Reissue 2: September 21, 2017 (Destroy previous copy). Changes relate to **PDRs** and are highlighted in *Yellow* *Italic* font.

FCSD Field Service Action 16S38S2

To: All Ford Dealerships

August 14, 2017

Attention: Ford Dealer Principal
Ford Dealer Service, Parts, Sales & Pre-Delivery Managers
Ford Dealer Stock Controllers & Campaign Coordinators

OWNER-NOTIFIED SAFETY RECALL

Subject: 16S38S2– SAFETY RECALL – Focus Fuel Tank Purge Vent

Special Attention: The Dealer Field Service Action Co-ordinator has overall responsibility for implementing this action within your Dealership and Branches.

Introduction

Certain vehicles under particular environmental conditions may ingest sufficient levels of dust, which may block the carbon canister during a purge cycle. This could cause the fuel tank to reach vacuum levels that exceed design limits. If this condition is not corrected, the fuel tank may crack, resulting in a fuel leak. A fuel leak in the presence of an ignition source can lead to a fire.

Dealers are required to inspect the condition of the fuel tank and perform one of the following procedures based on the inspection:

- Install a new fuel filler nozzle inhibitor (Capless filler).
- Install a new fuel tank vent line, fuel filler nozzle inhibitor (Capless filler) and fit a restrictor to the evaporative emissions canister.
- Install a new fuel tank vent line, fuel filler nozzle inhibitor (Capless filler) and evaporative emissions canister.
- Replace the fuel tank, install a new fuel tank vent line, fuel filler nozzle inhibitor (Capless filler) and evaporative emissions canister.

A Detailed flowchart for all repairs is provided in "ATTACHMENT I" for use in determining the necessary inspections and repairs.

Technicians should familiarize themselves with all aspects of the flowchart prior to initiating repairs to avoid unnecessary steps.

Ford will be writing to all customers regarding this Field Service Action (a sample copy of the customer letter is attached).

NOTE: Dealers are reminded that it is Ford's recommendation that every customer (including FSA customers) receive a completed Vehicle Report Card before they collect their car.

Vehicles Affected

Certain Focus vehicles built from April 12, 2011 through September 29, 2015.

NOTE: Affected vehicles may be held in Dealer new/used car stock or be present at the Dealership for service related purposes. All vehicles should be checked on SERVIS2 for Field Service Action eligibility and **any** outstanding Field Service Actions completed prior to vehicle departure in accordance with the Warranty and Policy Manual, Section E 3.4 and I 3.

All Dealers can obtain a copy of the Campaign (which includes a sample copy of the Customer Letter) via the **FMC Dealer or PTS** websites.

NOTE: Dealers can obtain a list of eligible vehicles from the **PTS Website** www.proservicetech.com by selecting **Quick Links** and then **FSA VINs**.

Service Procedure

Refer to the attached procedure.
Note: Campaign Completion decals must be used.

Parts Requirement

To determine the manufacturing plant location and vehicle build date, enter the VIN in PTS and select "Additional Information" from the OASIS screen. The Production Date and Plant of Manufacture will be displayed. Refer to SECTION A of the Rework Procedure for further details.
To determine type of capless filler fitted to the vehicle, refer to SECTION I of Rework Procedure.

Description	Part No.	Quantity
VEHICLES BUILT IN GERMANY (SAARLOUIS)		
Fuel Tank	AV61 9002 AC	1 (as required)
Fuel Pump Gasket	98AP 9276 AB	1 (as required)
Vent Line	BV61 9G271 JA	1 (as required)
Capless Filler (Early Type)	9V61 9P897 DB	1
Canister	7M51 9E857 JA	1 (as required)
Restrictor	7M51 9101 JA	1 (as required)
VEHICLES BUILT IN THAILAND		
Fuel Tank	BV61 9002 EB	1 (as required)
Fuel Pump Gasket	98AP 9276 AB	1 (as required)
Vent Line	BV61 9G271 JA	1 (as required)
Capless Filler (Early Type)	9V61 9P897 DB	1 (as required)
Capless Filler (Later Type)	F1F1 9P897 AA	1 (as required)
Canister	7M51 9E857 JA	1 (as required)
Restrictor	7M51 9101 JA	1 (as required)
ALL VEHICLES		
Campaign Completion Decal	SRCC 16D128 B	1 (unit of issue 42)

Claim Instructions

NOTE: Refer to the flowchart in ATTACHMENT I to determine the correct PDR claim.

Claim Type 41 Causal Part No. 16S38 Condition Code 79

Pre-Defined Repair Allowance	Part Numbers	PDR No.	Time
- *Vehicles built in **Thailand*** - *Vehicles with **Early** Type Capless Filler* Bottom of fuel tank is deformed. Install new: • Fuel tank • Evaporative emissions canister • Fuel tank vent line • Fuel filler nozzle inhibitor (capless filler)	BV61 9002 EB 7M51 9E857 JA BV61 9G271 JA 9V61 9P897 DB *98AP 9276 AB* SRCC 16D128 B (Campaign Completion Decal)	FSA16S3801	3.1 Hrs

Pre-Defined Repair Allowance	**Part Numbers**	**PDR No.**	**Time**
- *Vehicles built in **Thailand*** - *Vehicles with **Later** Type **Capless Filler*** Bottom of fuel tank is deformed. Install new: • Fuel tank • Evaporative emissions canister • Fuel tank vent line • Fuel filler nozzle inhibitor (capless filler)	BV61 9002 EB 7M51 9E857 JA BV61 9G271 JA F1F1 9P897 AA *98AP 9276 AB* SRCC 16D128 B (Campaign Completion Decal)	FSA16S3802	3.1 Hrs
- *Vehicles built in **Germany*** Bottom of fuel tank is deformed. Install new: • Fuel tank • Evaporative emissions canister • Fuel tank vent line • Fuel filler nozzle inhibitor (capless filler)	AV61 9002 AC 7M51 9E857 JA BV61 9G271 JA 9V61 9P897 DB *98AP 9276 AB* SRCC 16D128 B (Campaign Completion Decal)	FSA16S3803	3.1 Hrs
- *Vehicles with **1.5L** Engines* - *Vehicles with **Early** Type **Capless Filler*** Bottom of the fuel tank is not deformed, scrivet is not displaced. Install new: • Fuel filler nozzle inhibitor (capless filler)	9V61 9P897 DB SRCC 16D128 B (Campaign Completion Decal)	FSA16S3804	0.3 Hrs
- *Vehicles with **1.5L** Engines* - *Vehicles with **Later** Type **Capless Filler*** Bottom of the fuel tank is not deformed, scrivet is not displaced. Install new: • Fuel filler nozzle inhibitor (capless filler)	F1F1 9P897 AA SRCC 16D128 B (Campaign Completion Decal)	FSA16S3805	0.3 Hrs
- *Vehicles with **2.0L** Engines* - *Vehicles with **Early** Type **Capless Filler*** Bottom of fuel tank is not deformed, scrivet is not displaced and the vehicle is **built in Thailand after the 22-Jan-14, or built in Germany.** Install new: • Fuel tank vent line • Fuel filler nozzle inhibitor (capless filler) • Restrictor into existing evaporative emissions canister	BV61 9G271 JA 9V61 9P897 DB 7M51 9101 JA SRCC 16D128 B (Campaign Completion Decal)	FSA16S3806	1.5 Hrs

Pre-Defined Repair Allowance	Part Numbers	PDR No.	Time
PDR DELETED		FSA16S3807	
- *Vehicles* ***built in Thailand*** - ***2.0 Litre*** *Engines Only* Bottom of the fuel tank is not deformed, scrivet is not displaced and the vehicle is built **on the 22-Jan-14 or earlier**. Install new: • Evaporative emissions canister • Fuel tank vent line • Fuel filler nozzle inhibitor (capless filler)	7M51 9E857 JA BV61 9G271 JA 9V61 9P897 DB SRCC 16D128 B (Campaign Completion Decal)	FSA16S3808	1.6 Hrs
- *Vehicles with* ***Early*** *Type* ***Capless Filler*** Bottom of the fuel tank is not deformed, scrivet is displaced and the fuel tank rear corner is not distorted or cracked. Install new: • Evaporative emissions canister • Fuel tank vent line • Fuel filler nozzle inhibitor (capless filler)	7M51 9E857 JA BV61 9G271 JA 9V61 9P897 DB SRCC 16D128 B (Campaign Completion Decal)	FSA16S3809	1.6 Hrs
- *Vehicles with* ***Later*** *Type* ***Capless Filler*** Bottom of the fuel tank is not deformed, scrivet is displaced and the fuel tank rear corner is not distorted or cracked. Install new: • Evaporative emissions canister • Fuel tank vent line • Fuel filler nozzle inhibitor (capless filler)	7M51 9E857 JA BV61 9G271 JA F1F1 9P897 AA SRCC 16D128 B (Campaign Completion Decal)	FSA16S3810	1.6 Hrs
- *Vehicles built in* ***Thailand*** - *Vehicles with* ***Early*** *Type* ***Capless Filler*** Bottom of the fuel tank is not deformed, the scrivet is displaced and the fuel tank rear corner is distorted or cracked. Install new: • Fuel tank • Evaporative emissions canister • Fuel tank vent line • Fuel filler nozzle inhibitor (capless filler)	BV61 9002 EB 7M51 9E857 JA BV61 9G271 JA 9V61 9P897 DB *98AP 9276 AB* SRCC 16D128 B (Campaign Completion Decal)	FSA16S3811	3.1 Hrs

Pre-Defined Repair Allowance	**Part Numbers**	**PDR No.**	**Time**
- *Vehicles built in* ***Thailand*** - *Vehicles with* ***Later*** *Type* ***Capless Filler*** Bottom of the fuel tank is not deformed, the scrivet is displaced and the fuel tank rear corner is distorted or cracked. Install new: • Fuel tank • Evaporative emissions canister • Fuel tank vent line • Fuel filler nozzle inhibitor (capless filler)	BV61 9002 EB 7M51 9E857 JA BV61 9G271 JA F1F1 9P897 AA *98AP 9276 AB* SRCC 16D128 B (Campaign Completion Decal)	FSA16S3812	3.1 Hrs
- *Vehicles built in* ***Germany*** Bottom of the fuel tank is not deformed, the scrivet is displaced and the fuel tank rear corner is distorted or cracked. Install new: • Fuel tank • Evaporative emissions canister • Fuel tank vent line • Fuel filler nozzle inhibitor (capless filler)	AV61 9002 AC 7M51 9E857 JA BV61 9G271 JA 9V61 9P897 DB *98AP 9276 AB* SRCC 16D128 B (Campaign Completion Decal)	FSA16S3813	3.1 Hrs

Displaced Parts

All displaced parts must be handled in accordance with the Warranty and Policy Manual (Section/Attachment G).
NB: To prevent any further use, displaced parts must be destroyed at the end of the retention period.

Completion Date

It is estimated that this campaign will be completed by August 14, 2018. If, however, the campaign remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed.

MARK CRUSE
Service Engineering Manager
FCSD
(☎ +61 3 8301 2910)

Enquiries to Margaret Neeland
Email: mneeland@ford.com

16S38S2– Focus Fuel Tank Purge Vent

RECOMMENDED REWORK PROCEDURES (updated)

Thoroughly read and understand rework instructions prior to rework.

Certain 2011 through 2015 Model Year Focus Vehicles — Fuel Tank Purge Vent

OVERVIEW

Certain vehicles under particular environmental conditions may ingest sufficient levels of dust, which may block the carbon canister during a purge cycle. This could cause the fuel tank to reach vacuum levels that exceed design limits. If this condition is not corrected, the fuel tank may crack, resulting in a fuel leak. A fuel leak in the presence of an ignition source can lead to a fire.

Dealers are required to inspect the condition of the fuel tank and perform one of the following procedures based on the inspection:

- Install a new fuel filler nozzle inhibitor (Capless filler).
- Install a new fuel tank vent line, fuel filler nozzle inhibitor (Capless filler) and fit a restrictor to the evaporative emissions canister.
- Install a new fuel tank vent line, fuel filler nozzle inhibitor (Capless filler) and evaporative emissions canister.
- Replace the fuel tank, install a new fuel tank vent line, fuel filler nozzle inhibitor (Capless filler) and evaporative emissions canister.

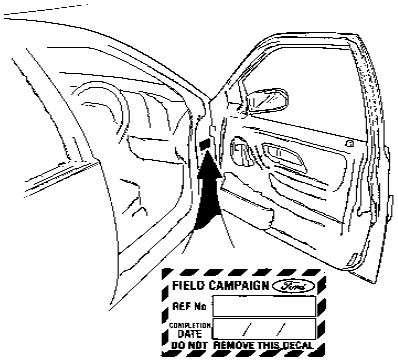
A detailed flowchart for all repairs is provided in "ATTACHMENT I" for use in determining the necessary inspections and repairs.

Technicians should familiarize themselves with all aspects of the flowchart prior to initiating repairs to avoid unnecessary steps.

SERVICE PROCEDURE

Refer to rework procedure (starting at SECTION A) and repair flowchart.

NOTE: When rework is completed, fit campaign completion decal to the right hand (drivers) side A Pillar and return the vehicle to service.

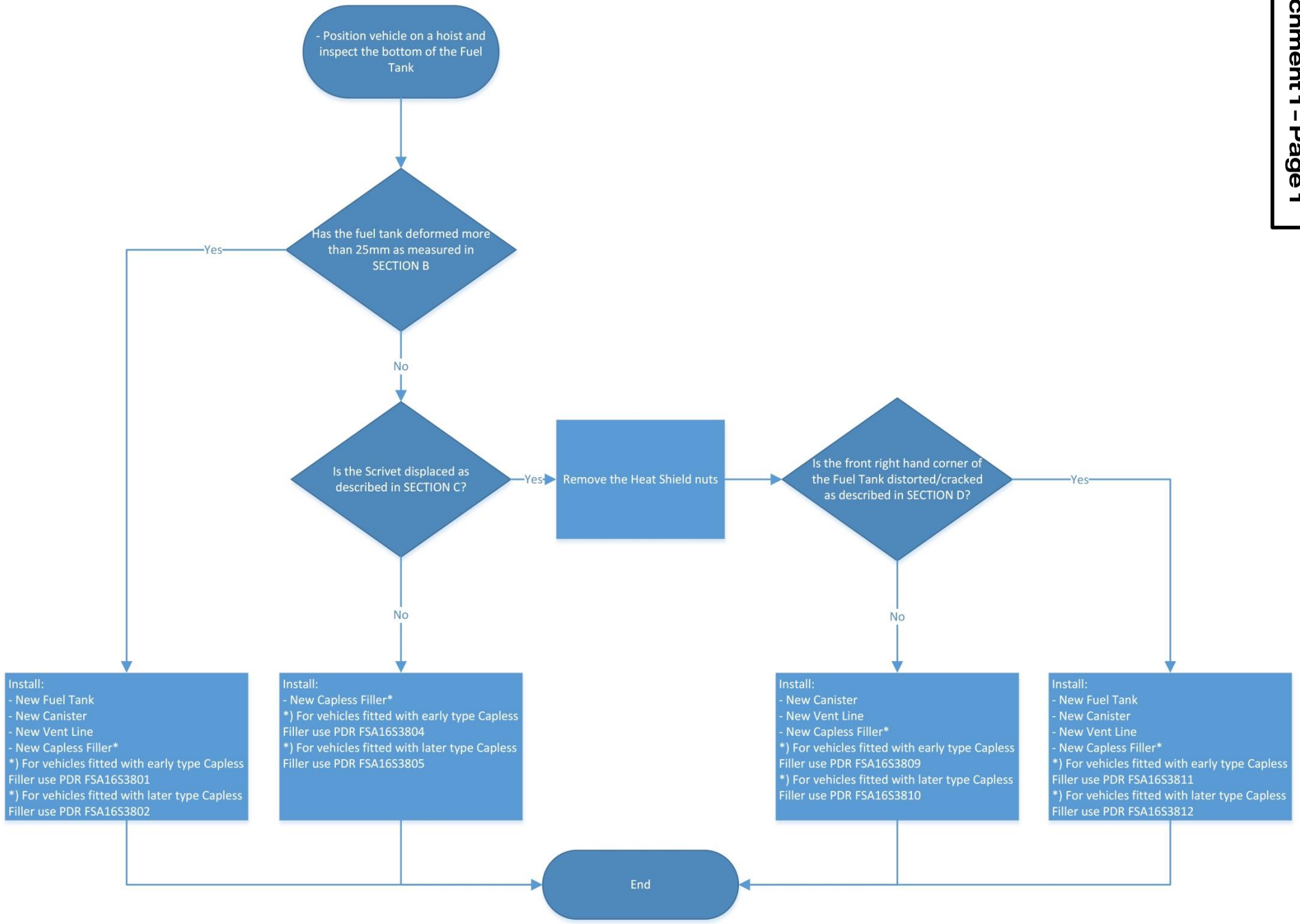
	Enter campaign number and date of repair using a permanent marker pen. Ensure area of application is thoroughly clean and dry before applying decal.

Flowchart 1 – Vehicles with 1.5L Engines

(Supplement 1)

Early type Capless Filler: 9V61 9P897 DB
Later Type Capless Filler: F1F1 9P897 AA

Attachment 1 – Page 1



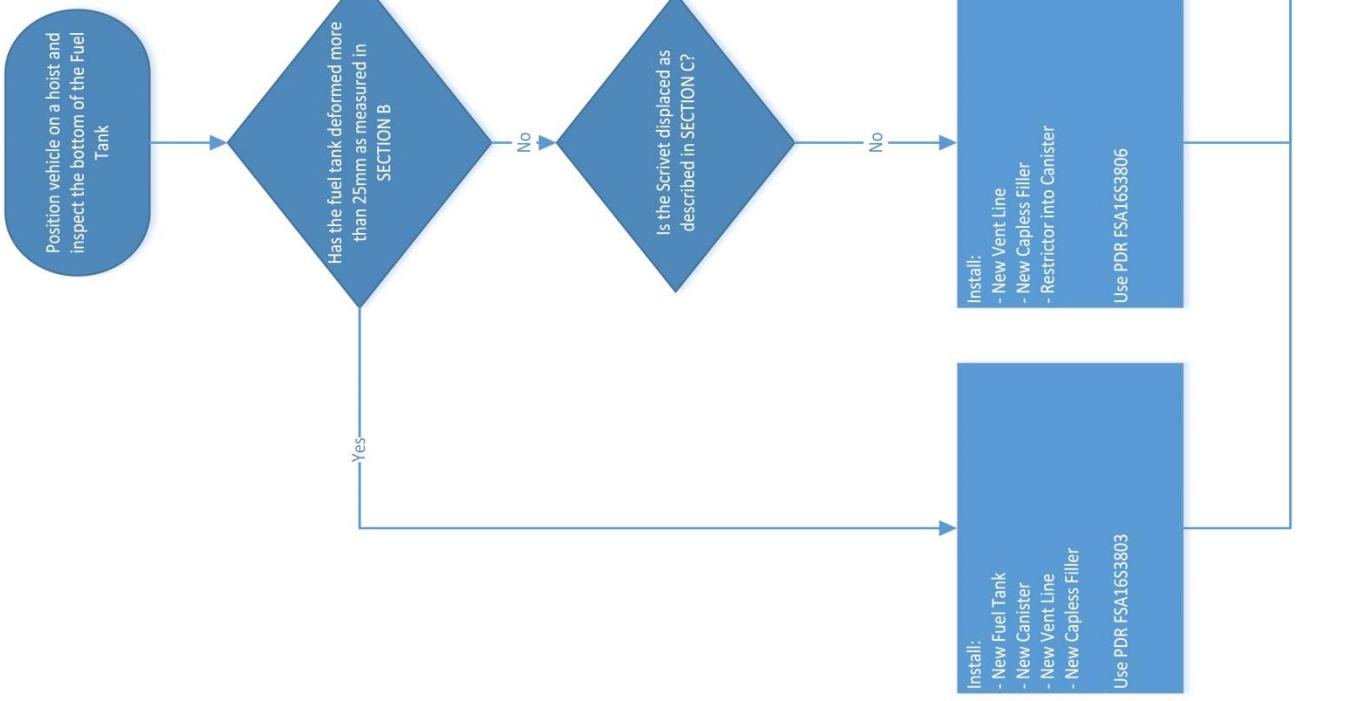
Flowchart 2 – Vehicles with 2.0L Engines built in Thailand

(Supplement 1)

Attachment 1 – Page 3

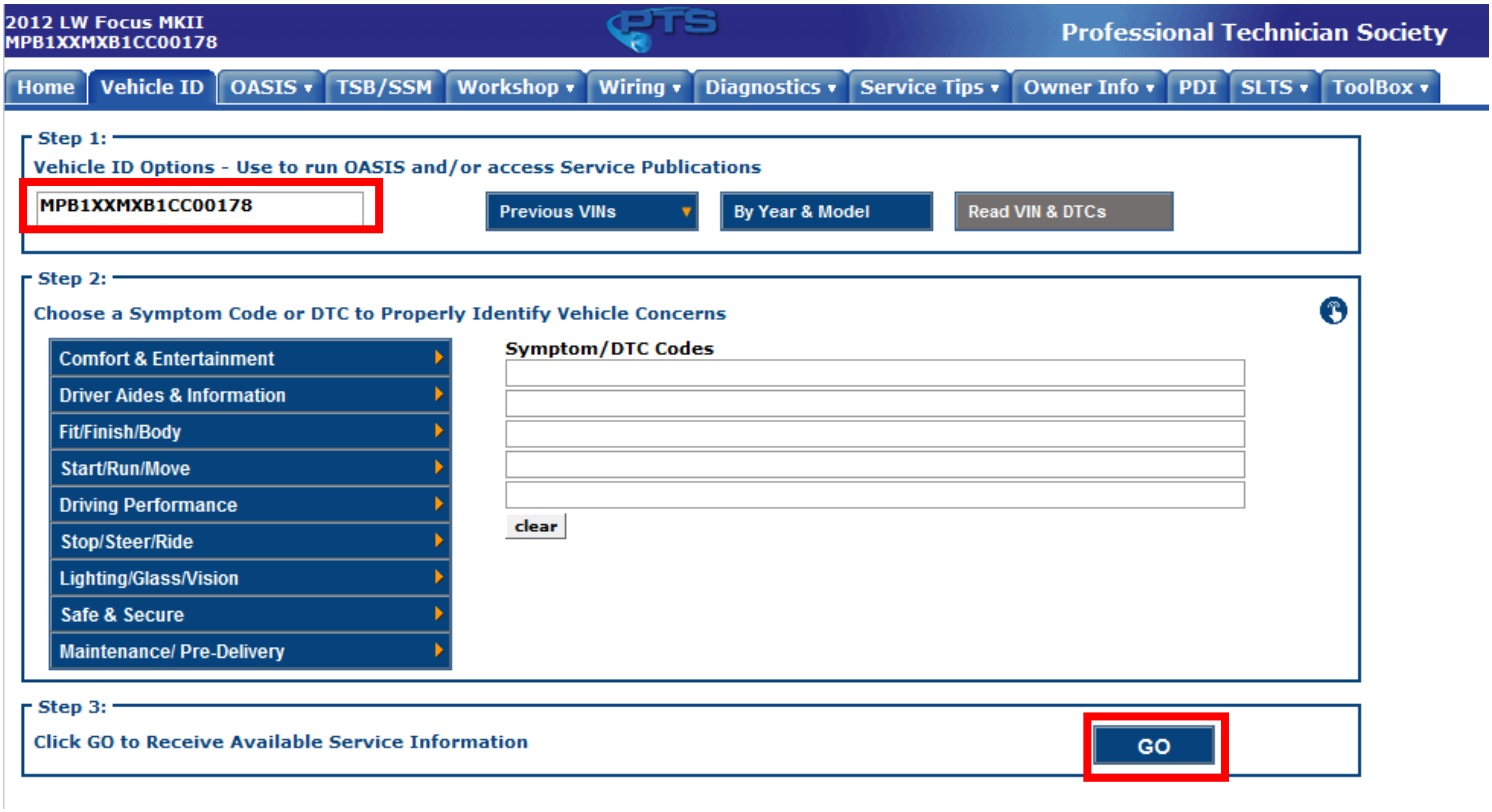
Flowchart 3 – Vehicle with 2.0L Engine built in Germany

(Supplement 1)

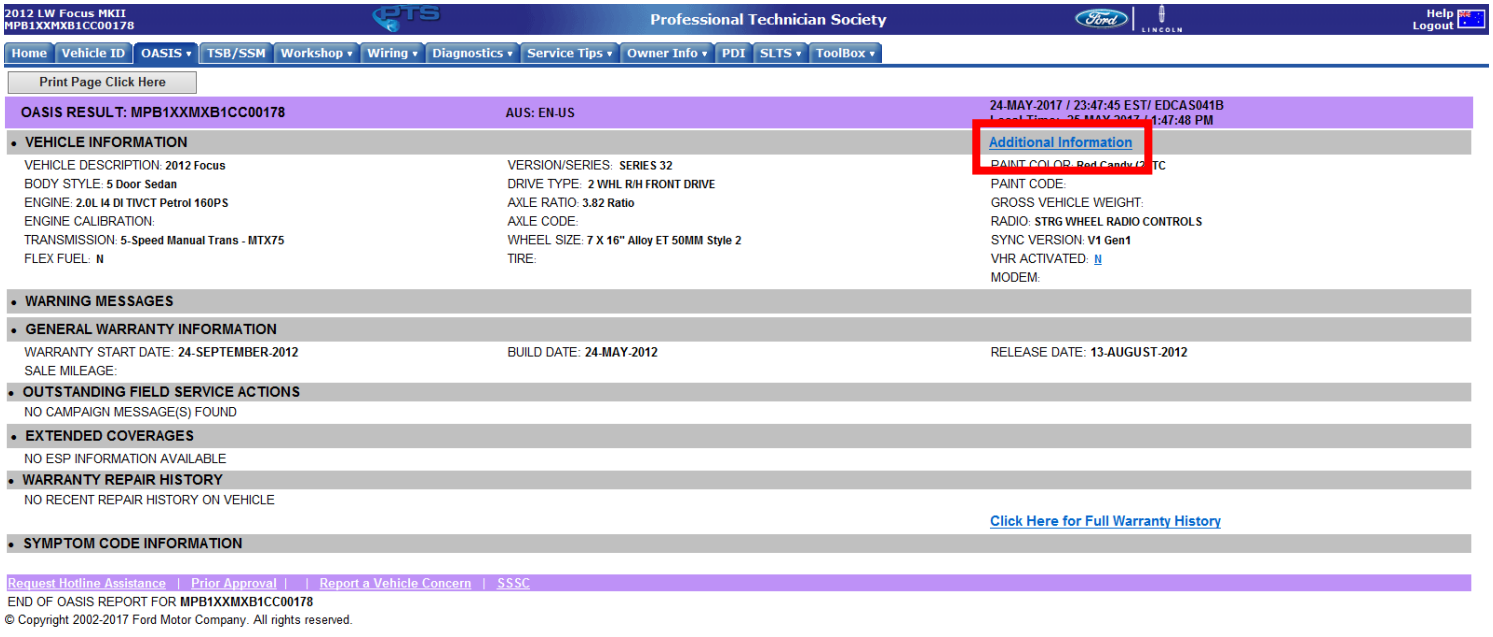


SECTION A: Vehicle Identification

1. Enter the vehicle VIN number in PTS and select GO.



2. Select “Additional Information”



3. Make a note of the Production Date and Plant of Manufacture. These details are required to determine the correct repair and parts.

Example 1: THAILAND

Detailed Vehicle Specification - MPB1XXMXB1CC00178		11:47:44 PM
Description		2012 LW Focus MKII
Production Date		2012/05/24
Brand	F	FORD
Product Type	C	CAR
Vehicle Line	VLD3	Focus
Fuel Type	G	GASOLINE
Body Cab Style	BSHC	5 Door Sedan
Version/Series	VSDX	SERIES 32
Plant of Manufacture	AAGB7	THAILAND LTD PLANT BUILD
Engine	ENMG	2.0L I4 DI TIVCT Petrol 160PS
Transmission	TRRP	5-Speed Manual Trans - MTX75 (IND=M)
Drive Type	DR0C	2 WHL R/H FRONT DRIVE
Axle Ratio	EGAKB	3.82 FINAL DRIVE RATIO
Emissions	EMK	STAGE V EMISSIONS
Air Conditioning	AC0B	MANUAL AIR CONDITIONER
Tire Size		

Build Information	
000DW	CHARCOAL BLACK
3AF00	C346 -B-C - OTIS/LUX
A1GAA	LESS ROOF LINE CONVERSION
A1KAA	LESS REAR SPLASH GUARDS

Example 2: SAARLOUIS (Germany)

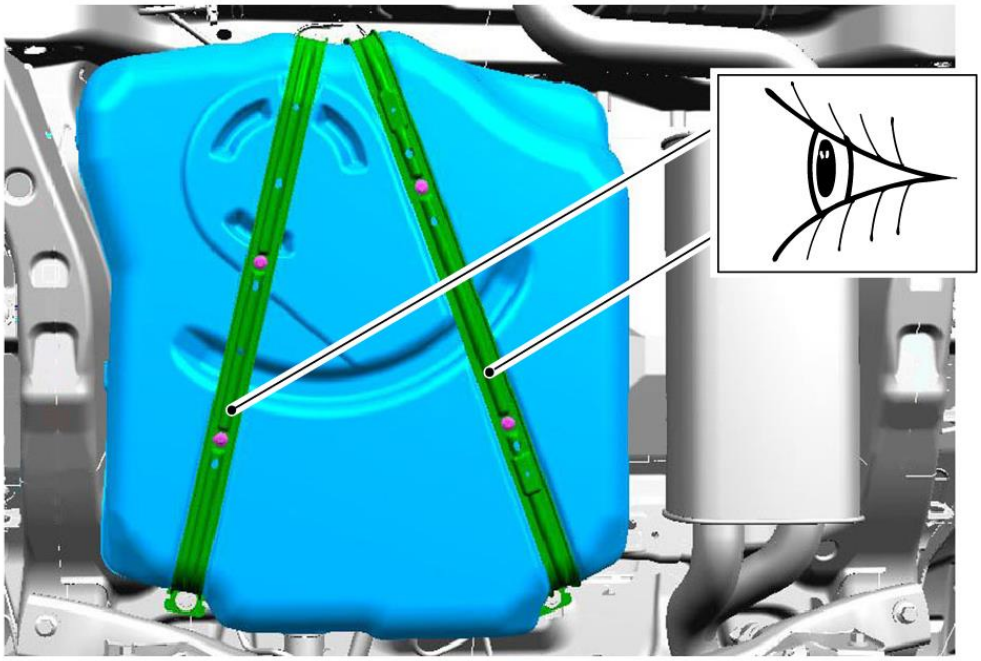
Detailed Vehicle Specification - WF0MXXGCBMBE51789		7:26:14 PM
Description		2011 LW Focus
Production Date		2011/04/15
Brand	F	FORD
Product Type	C	CAR
Vehicle Line	VLB8	Focus 2011-2015
Fuel Type	G	GASOLINE
Body Cab Style	BSFC	4 Door Sedan
Version/Series	VSDH	SERIES 40
Plant of Manufacture	AAGAT	SAARLOUIS PLANT BUILD
Engine	ENMG	2.0L I4 DI TIVCT Petrol 160PS
Transmission	TRCW	6 Speed Auto Transmission DPS6 (IND=A)
Drive Type	DR0C	2 WHL R/H FRONT DRIVE
Axle Ratio		
Emissions	EMK	STAGE V EMISSIONS
Air Conditioning	AC0G	DUAL ZONE AUTO TEMP CONTROL AC
Tire Size	D3HDT	235/40R 18 95W TYRE

Build Information	
979A2	NO DESCRIPTION AVAILABLE
3B3DW	NO DESCRIPTION AVAILABLE
A1KAA	LESS REAR SPLASH GUARDS
A1PAZ	FRT DR SCUFF PLATES-FORD OVAL

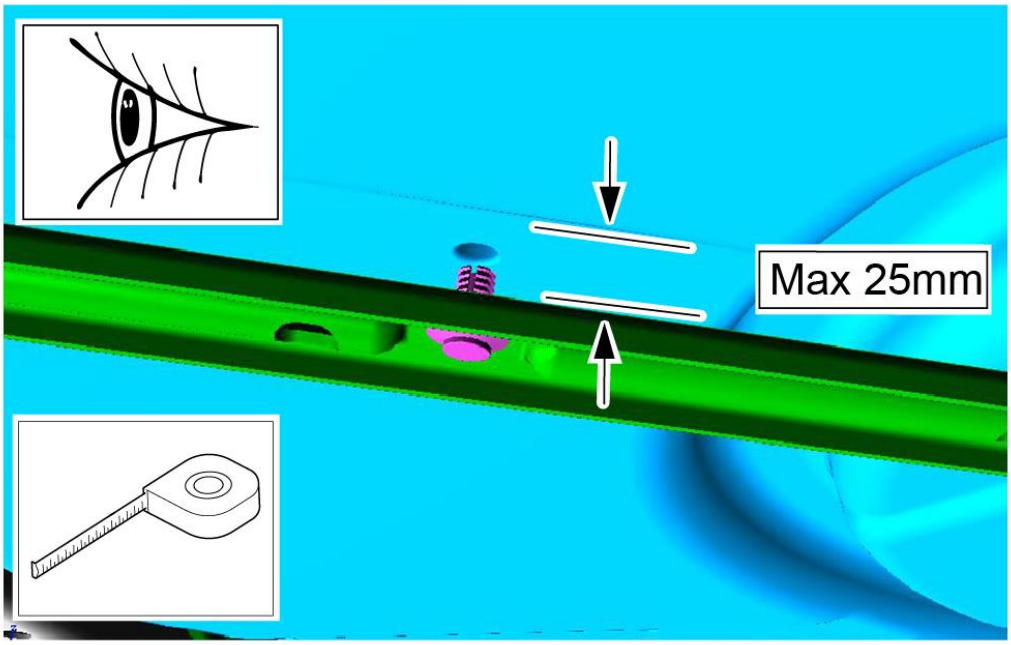
SECTION B: Fuel Tank Deformation Inspection

1. Position vehicle on a hoist.
   For Jacking and Lifting, refer to the 2010 – 2015 Focus Workshop Manual Section (100-02, Jacking and Lifting Description and Operation)

2. Inspect the bottom of the Fuel Tank at the locations shown.



3. Check for fuel tank deformation in the locations shown above, by inspecting the gap between the fuel tank retaining straps and the fuel tank.

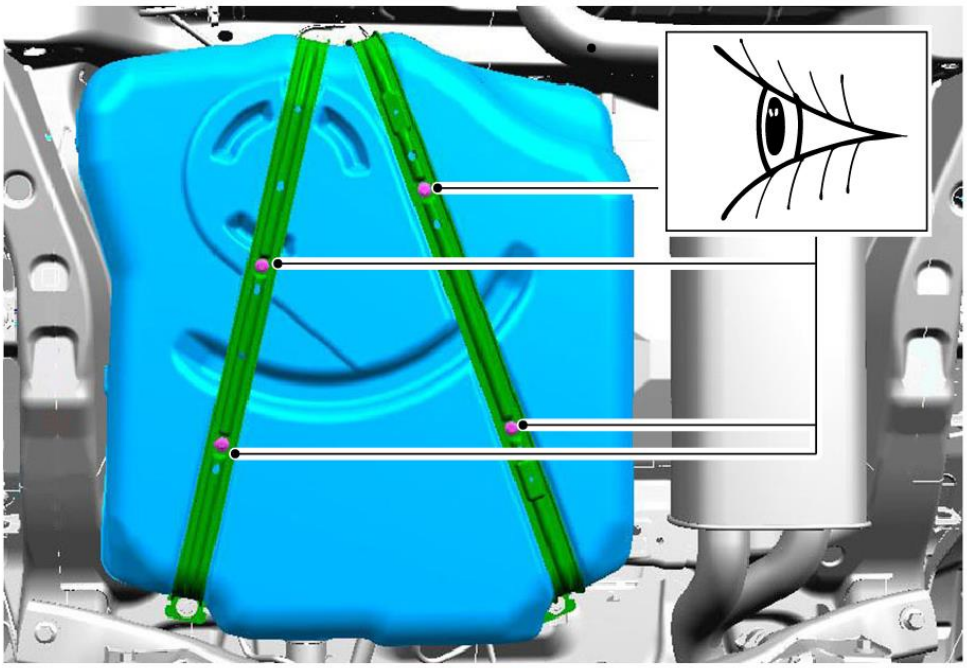


Is the measured gap in either location 25mm (1 inch) or above?

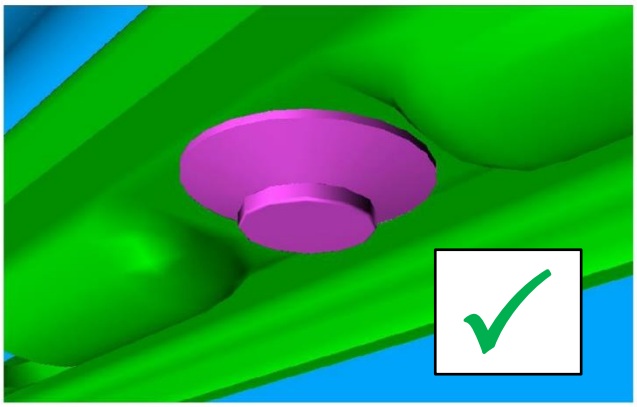
Yes	The fuel tank has failed the inspection. Replace the following components: • Fuel Tank – Refer to SECTION E. • Evaporative Emissions Canister – Refer to SECTION F. • Fuel Tank Vent Line – Refer to SECTION H. • Fuel Filler Nozzle Inhibitor (Capless Filler) – Refer to SECTION I. *For vehicles built in Thailand with the Early Type Capless Filler, claim PDR FSA16S3801 for this repair.* *For vehicles built in Thailand with the Later Type Capless Filler, claim PDR FSA16S3802 for this repair.* *For vehicles built in Germany, claim PDR FSA16S3803 for this repair.*
No	Further fuel tank inspection is required. Check for displacement of the fuel tank strap scrivets – Refer to SECTION C.

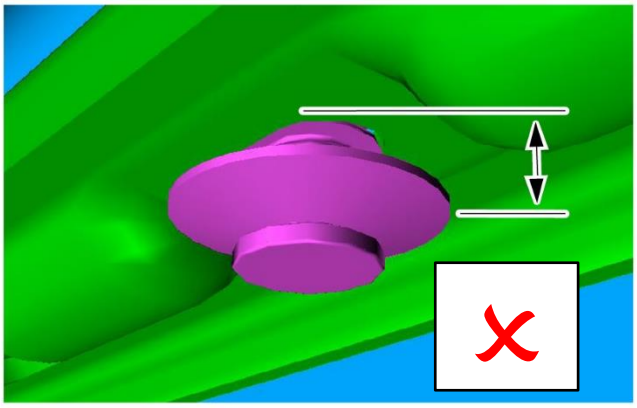
SECTION C: Fuel tank strap scrivet displacement check

1. Inspect the four fuel tank strap scrivets at the locations shown.



2. Check for displacement of the fuel tank scrivets from their original location. The fuel tank scrivet's original position is flush with the fuel tank retaining strap.



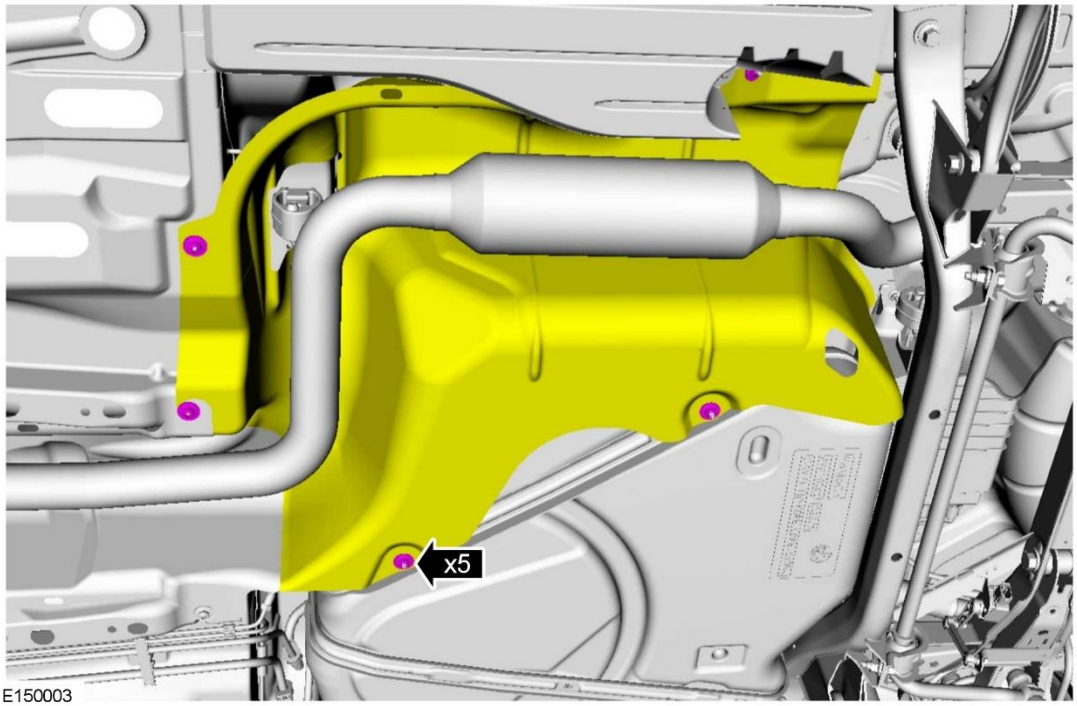


Are the fuel tank strap scrivets displaced from its original position?

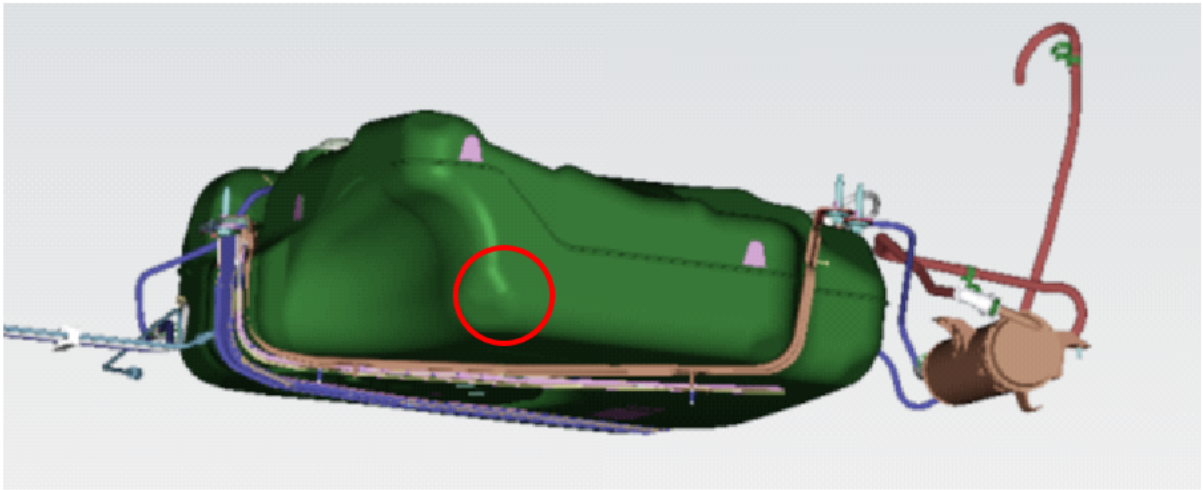
Yes	Further fuel tank inspection is required. Refer to SECTION D.
No	The fuel tank has passed the inspection, but other components must be replaced. The engine type and built date of the vehicle must be confirmed to determine the action required. **Vehicles with 2.0L Engine, built in Germany.** • Fit a restrictor to the existing evaporative emissions canister – Refer to SECTION G. • Fuel Tank Vent Line – Refer to SECTION H. • Capless Filler – Refer to SECTION I. *Claim PDR Claim PDR FSA16S3806 for this repair.* **Vehicles with 2.0L Engine, built on or before 22 January 2014:** • Evaporative Emissions Canister – Refer to SECTION F. • Fuel Tank Vent Line – Refer to SECTION H. • Capless Filler – Refer to SECTION I. *Claim PDR FSA16S3808 for this repair.* **Vehicles with 2.0L Engine, built in Thailand after 22 January 2014:** • Fit a restrictor to the existing evaporative emissions canister – Refer to SECTION G. • Fuel Tank Vent Line – Refer to SECTION H. • Capless Filler – Refer to SECTION I. *For vehicles with the Early Type Capless Filler, claim PDR Claim PDR FSA16S3806 for this repair.* **Vehicles with 1.5L Engine:** • Replace the Fuel Filler Nozzle Inhibitor (Capless Filler) – Refer to SECTION I. *For vehicles with the Early Type Capless Filler, claim PDR FSA16S3804 for this repair.* *For vehicles with the Later Type Capless Filler, claim PDR FSA16S3805 for this repair.*

SECTION D: Fuel Tank Left Hand Front Distortion Inspection

1. Remove the heat shield nuts.



2. Feel the front left hand corner of the fuel tank for any distortion. Examples of distortion are shown below.



Is the corner of the fuel tank distorted?

Yes	The fuel tank has failed the inspection. Replace the following components: • Fuel Tank – Refer to SECTION E. • Evaporative Emissions Canister – Refer to SECTION F. • Fuel Tank Vent Line – Refer to SECTION H. • Fuel Filler Nozzle Inhibitor (Capless Filler) – Refer to SECTION I. *For vehicles built in Thailand with the Early Type Capless Filler, claim PDR FSA16S3811 for this repair.* *For vehicles built in Thailand with the Later Type Capless Filler, claim PDR FSA16S3812 for this repair.* *For vehicles built in Germany, claim PDR FSA16S3813 for this repair.*
No	The fuel tank has passed the inspection, but other components must be replaced. Replace following components: • Evaporative Emissions Canister – Refer to SECTION F. • Fuel Tank Vent Line – Refer to SECTION H. • Fuel Filler Nozzle Inhibitor (Capless Filler) – Refer to SECTION I. *For vehicles built in Thailand with the Early Type Capless Filler, or vehicles built in Germany claim PDR FSA16S3809 for this repair.* *For vehicles built in Thailand with the Later Type Capless Filler, claim PDR FSA16S3810 for this repair.*

SECTION E: Fuel Tank Replacement

NOTE: Only perform this operation if any of the following conditions are met:

- Gap between fuel tank and straps measures more than 25mm, as described in SECTION B
- Corner of the fuel tank is distorted, as described in SECTION D.

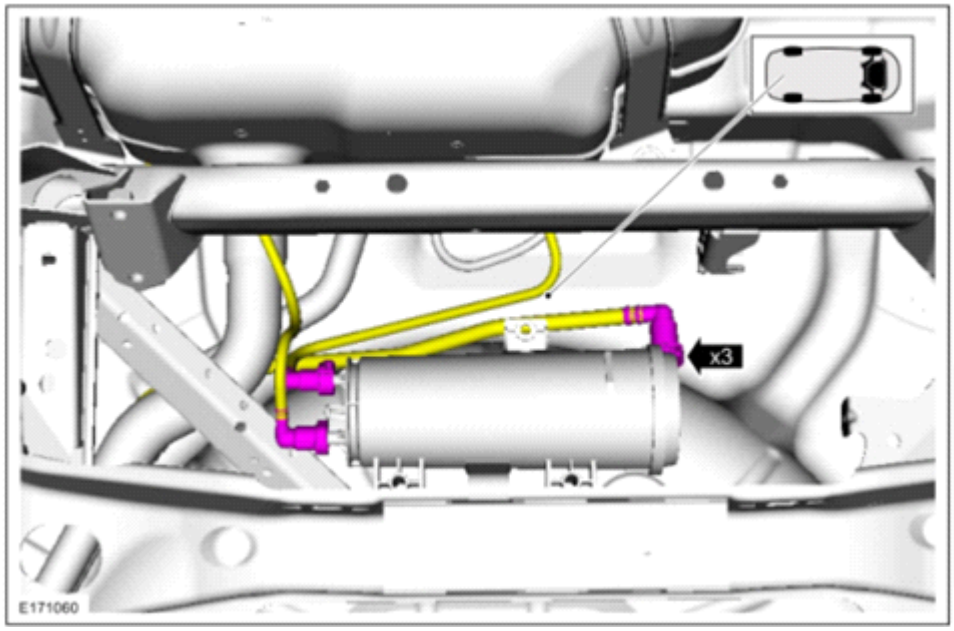
1. Remove and replace the Fuel Tank.

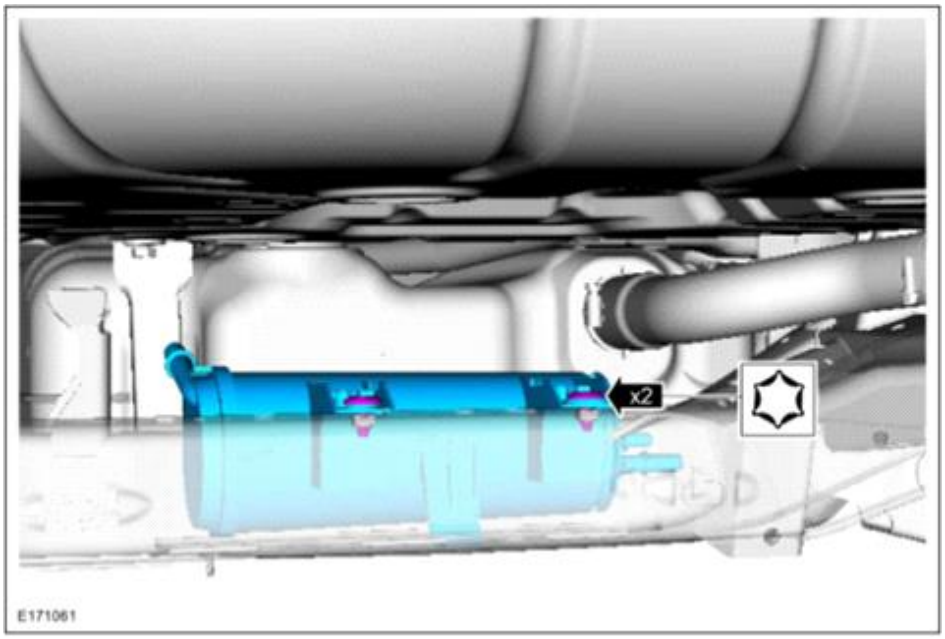
For Fuel Tank Removal and Installation, refer to the 2010 – 2015 Focus Workshop Manual Section (310-01B, Fuel Tank and Lines Removal and Installation).

SECTION F: Evaporative Emissions Canister Replacement

1. Replace the evaporative emissions canister. See Figure 2.

NOTE: The new canister is supplied with white restrictors fitted to the ports. These restrictors are part of the canister and **must not** be removed.



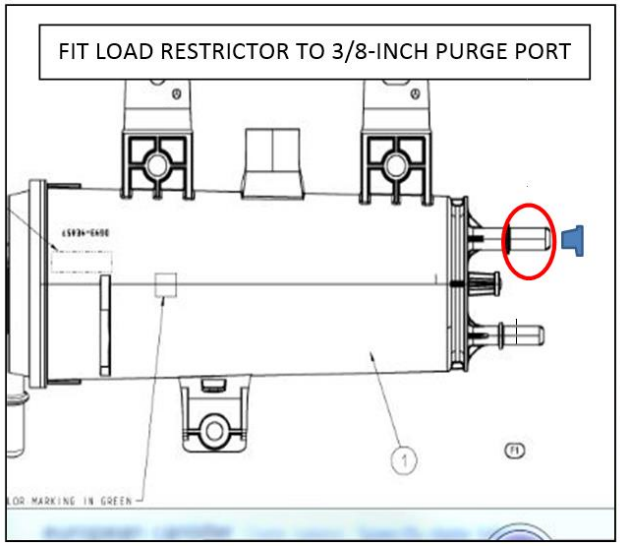


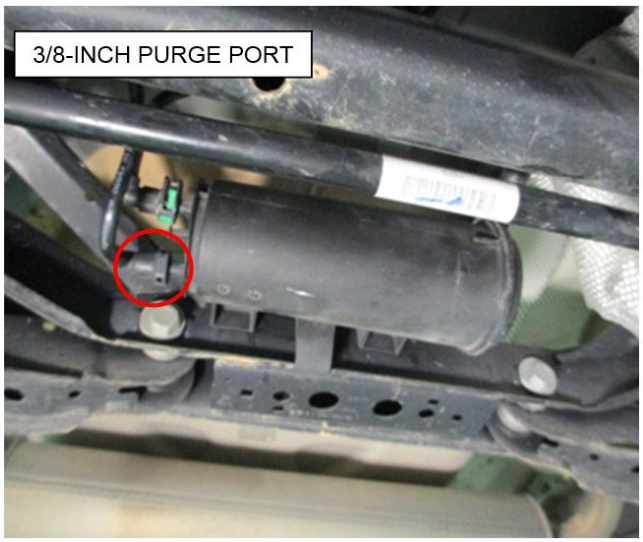
SECTION G: Restrictor to Canister Install

NOTE: Only perform this operation on:

- Vehicles built in Germany
- Vehicles built in Thailand after 22nd January 2014.

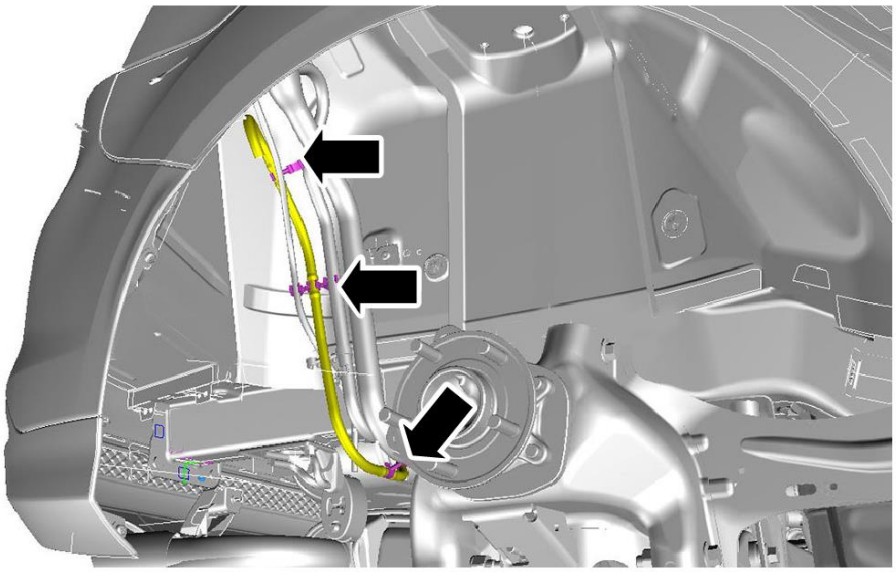
1. Fit a load restrictor to the 3/8-inch purge port.



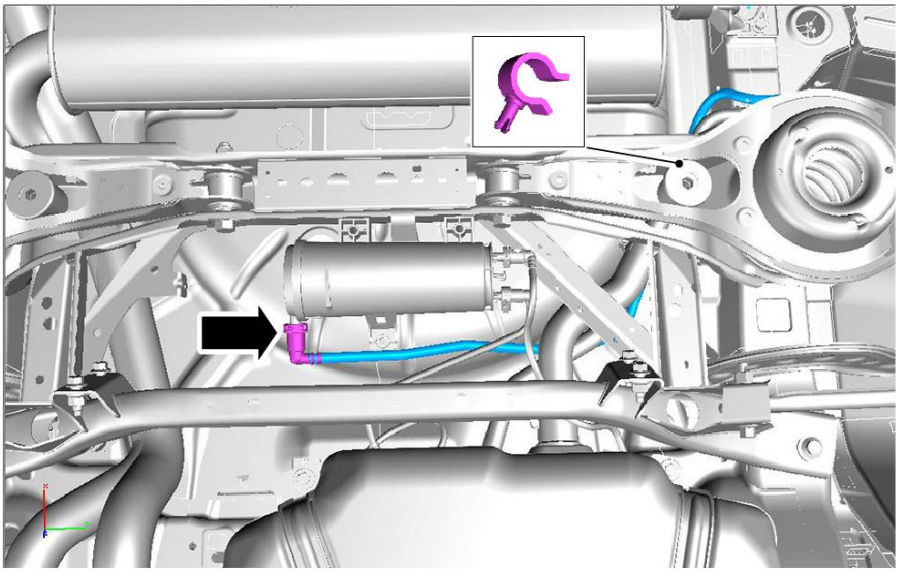


SECTION H: Fuel Tank Vent Line Replacement

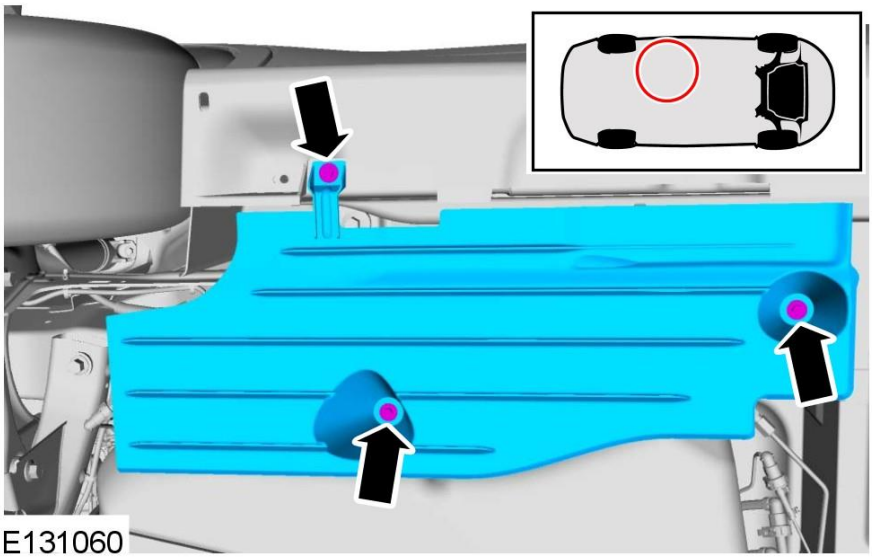
1. Remove the rear portion of the RH Rear fender splash shield.
2. Remove the existing vent line from the retaining clips.



3. Remove the vent line from the remaining retaining clip and remove from the evaporative emissions canister.

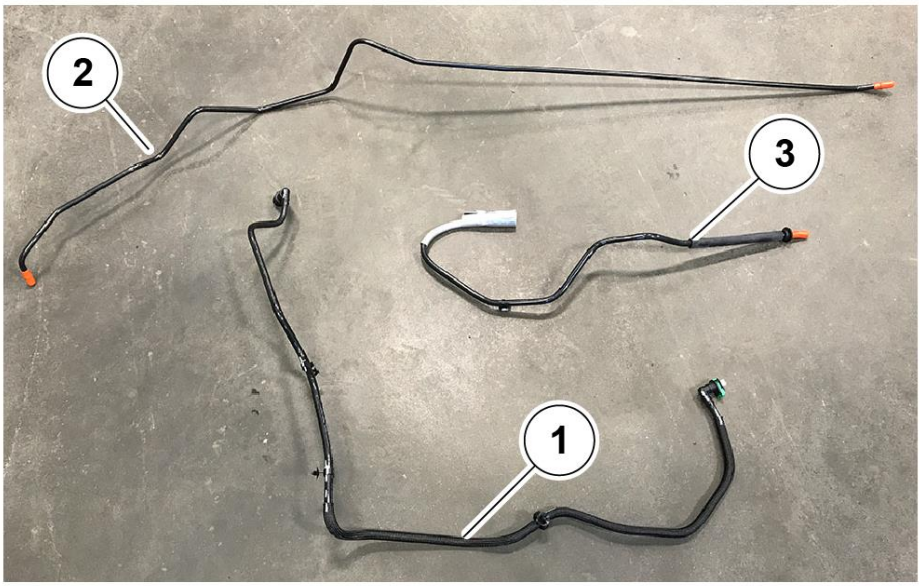


4. Remove the rear RH underbody trim cover.



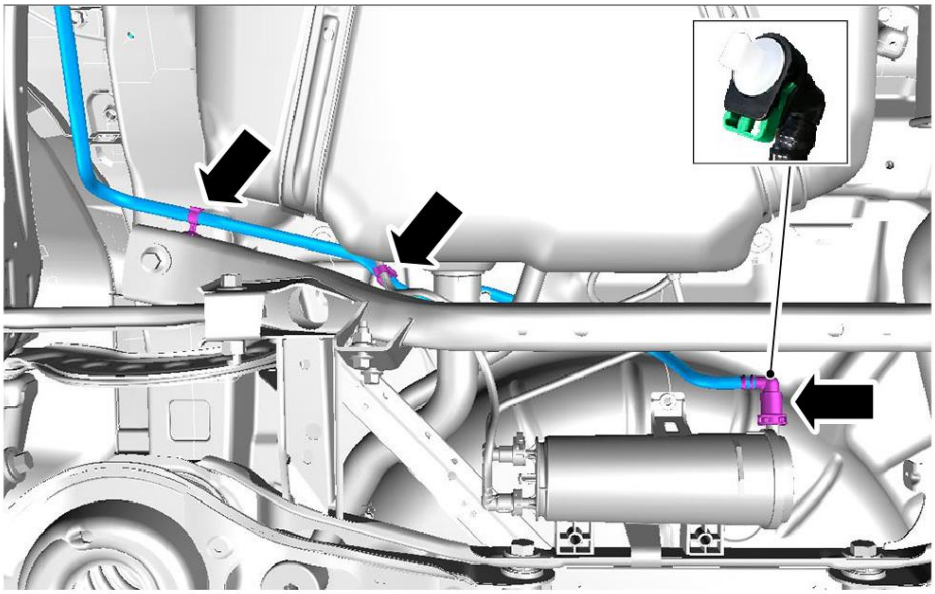
5. The new vent line comes in 3 pieces:

NOTE: The vent line is shipped with blanking plugs and covers on open ends. These must be removed prior to installation.

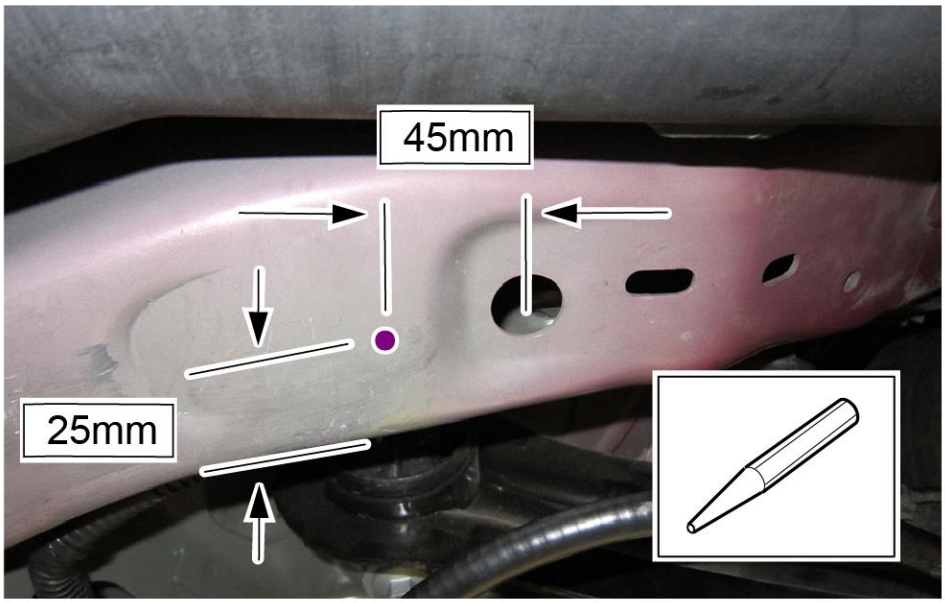


Part	Description
1	Evaporative Emissions Canister to Line 2
2	Line 2 to Line 3
3	Line 2 to new vent location in front RH wheel arch

6. Install the new vent line (1) as shown.



7. Using a centre punch, mark the location shown.



8. Drill a 6mm hole in the marked location.

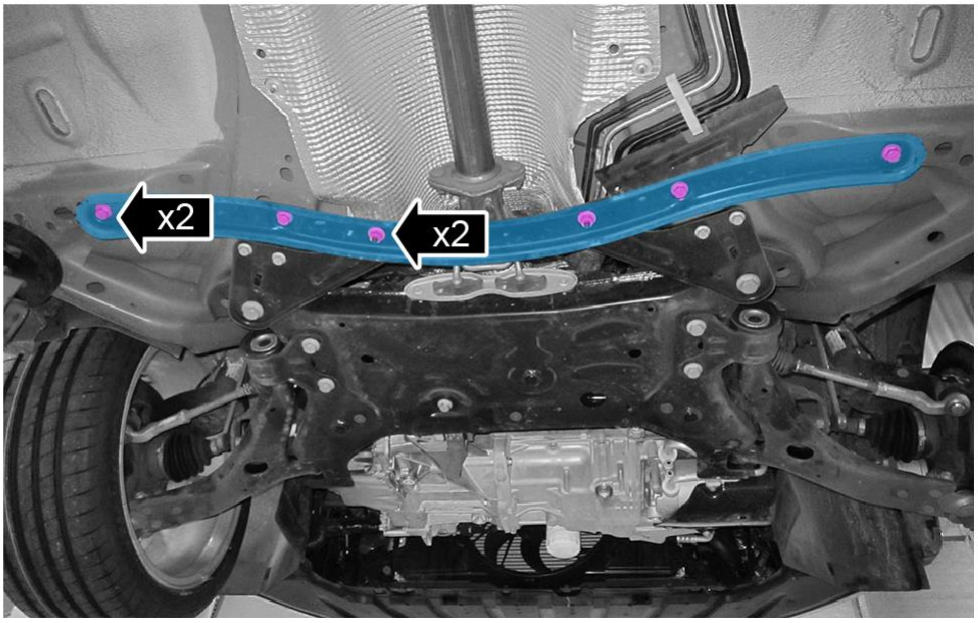
9. Remove all swarf from inside the hole and apply corrosion protection to the edges of the hole. The remaining wiring harness clip can be installed once the corrosion protection has dried.

10. Remove the engine splash shield.

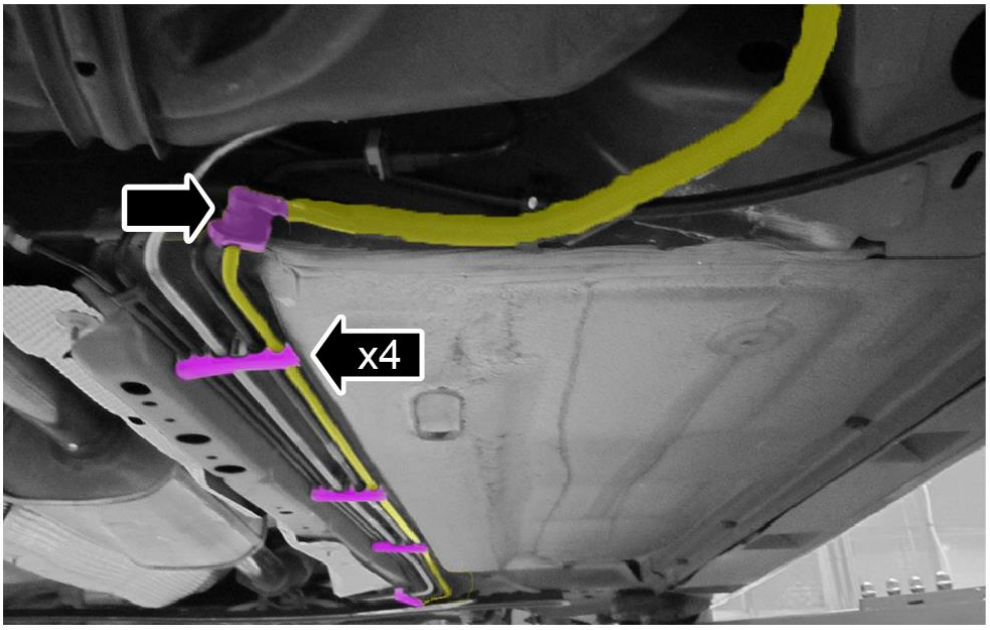
11. Remove the rear portion of the RH front fender splash shield.

12. Remove the cross member.

Torque: 48Nm



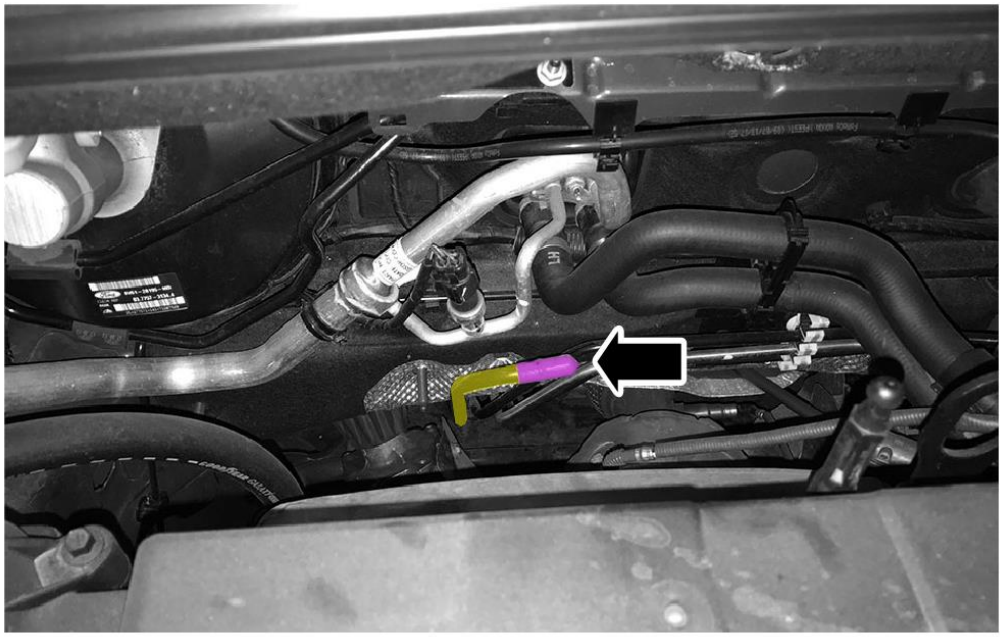
13. Install vent line (2) along the length of the vehicle using the vacant position on the existing retaining clips.



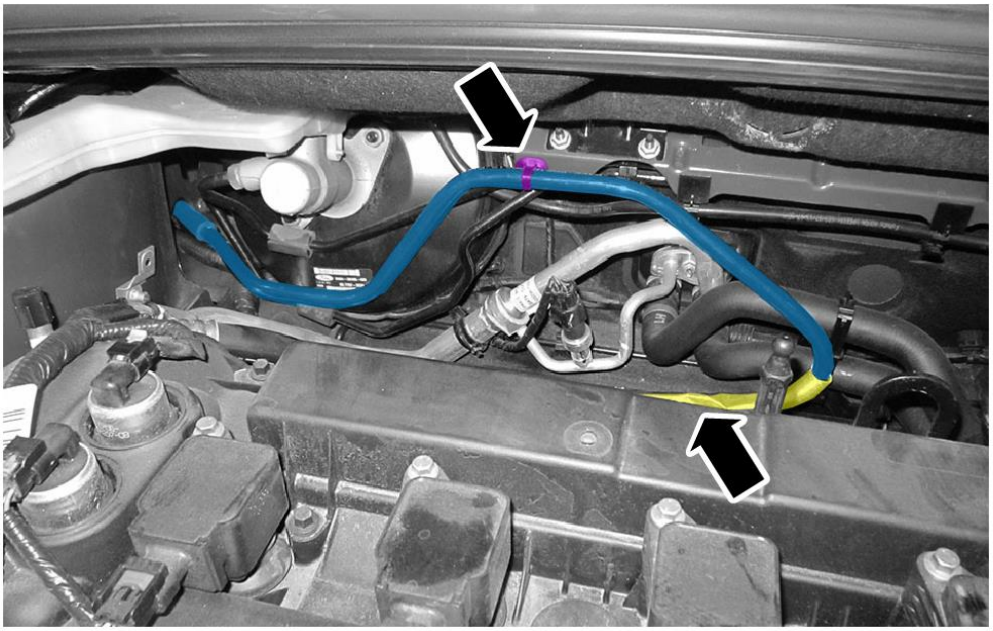
14. Remove the engine appearance cover.

15. The vent line will protrude into the engine bay as shown.

NOTE: Remove the protective cover before installing vent line (3).

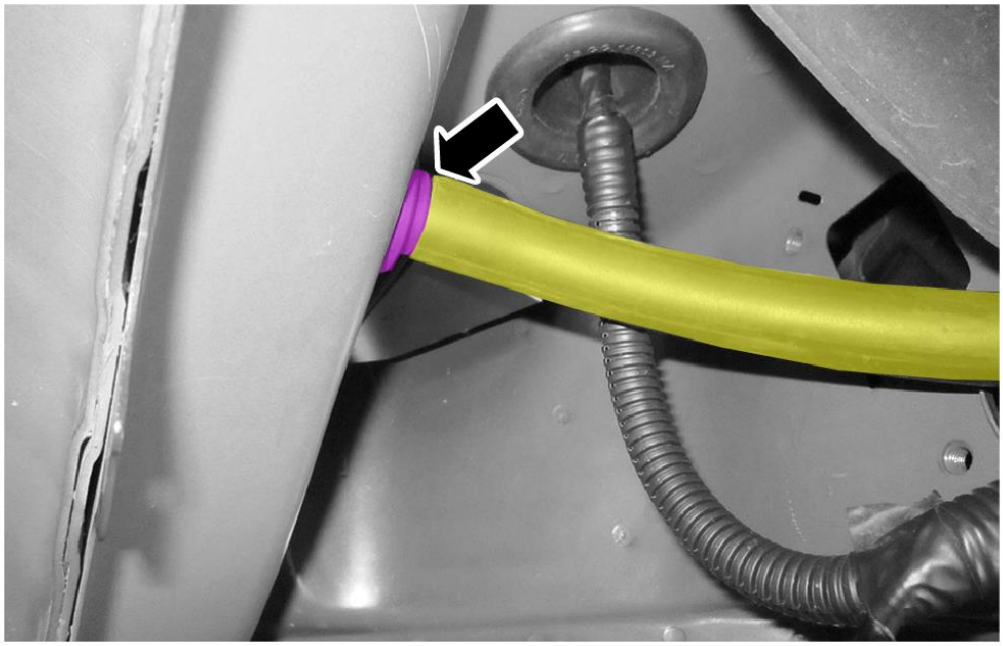


16. Install vent line (3) as shown.

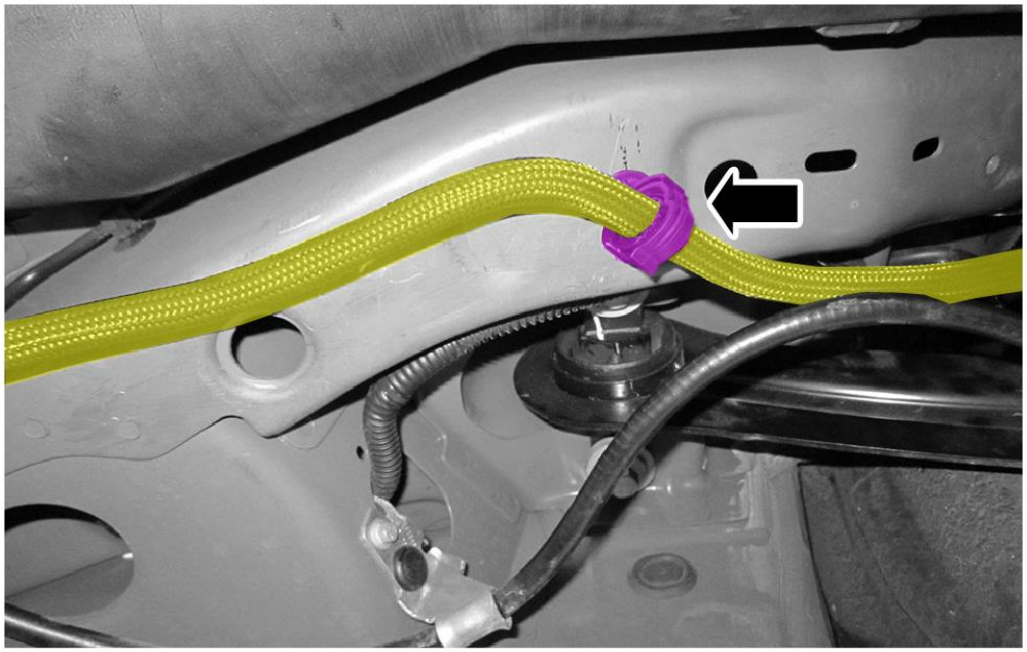


17. Install the vent line grommet in the vacant hole in the RH wheelarch.

NOTE: To aid installation, remove the grommet from the vent line when installing the grommet to the body.



18. Install the remaining vent line clip to the drilled hole.



19. Reassemble the front and rear fender splash shields, engine splash shield and underbody trim.

SECTION I: Fuel Filler Nozzle Inhibitor (Capless Filler) Replacement

NOTE: There are two types of Capless filler assemblies depending on build date of the vehicle. Determine the type of Capless filler fitted to the vehicle to ensure that the correct PDR is claimed.

1. Determine the type of Capless filler fitted to the vehicle.

2. Replace the fuel filler nozzle inhibitor (Capless filler).

NOTE: Replace the Capless filler with the same type of design (early/late type) shown above.

For Capless Filler Removal and Installation, refer to Focus 2012-2015 WSM section (310-01A – Fuel Tank and Lines, Removal and Installation – Fuel Filler Nozzle Inhibitor).

SAMPLE CUSTOMER LETTER – DO NOT DISTRIBUTE

xxxxxxxxxxx, 2017

VIN NUMBER / 16S381
Name
Organisation
Address1
Address2
Address3

VEHICLE SAFETY RECALL

Recall Number 16S38

Your Vehicle Identification Number: VIN NUMBER	**Registration Number:** REGNUMBER

At Ford, we take pride in high quality, dependable products. Recently we discovered a potential issue with your Focus. Please be reassured we are committed to resolving the issue quickly and at no cost to you.

On your vehicle, the carbon canister, which forms part of the fuel tank ventilation system, can become blocked with dust when your vehicle is driven under certain environmental conditions. This could cause the fuel tank to reach vacuum levels that exceed design limits. If this condition is not corrected, the fuel tank may eventually crack, resulting in a fuel leak. A fuel leak in the presence of an ignition source can lead to a fire.

Your Dealer will inspect the fuel tank and fuel tank ventilation system on your vehicle. Based on the results of the inspection, your dealer may replace the fuel tank, fuel tank ventilation system components, and the filler neck on your vehicle. These repairs will be performed free of charge (parts and labour).

Please book in with your Ford Dealer without delay to have this important inspection completed ASAP.

The time required to inspect and if necessary, replace components, is less than half a day. Please discuss arrangements with your Dealer at the time of booking.

When you call your Dealer, be ready to provide your Vehicle Identification Number (VIN) found at the top of this letter, and quote Recall Number 16S38.

If you do not already service with a Ford Dealer, simply go to http://www.ford.com.au to locate your nearest Authorised Ford Dealer.

We sincerely apologise for this inconvenience, but the quality and safety of your vehicle is our top priority. If you have any questions at all, please call our toll-free number on 1800 503 672 and one of our Customer Relationship representatives will be happy to help you.

Yours faithfully,

MARK CRUSE
Service Engineering Manager
FORD MOTOR COMPANY

(Please turn over page)

DETAILS CHANGE ADVICE

V.I.N. *VIN NUMBER*

If you still own the vehicle but your details have changed, would you please complete the section below with your new details and then return this complete letter in the pre-addressed/pre-paid envelope.

State | New Registration Number (if applicable)

New Name

New Address

New Suburb | New Postcode

OTHER CHANGES

Please tick (✓) the appropriate box and sign:

☐ I no longer own this vehicle

☐ This vehicle has been written off

☐ This vehicle has been stolen

Signature: _____

Print Name: _____

Thank you for completing this form. The personal information you have provided will be used by Ford Motor Company of Australia Limited (Ford Australia) to contact you about your Ford vehicle or related products and services and for quality assurance and market research purposes. Ford Australia may disclose your personal information to its dealers, its related companies and third parties who provide it with (or help it provide) products and services, including to overseas locations such as the USA, India, China and Singapore. Ford Australia's privacy policy is available at www.ford.com.au and states how you can seek to access or correct any personal information Ford holds about you, how to complain about a privacy breach by Ford and how Ford will deal with a privacy complaint. You can contact Ford Australia on 13FORD (13 36 73) or by emailing foacust1@ford.com.