



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

December 20, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S46
Certain 2016 Model Year Taurus, 2017 Model Year Explorer and Police Interceptor Utility, and 2016-2017 Model Year Flex and MKT vehicles equipped with a 3.5L EcoBoost Engine
Turbocharger Oil Supply Tube Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Taurus	2016	Chicago	October 18, 2016 through November 2, 2016
Explorer	2017		October 15, 2016 through November 12, 2016
Police Interceptor Utility			November 2, 2016 through November 2, 2016
Flex	2016-2017	Oakville	October 18, 2016 through November 10, 2016
MKT			October 18, 2016 through November 10, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, improperly brazed turbocharger oil supply tubes may leak engine oil on the turbocharger and surrounding components. An oil leak in the presence of an ignition source may increase the risk of fire.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the turbocharger oil supply tubes for leaks and replace if a leak is present. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

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:

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.

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,



Michael A. Berardi

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S46

Certain 2016 Model Year Taurus, 2017 Model Year Explorer and Police Interceptor Utility, and 2016-2017 Model Year Flex and MKT vehicles equipped with a 3.5L EcoBoost Engine Turbocharger Oil Supply Tube Inspection

OASIS ACTIVATION

OASIS will be activated on December 20, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 20, 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

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and 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 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
 - Lincoln vehicles – 4 years or 50,000 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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S46

Certain 2016 Model Year Taurus, 2017 Model Year Explorer and Police Interceptor Utility, and 2016-2017 Model Year Flex and MKT vehicles equipped with a 3.5L EcoBoost Engine Turbocharger Oil Supply Tube Inspection

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

LINCOLN PICKUP AND DELIVERY

Owners of 2017 model year and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner, from their dealership. For details, reference EFC04786 National Launch of Lincoln Pickup and Delivery New Owner Privileges.

LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC04453, Lincoln Loyalty Program Announcement for additional details

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 (16S46) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- For Lincoln Client Special Handling, reference EFC04453, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.
- **Provision for Locally Obtained Supplies:** An allowance is provided for locally obtaining Dye-Lite® Gasoline Engine Oil Dye.
 - Program Code: 16S46
 - Misc. Expense: OTHER
 - Misc. Expense: Claim actual cost up to \$10

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S46

Certain 2016 Model Year Taurus, 2017 Model Year Explorer and Police Interceptor Utility, and 2016-2017 Model Year Flex and MKT vehicles equipped with a 3.5L EcoBoost Engine Turbocharger Oil Supply Tube Inspection

LABOR ALLOWANCES

Description		Labor Operation	Labor Time
Inspect Turbocharger Oil Supply Tubes for Leaks – PASS/NO LEAKS (all vehicles)		16S46A	0.6
Replace RH Turbocharger Oil Supply Tube (includes inspect)	Explorer and Police Interceptor Utility	16S46B	1.9
	Taurus		2.0
	Flex and MKT		2.3
Replace LH Turbocharger Oil Supply Tube (includes inspect)	Explorer and Police Interceptor Utility	16S46C	1.2
	Taurus		
	Flex and MKT		
Replace BOTH Turbocharger Oil Supply Tubes (includes inspect)	Explorer and Police Interceptor Utility	16S46D	2.3
	Taurus		2.4
	Flex and MKT		2.8

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
-9G440- refer to catalog	RH Turbocharger Oil Supply Tube	1 (as required)	1 (as required)
-9T516- refer to catalog	LH Turbocharger Oil Supply Tube	1 (as required)	1 (as required)
XO-5W30-QSP	5W-30 Motorcraft Premium Synthetic Blend Motor Oil (12 quarts per package, up to 1 quart may be required)	1	1
Obtain Locally	Dye-Lite® Gasoline Engine Oil Dye	1 Fluid Oz. Bottle	MISC OTHER

The DOR/COR number for this recall is 51068.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Less than 5% of the affected vehicle population is expected to require turbocharger oil supply tube replacement.

DEALER PRICE

For latest prices, refer to DOES II.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S46

Certain 2016 Model Year Taurus, 2017 Model Year Explorer and Police Interceptor Utility, and 2016-2017 Model Year Flex and MKT vehicles equipped with a 3.5L EcoBoost Engine Turbocharger Oil Supply Tube Inspection

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.