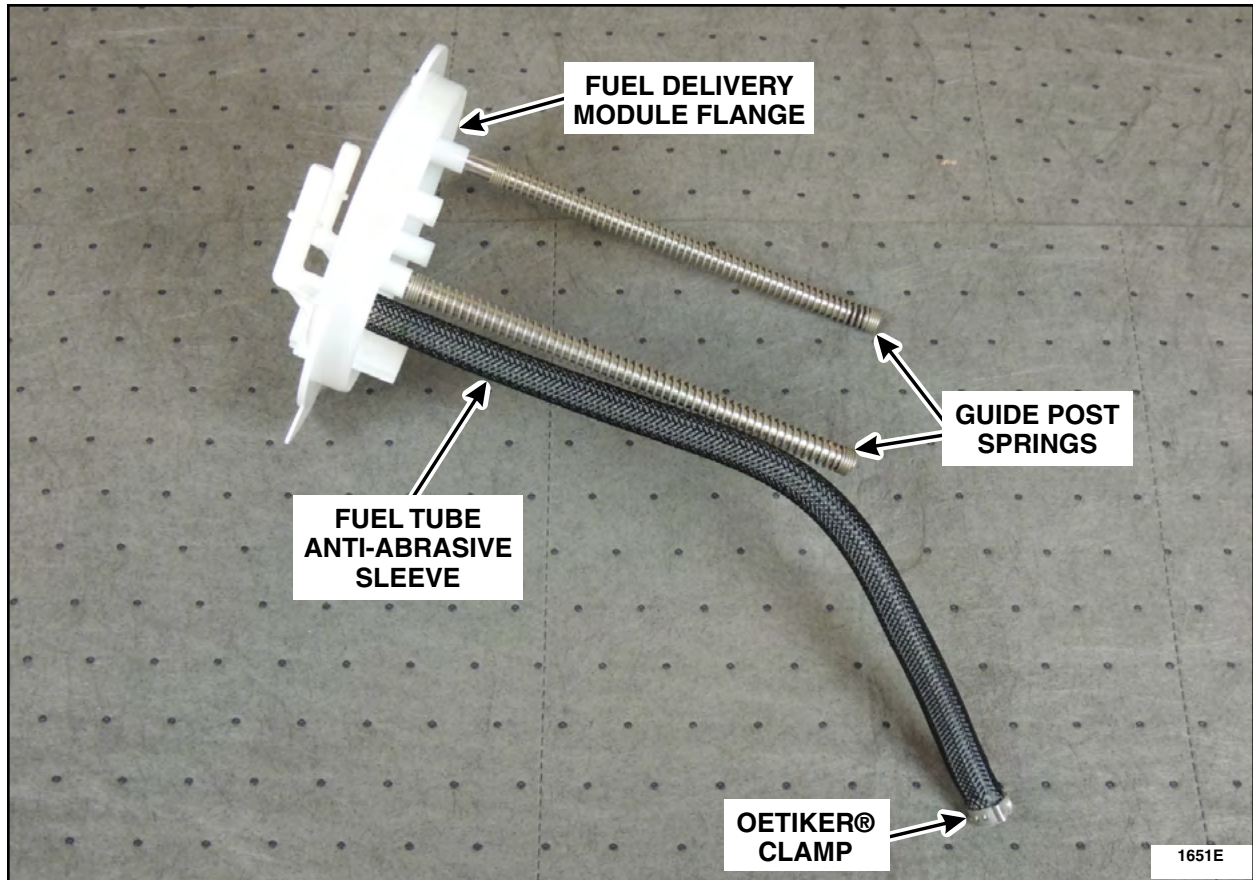


FIGURE 7



8. Install the *new* FDM flange, paying close attention to the proper orientation of the FDM flange to FDM. See Figure 8.

- Using a suitable tool, such as a hex key, flare the end of each guide post to secure the flange to the lower module.

**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.

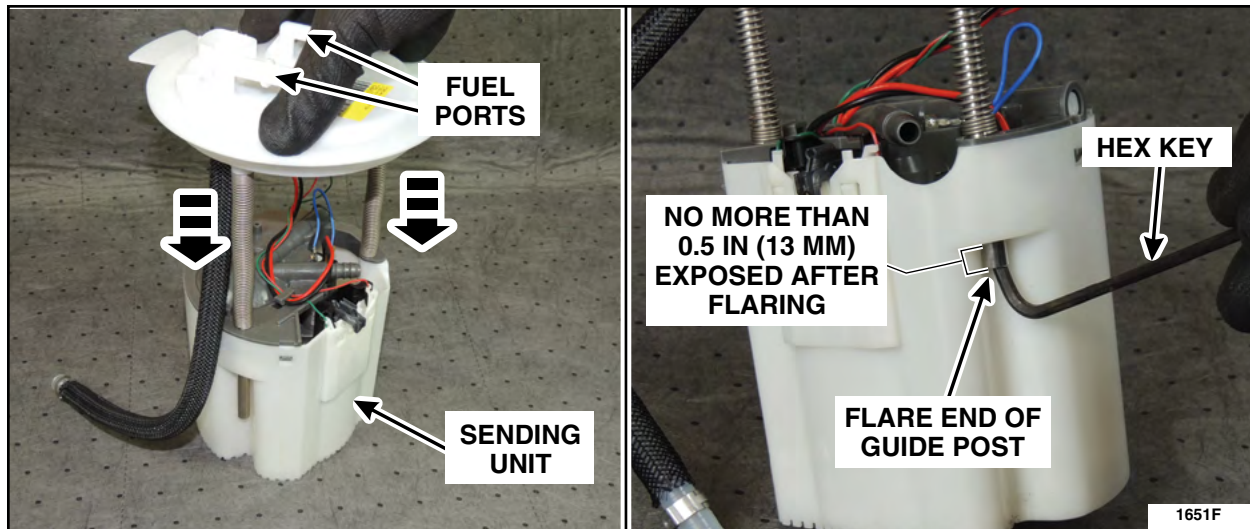


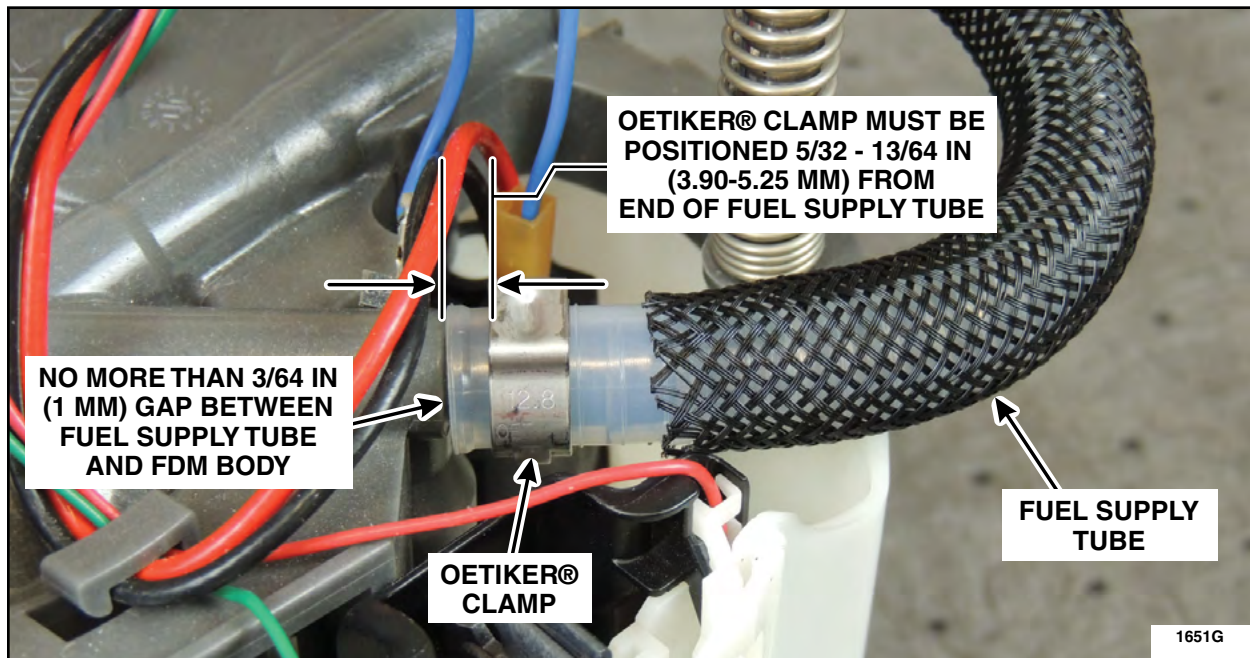
FIGURE 8



9. Connect the *new* fuel supply tube to the supply port and tighten the Oetiker® clamp using Oetiker® clamp pliers. See Figure 9.

**NOTE:** The Oetiker® clamp must be positioned properly and tightened using Oetiker® clamp pliers only. Do not use side-cutter pliers to tighten the Oetiker® clamp. If the fuel supply tube or clamp are not positioned properly or the clamp is tightened using anything other than Oetiker® clamp pliers, this may result in a long crank or hard start concern due to fuel pressure bleed down.

**NOTE:** *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**

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

