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Ford Motor Company  
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December 16, 2015

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

**SUBJECT:** **Safety Recall 15S34**

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

**REF :** **Advance Notice – Safety Recall 15S34**

Dated November 23, 2015

**AFFECTED VEHICLES**

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

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

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

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

**SERVICE ACTION**

An updated Powertrain Control Module (PCM) calibration is currently being developed for affected vehicles that will help prevent damage to the fuel tank and provide an early warning to the customer if the CPV begins to leak. The updated calibration will be announced when it becomes available (anticipated first quarter 2016). Until then, owners will be advised to contact their dealer only if their vehicles exhibit symptoms consistent with fuel tank leaks. On these vehicles, dealers are directed to complete the following:

- Fuel tank inspection
- If the fuel tank passes, CPV testing and replacement if needed
- If the CPV is leaking, vapor canister inspection and replacement if needed

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

## **SERVICE ACTION, Continued**

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

If the fuel tank passes the inspection, return the vehicle to the customer and provide them with a "Vehicle Passed Fuel Tank Inspection" Customer Information Sheet, Attachment V.

**NOTE:** Any repairs made before the PCM calibration becomes available will **NOT** close Safety Recall 15S34.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of January 11, 2016 advising owners that, although the updated PCM calibration is not currently available, they may bring their vehicle to dealers for inspection and repair if their vehicle exhibits symptoms consistent with fuel tank leaks.

When the PCM calibration becomes available, owners will receive a follow-up notification instructing them to bring their vehicle to dealers for inspection and repairs.

Dealers should inspect and repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Vehicle Did Not Pass Fuel Tank Inspection - Fuel Tank Not Available – Customer Information Sheet  
Attachment V: Vehicle Passed Fuel Tank Inspection – Customer Information Sheet  
Owner Notification Letter  
Recall Reimbursement Plan

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

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**OASIS ACTIVATION**

OASIS was activated on November 23, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN list and owner names and addresses will not be activated until the updated PCM calibration becomes 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 will be directed to dealers for inspection and repair if their vehicles exhibit symptoms associated with fuel tank leaks.
- Inspect and repair other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**ADDITIONAL LABOR TIME AND/OR PARTS**

Submit a request to the SSSC Web Contact Site prior to the repair 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 repair of the covered condition.

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).

**OWNER REFUNDS**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with CPV replacement, vapor canister replacement, or fuel tank replacement caused by cracks in the fuel tank.

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**RENTAL VEHICLES AND STORAGE**

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

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

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

**RENTAL TRACKING AND ALLOWANCE (If approved by the SSSC)**

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

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15S34) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the SSSC via the SSSC Web Contact Site.

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**CLAIMS PREPARATION AND SUBMISSION, Continued**

- Submit refunds on a separate repair line.
  - Program Code: 15S34
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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

**Additional Claiming Instructions (If approved by the SSSC)**

- Claiming administrative allowance for arranging rentals/alternate transportation:
  - Claims should be submitted as soon as the customer is provided the rental vehicle.
  - Repair Date should be the date the customer took delivery of the rental vehicle.
  - Claim on the same repair line as the inspection labor operation (15S34AA).
    - Program Code: 15S34
    - Misc. Expense: ADMIN
    - Misc. Expense: 0.2 Hrs.
- Claiming for rental and owner alternate transportation refunds:
  - Program Code: 15A05
  - Misc. Expense: RENTAL
  - Misc. Expense: Total amount
- Long term rental costs will need to be claimed on a monthly basis with separate repair orders. Dealers will need to re-contact the Special Service Support Center for a new approval code to be used on each repair order.
- Claiming for Vehicle Storage and Maintenance:
  - Storage and Maintenance can be claimed in combination with rental costs, if applicable, on a monthly basis. Dealers will need to re-contact the Special Service Support Center for a new prior approval to be used on each repair order.
  - Dealers are authorized to claim a monthly \$50.00 vehicle storage and maintenance fee to be used when labor operation 15S34AA is claimed due to a fuel tank failing inspection and the customer requiring a rental.
  - This allowance can only be claimed if labor operation 15S34AA was previously claimed and the vehicle has been in storage for 30 days or more.
  - Claim on the same repair line with the rental costs on a monthly basis.
    - Program Code: 15A05
    - Misc. Expense: STORE
    - Misc. Expense: \$50.00

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**LABOR ALLOWANCES**

**NOTE:** The labor operations listed below are interim repairs only, and will not close Safety Recall 15S34.

Description	Drive Type	Labor Operation	Labor Time
Inspect fuel tank - <u>fails</u> (includes time to submit photos to SSSC)	FWD	15S34AA	0.5 Hours
	AWD		0.6 Hours
Inspect fuel tank – <u>passes</u> Test CPV - <u>passes</u> (no repairs needed)	FWD	15S34BB	0.3 Hours
	AWD		0.5 Hours
Inspect fuel tank – <u>passes</u> Test CPV – <u>fails</u> (replace CPV) Inspect and replace vapor canister <u>if needed</u>	FWD	15S34CC	0.6 Hours
	AWD		0.8 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

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

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

The DOR/COR number for this recall is 51013.

Order your parts through normal order processing channels.

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

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## **CERTAIN 2010-2011 MODEL YEAR FUSION AND MILAN VEHICLES EQUIPPED WITH 2.5L OR 3.0L ENGINES — FUEL TANK AND CANISTER PURGE VALVE INSPECTION AND REPAIR**

### **OVERVIEW**

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

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

### **INSPECTION PROCEDURE**

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



## Fuel Tank Inspection

### All Vehicles

1. Inspect the fuel tank for any signs of fuel staining on the bottom of the fuel tank. See Figure 2.

- **AWD Vehicles Only** - Fuel tanks come equipped with a plastic shield covering the tank. See Figure 1.
  - a. Remove the fuel tank strap bolts and strap from the RH side of the fuel tank.
  - b. Remove the two push pins and bend the plastic shield downward to inspect the RH side of the fuel tank.
  - c. Reinstall the fuel tank strap, bolts and shield push pins. Perform the same inspection steps for the LH side of the fuel tank (Steps a-c).
  - d. If fuel tank replacement is not required, tighten the fuel tank strap bolts to 40 Nm (30 lb-ft).

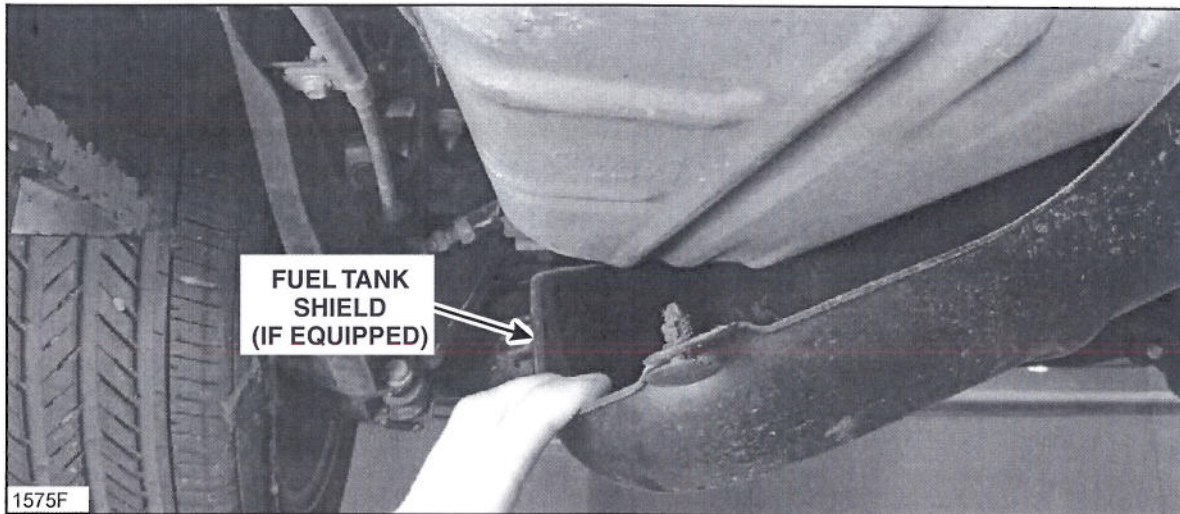


FIGURE 1

**NOTE:** FWD vehicles shown, AWD vehicles similar.

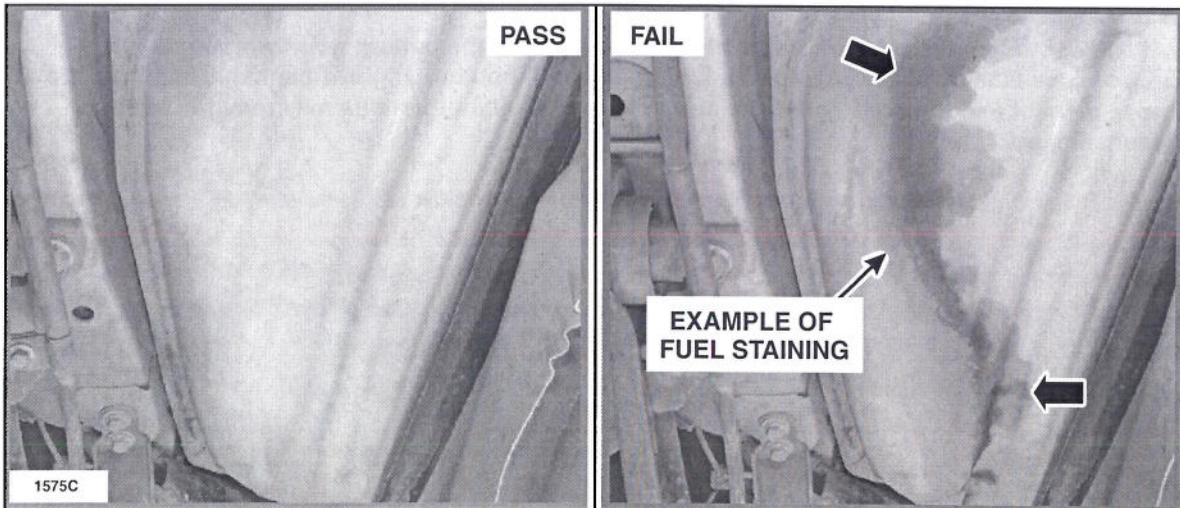


FIGURE 2





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

YES - Replacement fuel tanks are not available at this time. Contact the Special Service Support Center (SSSC) to arrange a long term rental vehicle.

NO - Proceed to Canister Purge Valve Testing on Page 4.

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



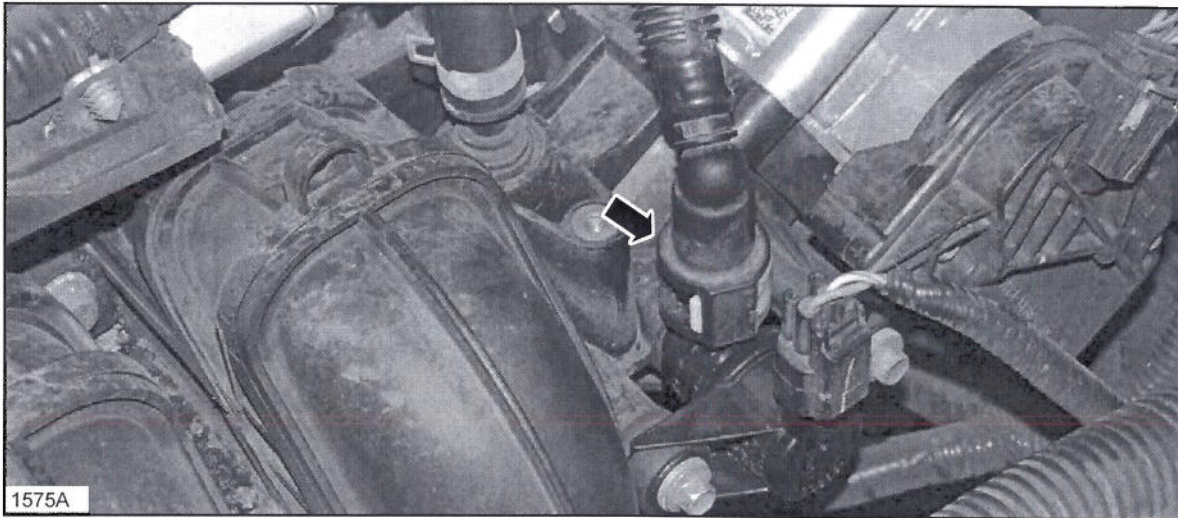
## Canister Purge Valve Testing

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

**NOTE:** Ensure that the VACUTEC® Smoke Machine or equivalent is properly calibrated for a .020" leak test following the manufacturer's instructions.

2. Disconnect the vapor tube-to-CPV quick connect coupling. Please follow the WSM procedures in Section 310-00. See Figure 3.

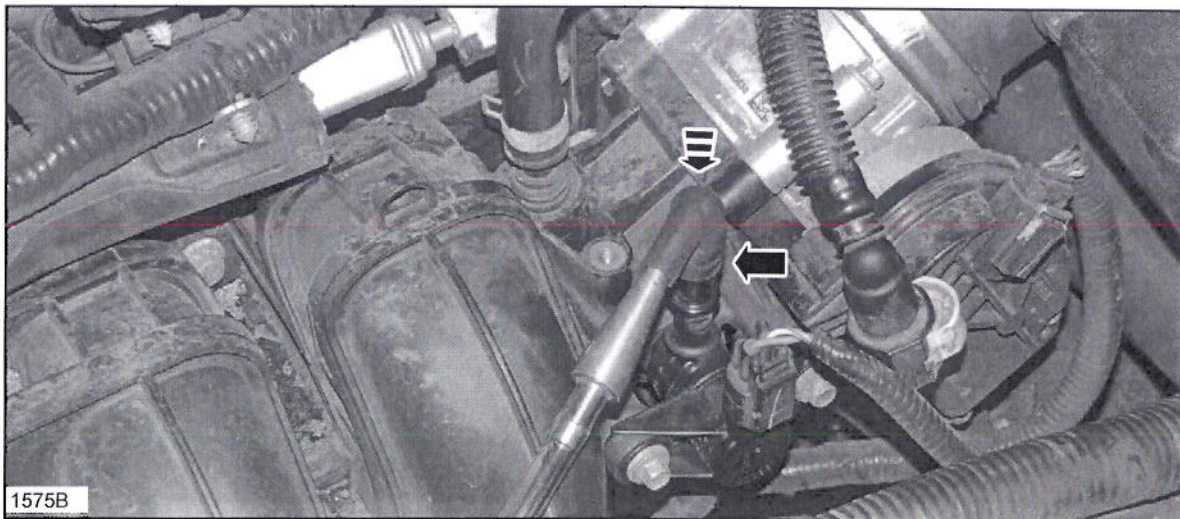
**NOTE:** 2.5L engine shown, 3.0L engine similar.



**FIGURE 3**

3. Using suitable adapters, connect the VACUTEC® Smoke Machine Fuel Evaporative Emission System Tester or equivalent to the port on the CPV. See Figure 4.

**NOTE:** 2.5L engine shown, 3.0L engine similar.



**FIGURE 4**



4. With the ignition in the "OFF" position, test the CPV for leaks by applying pressure from the tester and monitoring for air flow on the gauge. A good CPV will register a leak rate of less than .020".


5. Is CPV leak rate less than .020"?

YES - Reconnect the vapor tube-to-CPV quick connect coupling. No repairs are needed at this time.

NO - Replace the CPV following the WSM procedures in Section 303-13, then proceed to Evaporative Emission Canister Inspection on Page 6.



## Evaporative Emission Canister Inspection

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

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

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

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

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





## **Safety Recall 15S34 - Did Not Pass Fuel Tank Inspection Customer Information Sheet**

Ford Motor Company is voluntarily recalling certain 2010 and 2011 model year Fusion and Milan vehicles. Your dealer completed an inspection of the fuel tank on your vehicle and identified that it did not pass the inspection criteria. As a result, your vehicle will require a fuel tank replacement and a Powertrain Control Module (PCM) software update to complete the repair.

Parts for the fuel tank replacement and the PCM software update are not currently available. We apologize for any inconvenience this may cause you, and want you to know we are working diligently to accelerate timing. 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



## **Safety Recall 15S34 - Passed Fuel Tank Inspection Customer Information Sheet**

Ford Motor Company is voluntarily recalling certain 2010 and 2011 model year Fusion and Milan vehicles. Your dealer completed an inspection of the fuel tank on your vehicle and found that it passed the inspection criteria.

Although your fuel tank passed the inspection, your vehicle still requires a Powertrain Control Module (PCM) software update to complete the repair, which is not currently available. We apologize for any inconvenience this may cause you, and want you to know that we are working diligently to accelerate timing. You will be notified by Ford Motor Company via mail as soon as the repair becomes available. 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

**Ford Motor Company**  
**Recall Reimbursement Plan for 15S34**

*Ford and Lincoln 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 #15S34, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to January 31, 2016. 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 2015. 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 20, 2015 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.