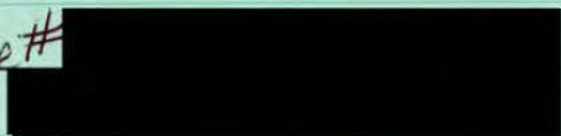


 U.S. Department of Transportation National Highway Traffic Safety Administration		Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 29-SEP-2022		Repository ☐ Reference No. 11487105	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	ZIP Code	Evening Telephone Number		
Hendersonville	NC				
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		MAKE	Model	Model Year	
1FMCU0EGSB		FORD	ESCAPE	2011	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No. Cylinders		
Original Owner	Dealer's City	STATE	ZIP Code		
☐	Hendersonville	NC	28792		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			25-SEP-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 010000 STEERING			Failure Mileage	Failure Speed	
			127609.0		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM1 9ABC036)	☐ Original Requirement ☐ Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
The contact owns a 2011 Ford Escape. The contact stated that while driving approximately 30 MPH, the power steering suddenly failed causing the steering wheel to become difficult to turn in either direction. The vehicle was towed to the local dealer who diagnosed that the steering shaft torque sensor was faulty and needed to be replaced. The vehicle was not yet repaired. The manufacturer was notified of the failure but no assistance was offered. The contact was informed that the vehicle was not included in NHTSA Campaign Number: 14V284000 (Steering). The contact indicated that the vehicle had experienced the same failure listed in the recall. The failure mileage was 127,609.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Ford Recall Dept.
Customer Service Rep:
Malika
(866) 631-3788
X 79445

Case#





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



601 Duncan Hill Road
Hendersonville, NC 28792
parksfordhendersonville.com
(828) 693-4281

CUSTOMER NO.	ADVISOR CANNONE, TIMOTHY	TAG NO 103	INVOICE DATE 10/03/22	INVOICE NO.
HENDERSONVILLE, NC	LABOR RATE	LICENSE NO.	MILEAGE 127,609	COLOR /
	YEAR / MAKE / MODEL 11/FORD TRUCK/ESCAPE/4DR FWD PLUG IN			STOCK NO.
	VEHICLE I.D. NO. 1 F M C U O E G 5 B K			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 09/26/22	REPRINT# 1
MO.: 127609				

LABOR & PARTS-----
J# 1 02FOZA4 POWER STEERING UNITS: TECH(S):141 362.50
C/S POWER STEERING FAILED, CYCLED KEY, WAS ABLE TO MAKE IT HOME. TOWED IN, INSPECT AND ADVISE.
PERFORM DIAGNOSTIC AND TESTING, FOUND FAILED STEERING SHAFT TORQUE SENSOR, RECOMMEND REPLACING STEERING SHAFT TORQUE SENSOR AND RETESTING.
INSTALLED SENSOR AND CALIBRATED, CHECKED FOR PROPER OPERATION, POWER STEERING OPERATING NORMALLY, REPAIR COMPLETE.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 1	1	CL8Z-3F818-A	SENSOR - STEER	264.27	
				JOB # 1 TOTAL PARTS	264.27
				JOB # 1 TOTAL LABOR & PARTS	626.77

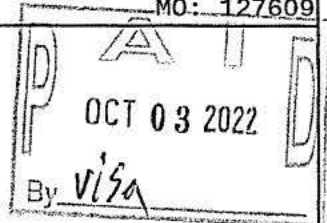
J# 2 00FOZ99P MPI UNITS: TECH(S):141 0.00
PERFORM FORD MULTI-POINT INSPECTION
PERFORMED MPI

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+00FOZMANAGER SPECIAL ASSISTANCE UNITS: TECH(S):141 INTERNAL
Added Operation (TCRAWFORD @ 10/03/2022 11:56)
SPECIAL ASSISTANCE PROVIDED BY THE SERVICE MANAGER AND YOUR TECHNICIAN. THANK YOU FOR YOUR BUSINESS & STAY SAFE.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	DS	DETAIL SUPPLIES		INTERNAL
JOB # A	SSI	SHOP CHARGE		INTERNAL
JOB # A	SS	SHOP CHARGE		25.00
TOTAL - MISC				25.00



PARKS FORD
601 DUNCAN HILL ROAD
HENDERSONVILL, NC 28792

SALE

Store: 4616

Batch #: [REDACTED]
10/03/22

REF#: [REDACTED]

RRN: 227616404848
12.33.38

Invoice # [REDACTED]

Trans ID: 002276596182711

APPR CODE: 028324

VISA

Contactless
/

AMOUNT

\$695.77

APPROVED

VISA DEBIT

AID: A0000000031010

TVR: 00 00 00 00 00

CUSTOMER COPY



601 Duncan Hill Road
Hendersonville, NC 28792
parksfordhendersonville.com
(828) 693-4281

CUSTOMER NO. [REDACTED]	ADVISOR CANNONE, TIMOTHY	TAG NO. 103	INVOICE DATE 10/03/22	INVOICE NO. [REDACTED]
[REDACTED] [REDACTED] [REDACTED] HENDERSONVILLE, NC [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 127,609	COLOR /
	YEAR / MAKE / MODEL 11/FORD TRUCK/ESCAPE/4DR FWD PLUG IN			STOCK NO.
	VEHICLE I.D. NO. 1 F M C U O E G 5 B K [REDACTED]			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 09/26/22	REPRINT# 1
MO: 127609				

TOTALS-----

PAYMENT TYPE [] CASH [] CHECK [] CHARGE [] MC [] VISA [] AE	TOTAL LABOR.... 362.50
	TOTAL PARTS.... 264.27
	TOTAL SUBLET... 0.00
	TOTAL G.O.G.... 0.00
	TOTAL MISC CHG. 25.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 44.00
	TOTAL INVOICE \$ 695.77

From our family to yours, Parks Ford of Hendersonville values and appreciates your business. Thank you!

CUSTOMER SIGNATURE



PARKS
FORD
HENDERSONVILLE



**KNOW YOUR
VEHICLE**

OUR VALUED CUSTOMER

[REDACTED]
[REDACTED]
HENDERSONVILLE, NC [REDACTED]
[REDACTED]
[REDACTED]

Tim Cannone
Service Consultant

T. Crawford
Certified Technician

YOUR VEHICLE

Year 2011	Make Ford	Model Escape	Engine Type 3.0L V6 G DOHC (MFI)
Odometer 127,609	VIN # 1FMCU0EG5BK [REDACTED]	License #	Date 10/3/2022



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ 1. C/S POWER STEERING FAILED, CYCLED KEY, WAS ABLE TO MAKE IT HOME. TOWED IN, INSPECT AND ADVISE.
- ✓ PS DIAG
- ✓ REPLACE STEERING SHAFT TORQUE SENSOR
- ✓ 2. PERFORM FORD MULTI-POINT INSPECTION



Package Results

MultiPo1nt Inspection 4.2 (Ford)



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
1. C/S POWER STEERING FAILED, CYCLED KEY, WAS ABLE TO MAKE IT HOME. TOWED IN, INSPECT AND ADVISE.		\$0.00		X
PS DIAG (DIAG)	Fail	\$0.00		X
REPLACE STEERING SHAFT TORQUE SENSOR (FOUND FAILED STEERING SHAFT TORQUE SENSOR)	Fail	\$626.77		X
2. PERFORM FORD MULTI-POINT INSPECTION		\$0.00		X
Subtotal		\$626.77		\$626.77
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$626.77	\$0.00	\$626.77
Shop Fee		\$25.00		\$25.00
Tax		\$50.51		\$50.51
Estimate Total		\$702.28		\$702.28



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

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

July 1, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 14S05
Certain 2008-2011 Model Year Escape and Mariner Vehicles
Electric Power Steering

AFFECTED VEHICLES

Certain 2008-2011 model year Escape and Mariner vehicles built at the Kansas City Assembly Plant from Job #1 2008 through September 11, 2010. 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 was available on May 29, 2014.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the power steering system may revert to manual steering mode due to an Electric Power Steering system fault related to the torque sensor. In manual steering mode there is still a mechanical linkage between the steering wheel and the road wheel, allowing steering control to be maintained. If this condition should occur, the steering effort may be greater at low speeds, which may increase the risk of accident.

SERVICE ACTION

Dealers are to check the Power Steering Control Module (PSCM) for Diagnostic Trouble Codes (DTCs).

- If DTC B1342, B2277, or B2278 are NOT present, reprogram the PSCM and the Instrument Cluster (IC) module.
- If only DTC B2278 is present, replace the torque sensor.
- If DTC B1342 or B2277 is present, replace the steering column assembly.

NOTE: The software to perform the repair is currently not available to support Safety Recall 14S05, but will be released on July 9, 2014. Until IDS release 91.02 is available, customer vehicles should be repaired only if the vehicle arrives at your dealership with a customer complaint of loss of steering assist accompanied by one of the DTCs noted above.

One of the above services must be performed on all affected vehicles at no charge to the vehicle owner.

Dealership service management must provide a copy of the Customer Information Sheet (posted with this bulletin) to the owners of all vehicles that had modules reprogrammed (did not receive a replacement torque sensor or steering column). This Customer Information Sheet provides information on the warnings that may now display on the instrument cluster message center.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of July 14, 2014. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Q & A
Customer Information Sheet
Owner Notification Letter
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

Safety Recall 14S05
Certain 2008-2011 Model Year Escape and Mariner Vehicles
Electric Power Steering

OASIS ACTIVATED?

Yes, OASIS was activated on May 29, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list became available through <https://web.fsavinlists.dealerconnection.com> on May 29, 2014. Owner names and addresses will be available by July 25, 2014.

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

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.
- 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.

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. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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.

Safety Recall 14S05
Certain 2008-2011 Model Year Escape and Mariner Vehicles
Electric Power Steering

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 authorized 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 steering column or torque sensor replacement for loss of steering assist.

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the steering column or torque sensor and it is necessary to order parts, Ford Motor Company will pay for one day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but is not allowed to exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621). The parts order must be an emergency order (unit down) to guarantee the shortest delivery time.

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.
- Submit refunds on a separate repair line.
 - Program Code: 14S05
 - 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.
- 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".

Safety Recall 14S05
Certain 2008-2011 Model Year Escape and Mariner Vehicles
Electric Power Steering

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Check for DTCs and reprogram the PSCM and the IC module	14S05C	0.3 Hours
Check for DTCs and replace Torque Sensor	14S05D	1.6 Hours
Check for DTCs and replace Steering Column Assembly	14S05E	1.9 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION (If applicable DTCs are present.)**Torque Sensor**

Part Number	Description	Quantity
CL8Z-3F818-A	Torque Sensor	1
W712250-S437	Upper Column Bolt	2

Steering Column Assembly

Part Number	Description	Quantity
CL8Z-3C529-C	Steering Column Assembly	1
W713065-S439	Steering Column Coupling-to-Steering Gear Bolt	1
W712250-S437	Upper Column Bolt	2

The DOR/COR number for this recall is 50539.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

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.

Safety Recall 14S05
Certain 2008-2011 Model Year Escape and Mariner Vehicles
Electric Power Steering

DEALER Q & A

Q1. What is the problem?

- A. Ford is voluntarily recalling certain 2008-2011 model year Escape and Mariner vehicles to address concerns relating to power steering operation. In some of the affected vehicles, the power steering system may revert to manual steering mode due to an Electric Power Steering system fault related to the torque sensor. In manual steering mode there is still a mechanical linkage between the steering wheel and the road wheel, allowing steering control to be maintained. If this condition should occur, the steering effort may be greater at low speeds, which may increase the risk of accident.

Q2. Why are some vehicles repaired through part replacement and others repaired through module reprogramming?

- A. Each of these repairs mitigates the safety risk associated with this recall. The replacement torque sensor and steering column have improved durability to prevent the condition that results in loss of steering assist. Reprogramming the modules will prevent the sudden loss of steering assist while driving, will display a warning light or message, and a chime will sound to inform the driver.

Q3. What does the software updates do?

- A. The software updates may extend the time steering assist is maintained. In addition, the update provides increased driver awareness by sounding a chime and displaying the wrench light or warning in the message center when a fault is detected.

Q4. What if a customer experiences loss of steering assist after the modules have been reprogrammed?

- A. The modules were reprogrammed to prevent sudden loss of steering assist while driving. Additionally, the instrument cluster software update will provide audible and visual indications to the driver in the unlikely event of a torque sensor fault. Any subsequent loss of assist repairs experienced after completion of module reprogramming are not covered by this recall.

Q5. What should I tell a customer who experiences loss of steering assist after the recall has been performed?

- A. The modules were reprogrammed to prevent sudden loss of steering assist while driving in the event of a torque sensor fault. Customers should be advised that the replacement of the steering column or torque sensor is at their expense.



Customer Information Sheet

Your vehicle received revised / updated Instrument Cluster Message Center Information

The instrument cluster module has been reprogrammed to provide one of the following warnings:

THROTTLE CONTROL/POWERTRAIN

Illuminates when a powertrain or steering system fault has been detected. Contact your authorized dealer as soon as possible.

POWER STEERING ASSIST FAULT (If vehicle is equipped with Message Center)

Displayed when the power steering system has disabled the power assist due to a system error. Contact your authorized dealer as soon as possible.

Please keep this letter in your glove box with your Owner Manual for future reference

Ford Motor Company
Recall Reimbursement Plan for 14S05

Ford and Lincoln Mercury dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 14S05, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to July 25, 2014. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2009. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 28, 2007 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.



RECEIVED FEB 02 AM
AN

NHTSA
1200 New Jersey Ave SE
Washington DC 20590
ATTN: ODI

