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

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

May 30, 2013

TO: All U.S. Ford and Lincoln Dealers

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

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.

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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 currently not available to replace all fuel delivery modules. At this time, customer vehicles should be repaired only if the vehicle has a fuel leak at the fuel outlet port fitting. In an effort to maintain high levels of owner satisfaction, please ensure you prioritize customer vehicles ahead of repairing your unsold stock vehicles. It is anticipated that parts will be available in the third quarter of 2013.

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.

OWNER NOTIFICATION MAILING SCHEDULE

Initial Owner Letters are expected to be mailed in July 2013 to notify owners of this Safety Recall and advise that parts are not currently available. As parts become available, owners will be notified to bring their vehicles in for repairs. Affected owners will be notified in phases as part supplies increase up to the 4th quarter of 2013. When parts are available, 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
Attachment IV: Dealer Q & A
Owner Notification Letter

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

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04
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 October, 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.

STOCK VEHICLES

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

  NOTE: In an effort to maintain high levels of owner satisfaction, please ensure you prioritize customer vehicles ahead of repairing your unsold stock vehicles.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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.

  NOTE: Parts are currently not available to replace all fuel delivery modules. At this time, customer vehicles should be repaired only if the vehicle has a fuel leak at the fuel outlet port fitting.

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

With proper parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique circumstance which may require a rental vehicle, 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.
- 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.

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LABOR ALLOWANCES

Explorer / Police Interceptor Utility

Powertrain	Description	Labor Operation	Labor Time
2.0L EcoBoost 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	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 3.5L EcoBoost	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 FWD 3.5L TiVCT FWD	Replace FDM*	13S04D	2.2 Hours
3.5L TiVCT AWD	Replace FDM*		2.7 Hours
3.5L EcoBoost	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	Replace FDM*	13S04E	2.4 Hours
2.0L EcoBoost AWD 3.7L TiVCT AWD	Replace FDM*		2.7 Hours
2.0L EcoBoost 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 3.7L TiVCT FWD	Inspect FDM – INSPECTION PASS (Includes Fuel Tank R&I)	13S04AA	2.1 Hours
2.0L EcoBoost AWD	Inspect FDM – INSPECTION PASS (Includes Fuel Tank R&I)		2.3 Hours
2.0L EcoBoost 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 3.7L TiVCT FWD	Inspect FDM – INSPECTION FAILED (Does NOT Close Program) **	13S04FF	2.1 Hours
2.0L EcoBoost AWD	Inspect FDM – INSPECTION FAILED (Does NOT Close Program) **		2.3 Hours
2.0L EcoBoost 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

Explorer / Police Interceptor Utility Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring	Pinion Flange Bolts 1 pkg of 3 (3 bolts per vehicle)	Exhaust Flange Nuts 1 pkg of 4 (4 nuts per vehicle)	Exhaust Flange Gasket (qty per vehicle)
2.0L EcoBoost FWD	DA8Z-9A407-A	4L3Z-9276-AA	NA	NA	NA
3.5L FWD	DB5Z-9A407-A	4L3Z-9276-AA	NA	NA	NA
3.5L FWD w/California Emissions	DA8Z-9H307-L	4L3Z-9276-AA	NA	NA	NA
3.5L 4WD	DB5Z-9A407-A	4L3Z-9276-AA	W790063-S900	NA	NA
3.5L 4WD w/California Emissions	DA8Z-9H307-L	4L3Z-9276-AA	W790063-S900	NA	NA
3.5L EcoBoost	DA8Z-9A407-B	4L3Z-9276-AA	W790063-S900	W714265-S441	(2) 7T4Z-9450-AA
3.7L FWD	DB5Z-9A407-A	4L3Z-9276-AA	NA	W714265-S441	(1) DA5Z-9450-A
3.7L FWD w/California Emissions	DA8Z-9H307-L	4L3Z-9276-AA	NA	W714265-S441	(1) DA5Z-9450-A
3.7L 4WD	DB5Z-9A407-A	4L3Z-9276-AA	W790063-S900	W714265-S441	(1) DA5Z-9450-A
3.7L 4WD w/California Emissions	DA8Z-9H307-L	4L3Z-9276-AA	W790063-S900	W714265-S441	(1) DA5Z-9450-A

Taurus / Police Interceptor Sedan Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring
2.0L EcoBoost FWD	DG1Z-9A407-C	4L3Z-9276-AA
3.5L FWD	DG1Z-9A407-B	4L3Z-9276-AA
3.5L FWD w/California Emissions	DA5Z-9H307-H	4L3Z-9276-AA
3.5L/3.7 AWD	DG1Z-9A407-A	4L3Z-9276-AA
3.5L/3.7 AWD w/California Emissions	DG1Z-9H307-S	4L3Z-9276-AA
3.5L EcoBoost	DA5Z-9A407-A	4L3Z-9276-AA

MKS Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring
3.7L FWD	DA5Z-9H307-H	4L3Z-9276-AA
3.7L AWD	DG1Z-9H307-S	4L3Z-9276-AA
3.5L EcoBoost	DA5Z-9A407-A	4L3Z-9276-AA

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Flex / MKT Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring	Pinion Flange Bolts – 1 pkg of 3 (3 bolts per vehicle)	Exhaust Flange Nuts – 1 pkg of 4 (4 nuts per vehicle)	Exhaust Flange Gasket (qty per vehicle)
2.0L EcoBoost FWD	DA8Z-9A407-A	4L3Z-9276-AA	NA	NA	NA
3.5L FWD	DA8Z-9H307-L	4L3Z-9276-AA	NA	NA	N/A
3.5L AWD	DA8Z-9H307-L	4L3Z-9276-AA	W790063-S900	NA	N/A
3.5L EcoBoost	DA8Z-9A407-B	4L3Z-9276-AA	W790063-S900	W520414-S441	(2) 7T4Z-9450-AA
3.7L FWD	DA8Z-9H307-L	4L3Z-9276-AA	NA	W520414-S441	(1) DA5Z-9450-A
3.7L AWD	DA8Z-9H307-L	4L3Z-9276-AA	W790063-S900	W520414-S441	(1) DA5Z-9450-A

Fusion Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring	Pinion Flange Bolts – 1 pkg of 6 (6 bolts per vehicle)	Exhaust Flange Nuts – 1 pkg of 4 (2 nuts per vehicle)	Exhaust Flange Gasket (1 per vehicle)	Carrier Brg. Bolts – 1 pkg of 4 (2 bolts per vehicle)
1.6L / 2.0L FWD	DG9Z-9H307-N	4L3Z-9276-AA	NA	W520103-S442	CV6Z-9450-D	NA
2.0L AWD	DG9Z-9H307-R	4L3Z-9276-AA	5F9Z-4682-AA	W520103-S442	CV6Z-9450-D	W712154-S439
2.5L FWD	DG9Z-9H307-Z	4L3Z-9276-AA	NA	W520103-S442	CV6Z-9450-D	NA
Hybrid	DG9Z-9H307-S	4L3Z-9276-AA	NA	W520103-S442	CV6Z-9450-D	NA

MKZ Parts Table

Powertrain	Fuel Delivery Module	FDM O-Ring	Pinion Flange Bolts – 1 pkg of 6 (6 bolts per vehicle)	Exhaust Flange Nuts – 1 pkg of 4 (2 nuts per vehicle*)	Exhaust Flange Gasket (1 per vehicle)	Carrier Brg. Bolts – 1 pkg of 4 (2 bolts per vehicle)
2.0L FWD	DG9Z-9H307-N	4L3Z-9276-AA	NA	W520103-S442	CV6Z-9450-D	NA
2.0L AWD	DG9Z-9H307-R	4L3Z-9276-AA	5F9Z-4682-AA	W520103-S442	CV6Z-9450-D	W712154-S439
3.7L FWD	DG9Z-9H307-T	4L3Z-9276-AA	NA	W520103-S442*	BT4Z-9450-A	NA
3.7L AWD	DG9Z-9H307-T	4L3Z-9276-AA	5F9Z-4682-AA	W520103-S442*	BT4Z-9450-A	W712154-S439
Hybrid	DG9Z-9H307-S	4L3Z-9276-AA	NA	W520103-S442	CV6Z-9450-D	NA
*3.7L Application requires 4 total						

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

PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

The DOR/COR number for this recall is 50506.

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444.

When calling to place an order for a fuel delivery module, please be prepared to provide dealer P&A code, VIN, RO #, customer name, and vehicle mileage.

This bulletin will be supplemented if circumstances warrant a change in part supply strategy, when a seed stock program is developed, or when open ordering resumes.

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.

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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

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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.

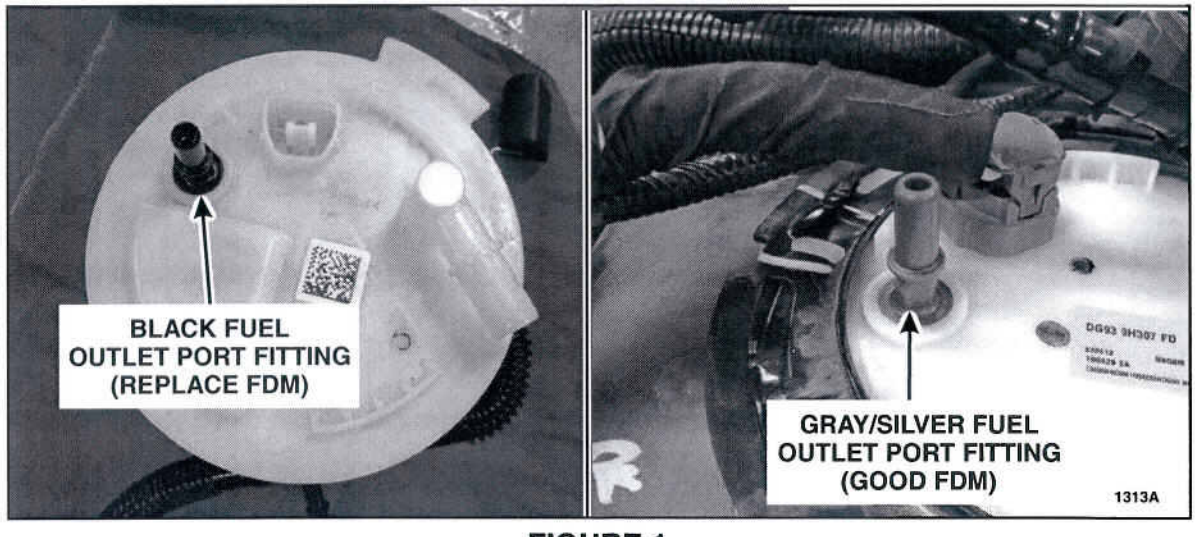

FIGURE 1

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5/2013

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04
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.

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

A. Current supplies of parts are sufficient to address those customers who experience symptoms. If customers have experienced symptoms of a leak, parts can be ordered and repairs can generally be completed in less than one-half day. Since parts are in limited supply, affected owners will be re-notified when parts are available to update their vehicles.

Q6. What about Dealer Stock vehicles?

A. There is a demonstration and delivery hold on dealer stock vehicles. Because parts are currently in limited supply, Dealers are requested to prioritize parts to vehicles that have been sold to owners.

Q7. When are sufficient part quantities expected to be able to repair all affected vehicles regardless of symptoms?

A. We are working diligently with our suppliers to maximize their production of replacement parts. Adequate quantities are expected by the end of the 3rd Quarter 2013.

Q8. How will the owner mailings being prioritized?

A. Because sufficient quantities of parts are not currently available to repair this condition for all affected vehicles at this time, owner letter mailings will be phased by vehicle line, based upon report rates.

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Q9. 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

Q10. 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.

Q11. The Special Service Support Center sent me a different fuel delivery module part number then 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.

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