



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

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

December 2, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #5**
Certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police
Interceptor Utility and Sedan Vehicles
Fuel Delivery Module Replacement

REF : **DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #4**
Dated August 19, 2013

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicles:** The population has been expanded to include additional vehicles.
- **Parts List:** The parts requirements list has been updated to simplify parts ordering.

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2013	Chicago	Job 1 through <i>March 12, 2013</i>
Police Interceptor Utility	2013	Chicago	Job 1 through <i>March 12, 2013</i>
Police Interceptor Sedan	2013	Chicago	Job 1 through <i>January 28, 2013</i>
Taurus	2013	Chicago	Job 1 through <i>February 25, 2013</i>
MKS	2013	Chicago	Job 1 through <i>March 23, 2013</i>
Flex	2013	Oakville	Job 1 through <i>January 8, 2013</i>
MKT	2013	Oakville	Job 1 through <i>April 19, 2013</i>
Fusion	2013	Hermosillo	Job 1 through February 11, 2013
MKZ	2013	Hermosillo	Job 1 through February 25, 2013

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, over time, some of the fuel delivery modules in the fuel tank may develop a crack in the outlet port fitting that could result in a fuel leak. If a leak occurs, a customer may report symptoms of a fuel odor or liquid fuel leak. Fuel leakage in the presence of an ignition source may result in a fire.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the fuel delivery module. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE ACTION, Continued

NOTE: A small number of Fusion/MKZ vehicles having specific December 2012 through February 2013 build dates may have been built with updated parts. An inspection can be performed on vehicles within the identified build dates to determine if they can be removed from this program. Refer to Attachment III, Technical Instructions, for applicable vehicle build dates and inspection information.

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emission related recall repairs prior to vehicle registration renewal. For vehicles registered in these states, please provide the owner with a Vehicle Emission Recall Proof of Correction certificate after the repair has been performed if one is requested by the owner. These certificates may be obtained by contacting your regional office.

New! OWNER NOTIFICATION MAILING SCHEDULE

Explorer, Taurus, MKS, Flex, MKT, and Police Interceptor Utility and Sedan vehicles:

Original owner letters mailed July 19, 2013. *Owner letters for the additional vehicles are expected to be mailed the week of December 14, 2015.*

Fusion and MKZ vehicles:

Owner letters mailed the week of August 19, 2013.

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.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Dealer Q & A
Attachment V: Fuel Delivery Module Cross Reference Chart (Removed)
Attachment VI: Lincoln Owner Special Handling (Lincoln Dealers Only)
Owner Notification Letters
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

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #5

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

New! OASIS ACTIVATION

Yes, OASIS was activated on May 30, 2013. *OASIS will be activated for the additional vehicles on December 2, 2015.*

New! FSA VIN LISTS ACTIVATION

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on May 30, 2013. *FSA VIN list for the additional vehicles will be available on December 2, 2015. Owner names and addresses will be available by January 5, 2016.*

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries.

Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

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

New! ADDITIONAL LABOR TIME AND/OR PARTS

- *Some vehicles may require additional parts to complete the repair, such as exhaust flange gaskets, single-use fasteners, and other parts that are not listed in the parts table in Attachment II. Refer to the Workshop Manual to identify these parts. **Additional parts identified by the Workshop Manual do not require prior approval.***
- 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).

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #5

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

New! 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 fuel delivery module replacement related to fuel leaks.*

RENTAL VEHICLES

With proper parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

LINCOLN CLIENT SPECIAL HANDLING

See Attachment VI for instructions related to Lincoln Owner Special Handling.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #5

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

New! 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 (13S04) is the sub code.
- *Some vehicles may require additional parts to complete the repair, such as exhaust flange gaskets, single-use fasteners, and other parts that are not listed in the parts table in Attachment II. Refer to the Workshop Manual to identify these parts, and claim on the same repair line on which the FSA is claimed. **Additional parts identified by the Workshop Manual do not require prior approval from the SSSC.***
- Additional labor and/or parts that are not identified in the Workshop Manual 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 not identified in the Workshop Manual require prior approval from the SSSC via the SSSC Web Contact Site.**
- *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".*
- Submit refunds on a separate repair line.
 - Program Code: 13S04
 - 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.
- On applicable Fusion and MKZ vehicles, if an inspection was performed and the Inspection Failed, labor operation 13S04FF must be submitted for payment before a final repair (13S04E) is submitted for payment. Note that labor operation 13S04AA is a final repair and will close the safety recall for the specified VIN.
- See Attachment VI for claiming instructions related to Lincoln Owner Special Handling.

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

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #5

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

LABOR ALLOWANCES**Explorer / Police Interceptor Utility**

Powertrain	Description	Labor Operation	Labor Time
2.0L EcoBoost (GTDI) FWD	Replace FDM	13S04B	2.2 Hours
3.5L TiVCT FWD	Replace FDM		2.1 Hours
3.5L TiVCT 4WD	Replace FDM		2.5 Hours
3.5L EcoBoost (GTDI)	Replace FDM		2.7 Hours
3.7L TiVCT FWD	Replace FDM		2.3 Hours
3.7L TiVCT AWD	Replace FDM		2.8 Hours

Taurus / MKS / Police Interceptor Sedan

Powertrain	Description	Labor Operation	Labor Time
2.0L EcoBoost (GTDI) 3.5L EcoBoost (GTDI)	Replace FDM	13S04C	1.2 Hours
3.5L/3.7 TiVCT	Replace FDM		1.1 Hours
Police Interceptor Sedan	Replace FDM (includes R&I side impact reinforcement)		1.4 Hours

Flex / MKT

Powertrain	Description	Labor Operation	Labor Time
2.0L EcoBoost (GTDI) FWD 3.5L TiVCT FWD	Replace FDM	13S04D	2.2 Hours
3.5L TiVCT AWD	Replace FDM		2.7 Hours
3.5L EcoBoost (GTDI)	Replace FDM		2.9 Hours
3.7L TiVCT FWD	Replace FDM		2.4 Hours
3.7L TiVCT AWD	Replace FDM		2.8 Hours

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #5

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

LABOR ALLOWANCES, Continued**Fusion / MKZ – FDM Replacement Labor Time**

Powertrain	Description	Labor Operation	Labor Time
1.6L EcoBoost (GTDI)	Replace FDM	13S04E	2.4 Hours
2.0L EcoBoost (GTDI) AWD 3.7L TiVCT AWD	Replace FDM		2.7 Hours
2.0L EcoBoost (GTDI) FWD 2.0L HEV 2.5L iVCT 3.7L TiVCT FWD	Replace FDM		2.3 Hours

Fusion / MKZ – FDM Inspection (Pass/Fail) Labor Times

Powertrain	Description	Labor Operation	Labor Time
1.6L EcoBoost (GTDI) 3.7L TiVCT FWD	Inspect FDM – INSPECTION PASS (Includes Fuel Tank R&I)	13S04AA	2.1 Hours
2.0L EcoBoost (GTDI) AWD	Inspect FDM – INSPECTION PASS (Includes Fuel Tank R&I)		2.3 Hours
2.0L EcoBoost (GTDI) FWD 2.0L HEV 2.5L iVCT	Inspect FDM – INSPECTION PASS (Includes Fuel Tank R&I)		2.0 Hours
3.7L TiVCT AWD	Inspect FDM – INSPECTION PASS (Includes Fuel Tank R&I)		2.4 Hours
1.6L EcoBoost (GTDI) 3.7L TiVCT FWD	Inspect FDM – INSPECTION FAILED (Does NOT Close Program) **	13S04FF	2.1 Hours
2.0L EcoBoost (GTDI) AWD	Inspect FDM – INSPECTION FAILED (Does NOT Close Program) **		2.3 Hours
2.0L EcoBoost (GTDI) FWD 2.0L HEV 2.5L iVCT	Inspect FDM – INSPECTION FAILED (Does NOT Close Program) **		2.0 Hours
3.7L TiVCT AWD	Inspect FDM – INSPECTION FAILED (Does NOT Close Program) **		2.4 Hours

** When claiming this labor operation, it must be submitted for payment before the final repair is submitted for payment. See “Claims Preparation and Submission”.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #5

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

New! PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: *The fuel delivery module part number varies by vehicle. To ensure proper fit, use Ford Catalog Advantage to identify the specific part number by VIN.*

Part Number	Description	Order Quantity
-9H307-	<i>Fuel delivery module (part number varies by vehicle – use Ford Catalog Advantage to identify the specific part number by VIN)</i>	1
4L3Z-9276-AA	Fuel delivery module seal	1

NOTE: *Some vehicles may require additional parts to complete the repair, such as exhaust flange gaskets, single-use fasteners, and other parts. Refer to the Workshop Manual to identify these parts and order through normal parts ordering channels. See Claims Preparation and Submission in Attachment I for claiming instructions.*

The DOR/COR number for this recall is 50506.

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 2013 MODEL YEAR EXPLORER, TAURUS, MKS, FLEX, MKT, FUSION, MKZ, AND POLICE INTERCEPTOR UTILITY AND SEDAN VEHICLES — FUEL DELIVERY MODULE REPLACEMENT

OVERVIEW

In some of the affected vehicles, over time, the Fuel Delivery Module (FDM) in the fuel tank may develop a crack in the outlet port fitting that could result in a fuel leak. If a leak occurs, a customer may report symptoms of a fuel odor, fuel puddle on the ground, hard or no start, engine stall and/or illumination of the "Service Engine Soon" warning indicator. Fuel leakage in the presence of an ignition source may result in a fire. Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect and/or replace the FDM as directed.

SERVICE PROCEDURE

NOTE: Click [HERE](#) to review an FDM replacement "Service Tips" video.

Explorer, Taurus, MKS, Flex, MKT and Police Interceptor Utility and Sedan Vehicles

1. Replace the FDM. For additional information, refer to Workshop Manual (WSM) Section 310-01.

Fusion/MKZ Vehicles Only

NOTE: A small number of Fusion/MKZ vehicles having specific December 2012 through February 2013 build dates may have been built with updated parts. An inspection can be performed on vehicles within the identified build dates to determine if they can be removed from this program. Refer to the Fusion/MKZ FDM Inspection Chart in Step 2 for applicable vehicle build dates and inspection information for vehicles that qualify for this inspection option.

2. Determine the vehicle build date. Refer to the Fusion/MKZ FDM Inspection chart below.

- Fusion/MKZ vehicles produced between the "Built From" and "Built Through" dates can be inspected to determine if the FDM needs to be replaced. Proceed to Step 3.
- For Fusion/MKZ vehicles built before the dates indicated in the chart, replace the FDM. For additional information, refer to WSM Section 310-01.

FUSION/MKZ FDM INSPECTION CHART

Vehicle Application	Powertrain	Vehicle Built From and Including	Vehicle Built Through and Including
Fusion	1.6L EcoBoost	1/14/2013	1/21/2013
Fusion/ MKZ FWD	2.0L EcoBoost	1/14/2013	1/21/2013
Fusion/ MKZ AWD	2.0L EcoBoost	1/22/2013	2/11/2013
Fusion/ MKZ FWD	2.0L Hybrid	1/18/2013	1/26/2013
Fusion	2.5L	12/13/2012	1/8/2013
MKZ	3.7L	1/21/2013	2/25/2013



3. Remove the fuel tank. For additional information, refer to WSM Section 310-01.
4. Inspect the color of the fuel outlet port fitting on top of the FDM. See Figure 1.
 - If the color of the fuel outlet port fitting is black, replace the FDM. For additional information, refer to WSM Section 310-01.
 - If the color of the fuel outlet port fitting is gray/silver, no further action is necessary. Reinstall the fuel tank. For additional information, refer to WSM Section 310-01.

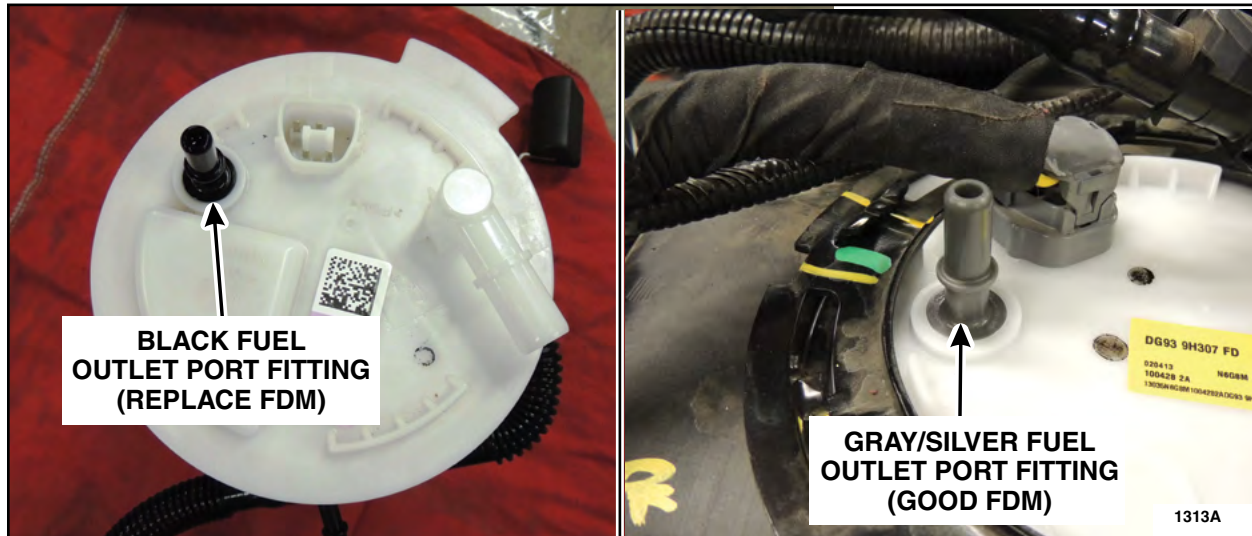


FIGURE 1



DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 – Supplement #5

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

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

A. Ford is voluntarily recalling certain 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police Interceptor Utility and Sedan vehicles to address concerns relating to the fuel delivery module. In the affected vehicles, over time, some of the fuel delivery modules in the fuel tank may develop a crack in the outlet port fitting that could result in a fuel leak. If a leak occurs, a customer may report symptoms of a fuel odor or visible fuel leak. Fuel leakage in the presence of an ignition source may result in a fire.

Q2. Are vehicles safe to drive? What if a customer calls and reports a fuel odor?

A. The vehicle is safe to drive if it does not exhibit a fuel odor or leak. If a customer reports a fuel odor or visible fuel leak, they should contact the dealer to arrange for repairs.

Q3. Is this a condition that can occur when the vehicle is turned off?

A. Because the fuel delivery module outlet port is above the fuel tank, if a crack occurs, only a small amount of fuel can potentially leak once the vehicle is turned off.

Q4. Are there any early warning signs or symptoms a customer would notice that would indicate a problem?

A. If a leak occurs, a customer may report symptoms such as a fuel odor or visible fuel leak.

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

A. *Parts are available in sufficient quantities to repair all affected vehicles. Order the parts needed for scheduled repairs through normal parts ordering channels.* The repair procedure can generally be completed in less than one-half day.

New! Q6. What about Dealer Stock vehicles?

A. *Parts are available to repair affected stock vehicles in addition to vehicles that have been sold to owners. Refer to Parts Requirements and Ordering Information in Attachment II for instructions on ordering parts.*

Q7. How can a customer see if their vehicle is affected by this recall?

A. Customers can see if they are affected by the recall by:

- Logging onto www.FordOwner.com, click “Recall Notices” in the “Service” tab and input their VIN to determine if their vehicle is part of the recall;
- Calling 866-436-7332 in the U.S. or 888-222-7814 in Canada; or
- Contacting a Ford dealer

Q8. Is Fusion Energi (Plug-in Hybrid) affected by this recall?

A. Fusion Energi (plug-in hybrid) is not affected by this recall. Although it has similar 2.0L I4 engine and electric motor as the hybrid; it uses a different fuel delivery module design.

Q9. When the part arrives, how can I reference what vehicle it was ordered for?

A. When looking up the parts information with the DOR/COR# 50506; the Order Detail screen will list the first 3 & last 8 characters of the VIN.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S04 - Supplement #5

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

LINCOLN OWNER SPECIAL HANDLING ALLOWANCE (Applies to sold vehicles only)

To “surprise & delight” Lincoln Owners; Lincoln Dealers are authorized to provide the following services to MKS, MKT and MKZ owners under Safety Recall 13S04.

- Lincoln Service Loaner (Rental) up to 2 days per ESP guidelines
- Fuel Fill (up to \$75)
- Vehicle Pick-up and Delivery (up to \$100)
- Vehicle Wash and Vacuum (this is expected as part of the Lincoln Commitment Program)

This program is exclusive to Lincoln Dealers. Ford Stand-alone Dealerships servicing Lincoln Owners are not authorized to claim the special handling allowance. Owners will not be notified of this service in owner mailings.

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 (13S04) is the sub code.
- **Rental:** Follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the Service Loaner (Rental) expense under Miscellaneous Expense Code “RENTAL”. Expenses for more than two days require prior approval from the Special Service Support Center.
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Total amount
- **Fuel Fill:** Enter Miscellaneous Expense Code “FUEL” with actual cost up to \$75
 - Misc. Expense Code: FUEL
 - Misc. Expense Amount: Total amount
- **Vehicle Pick-up and Delivery:** Enter Miscellaneous Expense Code “LCHP” with actual cost up to \$100
 - Misc. Expense Code: LCHP
 - Misc. Expense Amount: Total amount
- Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.

Ford Motor Company
Recall Reimbursement Plan for 13S04

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 # 13S04, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to January 15, 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.