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Ford Motor Company
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August 19, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #4**
Certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police
Interceptor Utility and Sedan Vehicles
Fuel Delivery Module Replacement

Ref: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #3**
Dated July 19, 2013

New! REASON FOR THIS SUPPLEMENT

- Provide details of Fusion and MKZ Owner Part Availability Letter mailings that will begin the week of August 19, 2013.
- Provide updated information on service parts availability and seed stock parts that have been shipped.
- Encourage dealers to use either the Special Service Support Center parts order Email or Fax numbers for improved parts order processing.

AFFECTED VEHICLES

Certain 2013 model year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police Interceptor Utility and Sedan vehicles as follows:

Vehicle	Assembly Plant	Build Date Range
Explorer	Chicago	Job 1 through January 10, 2013
Police Interceptor Utility	Chicago	Job 1 through January 10, 2013
Police Interceptor Sedan	Chicago	Job 1 through December 21, 2012
Taurus	Chicago	Job 1 through December 21, 2012
MKS	Chicago	Job 1 through December 21, 2012
Flex	Oakville	Job 1 through January 2, 2013
MKT	Oakville	Job 1 through January 31, 2013
Fusion	Hermosillo	Job 1 through February 11, 2013
MKZ	Hermosillo	Job 1 through February 25, 2013

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available May 30, 2013.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, over time, some of the fuel delivery modules in the fuel tank may develop a crack in the outlet port fitting that could result in a fuel leak. If a leak occurs, a customer may report symptoms of a fuel odor or liquid fuel leak. Fuel leakage in the presence of an ignition source may result in a fire.

New! SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the fuel delivery module. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: *Parts are available in sufficient quantities to begin repairing all vehicles. Refer to Parts Requirements and Ordering Information in attachment II for instructions on ordering parts through the Special Service Support Center.*

NOTE: A small number of Fusion/MKZ vehicles having specific December 2012 through February 2013 build dates may have been built with updated parts. An inspection can be performed on vehicles within the identified build dates to determine if they can be removed from this program. Refer to Attachment III, Technical Instructions, for applicable vehicle build dates and inspection information.

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emission related 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 if one is requested by the owner. These certificates may be obtained by contacting your regional office.

New! OWNER NOTIFICATION MAILING SCHEDULE

Explorer, Taurus, MKS, Flex, MKT, and Police Interceptor Utility and Sedan vehicles:
Owner letters mailed July 19, 2013.

Fusion and MKZ vehicles:

Owner letters advising customers to contact their dealers to schedule repairs will begin mailing the week of August 19, 2013.

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 \$7,000 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*
- Attachment IV: Dealer Q & A*
- Attachment V: Fuel Delivery Module Cross Reference Chart*
- Attachment VI: Lincoln Owner Special Handling (Lincoln Dealers Only)*
- Owner Notification Letters*

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621
Special Service Support Center (Parts Ordering) 1-800-207-2444

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #4
Certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and
Police Interceptor Utility and Sedan Vehicles - Fuel Delivery Module Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on May 30, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 30, 2013. Owner names and addresses will be available after all owner mailings have been completed (estimated September 2013).

NOTE: Your FSA VIN list 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.

New! 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.

New! SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

NOTE: *Parts are available in sufficient quantities to begin repairing all vehicles. Refer to Parts Requirements and Ordering Information in attachment II for instructions on ordering parts through the Special Service Support Center.*

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

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ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

For customer vehicles exhibiting a leak; when you call the Special Service Support Center to order a part, an approval code will be provided for a customer rental per ESP guidelines while the vehicle is waiting for a part. If you have a unique circumstance which may require additional rental vehicle needs, please contact the Special Service Support Center at 1-800-325-5621.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "RENTAL". Rental for customer vehicles that exhibit a leak requires prior approval from the Special Service Support Center.
- On applicable Fusion and MKZ vehicles, if an inspection was performed and the Inspection Failed, labor operation 13S04FF must be submitted for payment before a final repair (13S04E) is submitted for payment. Note that labor operation 13S04AA is a final repair and will close the safety recall for the specified VIN.
- See Attachment VI for claiming instructions related to Lincoln Owner Special Handling.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #4

Certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police Interceptor Utility and Sedan Vehicles - Fuel Delivery Module Replacement

LABOR ALLOWANCES**Explorer / Police Interceptor Utility**

Powertrain	Description	Labor Operation	Labor Time
2.0L EcoBoost (GTDI) FWD	Replace FDM*	13S04B	2.2 Hours
3.5L TiVCT FWD	Replace FDM*		2.1 Hours
3.5L TiVCT 4WD	Replace FDM *		2.5 Hours
3.5L EcoBoost (GTDI)	Replace FDM*		2.7 Hours
3.7L TiVCT FWD	Replace FDM *		2.3 Hours
3.7L TiVCT AWD	Replace FDM*		2.8 Hours

Taurus / MKS / Police Interceptor Sedan

Powertrain	Description	Labor Operation	Labor Time
2.0L EcoBoost (GTDI) 3.5L EcoBoost (GTDI)	Replace FDM*	13S04C	1.2 Hours
3.5L/3.7 TiVCT	Replace FDM*		1.1 Hours
Police Interceptor Sedan	Replace FDM* (includes R&I side impact reinforcement)		1.4 Hours

Flex / MKT

Powertrain	Description	Labor Operation	Labor Time
2.0L EcoBoost (GTDI) FWD 3.5L TiVCT FWD	Replace FDM*	13S04D	2.2 Hours
3.5L TiVCT AWD	Replace FDM*		2.7 Hours
3.5L EcoBoost (GTDI)	Replace FDM*		2.9 Hours
3.7L TiVCT FWD	Replace FDM*		2.4 Hours
3.7L TiVCT AWD	Replace FDM*		2.8 Hours

* Includes transfer of fuel level sending unit if applicable.

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LABOR ALLOWANCES (Continued)

Fusion / MKZ – FDM Replacement Labor Time

Powertrain	Description	Labor Operation	Labor Time
1.6L EcoBoost (GTDI)	Replace FDM*	13S04E	2.4 Hours
2.0L EcoBoost (GTDI) AWD 3.7L TiVCT AWD	Replace FDM*		2.7 Hours
2.0L EcoBoost (GTDI) FWD 2.0L HEV 2.5L iVCT 3.7L TiVCT FWD	Replace FDM*		2.3 Hours

* Includes transfer of fuel level sending unit if applicable.

Fusion / MKZ – FDM Inspection (Pass/Fail) Labor Times

Powertrain	Description	Labor Operation	Labor Time
1.6L EcoBoost (GTDI) 3.7L TiVCT FWD	Inspect FDM – INSPECTION PASS (Includes Fuel Tank R&I)	13S04AA	2.1 Hours
2.0L EcoBoost (GTDI) AWD	Inspect FDM – INSPECTION PASS (Includes Fuel Tank R&I)		2.3 Hours
2.0L EcoBoost (GTDI) FWD 2.0L HEV 2.5L iVCT	Inspect FDM – INSPECTION PASS (Includes Fuel Tank R&I)		2.0 Hours
3.7L TiVCT AWD	Inspect FDM – INSPECTION PASS (Includes Fuel Tank R&I)		2.4 Hours
1.6L EcoBoost (GTDI) 3.7L TiVCT FWD	Inspect FDM – INSPECTION FAILED (Does NOT Close Program) **	13S04FF	2.1 Hours
2.0L EcoBoost (GTDI) AWD	Inspect FDM – INSPECTION FAILED (Does NOT Close Program) **		2.3 Hours
2.0L EcoBoost (GTDI) FWD 2.0L HEV 2.5L iVCT	Inspect FDM – INSPECTION FAILED (Does NOT Close Program) **		2.0 Hours
3.7L TiVCT AWD	Inspect FDM – INSPECTION FAILED (Does NOT Close Program) **		2.4 Hours

** When claiming this labor operation, it must be submitted for payment before the final repair is submitted for payment. See "Claims Preparation and Submission".

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PARTS REQUIREMENTS / ORDERING INFORMATION

VIN Specific Parts List Tool:

A new web application has been developed to assist in managing parts complexity. Use the web link below to access the tool. Enter a vehicle's VIN to generate a list of parts for that vehicle (including alternate part numbers, unit of issue, and quantity required).

The VIN Specific Parts List Tool application link is located in the web index box for this recall at FMCDealer.com, or go to:

<https://www.techhotline.dealerconnection.com/dealerpa/LookUp13S04.aspx>

VIN Specific Parts List Tool Example:

Enter VIN:



Safety Recall Notice 13S04 _ VIN Specific Parts List 18 Jul, 2013

NOTE: Validate current FSA status for this vehicle through OASIS

Vehicle Identification Number: 3FA6P0D92DR

Vehicle Line	Fusion
Engine	2.0L EcoBoost
Drive Type	AWD
Emissions	N/A

Part Name	Part Number	Unit of Issue	Quantity Required
Fuel Delivery Module (FDM)	DG9Z-9A407-A	1	1
FDM - Alternate 1	DG9Z-9H307-R		
FDM - Alternate 2	N/A		
FDM - Alternate 3	N/A		
FDM O-Ring	4L3Z-9Z76-AA	1	1
Pinion Flange Bolt Sets	5F9Z-4682-AA	1 SET	3 SETS
Exhaust Flange Nut	W520103-S442	4	2
Exhaust Flange Nut Alternate	W520414-S441		
Exhaust Flange Gasket	CV6Z-9450-D	1	1
Carrier Bearing Bolts	W712154-S439	4	2

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Explorer / Police Interceptor Utility Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring	Pinion Flange Bolt Sets (Unit of Issue 3 Sets)	Exhaust Flange Nuts (Unit of Issue 4)	Exhaust Flange Gasket (Unit of Issue 1)
3.5L TiVCT FWD (Flex Fuel – 49 State Emissions)	DB5Z-9A407-A DB5Z-9H307-C	4L3Z-9276-AA	NA	NA	NA
3.5L TiVCT FWD (Non-Flex Fuel - California / Green State Emissions)	DA8Z-9H307-L DB5Z-9A407-A DB5Z-9H307-C	4L3Z-9276-AA	NA	NA	NA
3.5L TiVCT 4WD (Flex Fuel – 49 State Emissions)	DB5Z-9A407-A DB5Z-9H307-C	4L3Z-9276-AA	W790063-S900 3 sets / vehicle	NA	NA
3.5L TiVCT 4WD (Non-Flex Fuel - California / Green State Emissions)	DA8Z-9H307-L DB5Z-9A407-A DB5Z-9H307-C	4L3Z-9276-AA	W790063-S900 3 sets / vehicle	NA	NA
3.7L TiVCT FWD (Flex Fuel – 49 State Emissions)	DB5Z-9A407-A DB5Z-9H307-C	4L3Z-9276-AA	NA	W714265-S441 4 nuts / vehicle	DA5Z-9450-A 1 gasket / vehicle
3.7L TiVCT FWD (Non-Flex Fuel - California / Green State Emissions)	DA8Z-9H307-L DB5Z-9A407-A DB5Z-9H307-C	4L3Z-9276-AA	NA	W714265-S441 4 nuts / vehicle	DA5Z-9450-A 1 gasket / vehicle
3.7L TiVCT 4WD (Flex Fuel – 49 State Emissions)	DB5Z-9A407-A DB5Z-9H307-C	4L3Z-9276-AA	W790063-S900 3 sets / vehicle	W714265-S441 4 nuts / vehicle	DA5Z-9450-A 1 gasket / vehicle
3.7L TiVCT 4WD (Non-Flex Fuel - California / Green State Emissions)	DA8Z-9H307-L DB5Z-9A407-A DB5Z-9H307-C	4L3Z-9276-AA	W790063-S900 3 sets / vehicle	W714265-S441 4 nuts / vehicle	DA5Z-9450-A 1 gasket / vehicle
2.0L EcoBoost (GTDI) FWD	DA8Z-9A407-A DA8Z-9H307-H	4L3Z-9276-AA	NA	NA	NA
3.5L EcoBoost (GTDI)	DA8Z-9A407-B DA8Z-9H307-K	4L3Z-9276-AA	W790063-S900 3 sets / vehicle	W714265-S441 4 nuts / vehicle	7T4Z-9450-AA 2 gaskets / vehicle
<ul style="list-style-type: none"> • Bold part numbers are the primary part being built in for this recall, non-bold part numbers are alternate parts. • The Special Service Support Center will verify the correct FDM part number and place the order based upon availability. The VIN is required by the SSSC to validate the FDM part number required. 					

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Taurus / Police Interceptor Sedan Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring
3.5L TiVCT FWD Taurus (Flex Fuel – 49 State Emissions)	DG1Z-9A407-B DG1Z-9H307-R	4L3Z-9276-AA
3.5L TiVCT FWD Taurus (Non-Flex Fuel - California / Green State Emissions)	DA5Z-9H307-H DG1Z-9A407-B DG1Z-9H307-R DA5Z-9H307-G	4L3Z-9276-AA
3.5L/3.7 TiVCT AWD Taurus (Flex Fuel – 49 State Emissions)	DG1Z-9A407-A DG1Z-9H307-P	4L3Z-9276-AA
3.5L/3.7 TiVCT AWD Taurus (Non-Flex Fuel - California / Green State Emissions)	DG1Z-9H307-S DG1Z-9A407-A DG1Z-9H307-P	4L3Z-9276-AA
3.5L/3.7 TiVCT FWD and AWD Police Interceptor Sedan (Flex Fuel – 49 State Emissions)	DG1Z-9A407-A DG1Z-9H307-P	4L3Z-9276-AA
3.5L/3.7 TiVCT FWD and AWD Police Interceptor Sedan (Non-Flex Fuel - California / Green State Emissions)	DG1Z-9H307-S DG1Z-9A407-A DG1Z-9H307-P	4L3Z-9276-AA
2.0L EcoBoost (GTDI) FWD Taurus	DG1Z-9A407-C DG1Z-9H307-N	4L3Z-9276-AA
3.5L EcoBoost (GTDI) <i>(All applications – Taurus and Police)</i>	DA5Z-9A407-A DA5Z-9H307-F	4L3Z-9276-AA
<ul style="list-style-type: none"> • Bold part numbers are the primary part being built in for this recall, non-bold part numbers are alternate parts. • The Special Service Support Center will verify the correct FDM part number and place the order based upon availability. The VIN is required by the SSSC to validate the FDM part number required. 		

MKS Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring
3.7L TiVCT FWD (Non-Flex Fuel)	DA5Z-9H307-H DG1Z-9A407-B DA5Z-9H307-G	4L3Z-9276-AA
3.7L TiVCT AWD (Non-Flex Fuel)	DG1Z-9H307-S DG1Z-9A407-A DG1Z-9H307-P DG1Z-9H307-M	4L3Z-9276-AA
3.5L EcoBoost (GTDI)	DA5Z-9A407-A DA5Z-9H307-F	4L3Z-9276-AA
<ul style="list-style-type: none"> • Bold part numbers are the primary part being built in for this recall, non-bold part numbers are alternate parts. • The Special Service Support Center will verify the correct FDM part number and place the order based upon availability. The VIN is required by the SSSC to validate the FDM part number required. 		

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Flex / MKT Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring	Pinion Flange Bolt Sets (Unit of Issue 3 Sets)	Exhaust Flange Nuts (Unit of Issue 4)	Exhaust Flange Gasket (Unit of Issue 1)
3.5L TiVCT FWD (Non-Flex Fuel)	DA8Z-9H307-L DB5Z-9A407-A DA8Z-9H307-J	4L3Z-9276-AA	NA	NA	N/A
3.5L TiVCT AWD (Non-Flex Fuel)	DA8Z-9H307-L DB5Z-9A407-A DA8Z-9H307-J	4L3Z-9276-AA	W790063-S900 3 sets / vehicle	NA	N/A
3.7L TiVCT FWD (Non-Flex Fuel)	DA8Z-9H307-L DB5Z-9A407-A DA8Z-9H307-J	4L3Z-9276-AA	NA	W520414-S441 4 nuts / vehicle	DA5Z-9450-A 1 gasket / vehicle
3.7L TiVCT AWD (Non-Flex Fuel)	DA8Z-9H307-L DB5Z-9A407-A DA8Z-9H307-J	4L3Z-9276-AA	W790063-S900 3 sets / vehicle	W520414-S441 4 nuts / vehicle	DA5Z-9450-A 1 gasket / vehicle
2.0L EcoBoost (GTDI) FWD	DA8Z-9A407-A DA8Z-9H307-H	4L3Z-9276-AA	NA	NA	NA
3.5L EcoBoost (GTDI)	DA8Z-9A407-B DA8Z-9H307-K	4L3Z-9276-AA	W790063-S900 3 sets / vehicle	W520414-S441 4 nuts / vehicle	7T4Z-9450-AA 2 gaskets / vehicle

- **Bold part numbers** are the primary part being built in for this recall, non-bold part numbers are alternate parts.
- The Special Service Support Center will verify the correct FDM part number and place the order based upon availability. The VIN is required by the SSSC to validate the FDM part number required.

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Fusion Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring	Pinion Flange Bolt Sets (Unit of Issue 1 Set)	Exhaust Flange Nuts (Unit of Issue 4)	Exhaust Flange Gasket	Carrier Brg. Bolts (Unit of Issue 4)
1.6L / 2.0L EcoBoost (GTDI) FWD	DG9Z-9A407-L DG9Z-9A407-B DG9Z-9H307-N DG9Z-9H307-Y	4L3Z-9276-AA	NA	W520103-S442 W520414-S441 2 nuts / vehicle	CV6Z-9450-D	NA
2.0L EcoBoost (GTDI) AWD	DG9Z-9A407-A DG9Z-9H307-R	4L3Z-9276-AA	5F9Z-4682-AA 3 sets / vehicle	W520103-S442 W520414-S441 2 nuts / vehicle	CV6Z-9450-D	W712154-S439 2 nuts / vehicle
2.5L iVCT FWD	DG9Z-9A407-C DG9Z-9H307-Z DG9Z-9H307-P	4L3Z-9276-AA	NA	W520103-S442 W520414-S441 2 nuts / vehicle	CV6Z-9450-D	NA
Hybrid	DG9Z-9A407-D DG9Z-9H307-S	4L3Z-9276-AA	NA	W520103-S442 W520414-S441 2 nuts / vehicle	CV6Z-9450-D	NA

- **Bold part numbers** are the primary part being built in for this recall, non-bold part numbers are alternate parts.
- The Special Service Support Center will verify the correct FDM part number and place the order based upon availability. The VIN is required by the SSSC to validate the FDM part number required.

MKZ Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring	Pinion Flange Bolt Sets (Unit of Issue See Qty)	Exhaust Flange Nuts (Unit of Issue 4)	Exhaust Flange Gasket	Carrier Brg. Bolts (Unit of Issue 4)
2.0L EcoBoost (GTDI) FWD	DG9Z-9A407-L DG9Z-9A407-B DG9Z-9H307-N DG9Z-9H307-Y	4L3Z-9276-AA	NA	W520103-S442 W520414-S441 2 nuts / vehicle	CV6Z-9450-D	NA
2.0L EcoBoost (GTDI) AWD	DG9Z-9A407-A DG9Z-9H307-R	4L3Z-9276-AA	5F9Z-4682-AA Unit of Issue 1 set 3 sets / vehicle	W520103-S442 W520414-S441 2 nuts / vehicle	CV6Z-9450-D	W712154-S439 2 nuts / vehicle
3.7L TiVCT FWD	DG9Z-9A407-E DG9Z-9H307-T	4L3Z-9276-AA	NA	W520103-S442 W520414-S441 4 nuts / vehicle	BT4Z-9450-A	NA
3.7L TiVCT AWD	DG9Z-9A407-E DG9Z-9H307-T	4L3Z-9276-AA	W790063-S900 Unit of Issue 3 set 3 sets / vehicle	W520103-S442 W520414-S441 4 nuts / vehicle	BT4Z-9450-A	W712154-S439 2 nuts / vehicle
Hybrid	DG9Z-9A407-D DG9Z-9H307-S	4L3Z-9276-AA	NA	W520103-S442 W520414-S441 2 nuts / vehicle	CV6Z-9450-D	NA

- **Bold part numbers** are the primary part being built in for this recall, non-bold part numbers are alternate parts.
- The Special Service Support Center will verify the correct FDM part number and place the order based upon availability. The VIN is required by the SSSC to validate the FDM part number required.

**3.7L Application requires 4 total

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New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Part orders for all customer and dealer stock vehicles can be requested.

To manage part availability, dealers must contact the Special Service Support Center using either:

- *Email at 13S04@renkim.com (preferred)*
- *Fax at 734-374-1030*
- *SSSC Parts Order Line at 1-800-207-2444*

All part orders require the following information:

- *P & A Code*
- *VIN#*
- *Repair Order number*
- *Part Numbers needed*

Orders can be verified on DOESII with DOR/COR number 50506 within 24 hours.

New! DEALER SEED STOCK

Seed stock programs for approximately 20% of Dealer stocked and sold units that require use of part numbers:

- *DG9Z-9A407-L and DG9Z-9A407-C were shipped July 25 through August 9, 2013. These Fuel Delivery Modules (FDM) fit Fusion 2.5L iVCT FWD and Fusion and Lincoln MKZ 1.6L/2.0L EcoBoost FWD vehicle applications.*
- *DB5Z-9A407-A was shipped July 10 through July 19, 2013. This is the highest volume part that fits Explorer, Flex and Lincoln MKT 3.5L/3.7L TiVCT applications.*
- *An equivalent number of 4L3Z-9276-AA O-ring was shipped for each FDM.*
- *Dealers still must order ancillary parts (i.e. nuts, bolts, senders & gaskets) through the Special Service Support Center (SSSC).*

If circumstances warrant additional seed stock programs or open ordering resumes, it will be communicated through DOES II and OASIS messages.

NOTE: When looking up the parts information with the DOR/COR# 50506; the Order Detail screen will list the first 3 & last 8 characters of the VIN. Because alternate parts are available for the fuel delivery module (9H307 and 9A407 base), this information may help to identify which part number is being shipped for a VIN.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #4

Certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police Interceptor Utility and Sedan Vehicles - Fuel Delivery Module Replacement

VIN SPECIFIC PARTS LIST TOOL

A new web application has been developed to assist in managing parts complexity. Use the web link below to access the tool. Enter a vehicle's VIN to generate a list of parts for that vehicle (including alternate part numbers, unit of issue, and quantity required).

The VIN Specific Parts List Tool application link is located in the web index box for this recall at FMCDealer.com, or go to:

<https://www.techhotline.dealerconnection.com/dealerpa/LookUp13S04.aspx>

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Replaced parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures.

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 2013 MODEL YEAR EXPLORER, TAURUS, MKS, FLEX, MKT, FUSION, MKZ, AND POLICE INTERCEPTOR UTILITY AND SEDAN VEHICLES — FUEL DELIVERY MODULE REPLACEMENT

OVERVIEW

In some of the affected vehicles, over time, the Fuel Delivery Module (FDM) in the fuel tank may develop a crack in the outlet port fitting that could result in a fuel leak. If a leak occurs, a customer may report symptoms of a fuel odor, fuel puddle on the ground, hard or no start, engine stall and/or illumination of the "Service Engine Soon" warning indicator. Fuel leakage in the presence of an ignition source may result in a fire. Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect and/or replace the FDM as directed.

SERVICE PROCEDURE

Explorer, Taurus, MKS, Flex, MKT and Police Interceptor Utility and Sedan Vehicles

1. Replace the FDM. For additional information, refer to Workshop Manual (WSM) Section 310-01.

Fusion/MKZ Vehicles Only

NOTE: A small number of Fusion/MKZ vehicles having specific December 2012 through February 2013 build dates may have been built with updated parts. An inspection can be performed on vehicles within the identified build dates to determine if they can be removed from this program. Refer to the Fusion/MKZ FDM Inspection Chart in Step 2 for applicable vehicle build dates and inspection information for vehicles that qualify for this inspection option.

2. Determine the vehicle build date. Refer to the Fusion/MKZ FDM Inspection chart below.
 - Fusion/MKZ vehicles produced between the "Built From" and "Built Through" dates can be inspected to determine if the FDM needs to be replaced. Proceed to Step 3.
 - For Fusion/MKZ vehicles built before the dates indicated in the chart, replace the FDM. For additional information, refer to WSM Section 310-01.

FUSION/MKZ FDM INSPECTION CHART

Vehicle Application	Powertrain	Vehicle Built From and Including	Vehicle Built Through and Including
Fusion	1.6L EcoBoost	1/14/2013	1/21/2013
Fusion/ MKZ FWD	2.0L EcoBoost	1/14/2013	1/21/2013
Fusion/ MKZ AWD	2.0L EcoBoost	1/22/2013	2/11/2013
Fusion/ MKZ FWD	2.0L Hybrid	1/18/2013	1/26/2013
Fusion	2.5L	12/13/2012	1/8/2013
MKZ	3.7L	1/21/2013	2/25/2013



3. Remove the fuel tank. For additional information, refer to WSM Section 310-01.
4. Inspect the color of the fuel outlet port fitting on top of the FDM. See Figure 1.
 - If the color of the fuel outlet port fitting is black, replace the FDM. For additional information, refer to WSM Section 310-01.
 - If the color of the fuel outlet port fitting is gray/silver, no further action is necessary. Reinstall the fuel tank. For additional information, refer to WSM Section 310-01.

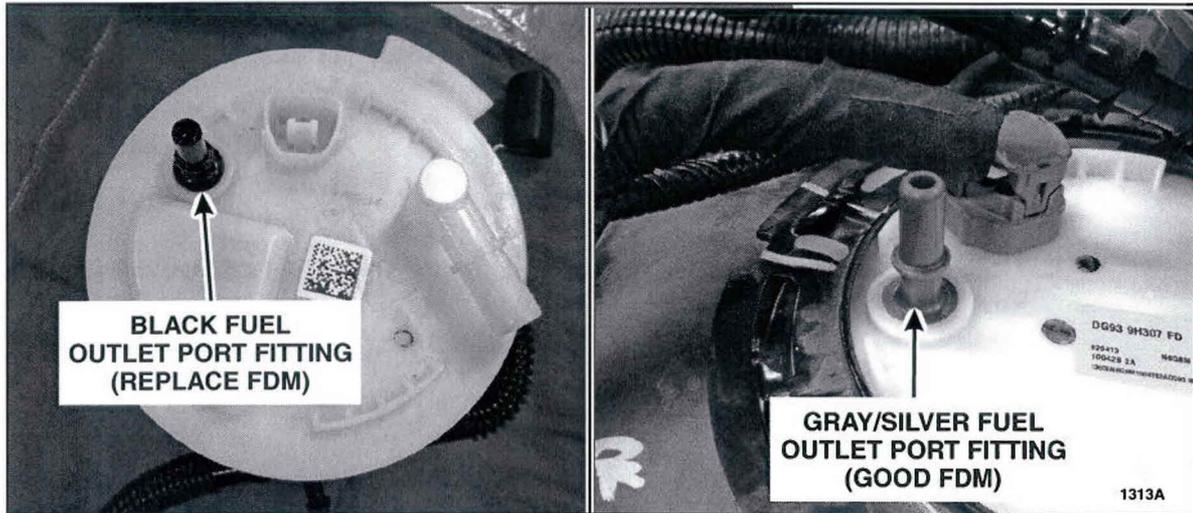


FIGURE 1



DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #4
Certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and
Police Interceptor Utility and Sedan Vehicles - Fuel Delivery Module Replacement

DEALER Q & A

Q1. What is the issue?

A. Ford is voluntarily recalling certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police Interceptor Utility and Sedan vehicles to address concerns relating to the fuel delivery module. In the affected vehicles, over time, some of the fuel delivery modules in the fuel tank may develop a crack in the outlet port fitting that could result in a fuel leak. If a leak occurs, a customer may report symptoms of a fuel odor or visible fuel leak. Fuel leakage in the presence of an ignition source may result in a fire.

Q2. Are vehicles safe to drive? What if a customer calls and reports a fuel odor?

A. The vehicle is safe to drive if it does not exhibit a fuel odor or leak. If a customer reports a fuel odor or visible fuel leak, they should contact the dealer to arrange for repairs.

Q3. Is this a condition that can occur when the vehicle is turned off?

A. Because the fuel delivery module outlet port is above the fuel tank, if a crack occurs, only a small amount of fuel can potentially leak once the vehicle is turned off.

Q4. Are there any early warning signs or symptoms a customer would notice that would indicate a problem?

A. If a leak occurs, a customer may report symptoms such as a fuel odor or visible fuel leak.

***New!* Q5. Are parts available to repair all affected vehicles? How long will the repair take?**

A. *Parts are now available in sufficient quantities to begin repairs on all vehicles. Order only parts needed for scheduled repairs through the Special Service Support Center. The repair procedure can generally be completed in less than one-half day.*

***New!* Q6. What about Dealer Stock vehicles?**

A. *There is a demonstration and delivery hold on dealer stock vehicles. Parts are now available to repair stock vehicles in addition to vehicles that have been sold to owners. Refer to Parts Requirements and Ordering Information in attachment II for instructions on ordering parts through the Special Service Support Center.*

Q7. How can a customer see if their vehicle is affected by this recall?

A. Customers can see if they are affected by the recall by:

- Logging onto www.FordOwner.com, click "Recall Notices" in the "Service" tab and input their VIN to determine if their vehicle is part of the recall;
- Calling 866-436-7332 in the U.S. or 888-222-7814 in Canada; or
- Contacting a Ford dealer

Q8. Is Fusion Energi (Plug-in Hybrid) affected by this recall?

A. Fusion Energi (plug-in hybrid) is not affected by this recall. Although it has similar 2.0L I4 engine and electric motor as the hybrid; it uses a different fuel delivery module design.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #4
Certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and
Police Interceptor Utility and Sedan Vehicles - Fuel Delivery Module Replacement

Q9. The Special Service Support Center sent me a different fuel delivery module part number than listed in the bulletin, is it authorized to use?

A. Ford is working closely with its suppliers to maximize supply of replacement parts. For this reason, you may receive fuel delivery modules without the fuel level sending unit.

- If the part is supplied without the fuel level sending unit (service part base -9A407-), transfer the sending unit to the new part.
- If the part is supplied with the fuel level sending unit (service part base -9H307-), no transfer is required.

The Special Service Support Center can assist with questions regarding the parts order. To help dealers identify parts application and interchangeability, alternate fuel delivery module part numbers have been integrated into the Parts Requirements / Ordering Information Tables and Attachment V - Fuel Delivery Module Cross Reference Chart has been added.

Q10. When the part arrives, how can I reference what vehicle it was ordered for?

A. When looking up the parts information with the DOR/COR# 50506; the Order Detail screen will list the first 3 & last 8 characters of the VIN. Because alternate parts are available for the fuel delivery module (9H307 and 9A407 base), this information may help to identify which part number is being shipped for a VIN.

Q111 Why are some FDMs applicable to only vehicles with California / Green State Emissions?

A. The emissions level is used as a way to identify if the vehicle is Flex Fuel Capable. Some FDMs for 3.5L / 3.7L TiVCT engines are Flex Fuel Capable.

- Flex Fuel Capable FDMs are compatible with the corresponding non-Flex Fuel vehicle applications and can be used.
- Flex Fuel Explorer, Taurus and Police Interceptor vehicles identified as 49 State/Non-Green State Emissions must use a Flex Fuel Capable FDM.

Refer to Attachment V Fuel Delivery Module Reference Chart by Application for details.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 - Supplement #4
Certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and
Police Interceptor Utility and Sedan Vehicles - Fuel Delivery Module Replacement

FUEL DELIVERY MODULE REFERENCE CHART BY APPLICATION

Explorer, Flex, Lincoln MKT, Taurus, Lincoln MKS, Police Interceptor Utility and Sedan with 3.5L or 3.7L TiVCT Engines Only (Flex Fuel Applications)

- **NOTE:** Refer to the Parts Requirements and Ordering Information Tables in Attachment II for all applications.
- Non-Flex Fuel FDMs can **only** be used in non-Flex Fuel applications
- Flex Fuel Capable FDMs are compatible with the corresponding vehicles non-Flex Fuel applications

VIN Specific Parts List Tool: <https://www.techhotline.dealerconnection.com/dealerpa/LookUp13S04.aspx>

Explorer, Police Utility, Ford Flex and Lincoln MKT	DB5Z-9A407-A (Flex Fuel Capable)	DB5Z-9H307-C (Flex Fuel Capable)	DA8Z-9H307-L (Non-Flex Fuel)	DA8Z-9H307-J (Non-Flex Fuel)
Explorer and Police Interceptor Utility 49 State/Non-Green State Emissions Flex Fuel Capable	X	X		
Explorer and Police Interceptor Utility California/Green State Emissions Non-Flex Fuel	X	X	X	
Ford Flex	X		X	X
Lincoln MKT	X		X	X

Taurus FWD and Lincoln MKS FWD	DG1Z-9A407-B (Flex Fuel Capable)	DG1Z-9H307-R (Flex Fuel Capable)	DA5Z-9H307-H (Non-Flex Fuel)	DA5Z-9H307-G (Non-Flex Fuel)
Taurus FWD 49 State/Non-Green State Emissions Flex Fuel Capable	X	X		
Taurus FWD California/Green State Emissions Non-Flex Fuel	X	X	X	X
Lincoln MKS FWD	X		X	X

Taurus AWD, Police Sedan FWD/AWD and Lincoln MKS AWD	DG1Z-9A407-A (Flex Fuel Capable)	DG1Z-9H307-P (Flex Fuel Capable)	DG1Z-9H307-S (Non-Flex Fuel)	DG1Z-9H307-M (Non-Flex Fuel)
Taurus AWD and Police Interceptor FWD & AWD 49 State/Non-Green State Emissions Flex Fuel Capable	X	X		
Taurus AWD Police Interceptor FWD & AWD California/Green State Emissions Non-Flex Fuel	X	X	X	
Lincoln MKS AWD	X	X	X	X

X = Primary part built for this recall
x = Alternate part

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 - Supplement #4
Certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and
Police Interceptor Utility and Sedan Vehicles - Fuel Delivery Module Replacement

FUEL DELIVERY MODULE REFERENCE CHART BY PART NUMBER

Part Number	Vehicle Application
DA5Z9A407A	Taurus, Police Interceptor Sedan, Lincoln MKS, w 3.5L EcoBoost (GTDI)
DA5Z9H307F	Taurus, Police Interceptor Sedan, Lincoln MKS, w 3.5L EcoBoost (GTDI)
DA5Z9H307G (Non-Flex Fuel)	Taurus FWD w Cal/Green Sate Emissions (only), Lincoln MKS FWD, w 3.5L or 3.7L TiVCT
DA5Z9H307H (Non-Flex Fuel)	Taurus FWD w Cal/Green Sate Emissions (only), Lincoln MKS FWD, 3.5L / 3.7L TiVCT
DA8Z9A407A	Explorer, Lincoln MKT, w 2.0L EcoBoost (GTDI)
DA8Z9A407B	Explorer, Police Interceptor Utility, Lincoln MKT, Ford Flex, w 3.5L EcoBoost (GTDI)
DA8Z9H307H	Explorer, Lincoln MKT 2.0L EcoBoost (GTDI)
DA8Z9H307J (Non-Flex Fuel)	Ford Flex, Lincoln MKT, w 3.5L or 3.7L TiVCT
DA8Z9H307K	Explorer, Police Interceptor Utility, Lincoln MKT, Ford Flex, w 3.5L EcoBoost (GTDI)
DA8Z9H307L (Non-Flex Fuel)	Explorer & Police Interceptor Utility w Cal/Green Sate Emissions (only), Ford Flex, Lincoln MKT, w 3.5L or 3.7L TiVCT
DB5Z9A407A (Flex Fuel Capable)	Explorer & Police Interceptor Utility (all Emissions), Ford Flex, Lincoln MKT, w 3.5L or 3.7L TiVCT
DB5Z9H307C (Flex Fuel Capable)	Explorer & Police Interceptor Utility (all Emissions), w 3.5L or 3.7L TiVCT
DG1Z9A407A (Flex Fuel Capable)	Taurus AWD & Police Interceptor Sedan FWD/AWD (all Emissions), Lincoln MKS AWD, w 3.5L or 3.7L TiVCT
DG1Z9A407B (Flex Fuel Capable)	Taurus FWD (all Emissions) and Lincoln MKS FWD, w 3.5L or 3.7L TiVCT
DG1Z9A407C	Taurus FWD, w 2.0L EcoBoost (GTDI)
DG1Z9H307M (Non-Flex Fuel)	Lincoln MKS AWD, w 3.7L TiVCT
DG1Z9H307N	Taurus FWD, w 2.0L EcoBoost (GTDI)
DG1Z9H307P (Flex Fuel Capable)	Taurus AWD & Police Interceptor Sedan FWD/AWD (all Emissions), Lincoln MKS AWD, w 3.5L or 3.7L TiVCT
DG1Z9H307R (Flex Fuel Capable)	Taurus FWD (all Emissions), w 3.5L TiVCT

Part Number	Vehicle Application
DG1Z9H307S (Non-Flex Fuel)	Taurus AWD & Police Interceptor Sedan FWD/AWD w Cal/Green Sate Emissions (only), Lincoln MKS AWD, w 3.5L or 3.7L TiVCT
DG9Z9A407A	Fusion and Lincoln MKZ AWD, w 2.0L EcoBoost (GTDI)
DG9Z9A407B	Fusion and Lincoln MKZ FWD, w 1.6L or 2.0L EcoBoost (GTDI)
DG9Z9A407C	Fusion FWD, w 2.5L iVCT
DG9Z9A407D	Fusion and Lincoln MKZ, Hybrid
DG9Z9A407E	Lincoln MKZ, w 3.7L TiVCT
DG9Z9A407L	Fusion and Lincoln MKZ FWD, w 1.6L or 2.0L EcoBoost (GTDI)
DG9Z9H307N	Fusion and Lincoln MKZ FWD, w 1.6L or 2.0L EcoBoost (GTDI)
DG9Z9H307P	Fusion FWD, w 2.5L iVCT
DG9Z9H307R	Fusion and Lincoln MKZ AWD, w 2.0L EcoBoost (GTDI)
DG9Z9H307S	Fusion and Lincoln MKZ, Hybrid
DG9Z9H307T	Lincoln MKZ, w 3.7L TiVCT
DG9Z9H307Y	Fusion and Lincoln MKZ FWD, w 1.6L or 2.0L EcoBoost (GTDI)
DG9Z9H307Z	Fusion FWD, w 2.5L iVCT

NOTE:

Explorer, Flex, Lincoln MKT, Taurus, Lincoln MKS,
Police Interceptor Utility and Sedan
with 3.5L or 3.7L TiVCT Engines Only
(Flex Fuel Applications)

- Non-Flex Fuel FDMs can **only** be used in non-Flex Fuel applications
- Flex Fuel Capable FDMs are compatible with the corresponding vehicles non-Flex Fuel applications

VIN Specific Parts List Tool:

<https://www.techhotline.dealerconnection.com/deal/erpa/LookUp13S04.aspx>

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 - Supplement #4

Certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police Interceptor Utility and Sedan Vehicles - Fuel Delivery Module Replacement

LINCOLN OWNER SPECIAL HANDLING ALLOWANCE (Applies to sold vehicles only)

To “surprise & delight” Lincoln Owners; Lincoln Dealers are authorized to provide the following services to MKS, MKT and MKZ owners under Safety Recall 13S04.

- Lincoln Service Loaner (Rental) up to 2 days per ESP guidelines
Note: For customer vehicles exhibiting a leak; if parts are not available, follow the procedures in Attachment I for Rental Vehicles
- Fuel Fill (up to \$75)
- Vehicle Pick-up and Delivery (up to \$100)
- Vehicle Wash and Vacuum (this is expected as part of the Lincoln Commitment Program)

This program is exclusive to Lincoln Dealers. Ford Stand-alone Dealerships servicing Lincoln Owners are not authorized to claim the special handling allowance. Owners will not be notified of this service in owner mailings.

CLAIMS PREPARATION AND SUBMISSION

- Enter Claims using Direct Warranty Entry (DWE) for Lincoln owner special handling allowance; refer to Attachment I for complete recall claims preparation and submission instructions.
- **Rental:** Follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the Service Loaner (Rental) expense under Miscellaneous Expense Code “RENTAL”. Expenses for more than two days require prior approval from the Special Service Support Center.
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Total amount
- **Fuel Fill:** Enter Miscellaneous Expense Code “FUEL” with actual cost up to \$75
 - Misc. Expense Code: FUEL
 - Misc. Expense Amount: Total amount
- **Vehicle Pick-up and Delivery:** Enter Miscellaneous Expense Code “LCHP” with actual cost up to \$100
 - Misc. Expense Code: LCHP
 - Misc. Expense Amount: Total amount
- Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.



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

July 2013

Safety Recall Notice 13S04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of 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 Vehicle Identification Number 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? On your vehicle it may be possible that over time the fuel delivery module in the fuel tank may develop a crack that could result in a fuel leak. If a leak occurs, you may experience symptoms of a fuel odor or liquid fuel leak. Fuel leakage in the presence of an ignition source may result in a fire. Ford is working closely with its suppliers to produce replacement parts which are currently not available. Parts are anticipated to be available by the end of August 2013. In the interim, if your vehicle exhibits symptoms of a fuel odor or a fuel leak, please contact your dealer and to make arrangements for repair.

What will Ford and your dealer do? You will be re-notified by mail when parts are available. At that time, Ford Motor Company will authorize your dealer to replace the fuel delivery module free of charge (parts and labor).

What should you do? If your vehicle exhibits symptoms of a fuel odor or a fuel leak, please contact your dealer and request a service appointment for proper diagnosis and repair. If your vehicle does not exhibit these symptoms, Ford will notify you by mail when replacement parts are available and a service appointment to perform this safety recall can be scheduled. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

**What should you do?
(Continued)** 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 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 still have concerns, please contact our Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is:
www.Fordowner.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

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 13V227.

Thank you for your attention to this important matter.

Ford Customer Service Division



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

July 2013

Safety Recall Notice 13S04

Mr. John Sample
123 Main Street
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Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number 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? On your vehicle it may be possible that over time the fuel delivery module in the fuel tank may develop a crack that could result in a fuel leak. If a leak occurs, you may experience symptoms of a fuel odor or liquid fuel leak. Fuel leakage in the presence of an ignition source may result in a fire.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to replace the fuel delivery module free of charge (parts and labor).

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay and request a service date for Recall 13S04. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**What should you do?
(Continued)** 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 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.

California and Massachusetts Registration Requirements The State of California and the Commonwealth of Massachusetts require the completion of emission related recall repairs prior to vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements and your Department of Motor Vehicles (DMV) may refuse to register your vehicle until this recall is complete.
If your DMV refuses to register your vehicle, your dealer can complete this recall and provide you with a Vehicle Emission Recall Proof of Correction certificate to submit to the DMV.
In order to ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

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 still have concerns, please contact our Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is:
www.Fordowner.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

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 13V227.

Thank you for your attention to this important matter.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

July 2013

Safety Recall Notice 13S04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

The Lincoln Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number 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? On your vehicle it may be possible that over time the fuel delivery module in the fuel tank may develop a crack that could result in a fuel leak. If a leak occurs, you may experience symptoms of a fuel odor or liquid fuel leak. Fuel leakage in the presence of an ignition source may result in a fire. The Lincoln Motor Company is working closely with its suppliers to produce replacement parts which are currently not available. Parts are anticipated to be available by the end of August 2013. In the interim, if your vehicle exhibits symptoms of a fuel odor or a fuel leak, please contact your dealer to make arrangements for repair.

What will Lincoln and your dealer do? You will be re-notified by mail when parts are available. At that time, The Lincoln Motor Company will authorize your dealer to replace the fuel delivery module free of charge (parts and labor).

What should you do? If your vehicle exhibits symptoms of a fuel odor or a fuel leak, please contact your dealer and request a service appointment for proper diagnosis and repair. If your vehicle does not exhibit these symptoms, The Lincoln Motor Company will notify you by mail when replacement parts are available and a service appointment to perform this safety recall can be scheduled. If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions. For your convenience, you can also have this service performed at a Ford dealership.

What should you do?
(Continued)

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 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 still have concerns, please contact our Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is www.Lincolnowner.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

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 13V227.

Thank you for your attention to this important matter.

The Lincoln Motor Company



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

Safety Recall Notice 13S04

July 2013

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

The Lincoln Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number 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?** On your vehicle it may be possible that over time the fuel delivery module in the fuel tank may develop a crack that could result in a fuel leak. If a leak occurs, you may experience symptoms of a fuel odor or liquid fuel leak. Fuel leakage in the presence of an ignition source may result in a fire.
- What will Lincoln and your dealer do?** The Lincoln Motor Company has authorized your dealer to replace the fuel delivery module free of charge (parts and labor).
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay and request a service date for Recall 13S04. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.
- If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions. For your convenience, you can also have this service performed at a Ford dealership.
- The Lincoln Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. The Lincoln Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**What should you do?
(Continued)**

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 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.

**California and
Massachusetts
Registration
Requirements**

The State of California and the Commonwealth of Massachusetts require the completion of emission related recall repairs prior to vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements and your Department of Motor Vehicles (DMV) may refuse to register your vehicle until this recall is complete.

If your DMV refuses to register your vehicle, your dealer can complete this recall and provide you with a Vehicle Emission Recall Proof of Correction certificate to submit to the DMV.

In order to ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

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 still have concerns, please contact our Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is www.Lincolnowner.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

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 13V-227.

Thank you for your attention to this important matter.

The Lincoln Motor Company