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Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
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December 15, 2014

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

**SUBJECT: Safety Recall 14S22**  
Certain 2007 and 2008 Model Year Edge and MKX Vehicles Operated in Corrosion States  
Fuel Tank Corrosion Inspection and Repair

**REF:** Advance Notice – Safety Recall 14S22 dated October 28, 2014

#### **AFFECTED VEHICLES**

Certain 2007 and 2008 model year Edge and MKX vehicles built at the Oakville Assembly Plant from June 15, 2006 through September 22, 2008 and originally sold in, or currently registered in the following states:

Connecticut	Iowa	Michigan	New York	West Virginia
Delaware	Kentucky	Minnesota	Ohio	Wisconsin
District of Columbia	Maine	Missouri	Pennsylvania	
Illinois	Maryland	New Hampshire	Rhode Island	
Indiana	Massachusetts	New Jersey	Vermont	

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.

**NOTE:** A separate Customer Satisfaction Program (14R02), covering inspections and repairs on affected vehicles located outside of the above listed corrosion states, will be released when parts are available. If a 2007 or 2008 model year Edge or MKX outside the 14S22 population (not listed in OASIS) is presented to your dealership with a fuel tank leak prior to the launch of 14R02, contact the Special Service Support Center for direction.

#### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles that are operated in high-corrosion environments associated with road salt use, moisture and salt may become trapped under the fuel tank mounting reinforcement brackets at the four corners where the fuel tank is attached to the vehicle. Over time, corrosion under these reinforcement brackets can spread to the fuel tank which can result in a fuel leak. A fuel leak in the presence of an ignition source may result in a fire.

## **SERVICE ACTION**

Dealers are to perform an inspection on vehicles that exhibit any of the following symptoms:

- Fuel odor
- Fuel on the ground
- Illumination of the "Service Engine Soon" indicator with DTCs P0442 or P0456.

Based on the results of the inspection, dealers will perform one of the following services:

- If the vehicle passes inspection, return the vehicle to the customer and provide them with a "Vehicle Passed Fuel Tank Corrosion Leak Inspection" Customer Information Sheet, Attachment VI.
- If the vehicle does not pass inspection due to corrosion of the fuel tank resulting in a fuel leak, contact the Special Service Support Center (SSSC) at 1-800-325-5621 for further instructions.

This service must be performed at no charge to the vehicle owner.

**NOTE:** The inspection procedure (see "Inspection Procedure Flowchart", Attachment IV) is only to be performed on vehicles that the customer has identified as having a fuel odor, fuel on the ground, or illumination of the Service Engine Soon indicator. It is not necessary to perform an inspection on a vehicle that does not exhibit the described symptoms.

**NOTE:** At this time, replacement fuel tanks are not available to repair all customer vehicles that exhibit a fuel leak from the fuel tank.

Performing and claiming the inspection will **NOT** "close-out" Safety Recall 14S22.

If a vehicle is not open in OASIS, and an owner or dealer believes it should be included in the recall (due to a fuel odor, fuel on the ground, illumination of the "Service Engine Soon" indicator or having been operated in a corrosion environment), contact the SSSC at 1-800-325-5621 to request approval of coverage by Safety Recall 14S22.

Rental vehicles (if necessary) will be claimed under a separate program (14Y02) using an approval code provided by the SSSC.

DTCs P0442 and P0456 may be caused by components other than a leaking fuel tank. Replacement or repairs of components other than the fuel tank are not covered by this recall. Only replacement of a leaking fuel tank due to corrosion is covered under this recall.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letter mailing will be complete by December 15, 2014.

### **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Inspection Flow Chart  
Attachment V: Dealer Q & A  
Attachment VI: Vehicle Passed Fuel Tank Corrosion Leak Inspection -  
Customer Information Sheet  
Attachment VII: Vehicle Did Not Pass Fuel Tank Corrosion Leak Inspection -  
Customer Information Sheet

Owner Notification Letters  
Recall Reimbursement Plan

### **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



**Safety Recall 14S22**

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Fuel Tank Corrosion Inspection and Repair

**OASIS ACTIVATED?**

Yes, OASIS was activated on October 28, 2014.

**FSA VIN LIST ACTIVATED?**

FSA VIN list and owner names and addresses will not be activated until parts are available and customers can be directed to dealers for repairs.

**STOCK VEHICLES**

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

**SOLD VEHICLES**

Owners of affected vehicles that exhibit symptoms have been advised to contact their dealer and request a service appointment for diagnosis and repair relating to Safety Recall 14S22. For any affected vehicles that are brought to your dealership, the inspection procedure is only to be performed on vehicles that the customer has identified as having a fuel odor, fuel on the ground, or illumination of the Service Engine Soon indicator. It is not necessary to perform an inspection on a vehicle that does not exhibit the described symptoms.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**ADDITIONAL LABOR TIME AND/OR PARTS**

Contact the Special Service Support Center (SSSC) if you have any of the following:

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

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

**Safety Recall 14S22**

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**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 repair or replacement of the fuel tank due to a leak caused by corrosion.

**RENTAL VEHICLES (If approved by the SSSC)**

For affected vehicles that cannot be repaired at this time due to parts shortages, dealers are to provide owners a rental vehicle. If the customer requests special handling, dealers may provide towing or pick up a vehicle and provide a rental vehicle.

Prior approval from the Special Service Support Center (SSSC) is required for all rental vehicle, towing and transportation assistance requests.

- Ford Motor Company will provide reimbursement for rental vehicle costs of up to \$55 per day, which includes tax and damage waiver. Prior approval is also required for special rental needs and costs above \$55 per day from the Special Service Support Center (1-800-325-5621).
- 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.
- Towing (If required):
  - Roadside Assistance must be utilized for vehicles with Roadside Assistance coverage.
  - 2007 and 2008 Edge and MKX vehicles can be towed as follows:
    - 4WD and AWD vehicles must be towed with all 4 wheels off the ground (flatbed or dolly).
    - FWD vehicles can be towed with the front wheels off the ground or on a dolly.
  - Follow Warranty & Policy Manual guidelines for reimbursement of towing expenses for vehicles that are outside of Roadside Assistance coverage.



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**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. This allowance is to be used when either labor operation 14S22SS or 14S22VV are claimed due to a fuel tank failing inspection and the customer requires a rental. Claiming the administrative allowance identifies vehicles that have been taken out of service.

**CLAIMS PREPARATION AND SUBMISSION****General Claiming Instructions**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts requires prior approval from the Special Service Support Center.

**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 Result Labor Operation (14S22SS or 14S22VV, as appropriate).
    - Program Code: 14S22
    - Misc. Expense: 0.2 Hrs.
    - Misc. Expense: ADMIN
- Claiming for towing, rental, and owner alternate transportation refunds:
  - Program Code – 14Y02
    - RENTAL VEHICLES: Enter the total amount as Miscellaneous Expense code "RENTAL".
    - TOWING REIMBURSEMENT: If the vehicle is beyond the limits of Roadside Assistance coverage, enter the total amount as Miscellaneous Expense code "TOW".
    - OWNER INITIATED ALTERNATE TRANSPORTATION REFUND: Enter the total amount as Miscellaneous Expense code "REFUND".
- 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 prior approval to be used on each repair order.
- Claiming for owner refunds of previous repairs:
  - Submit refunds on a separate repair line.
    - Program Code: 14S22
    - 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.

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**INSPECTION LABOR ALLOWANCES**

Customer Concern Reported	Description	Inspection Result	Labor Operation	Labor Time
Fuel Odor or Visible Fuel Leak	Raise vehicle on hoist and inspect for fuel tank leaks.	PASS	14S22RR	0.2 Hours
		DID NOT PASS	*14S22SS	0.2 Hours
Service Engine Soon indicator Illuminated with No Visible Leak	Retrieve DTCs. DTCs P0442 or P0456 are <b>not</b> retrieved.	PASS	14S22TT	0.2 Hours
	Retrieve DTCs. DTCs P0442 or P0456 <b>are</b> retrieved.	PASS	14S22UU	0.3 Hours
	Raise vehicle on hoist and perform fuel tank leak inspection.	DID NOT PASSFAIL	*14S22VV	0.3 Hours

\*See CLAIMING INSTRUCTIONS for Administrative Allowance to assist customers into rentals when claiming a DID NOT PASS Inspection Result.

## CERTAIN 2007 THROUGH 2008 MODEL YEAR EDGE AND MKX VEHICLES — FUEL TANK INSPECTION

### OVERVIEW

In some of the affected vehicles that are operated in high-corrosion environments associated with road salt use, moisture and salt may become trapped under the fuel tank mounting reinforcement brackets at the four corners where the fuel tank is attached to the vehicle. Over time, corrosion under these reinforcement brackets can spread to the fuel tank which can result in a fuel leak. A fuel leak in the presence of an ignition source may result in a fire.

**NOTE:** The inspection procedure is only to be performed on vehicles that the customer has identified as having a fuel odor, fuel on the ground, or illumination of the Service Engine Soon indicator. It is not necessary to perform an inspection on a vehicle that does not exhibit the described symptoms.

### INSPECTION PROCEDURE

**NOTE:** Step 1 below should occur in the service aisle before write-up.

1. Does customer indicate one of the following symptoms with their vehicle?

- Fuel Odor
  - Visible Fuel Leak
  - "Service Engine Soon" indicator illuminated
- If NO, return vehicle to customer and advise them to return for 14S22 when notified by Ford that parts are available.
  - If YES and a fuel odor or visible fuel leak is noted, proceed to "Fuel Tank Inspection Procedure" below.
  - If YES and only a "Service Engine Soon Indicator" is illuminated on the instrument cluster, proceed to "Service Engine Soon Indicator Diagnosis" below.





## FUEL TANK INSPECTION PROCEDURE

1. With the vehicle in NEUTRAL, position it on a hoist. Please follow Workshop Manual (WSM) procedures in Section 100-02.
2. Inspect for a visible fuel leak from the fuel tank, primarily at the top of the four corners where the fuel tank is mounted to the frame with bolts. See Figure 1.

**NOTE:** It can be helpful to use a mirror or borescope to view the top flange of the fuel tank. Removal of the tank for this inspection is not needed or advised.

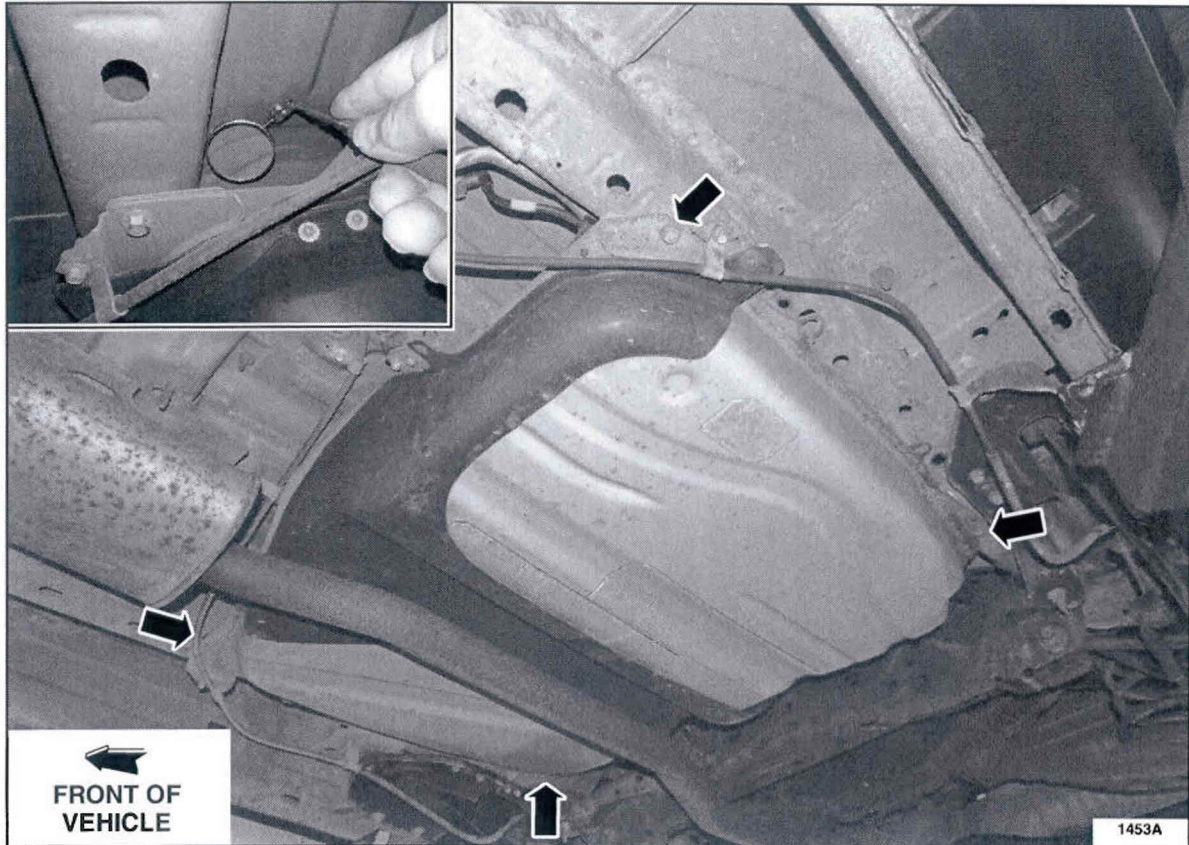
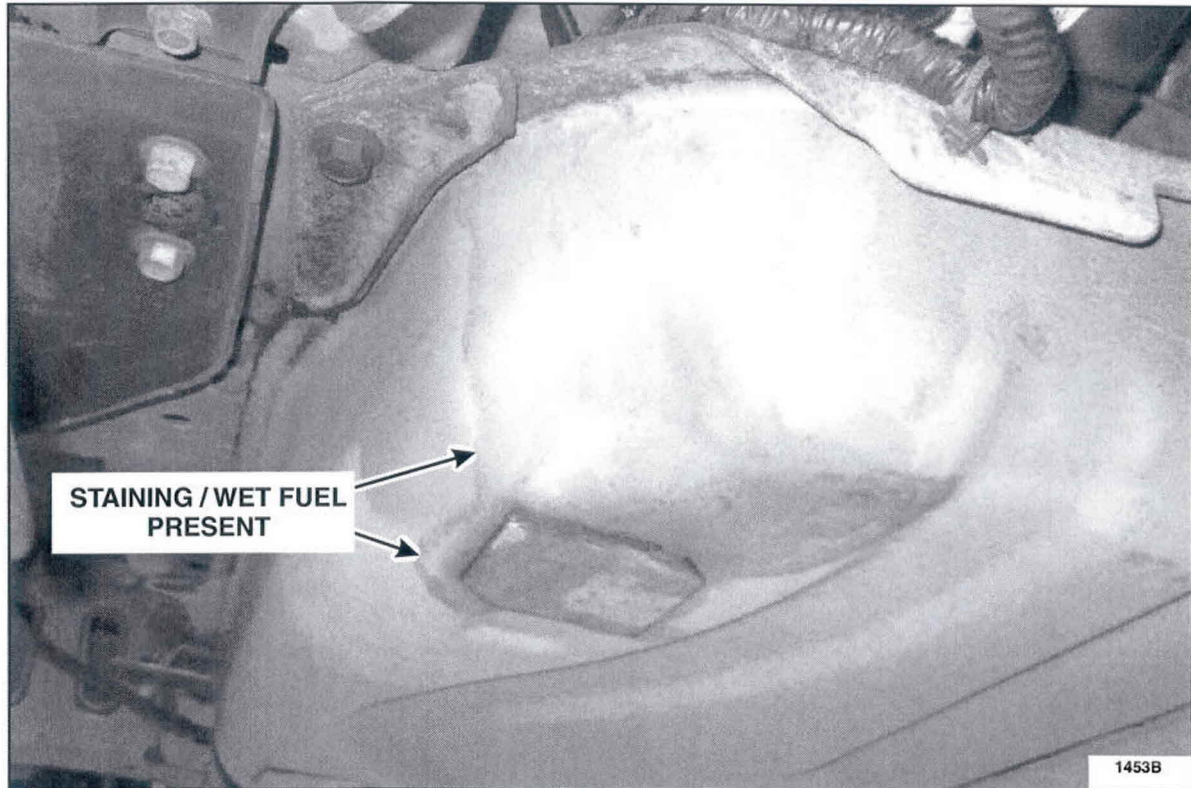


FIGURE 1



3. A fuel leak due to corrosion at the corners will typically be apparent as follows:  
See Figures 2, 3 and 4.

- Staining or wet fuel present
- Soft or bubbling fuel tank paint coating
- Fuel odor accompanied by staining or soft paint as indicated above



**FIGURE 2**





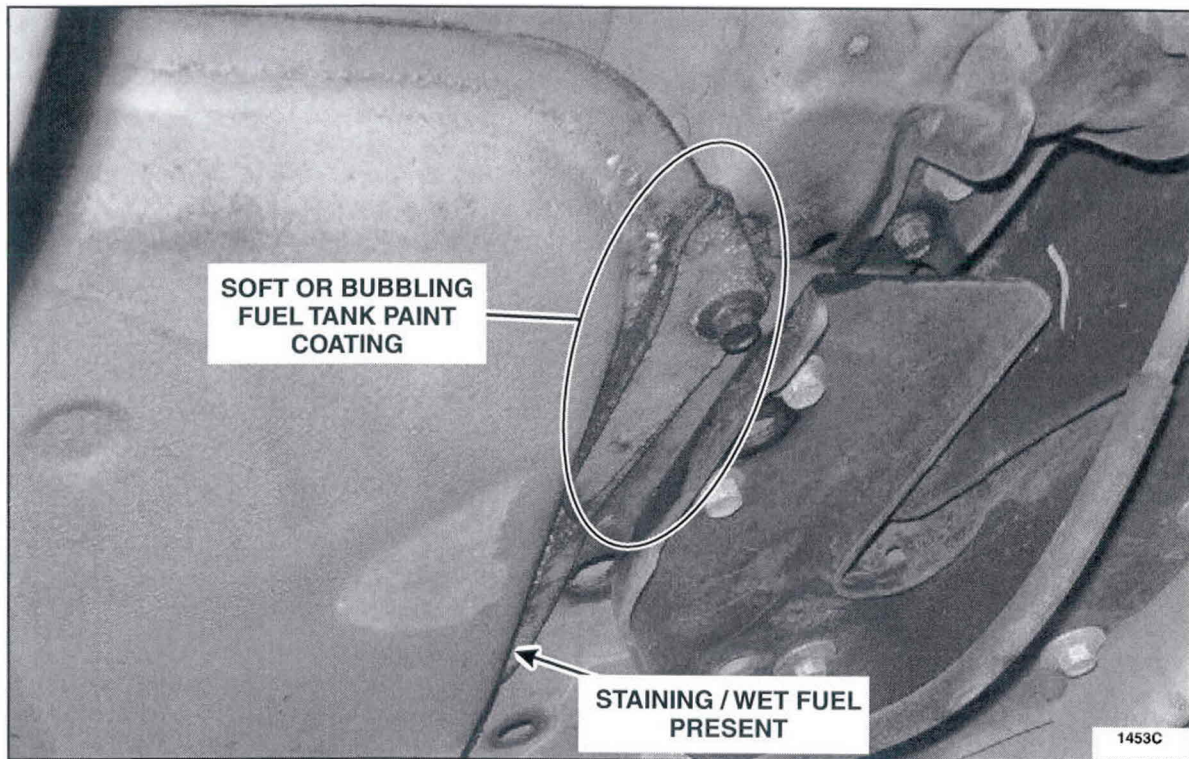
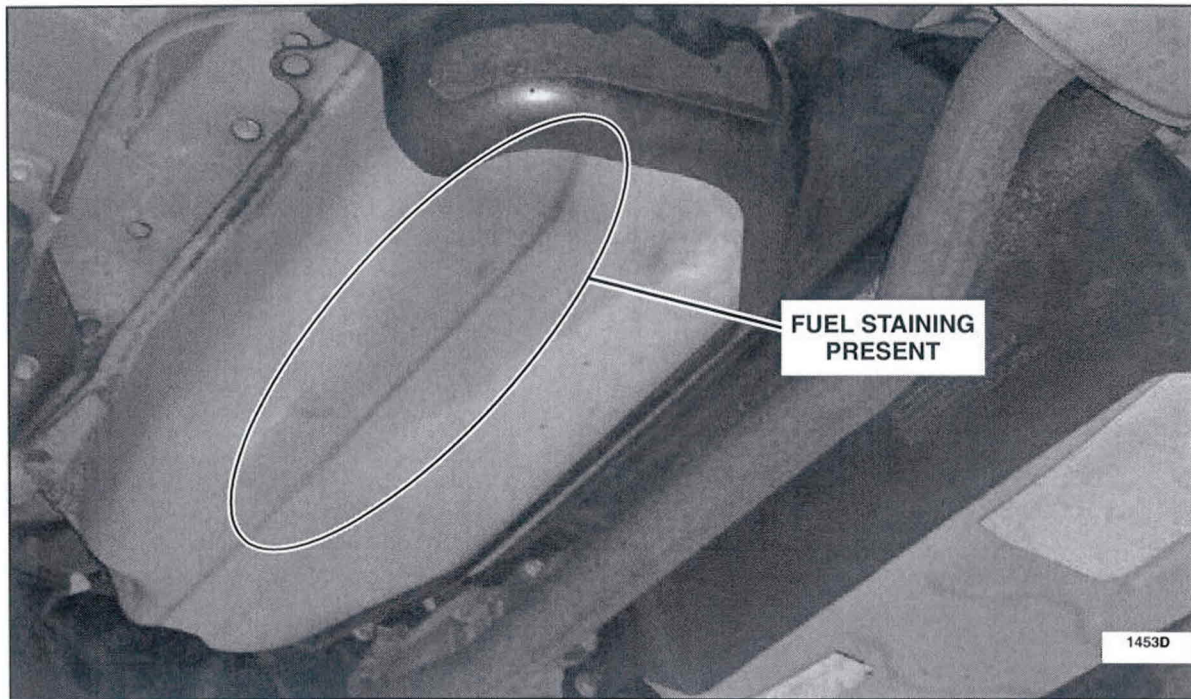


FIGURE 3







**FIGURE 4**

4. If no leak is found, return vehicle to customer and provide customer with a "Passed Inspection" information sheet.

**NOTE:** If a "Service Engine Soon" indicator is also illuminated, any DTCs retrieved (including P0442 and P0456) that are not accompanied by fuel odors or a visible fuel tank leak may require further diagnosis and repair but are not covered by 14S22.

5. If a fuel tank leak is found, contact the Special Service Support Center at 1-800-325-5621 for further instructions.

### **SERVICE ENGINE SOON INDICATOR DIAGNOSIS PROCEDURE**

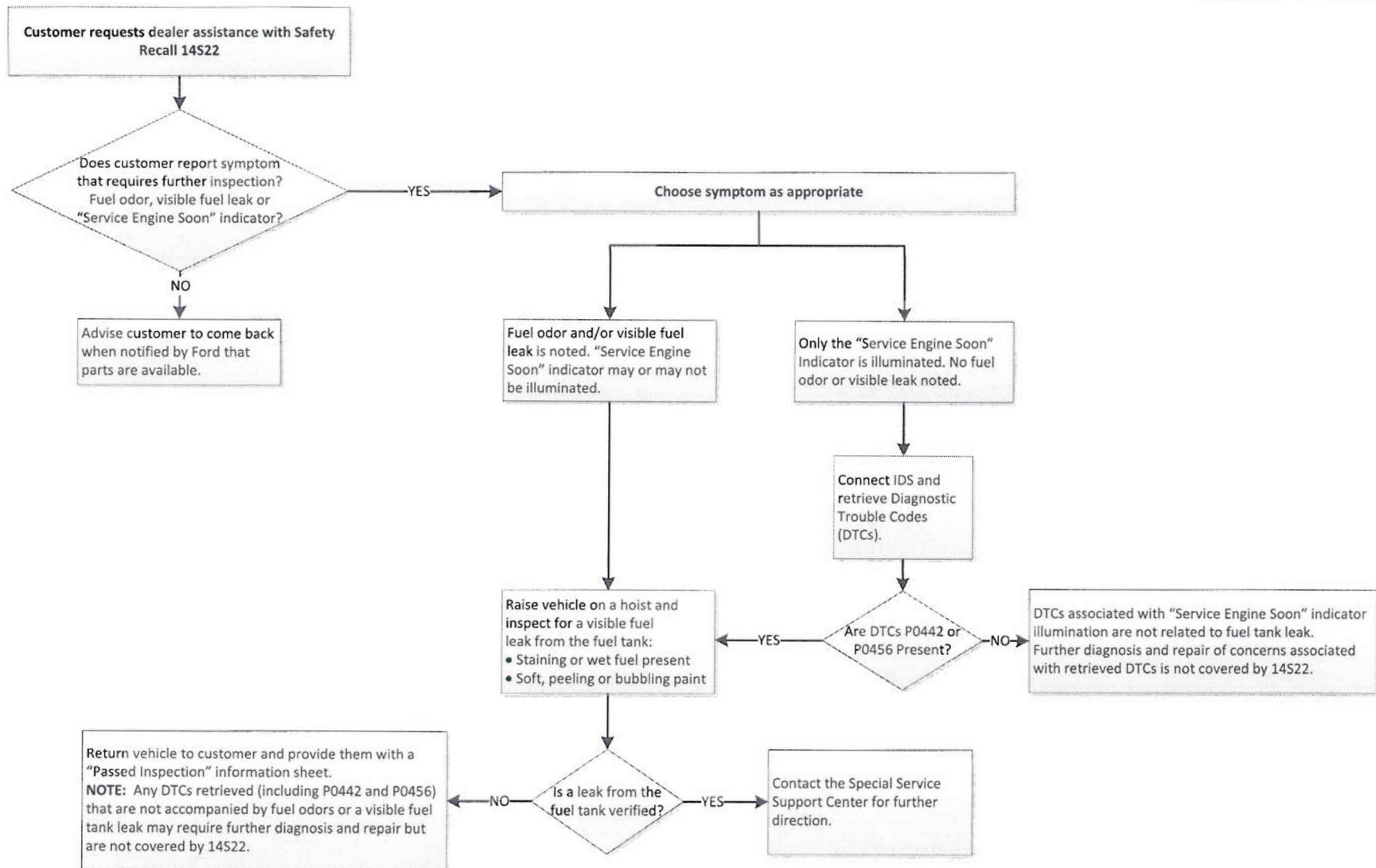
**If only the "Service Engine Soon" indicator is illuminated and no fuel odor or visible leak is noted:**

1. Connect IDS and retrieve Diagnostic Trouble Codes (DTCs).
  - If DTCs P0442 or P0456 are present, perform the "Fuel Tank Inspection Procedure" above to determine if the DTC may be caused by a fuel tank leak and take appropriate action as directed.
  - If DTCs P0442 or P0456 are not present, provide customer with a "Passed Inspection" information sheet. Any further diagnosis and repairs required are not related to or covered by 14S22.



# SAFETY RECALL 14S22 – 2007-2008 EDGE AND MKX FUEL TANK LEAK INSPECTION FLOWCHART

ATTACHMENT IV  
PAGE 1 OF 1  
SAFETY RECALL 14S22





**Safety Recall 14S22**

Certain 2007 and 2008 Model Year Edge and MKX Vehicles Operated in Corrosion States  
Fuel Tank Corrosion Inspection and Repair

**DEALER Q & A****Q1. What is the problem?**

- A. Ford is voluntarily recalling 2007-2008 Model Year Edge and MKX vehicles to address concerns relating to fuel tank corrosion. In some of the affected vehicles that are operated in high-corrosion environments associated with road salt use, moisture and salt may become trapped under the fuel tank mounting reinforcement brackets at the four corners where the fuel tank is attached to the vehicle. Over time, corrosion under these reinforcement brackets can spread to the fuel tank which can result in a fuel leak. A fuel leak in the presence of an ignition source may result in a fire.

**Q2. Why are you only recalling vehicles in corrosion states?**

- A. The overwhelming majority of reports of fuel tank corrosion are from high-corrosion states. We will continue to monitor the performance of vehicles in all states as we always do.

**Q3. What should I do if an owner believes their vehicle has been operated in a high corrosion environment and requests their vehicle be inspected?**

- A. If the vehicle is not in the program, but is a 2007 or 2008 model year Edge or MKX, contact the Special Service Support Center at 1-800-325-5621 to request approval to be covered by Safety Recall 14S22. Additionally, a regional program to provide awareness to customers in non-corrosion areas is planned once parts are available to complete 14S22 in high-corrosion areas.

**Q4. Are the vehicles safe to drive? Can people continue to drive the vehicle if the dealer cannot provide a permanent repair soon?**

- A. We urge customers who have an affected vehicle that exhibits symptoms of a fuel odor, visible fuel leak, or a "Service Engine Soon" indicator illuminated on their instrument cluster which may be an indication of a fuel leak, to take their vehicles to their local dealer for a fuel tank leak inspection. If the vehicle does not pass inspection, and replacement parts are not available, Ford recommends customers be offered a rental vehicle until repair parts are available. If the vehicle passes inspection, Ford will notify customers when parts are available and ask them to bring the vehicle back for repair.

**Q5. Do I need prior approval to initiate a rental vehicle for a customer whose vehicle is grounded waiting for replacement fuel tanks?**

- A. Yes, at this time prior approval for rental transportation for vehicles awaiting replacement fuel tanks is required.

**Q6. Can I submit for rental reimbursement while the customer is still in a rental?**

- A. Yes, rental reimbursement must be submitted on a monthly basis and must not exceed 30 days of expense per claim.

**Q7. How will customers with unique transportation issues (handicap or other extenuating circumstances) be handled?**

- A. Dealers should contact the Special Service Support Center at 1-800-325-5621 for assistance.



**Safety Recall 14S22**

Certain 2007 and 2008 Model Year Edge and MKX Vehicles Operated in Corrosion States  
Fuel Tank Corrosion Inspection and Repair

**Q8. Is Ford offering vehicle refunds instead of repairing the vehicle?**

A. Not at this time.

**Q9. Do you have an estimate of when the replacement fuel tanks will be available?**

A. Ford expects replacement fuel tanks for vehicles that have a fuel tank leak to be available in the 2<sup>nd</sup> or 3<sup>rd</sup> quarter of 2015. Ford will publish a supplement with parts ordering information and updated service procedures to replace fuel tanks in all affected vehicles by the 3<sup>rd</sup> quarter of 2015.

**Q10. If a customer's vehicle has a DTC P0442 or P0456 but inspection of the fuel tank does not reveal any leaks, what do we do?**

A. Only fuel tank leaks due to fuel tank corrosion are covered under this recall. Provide the customer with a "Vehicle Passed Inspection" customer information sheet and advise them that Ford will notify them when parts are available and ask them to bring the vehicle back for repair. Any DTCs retrieved (including P0442 and P0456) that are not accompanied by fuel odors or a visible fuel tank leak may require further diagnosis and repair but are not covered by 14S22.



## **Passed Fuel Tank Corrosion Leak Inspection Customer Information Sheet**

Ford Motor Company is voluntarily recalling certain 2007 and 2008 model year Edge vehicles. Your vehicle has passed the fuel tank corrosion leak inspection.

Parts for the permanent repair are not currently available. We apologize for any inconvenience this part shortage may cause you. We are working diligently to accelerate part availability. You will be notified by Ford Motor Company via mail as soon as parts are available to complete the repair on your vehicle. When notified, you will need to contact your dealer and schedule a service appointment to have the final repair performed on your vehicle as soon as possible.

Again, we apologize for the inconvenience this situation causes and assure you that we are doing everything possible to expedite resolution.

Sincerely,

Ford Motor Company  
Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

## **Passed Fuel Tank Corrosion Leak Inspection Customer Information Sheet**

The Lincoln Motor Company is voluntarily recalling certain 2007 and 2008 model year MKX vehicles. Your vehicle has passed the fuel tank corrosion leak inspection.

Parts for the permanent repair are not currently available. We apologize for any inconvenience this part shortage may cause you. We are working diligently to accelerate part availability. You will be notified by The Lincoln Motor Company via mail as soon as parts are available to complete the repair on your vehicle. When notified, you will need to contact your dealer and schedule a service appointment to have the final repair performed on your vehicle as soon as possible.

Again, we apologize for the inconvenience this situation causes and assure you that we are doing everything possible to expedite resolution.

Sincerely,

The Lincoln Motor Company





## **Did Not Pass Fuel Tank Corrosion Leak Inspection Customer Information Sheet**

Ford Motor Company is voluntarily recalling certain 2007 and 2008 model year Edge vehicles. Your dealer has completed an inspection of the fuel tank and has found that your fuel tank requires replacement.

Parts for the permanent repair are not currently available. We apologize for any inconvenience this part shortage may cause you. We are working diligently to accelerate part availability. Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel) while your vehicle is at the dealership. You will be notified of any changes or when the final repair of your vehicle has been completed. Once your vehicle is repaired and you are notified by the dealer, you will have two additional business days to return the rental vehicle without charge.

Again, we apologize for the inconvenience this situation causes and assure you that we are doing everything possible to expedite resolution.

Sincerely,

Ford Motor Company  
Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

## **Did Not Pass Fuel Tank Corrosion Leak Inspection Customer Information Sheet**

The Lincoln Motor Company is voluntarily recalling certain 2007 and 2008 model year MKX vehicles. Your dealer has completed an inspection of the fuel tank and has found that your fuel tank requires replacement.

Parts for the permanent repair are not currently available. We apologize for any inconvenience this part shortage may cause you. We are working diligently to accelerate part availability. Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel) while your vehicle is at the dealership. You will be notified of any changes or when the final repair of your vehicle has been completed. Once your vehicle is repaired and you are notified by the dealer, you will have two additional business days to return the rental vehicle without charge.

Again, we apologize for the inconvenience this situation causes and assure you that we are doing everything possible to expedite resolution.

Sincerely,

The Lincoln Motor Company

**Ford Motor Company**  
**Recall Reimbursement Plan for 14S22**

*Ford and Lincoln Motor Company 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 # 14S22, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to December 22, 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.

**Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.