



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

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

September 30, 2015

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD – Compliance Recall 15C11**  
Certain 2016 Model Year Fusion and MKZ Vehicles  
Replace Fuel Tank

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	2016	Hermosillo	September 3, 2015 through September 13, 2015
MKZ	2016	Hermosillo	September 3, 2015 through September 12, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 301 – Fuel System Integrity. The fuel tank may not have been manufactured properly and may crack in a crash, resulting in a fuel leak. A fuel leak in the presence of an ignition source can lead to a fire.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the fuel tank. 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 October 19, 2015. 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 \$7,000 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

**DEMONSTRATION / DELIVERY HOLD - Compliance Recall 15C11**  
Certain 2016 Model Year Fusion and MKZ Vehicles  
Replace Fuel Tank

**OASIS ACTIVATION**

OASIS will be activated on September 30, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 30, 2015. Owner names and addresses will be available by October 30, 2015.

**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.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**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.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**ADDITIONAL LABOR TIME AND/OR PARTS**

Submit a request to the SSSC Web Contact Site prior to the repair if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Requests for approval after completion of the repair may 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. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

**DEMONSTRATION / DELIVERY HOLD - Compliance Recall 15C11**  
Certain 2016 Model Year Fusion and MKZ Vehicles  
Replace Fuel Tank

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Ford Motor Company will pay for up to 2 days of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental days is required from the SSSC via the SSSC Web Contact Site.

**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, including:

- Fuel fill
- Transportation assistance
- Courtesy pick-up and delivery of client vehicles

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC03578, 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 (15C11) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the SSSC via the SSSC Web Contact Site.
- For Lincoln Client Special Handling, reference EFC03578, Lincoln Loyalty Program Announcement and EFC04165, Lincoln Loyalty Rental Claims for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.
- 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".

**DEMONSTRATION / DELIVERY HOLD - Compliance Recall 15C11**  
 Certain 2016 Model Year Fusion and MKZ Vehicles  
 Replace Fuel Tank

**LABOR ALLOWANCES**

Description	Drivetrain	Engine	Labor Operation	Labor Time
Replace Fuel Tank (Fusion, Fusion Hybrid, MKZ, MKZ Hybrid)	FWD	2.0L / 2.5L / 3.7L	15C11B	2.4 Hours
Replace Fuel Tank (Fusion only)	FWD	1.5L		2.6 Hours
Replace Fuel Tank (Fusion and MKZ)	AWD	2.0L / 3.7L		2.9 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity
VIN Specific	Fuel Tank – Using parts catalog, enter VIN, and search using base part number 9002	1
4L3Z-9276-AA	Fuel Pump O-Ring	1 (FWD) 2 (AWD)
W520103-S442	Exhaust Nut – 4 nuts per package <ul style="list-style-type: none"> <li>• All 4 Cylinder Engines – 2 nuts required for repair</li> <li>• 3.7L Engine – 4 nuts required for repair</li> </ul>	1
CV6Z-9450-D	Engine Exhaust Gasket – All 4 Cylinder Engines	1
BT4Z-9450-A	Engine Exhaust Gasket – 3.7L	1
W790063-S900	Driveshaft to Differential Bolts – kit of 6 bolts and 3 washers – AWD	1
W712154-S439	Driveshaft Center Bearing Bolts – 2 bolts required for repair – 4 bolts per package – AWD	1

The DOR/COR number for this recall is 51006.

Order your parts through normal order processing channels.

**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 2016 MODEL YEAR FUSION AND MKZ VEHICLES — REPLACE FUEL TANK**

### **OVERVIEW**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 301 - Fuel System Integrity. The fuel tank may not have been manufactured properly and may crack in a crash, resulting in a fuel leak. A fuel leak in the presence of an ignition source can lead to a fire.

### **SERVICE PROCEDURE**

1. Replace the fuel tank. Please follow Workshop Manual (WSM) procedures in Section 310-01.

