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Ford Motor Company
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April 5, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 15S34 – Supplement #2**
 Certain 2010-2011 Model Year Fusion and Milan Vehicles Equipped with 2.5L or 3.0L Engines
 Fuel Tank and Canister Purge Valve Inspection and Repair

REF : **Safety Recall 15S34 – Supplement #1**
 Dated January 20, 2016

New! REASON FOR THIS SUPPLEMENT

- **Service action:** Updated Powertrain Control Module (PCM) calibrations are now available for all vehicles using IDS release 99.05 or later.
- **Labor allowances:** Claims with labor operation codes 15S34AA, 15S34BB, and 15S34CC dated April 12, 2016 and later will no longer be accepted.
- **Rental vehicles:** Dealers are pre-approved up to 2 days of short term rental to accommodate intermittent delays when ordering canister purge valves or vapor canisters. The long term rental plan for vehicles with fuel tanks that do not pass inspection is unchanged.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion with 2.5L or 3.0L Engines	2010-2011	Hermosillo	July 21, 2008 through March 4, 2011
Milan with 2.5L or 3.0L Engines	2010-2011	Hermosillo	July 23, 2008 through December 10, 2010

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the evaporative emissions Canister Purge Valve (CPV) may develop an internal leak which, under certain circumstances, can allow excessive vacuum to build in the fuel tank. Repeated cycles of this condition may cause a crack in the fuel tank, resulting in a fuel leak or fuel odor. A fuel leak in the presence of an ignition source can lead to a fire.

Additionally, a tank with the subject condition could cause the Malfunction Indicator Light (MIL) to illuminate as a result of an On-Board Diagnostic (OBD) leak check, and may exceed the maximum allowable hydrocarbon evaporative emissions.

New! SERVICE ACTION

Dealers are directed to complete the following:

- Fuel tank inspection
- If the fuel tank passes inspection, CPV testing and replacement if needed
- If the CPV is leaking, vapor canister inspection and replacement if needed
- Powertrain Control Module (PCM) reprogramming using IDS release *99.05 or later*

SERVICE ACTION, Continued

Fuel tanks that do not pass the inspection must be replaced; however, at this time, replacement fuel tanks are not available. Fuel tanks are anticipated to become available third quarter 2016. If a fuel tank does not pass the inspection, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site to request a long term rental vehicle. Provide the customer with a "Vehicle Did Not Pass Fuel Tank Inspection - Fuel Tank Not Available" Customer Information Sheet, Attachment V.

NOTE: Any aftermarket replacement fuel tanks that may be available may not meet Ford standards and are not approved for use.

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

Owner Letters were mailed the week of January 11, 2016. Owners of vehicles equipped with 2.5L engines and automatic transmissions were advised to schedule service appointments starting February 4, 2016 and later. Owners of all other vehicles were advised to bring their vehicle to dealers for inspection and repair **only if** their vehicle exhibits symptoms consistent with fuel tank leaks.

A follow-up notification will be sent to owners of 2.5L manual transmission vehicles and 3.0L vehicles the week of April 11, 2016 informing them that the PCM calibration is now available to repair their vehicle.

Dealers should inspect and 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.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information – All Vehicles
Attachment IV: (Removed)
Attachment V: Vehicle Did Not Pass Fuel Tank Inspection - Fuel Tank Not Available –
Customer Information Sheet
Attachment VI: (Removed)
Owner Notification Letters
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,



Michael A. Berardi

Safety Recall 15S34 – Supplement #2

Certain 2010-2011 Model Year Fusion and Milan Vehicles Equipped with 2.5L or 3.0L Engines
Fuel Tank and Canister Purge Valve Inspection and Repair

OASIS ACTIVATION

OASIS was activated on November 23, 2015.

New! FSA VIN LISTS ACTIVATION

FSA VIN lists were available through <https://web.fsavinlists.dealerconnection.com> on November 23, 2015. Owner names and addresses will be available by April 22, 2016.

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

Use OASIS to identify any affected vehicles in your used vehicle inventory.

New! SOLD VEHICLES

- Owners of *all 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 REPAIR (LABOR TIME AND/OR PARTS)

If additional repairs identified are necessary to complete the FSA, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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 CPV replacement, vapor canister replacement, or fuel tank replacement caused by cracks in the fuel tank.

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Fuel Tank and Canister Purge Valve Inspection and Repair

New! SHORT TERM RENTAL VEHICLES

Dealers are pre-approved for up to 2 days for a comparable rental vehicle to accommodate intermittent delays when ordering canister purge valves or vapor canisters. Follow Extended Service Plan (ESP) guidelines for dollar amounts. 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.

For vehicles with fuel tanks that do not pass inspection, refer to the Long Term Rental section below.

LONG TERM RENTAL VEHICLES AND STORAGE (FUEL TANK INSPECTION DID NOT PASS)

For affected vehicles that do not pass the fuel tank inspection and cannot be repaired at this time due to parts shortages, dealers are to provide owners a long term rental vehicle.

Prior approval from the SSSC via the SSSC Web Contact Site is required for all rental vehicle requests.

- Ford Motor Company will provide reimbursement for rental vehicle costs following Extended Service Plan (ESP) guidelines. Prior approval from the SSSC is also required for special rental needs and costs above ESP guidelines.
- The customer should be offered a like Ford or Lincoln Motor Company brand vehicle.
 - In the event that a Ford or Lincoln Motor Company vehicle is not available, the customer should be provided a like non-Ford vehicle within a comparable vehicle rental class. Every effort should be made to swap customers into a Ford or Lincoln vehicle as they become available.
 - If a vehicle is not available in the same vehicle rental class, the customer may be offered the next higher vehicle rental class.
- Traveling owners may incur additional rental fees for one-way rentals, which are also reimbursable under this FSA.
- Rental vehicle days for this FSA will NOT be removed from dealer's TAP allocation/budget.
- A monthly \$50.00 vehicle storage and maintenance allowance will be provided to dealers for vehicles held longer than 30 days to ensure the vehicle is returned to the owner in good, operable condition after parts are available and installed to complete this recall program.
 - At least once per month, dealers are requested to perform the following maintenance items:
 - Start and run the engine for approximately 15 minutes to keep the battery charged.
 - Maintain approximately ¼ tank of fuel during storage.
 - If possible, move the vehicle to avoid tire flat spots and apply the brakes several times to minimize brake rotor corrosion.

LONG TERM RENTAL TRACKING AND ALLOWANCE (If approved by the SSSC)

Dealers are authorized to claim an administrative allowance of 0.2 hours to assist customers with arranging a rental vehicle. Claiming the administrative allowance identifies vehicles that have been taken out of service.

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Fuel Tank and Canister Purge Valve Inspection and Repair

New! CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15S34) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- *For short term rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts.*
 - *Program Code: 15S34* - *Misc. Expense: Total amount*
 - *Misc. Expense: RENTAL*
- Submit refunds on a separate repair line.
 - Program Code: 15S34 - 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.

NOTE: Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.

Additional Claiming Instructions (If approved by the SSSC)

- Claiming administrative allowance for arranging rentals/alternate transportation:
 - Claims should be submitted as soon as the customer is provided the rental vehicle.
 - Repair Date should be the date the customer took delivery of the rental vehicle.
 - Claim on the same repair line as the inspection (15S34EE or 15S34FF).
 - Program Code: 15S34 - Misc. Expense: 0.2 Hrs.
 - Misc. Expense: ADMIN
- Claiming for long term rental and owner alternate transportation refunds:
 - Program Code: 15A05 - Misc. Expense: Total amount
 - Misc. Expense: RENTAL
- Long term rental costs will need to be claimed on a monthly basis with separate repair orders. Dealers will need to re-contact the Special Service Support Center for a new approval code to be used on each repair order.
 - Claim on the same repair line with the rental costs on a monthly basis.
 - Program Code: 15A05 - Misc. Expense: \$50.00
 - Misc. Expense: STORE

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Certain 2010-2011 Model Year Fusion and Milan Vehicles Equipped with 2.5L or 3.0L Engines
Fuel Tank and Canister Purge Valve Inspection and Repair

CLAIMS PREPARATION AND SUBMISSION, Continued

- Claiming for Vehicle Storage and Maintenance:
 - Storage and Maintenance can be claimed in combination with rental costs, if applicable, on a monthly basis. Dealers will need to re-contact the Special Service Support Center for a new prior approval to be used on each repair order.
 - Dealers are authorized to claim a monthly \$50.00 vehicle storage and maintenance fee to be used when labor operations 15S34EE or 15S34FF are claimed due to a fuel tank failing inspection and the customer requiring a rental.
 - This allowance can only be claimed if labor operations 15S34EE or 15S34FF were previously claimed and the vehicle has been in storage for 30 days or more.

Safety Recall 15S34 – Supplement #2

Certain 2010-2011 Model Year Fusion and Milan Vehicles Equipped with 2.5L or 3.0L Engines
Fuel Tank and Canister Purge Valve Inspection and Repair

New! LABOR ALLOWANCES

Description	Drive Type	Labor Operation	Labor Time
Visually inspect fuel tank – <u>fails</u> (includes time to submit photos to SSSC) <u>Interim repair only - will not close 15S34</u>	FWD	15S34EE	0.5 Hours
	<i>AWD</i>		<i>0.6 Hours</i>
Partially lower fuel tank to inspect for cracks – <u>fails</u> (includes time to submit photos to SSSC) <u>Interim repair only – will not close 15S34</u>	FWD	15S34FF	0.9 Hours
Inspect fuel tank – <u>passes</u> Test CPV – <u>passes</u> Reprogram PCM (<i>IDS release 99.05 or later</i>)	FWD	15S34B	1.0 Hours
	<i>AWD</i>		<i>0.7 Hours</i>
Inspect fuel tank - <u>passes</u> Test CPV – <u>fails</u> (replace CPV) Inspect and replace vapor canister <u>if needed</u> Reprogram PCM (<i>IDS release 99.05 or later</i>)	FWD	15S34C	1.3 Hours
	<i>AWD</i>		<i>1.0 Hours</i>

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: At this time, replacement fuel tanks are not available. It is anticipated that fuel tanks will become available third quarter 2016. Until that time, if a fuel tank is found to be leaking, contact the SSSC via the SSSC Web Contact Site to request a long term rental vehicle.

Part Number	Description	Order Quantity
9U5Z-9C915-H	CPV	1
9E5Z-9D653-C	Vapor Canister	1

The DOR/COR number for this recall is 51013.

Order your parts through normal order processing channels.

For questions regarding parts, contact SSSC via the SSSC Web Contact Site.

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.

NEW ! CERTAIN 2010-2011 MODEL YEAR FUSION AND MILAN VEHICLES EQUIPPED WITH 2.5L OR 3.0L ENGINES — FUEL TANK INSPECTION AND REPAIR

OVERVIEW

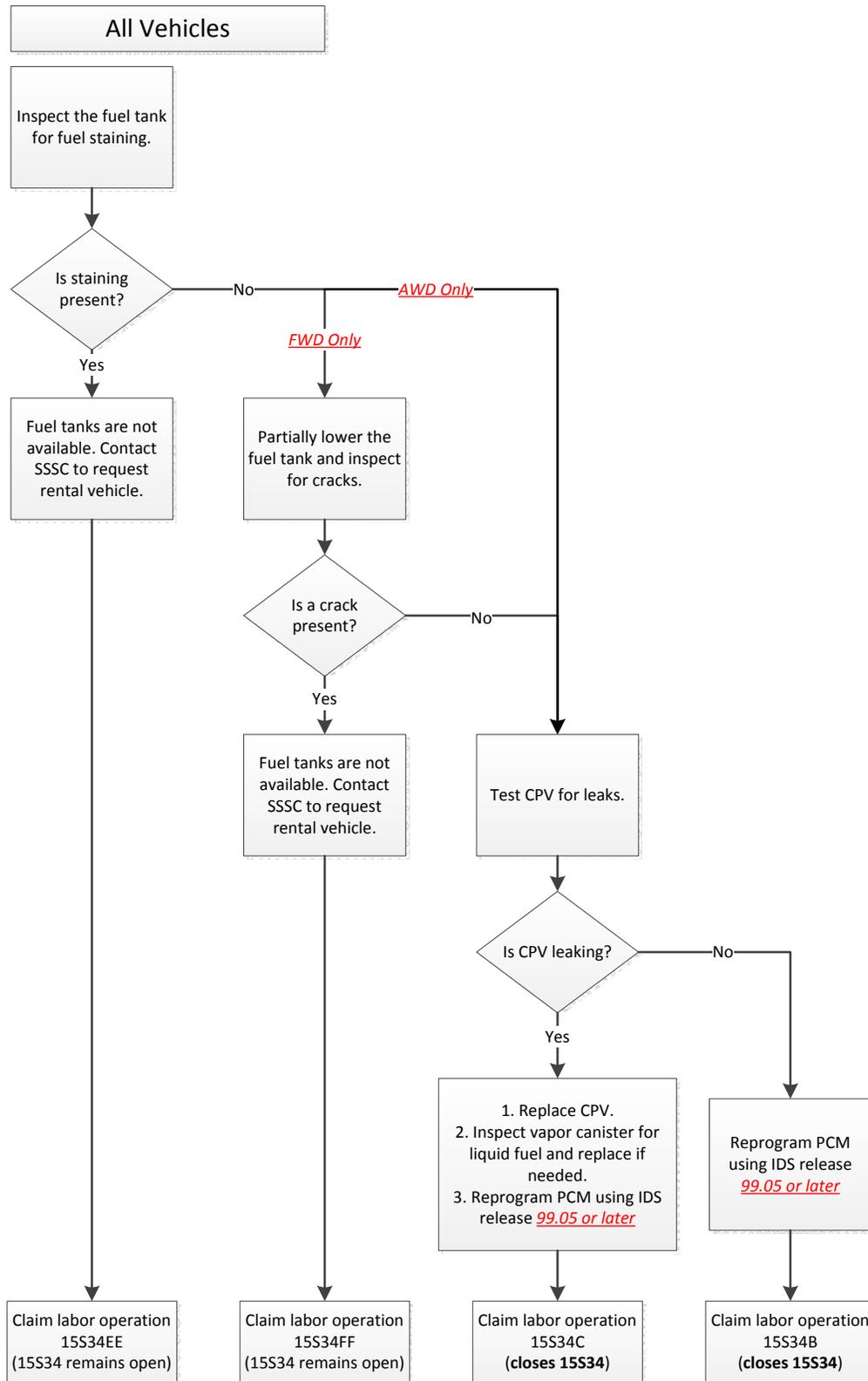
In some of the affected vehicles, the vapor Canister Purge Valve (CPV) may develop an internal leak which, under certain circumstances, can allow excessive vacuum to build in the fuel tank. Repeated cycles of this condition may cause a crack in the fuel tank, resulting in a fuel leak or fuel odor. A fuel leak in the presence of an ignition source can lead to a fire.

Additionally, a tank with the subject condition could cause the Malfunction Indicator Light (MIL) to illuminate as a result of an On-Board Diagnostic (OBD) leak check, and may exceed the maximum allowable hydrocarbon evaporative emissions.

- ! WARNING: Do not smoke, carry lighted tobacco or have an open flame of any type when working on or near any fuel-related component. Highly flammable mixtures are always present and may be ignited. Failure to follow these instructions may result in serious personal injury.**
- ! WARNING: Do not carry personal electronic devices such as cell phones, pagers or audio equipment of any type when working on or near any fuel-related component. Highly flammable mixtures are always present and may be ignited. Failure to follow these instructions may result in serious personal injury.**
- ! WARNING: When handling fuel, always observe fuel handling precautions and be prepared in the event of fuel spillage. Spilled fuel may be ignited by hot vehicle components or other ignition sources. Failure to follow these instructions may result in serious personal injury.**
- ! WARNING: Before working on or disconnecting any of the fuel tubes or fuel system components, relieve the fuel system pressure to prevent accidental spraying of fuel. Fuel in the fuel system remains under high pressure, even when the engine is not running. Failure to follow this instruction may result in serious personal injury.**
- ! WARNING: Always disconnect the battery ground cable at the battery when working on an evaporative emission (EVAP) system or fuel-related component. Highly flammable mixtures are always present and may be ignited. Failure to follow these instructions may result in serious personal injury.**



NEW ! Repair Flow Chart



NEW ! INSPECTION PROCEDURE

Fuel Tank Inspection

1. Inspect the fuel tank for any signs of fuel staining on the bottom of the fuel tank. See Figure 1.

NOTE: AWD Vehicles Only - Fuel tanks come equipped with a plastic shield covering the tank. See Figure 2.

- a. Remove the fuel tank strap bolts and strap from the RH side of the fuel tank.
- b. Remove the two push pins and bend the plastic shield downward to inspect the RH side of the fuel tank.
- c. Reinstall the fuel tank strap, bolts and shield push pins. Perform the same inspection steps for the LH side of the fuel tank (Steps a-c).
- d. If fuel tank replacement is not required, tighten the fuel tank strap bolts to 40 Nm (30 lb-ft).

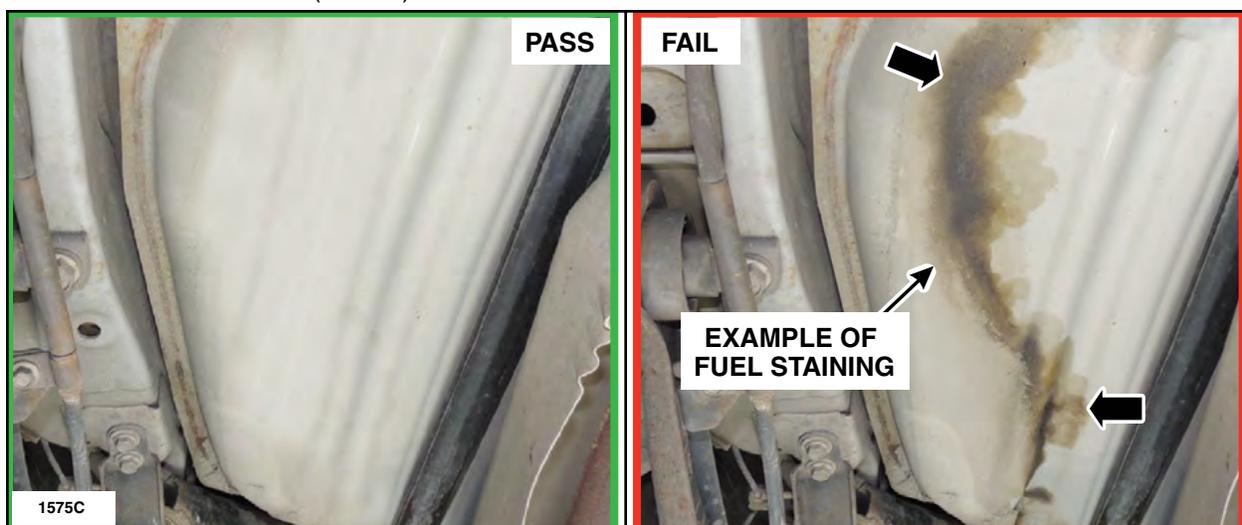


FIGURE 1

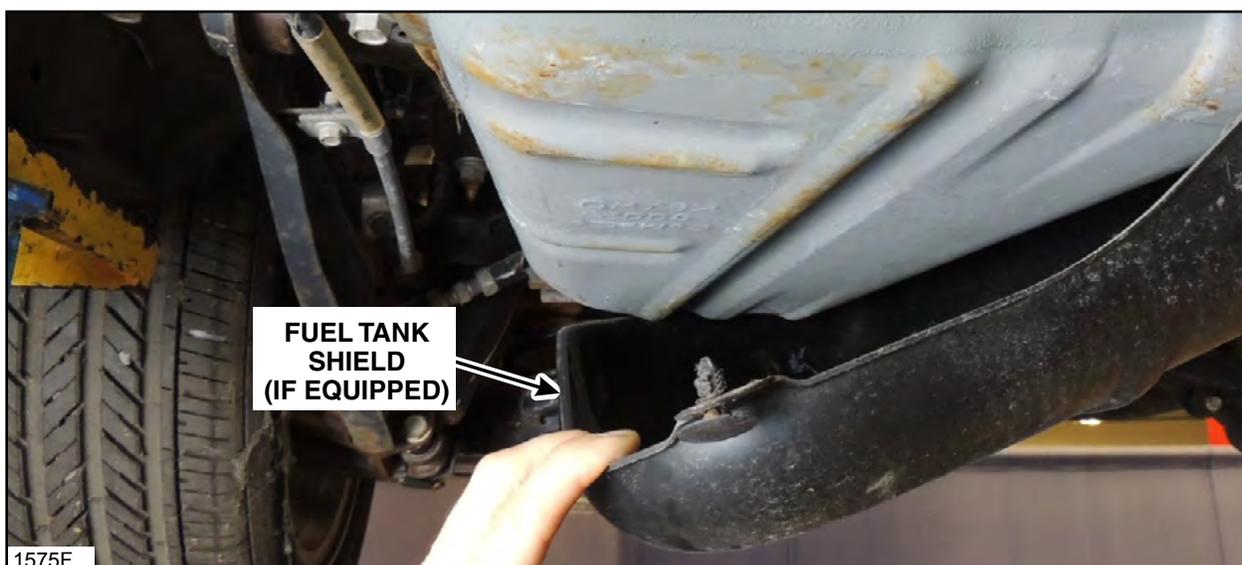


FIGURE 2



2. Is there fuel staining on the bottom of the fuel tank?

YES - The fuel tank must be replaced. Replacement fuel tanks are not available at this time. Contact the Special Service Support Center (SSSC) using a Parts Order contact to place an order for a fuel tank and to request a rental vehicle, if needed. Photos of the fuel staining will be needed when submitting the request.

NO - FWD Vehicles - Proceed to Step 3.

AWD Vehicles - Proceed to Canister Purge Valve Testing on Page 6.

NOTE: Some fuel staining may be present on the top of the fuel tank if the fuel pump has been replaced previously. Fuel staining on the top of the fuel tank caused by prior fuel pump service is not an indication of a fuel tank leak.

NOTICE: When lowering the fuel tank, do not exceed the stated distance. Lowering the fuel tank too far can cause damage to fuel lines and other components.

FWD Vehicles Only

3. Partially lower the fuel tank to inspect the top of the fuel tank for any signs of fuel staining.
See Figures 3 and 4.

- a. Detach the exhaust isolators. Position aside and support the exhaust assembly.
- b. Remove the fuel tank heat shield.
- c. Use a suitable powertrain lift to support the fuel tank.
- d. Remove the four fuel tank bolts and lower the fuel tank approximately 1.75 in (44.45 mm).
See Figure 4 on Page 5.

NOTE: 2.5L shown, 3.0L similar.



FIGURE 3

15751



4. Check the top RH side of the fuel tank for signs of cracks. See Figures 4 and 5. Is cracking present?

YES - The fuel tank must be replaced. Because fuel tanks are not available, reinstall the fuel tank and contact the Special Service Support Center (SSSC) using a Parts Order contact to place an order for a fuel tank and to request a rental vehicle, if needed. Photos of the cracking will be needed when submitting the request.

NO - Reinstall and proceed to Canister Purge Valve Testing on Page 6.

- When reinstalling the fuel tank strap bolts tighten to 40 Nm (30 lb-ft).

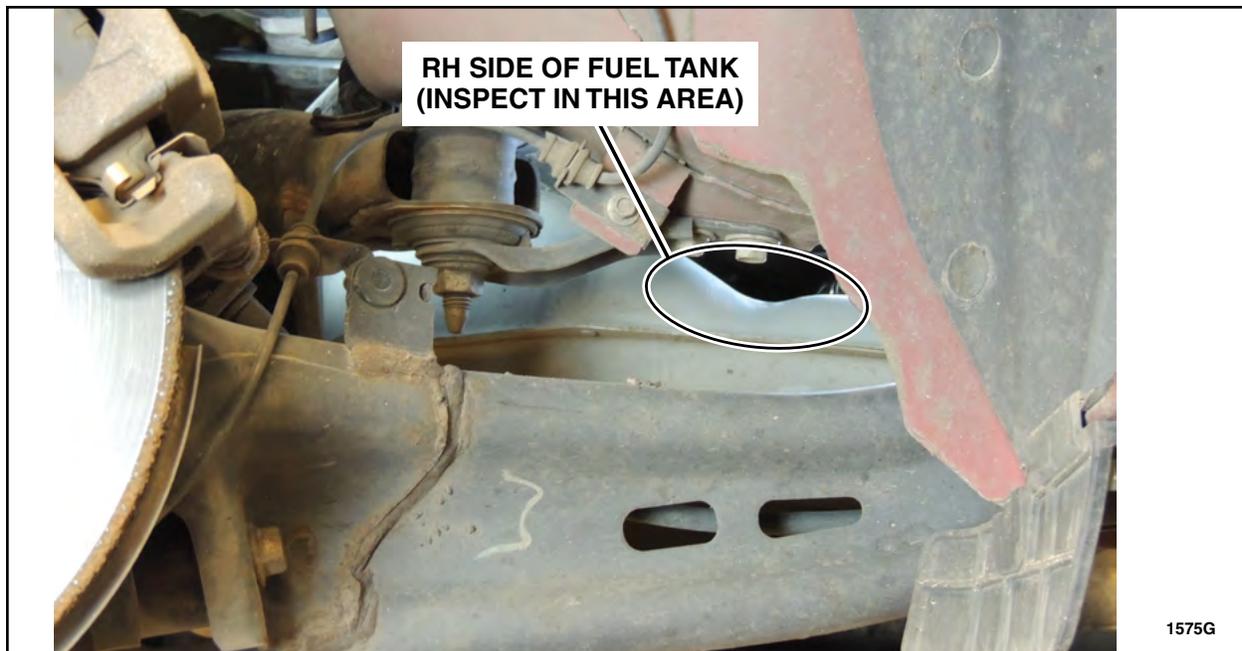


FIGURE 4

NOTE: Fuel tank removed for clarity.

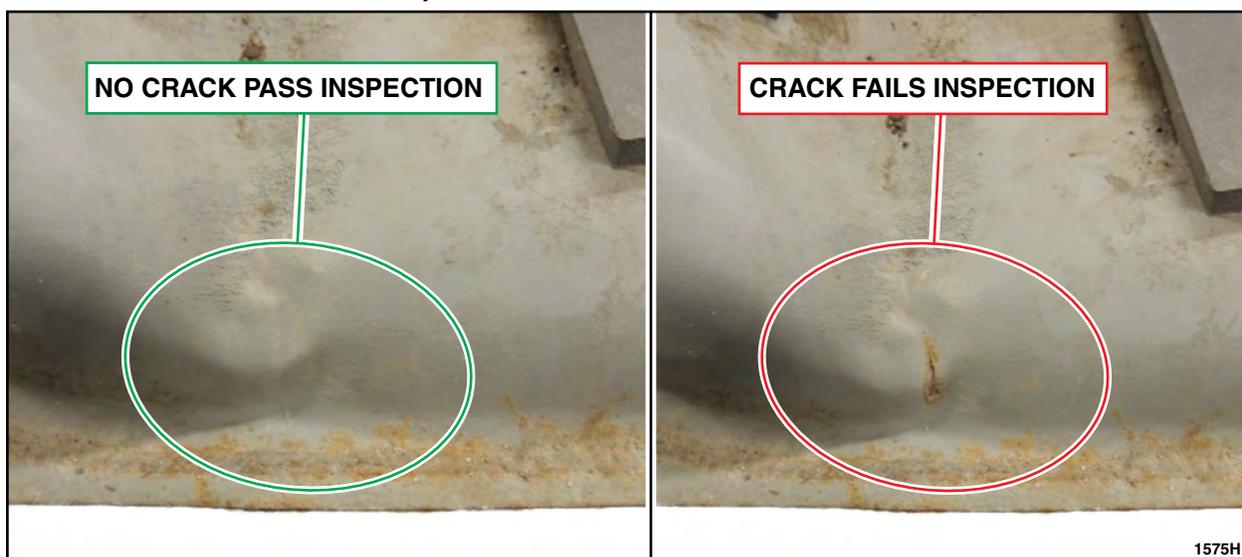


FIGURE 5



Canister Purge Valve Testing

1. With the vehicle in NEUTRAL, position it on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.

NOTE: Ensure that the VACUTEC® Smoke Machine or equivalent is properly calibrated for a 0.020" leak test following the manufacturer's instructions.

2. Disconnect the vapor tube-to-CPV quick connect coupling. Please follow the WSM procedures in Section 310-00. See Figure 6.

NOTE: 2.5L shown, 3.0L similar.



FIGURE 6

3. Using suitable adapters, connect the VACUTEC® Smoke Machine Fuel Evaporative Emission System Tester or equivalent to the port on the CPV. See Figure 7.

NOTE: 2.5L shown, 3.0L similar.

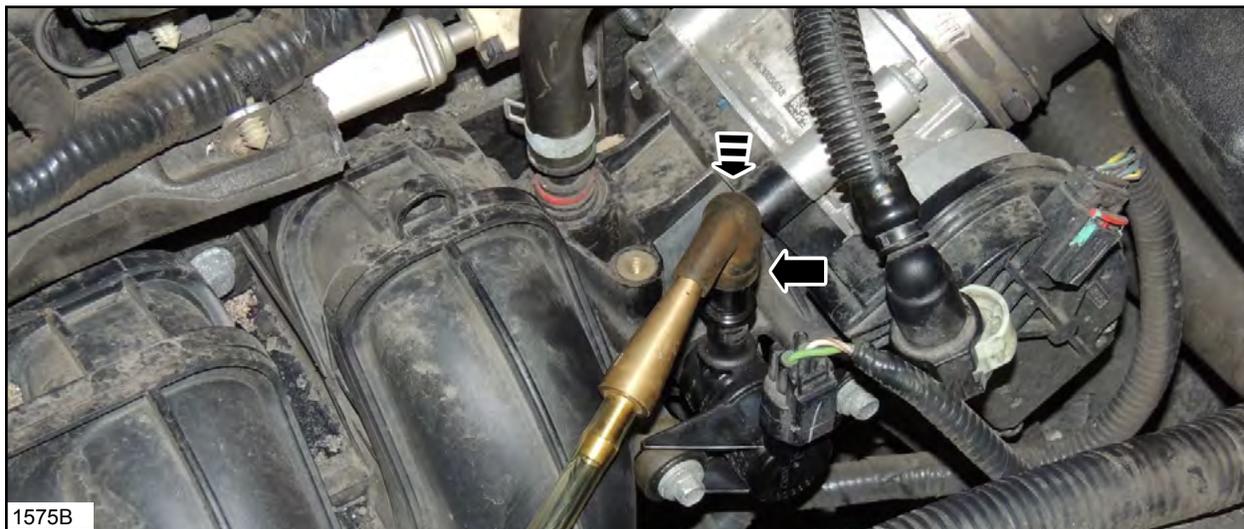


FIGURE 7



4. With the ignition in the "OFF" position, test the CPV for leaks by applying pressure from the tester and monitoring for air flow on the gauge. A good CPV will register a leak rate of less than 0.020".

5. Is CPV leak rate less than 0.020"?

YES - Reconnect the vapor tube-to-CPV quick connect coupling. No repairs are needed at this time. Proceed to Module Reprogramming on Page 9.

NO - Replace the CPV following the WSM procedures in Section 303-13, then proceed to Vapor Canister Inspection on Page 8.



Vapor Canister Inspection

⚠ WARNING: When handling fuel, always observe fuel handling precautions and be prepared in the event of fuel spillage. Spilled fuel may be ignited by hot vehicle components or other ignition sources. Failure to follow these instructions may result in serious personal injury.

IMPORTANT: Liquid fuel may be present inside of the vapor canister. Ensure you are using proper precautions while servicing.

1. Remove the vapor canister from the vehicle. Please follow the WSM procedures in Section 303-13.
2. While holding the vapor canister, tip the EVAP hose ports downward to determine if there is any liquid fuel within the canister.
3. Is there any liquid fuel in the canister?

YES - Install a *new* vapor canister following the WSM procedures in Section 303-13.

NO - Reinstall the vapor canister following the WSM procedures in Section 303-13.

4. Proceed to Module Reprogramming on Page 9.



NEW ! *Module Reprogramming*

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.
2. Reprogram the Powertain Control Module (PCM) using IDS release *99.05* or higher.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery, once the reprogramming has completed.

Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.



**Recovering a module when programming has resulted in a blank module:
NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

