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September 5, 2018

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 18S27**  
Certain 2015 through 2018 Model Year F-150 Regular Cab and SuperCrew Cab  
Vehicles  
Carpet Shielding and Insulation Rework

**AFFECTED VEHICLES**

Vehicle	Cab Configuration	Model Year	Assembly Plant	Build Dates
F-150	SuperCrew Cab Regular Cab	2015 - 2018	Dearborn Truck	March 12, 2014 through August 23, 2018
			Kansas City	August 20, 2014 through August 23, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, deployment of the front seatbelt pretensioners during a crash event may cause a fire inside the driver or passenger side B-pillar trim in the vehicle passenger compartment. A fire in the B-pillar area may spread within the vehicle and increase the risk of injury. Odor and/or smoke may be evident prior to fire propagation.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to modify the B-pillar sound insulation, remove electrical harness tape remnants, and apply shielding to the carpet insulation and loadspace trim panel (Regular Cab only) as directed. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

To help ensure an ample supply of material is available to complete repairs, owners of affected vehicles will be notified in three separate mailings. Mailing will begin by the week of September 24, 2018. Dealers should 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 \$21,000 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 for SuperCrew Cab  
Attachment IV: Technical Information for Regular Cab  
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,

A handwritten signature in dark ink, appearing to read "D. Johnson", with a stylized flourish at the end.

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –****Safety Recall 18S27**

Certain 2015 through 2018 Model Year F-150 Regular Cab and SuperCrew Cab Vehicles  
Carpet Shielding and Insulation Rework

**OASIS ACTIVATION**

OASIS will be activated on September 5, 2018.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 5, 2018. Owner names and addresses will be available by the week of November 5, 2018.

**NOTE:** Your FSA VIN Lists 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.

**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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**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.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**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 be provided for the cost associated with repairs made as a result of fire in the B-pillar area and related damage.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –****Safety Recall 18S27**

Certain 2015 through 2018 Model Year F-150 Regular Cab and SuperCrew Cab Vehicles  
Carpet Shielding and Insulation Rework

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number (18S27) is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.  
**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 18S27
  - 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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –****Safety Recall 18S27**

Certain 2015 through 2018 Model Year F-150 Regular Cab and SuperCrew Cab Vehicles  
Carpet Shielding and Insulation Rework

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b>2015-2018 MY Regular Cab with Back Panel Taping:</b> Remove sound deadener from B-pillar trim, remove debris, and apply foil tape to carpet edge and back panel edge	18S27B	0.9 Hours
<b>2015-2018 MY Regular Cab Without Back Panel Taping:</b> Remove sound deadener from B-pillar trim, remove debris, and apply foil tape to carpet edge	18S27C	0.7 Hours
<b>2015-2018 MY SuperCrew Cab:</b> Trim sound deadener from B-pillar trim, remove debris, and apply foil tape to carpet edge	18S27D	0.7 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**


**NOTE:** Materials for this safety recall should be obtained locally or via online retailers as indicated in the table below. Only procure the manufacturer- and part number-specific materials as directed.

Part Number	Description	Order Quantity	Claim Quantity
<b>Nashua® 324A</b>	2.5" wide x 60 yd. premium foil tape UL181A-P Available at Home Depot / HomeDepot.com (SKU # 915276) or Amazon.com (part # 324A / SI2560) NOTE: one roll will service 8.5 Regular Cab vehicles or 18 SuperCrew Cab vehicles	Claim as MISC OTHER up to:  \$2.00 per SuperCrew Cab or \$4.00 per Regular Cab	
-- or --  <b>3M™ 3340</b>	2.5" wide x 50 yd. foil tape UL181A-P Available at Lowe's / Lowes.com (item # 350444) or Amazon.com (part # 3M 3340) NOTE: one roll will service 7 Regular Cab vehicles or 15 SuperCrew Cab vehicles		

## CERTAIN 2015 THROUGH 2018 MODEL YEAR F-150 REGULAR CAB AND SUPERCREW CAB VEHICLES — CARPET SHIELDING AND INSULATION REWORK

### OVERVIEW

In some of the affected vehicles, deployment of the front seatbelt pretensioners during a crash event may cause a fire inside the driver or passenger side B-pillar trim in the vehicle passenger compartment. A fire in the B-pillar area may spread within the vehicle and increase the risk of injury. Odor and/or smoke may be evident prior to fire propagation. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to modify the B-pillar sound insulation, remove electrical harness tape remnants, and apply shielding to the carpet insulation and loadspace trim panel (Regular Cab only) as directed.

**NOTE:** To view a video demonstration of the repair procedures, click the video icon: 

### SERVICE PROCEDURE - SUPERCREW CAB VEHICLES ONLY

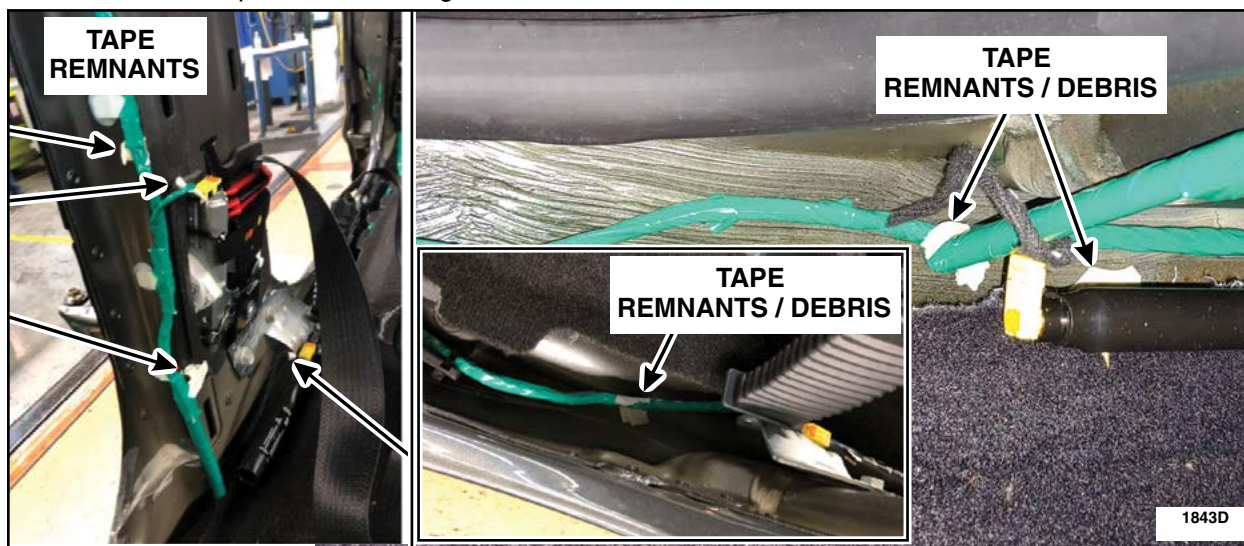
#### Recommended Tool List:

Plastic Trim Tool
Right Angle Die Grinder
Scissors
Compressed Air Blow Gun



**NOTE:** This procedure should be performed on the left hand and right hand sides of the vehicle.

1. Remove the lower B-pillar trim panel. Please follow the Workshop Manual (WSM) procedures in Section 501-05.
  - It is not necessary to position aside the door weatherstripping for this procedure.
2. From the A-pillar backward to the C-pillar check vehicle metal floor, carpet and wire harness for tape remnants or other debris. Remove if present. See Figure 1.
  - Use a compressed air blow gun to remove smaller, hard to access debris.



**FIGURE 1**





3. Cut two 28 in (711.2 mm) lengths of 2-1/2 in (63.5 mm) wide Nashua 324A or 3M 3340 foil tape.

4. Position the carpet upward to apply foil tape in the following steps.

**NOTE:** Position the foil tape in vehicle before removing the paper backing.

5. Apply the first length of foil tape. See Figures 2 and 3.

- Position the first length of tape under the carpet and align with the edge of the carpet and the rear edge of the front B-pillar to scuff plate notch. See Figure 2.
- Start from the front, peeling the paper backing off of the tape while pressing the tape into the insulation and carpet. See Figure 3.
- Continue applying the tape, ending at the front edge of the rear B-pillar to scuff plate notch.

**IMPORTANT! Ensure the edge of the tape stays aligned with the edge of the carpet while applying the foil tape. See Figure 2.**

**NOTE:** Carpet shown out of vehicle for clarity. Passenger side shown, driver side similar.

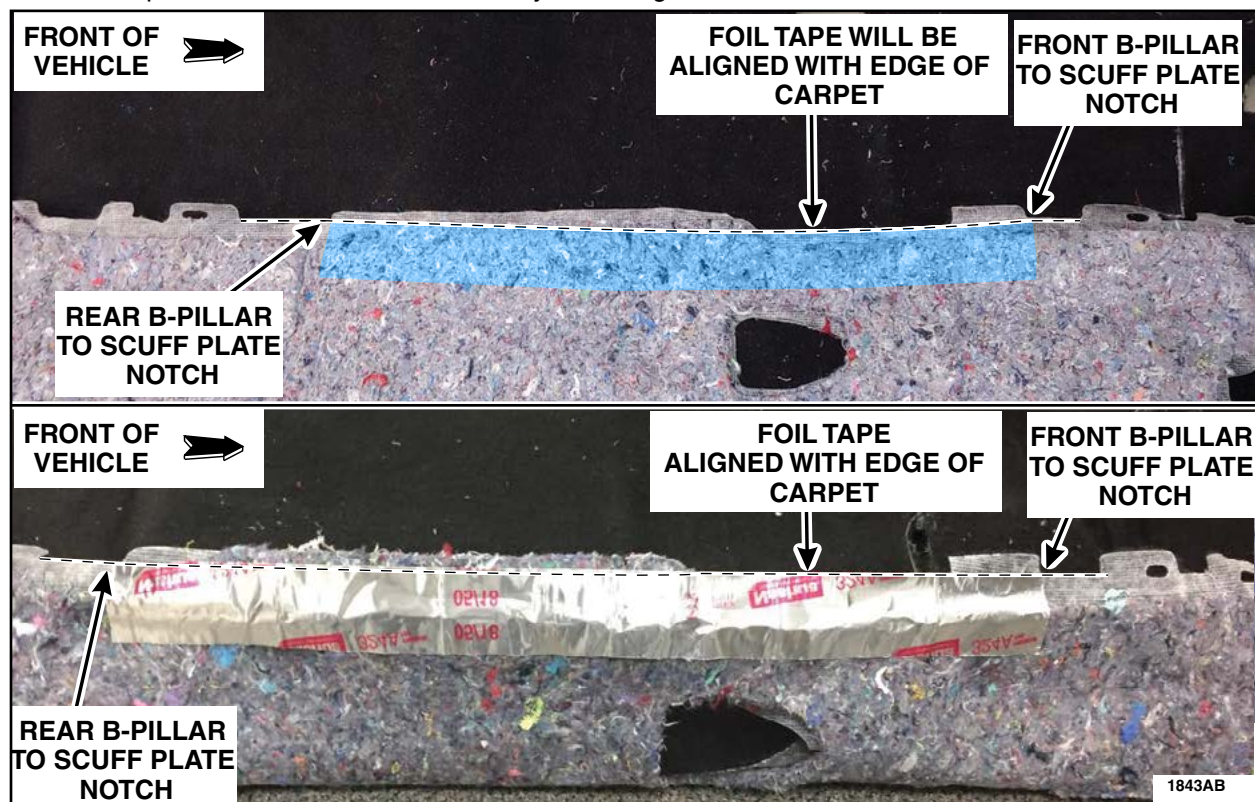


FIGURE 2



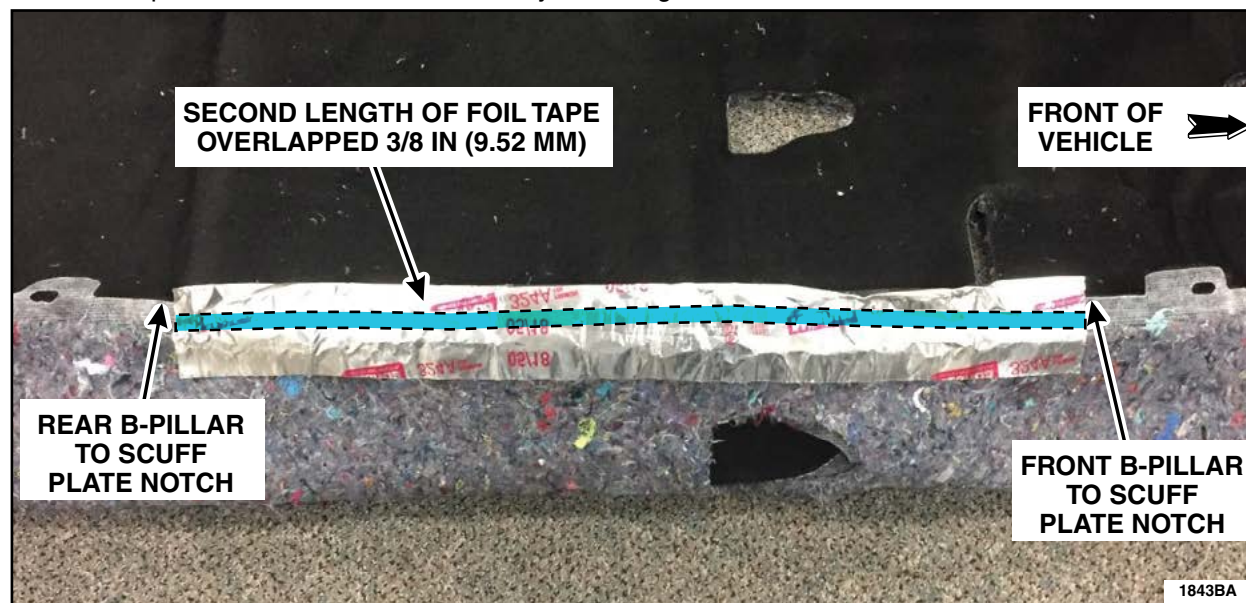




**FIGURE 3**

6. Apply the second length of foil tape overlapping the first. Start from the front, peeling the paper backing off the tape while applying, overlapping the first length of tape by  $\frac{3}{8}$  in (9.52 mm). See Figure 4.

**NOTE:** Carpet shown out of vehicle for clarity. Passenger side shown, driver side similar.



**FIGURE 4**



7. Wrap the foil tape around the top of the carpet. See Figures 5 and 6.

**NOTE:** Carpet shown out of vehicle for clarity. Passenger side shown, driver side similar.



FIGURE 5



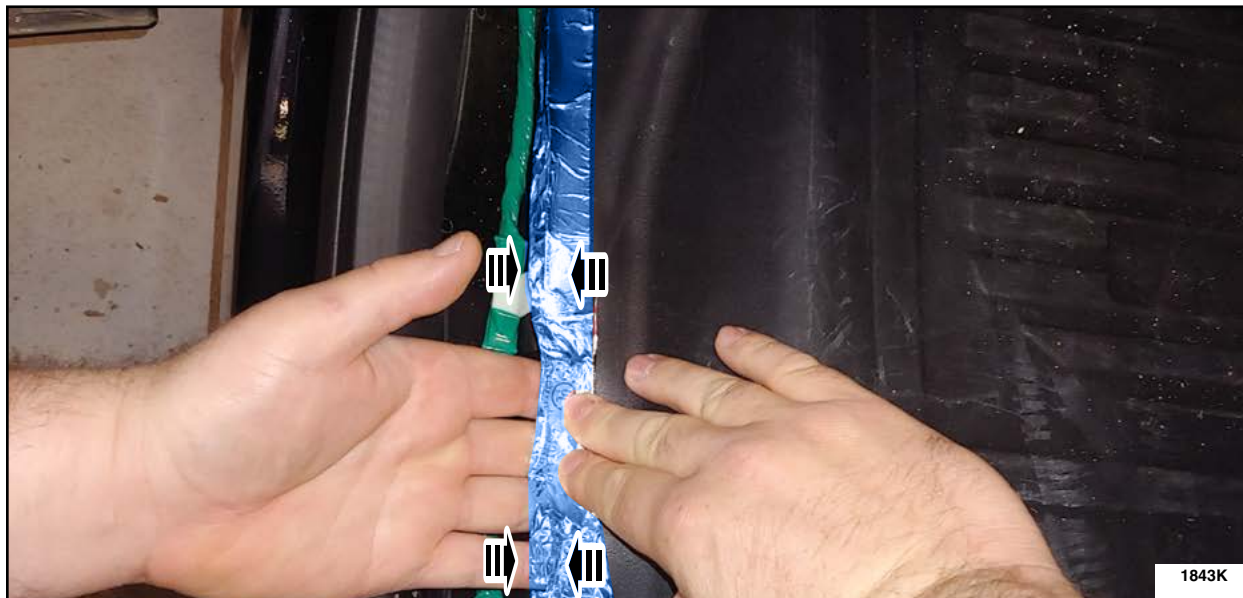
FIGURE 6





8. Using hand pressure, pinch / crimp both sides of the applied foil tape to ensure positive adhesion with no exposed insulation. See Figure 7.

- Apply additional foil tape as needed to correct any gaps or improper overlap.



**FIGURE 7**

**IMPORTANT! Use caution not to tear or rip the foil tape while positioning the carpet into place.**  
**Apply additional foil tape as needed to correct any gaps or improper overlap.**

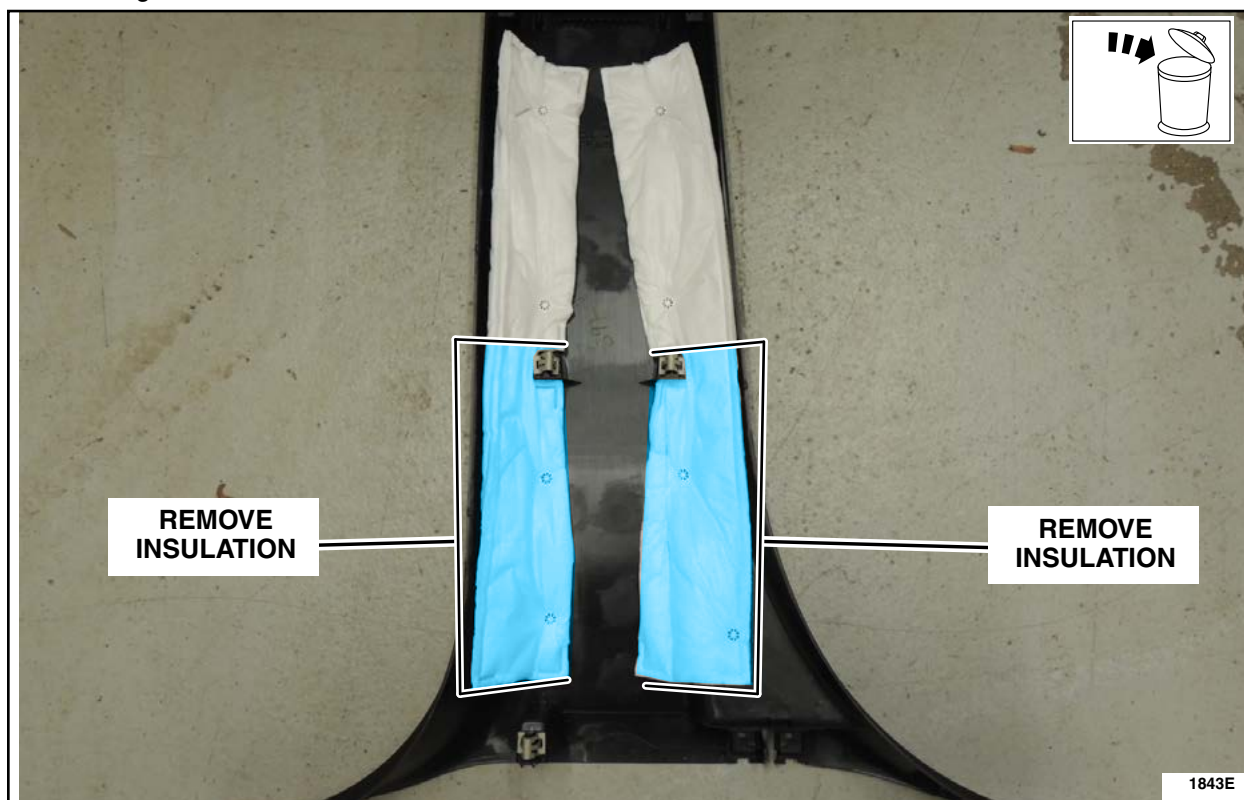
9. Position the carpet back into its original position and hook the loops into the carpet retention clips. See Figure 8.



**FIGURE 8**

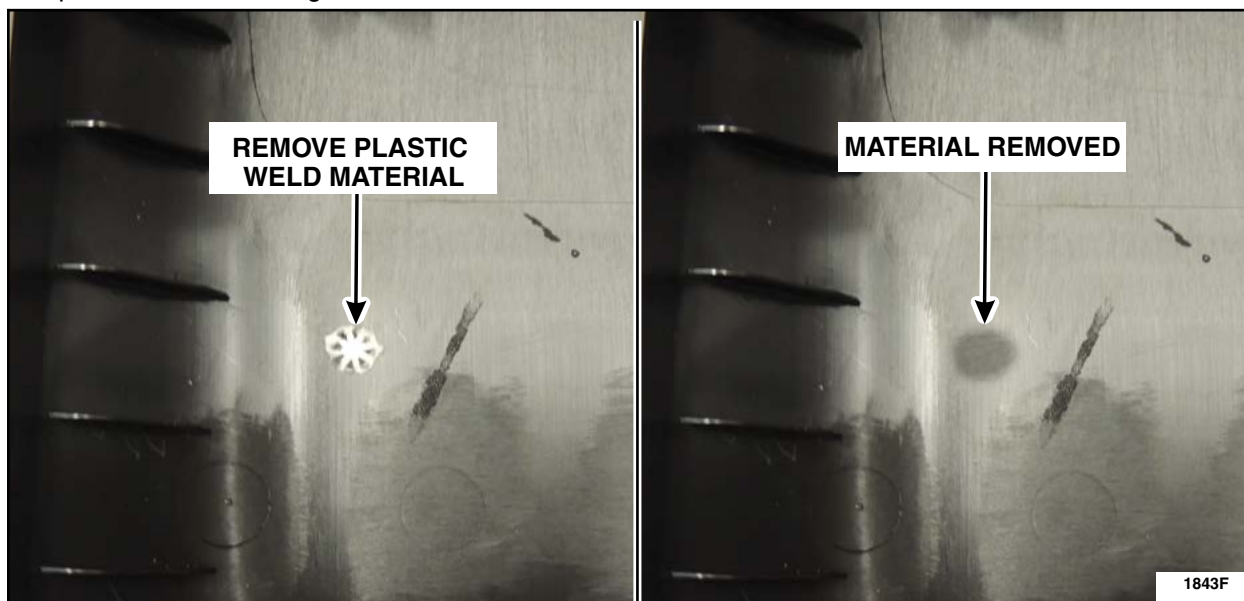


10. Using scissors, remove the insulation from the B-pillar trim panels, from the area shown.  
See Figure 9.



**FIGURE 9**

11. Lightly use a die grinder with abrasive pad to remove any remaining cloth material from the all of the plastic welds. See Figure 10.



**FIGURE 10**



**NOTICE: Do not use a knife to cut excess tape that is exposed. Damage can occur to the vehicle trim or carpet. Only use your hands or a plastic trim tool to adjust the foil tape.**

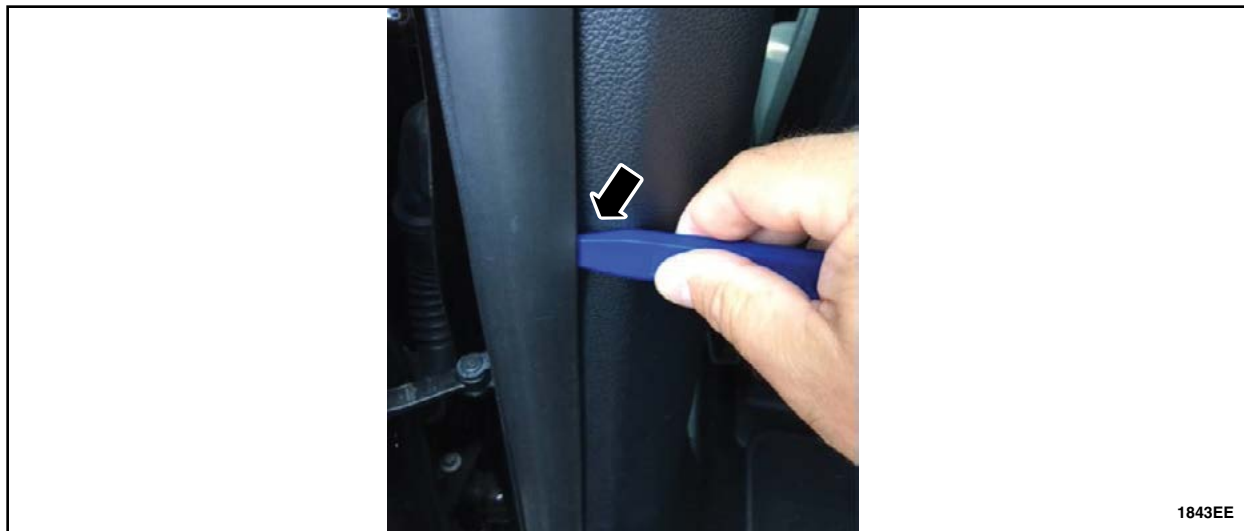
12. Reassemble the vehicle by reversing the removal procedures.

- For appearance purposes, when reinstalling the vehicle trim panels inspect to ensure foil tape is not exposed with trim panels installed. See Figure 11.



**FIGURE 11**

13. Use a plastic trim tool to correct any areas where the door weather stripping may be pinched behind the installed B-pillars. See Figure 12.



**FIGURE 12**





## CERTAIN 2015 THROUGH 2018 MODEL YEAR F-150 REGULAR CAB AND SUPERCREW CAB VEHICLES — CARPET SHIELDING AND INSULATION REWORK

### OVERVIEW

In some of the affected vehicles, deployment of the front seatbelt pretensioners during a crash event may cause a fire inside the driver or passenger side B-pillar trim in the vehicle passenger compartment. A fire in the B-pillar area may spread within the vehicle and increase the risk of injury. Odor and/or smoke may be evident prior to fire propagation. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to modify the B-pillar sound insulation, remove electrical harness tape remnants, and apply shielding to the carpet insulation and loadspace trim panel (Regular Cab only) as directed. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** To view a video demonstration of the repair procedures, click the video icon.

- Regular Cab equipped with loadspace trim panel without a cut out notch: 
- Video showing the foil tape installation on loadspace trim panel with a cut out notch: 

### SERVICE PROCEDURE - REGULAR CAB VEHICLES ONLY

#### Recommended Tool List:

Plastic Trim Tool
Right Angle Die Grinder
Scissors
Compressed Air Blow Gun

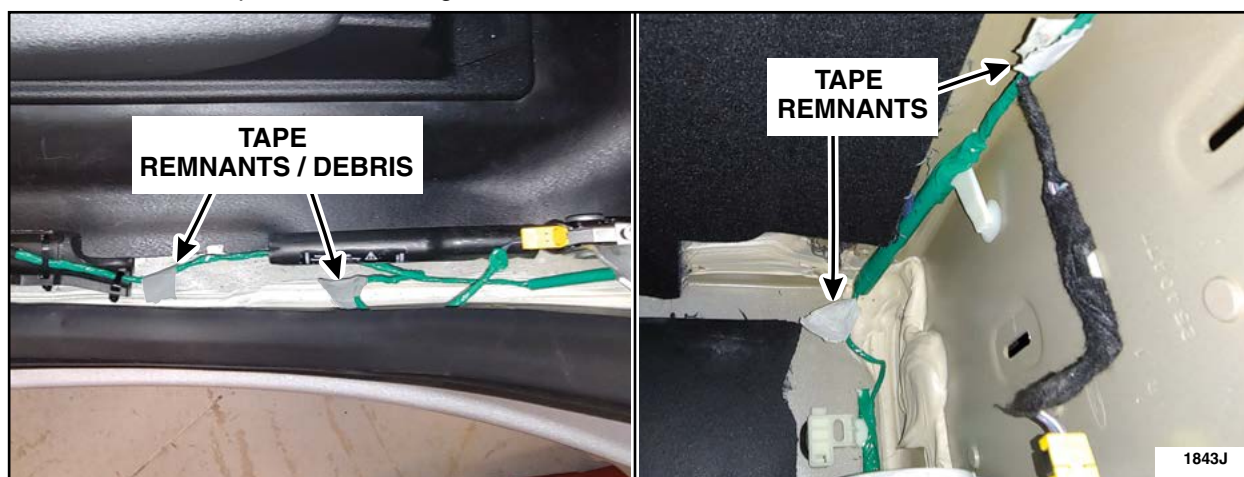




## Floor Carpet Foil Tape Installation

**NOTE:** This procedure should be performed on the left hand and right hand sides of the vehicle.

1. Remove the lower B-pillar trim panel. Please follow the Workshop Manual (WSM) procedures in Section 501-05.
  - It is not necessary to position aside the door weatherstripping for this procedure.
2. From the A-pillar backward to the rear of the vehicle cab along the metal floor, carpet and wire harness check for tape remnants or other debris. Remove any present. See Figure 1.
  - Use a compressed air blow gun to remove smaller, hard to access debris.



**FIGURE 1**





3. Cut two 28 in (711.2 mm) lengths of 2-1/2 in (63.5 mm) wide Nashua 324A or 3M 3340 foil tape.

4. Position the carpet upward to apply foil tape in the following steps.

**NOTE:** Position the foil tape in vehicle before removing the paper backing.

5. Apply the first length of foil tape. See Figures 2 and 3.

- Position the first length of tape under the carpet and align with the edge of the carpet and the rear edge of the B-pillar to scuff plate notch. See Figure 2.
- Start from the front, peeling the paper backing off of the tape while pressing the tape into the insulation and carpet. See Figure 3.
- Continue applying the tape, ending at the rear of the vehicle cab. See Figure 3.

**IMPORTANT! Ensure the edge of the tape stays aligned with the edge of the carpet while applying the foil tape. See Figure 2.**

**NOTE:** Carpet shown out of vehicle for clarity. Driver side shown, passenger side similar.

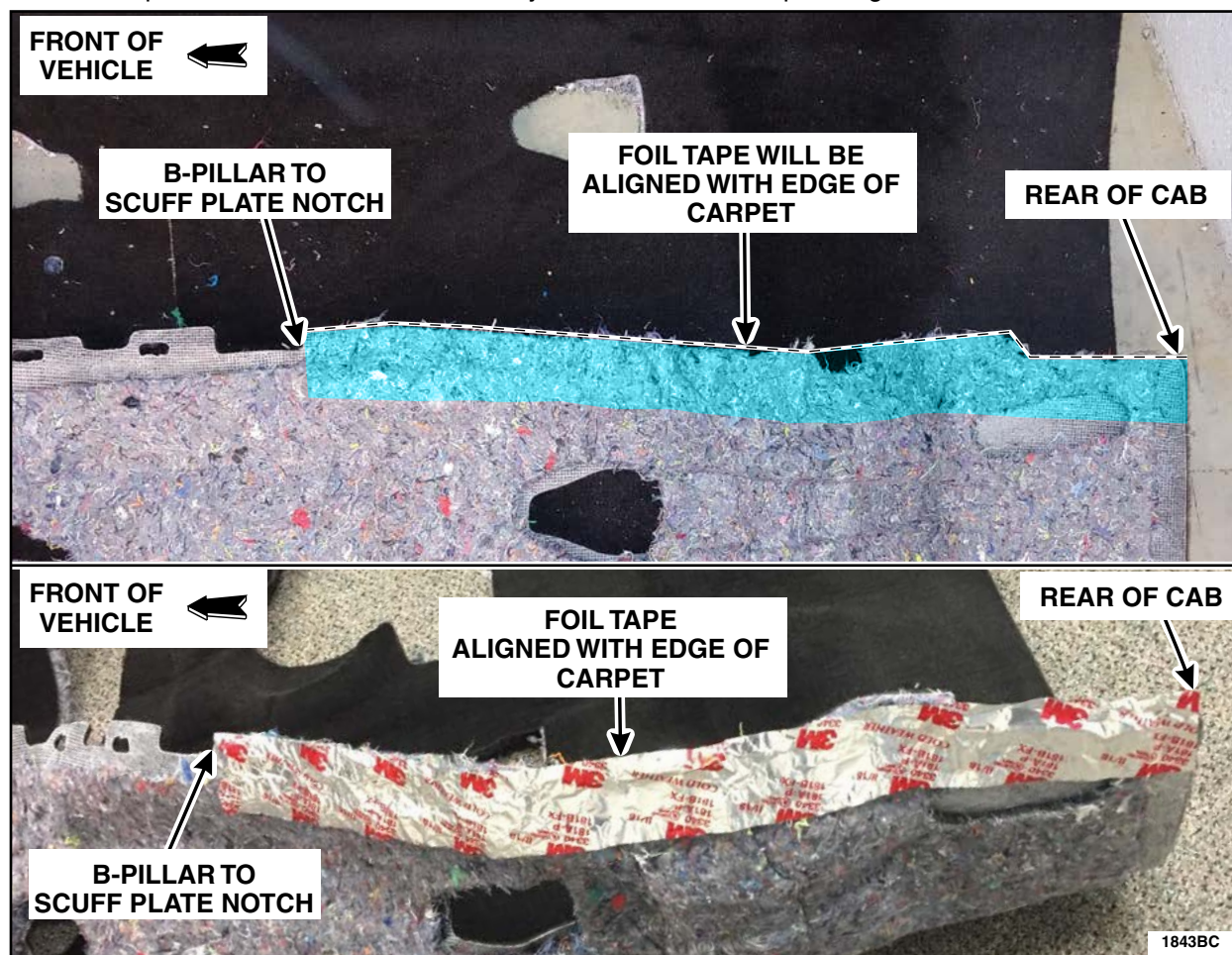


FIGURE 2



**NOTE:** Driver side shown, passenger side similar.



**FIGURE 3**

6. Apply the second length of foil tape overlapping the first. Start from the front, peeling the paper backing off the tape while applying, overlapping the first length of tape by  $\frac{3}{8}$  in (9.52 mm). See Figure 4.

**NOTE:** Carpet shown out of vehicle for clarity. Driver side shown, passenger side similar.



**FIGURE 4**





7. Wrap the foil tape around the top of the carpet. See Figure 5.

**NOTE:** Carpet shown out of vehicle for clarity. Driver side shown, passenger side similar.



**FIGURE 5**

8. Using hand pressure, pinch / crimp both sides of the applied foil tape to ensure positive adhesion with no exposed insulation. See Figure 6.

- Apply additional foil tape as needed to correct any gaps or improper overlap.



**FIGURE 6**



**IMPORTANT! Use caution not to tear or rip the foil tape while positioning the carpet into place.  
Apply additional foil tape as needed to correct any gaps or improper overlap.**

9. Position the carpet back into its original position and hook the loops into the carpet retention clips.  
See Figure 7.



**FIGURE 7**



## Loadspace Trim Panel Inspection

**NOTE:** Vehicles built from the beginning of 2015 through mid July 2018 will be equipped with loadspace trim panels backed with insulation material similar to floor carpet insulation. Vehicles built after mid July 2018 are equipped with loadspace trim panels backed with a foam material.

1. Using an inspection mirror inspect the loadspace trim panel backside for either insulation type material or molded foam material. See Figures 8a and 8b.
  - If the loadspace trim panel has insulation material, foil tape will need to be installed, proceed to "Loadspace Trim Panel Foil Tape Installation" on Page 8.
  - If the loadspace trim panel has molded foam material, proceed to "B-Pillar Insulation Removal and Vehicle Reassembly" on Page 16.



FIGURE 8a



FIGURE 8b





## Loadspace Trim Panel Foil Tape Installation

1. Remove the three push-pin retainers and the loadspace trim panel through the driver's side of the vehicle. See Figure 9a and 9b.

- Use caution not to bend, crease, or rub the panel against the vehicle jack when removing.

NOTE: Loadspace trim panel without cutout notch shown, loadspace trim panel with cutout notch similar.

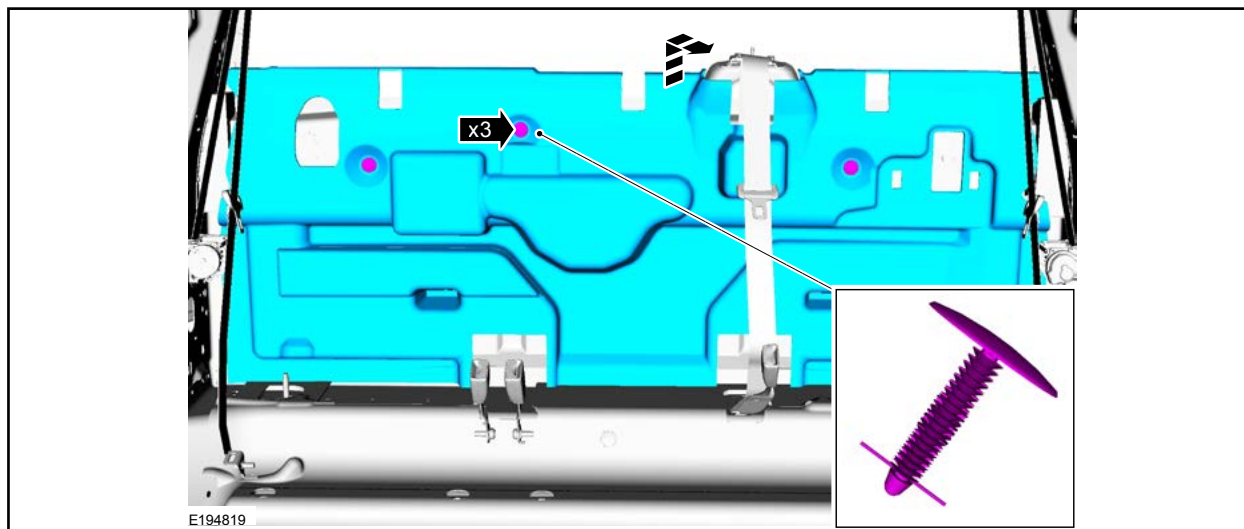


FIGURE 9a

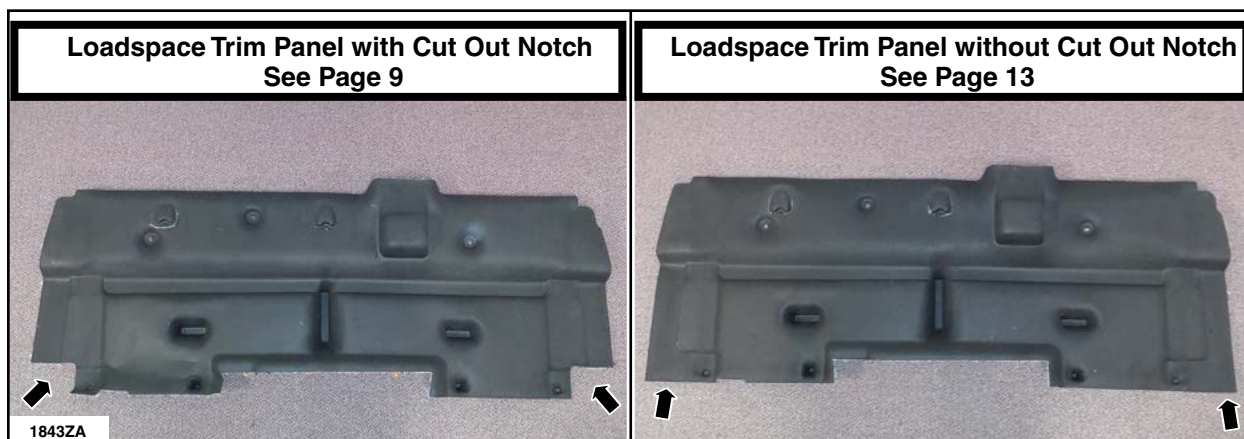


FIGURE 9b



### Vehicles Equipped With Loadspace Trim Panel with Cut Out Notch

1. Cut the following lengths of 2-1/2 in (63.5 mm) wide Nashua 324A or 3M 3340 foil tape:
  - Four 20 in (508 mm) lengths
  - Two 8 in (203.2 mm) lengths
  - Two 6 in (152.4 mm) lengths
  - Two 5 in (127 mm) lengths
2. Remove the paper backing and apply the 6 in (152.4 mm) foil tape to the rear surface of the panel starting at the outboard bottom corner of the panel with the bottom edge of the tape aligned with the bottom edge of the panel and the edge of the tape aligned with the outboard edge of the notch. See Figure 10.
3. Remove the paper backing and apply the 8 in (203.2 mm) foil tape to the rear surface of the panel, starting at the outboard corner of the panel, with the bottom edge of the tape aligned to the bottom edge of the notch in the panel, and the edge of the tape aligned with the outboard edge of the notch. See Figure 10.

**NOTE:** Driver side shown, passenger side similar.

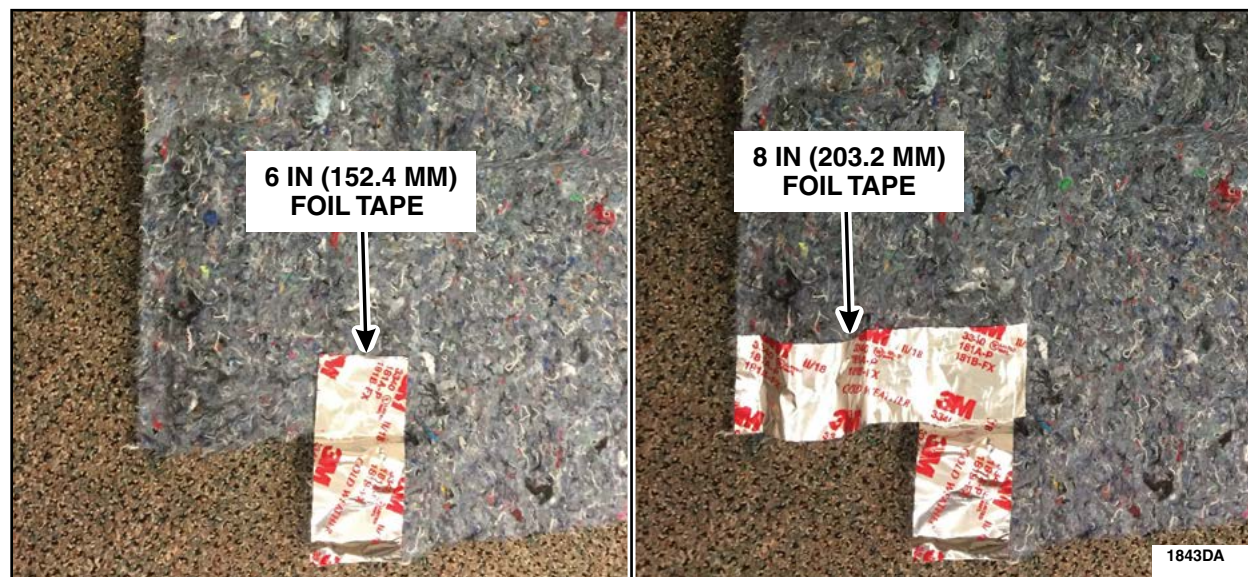


FIGURE 10





4. Remove the paper backing and apply the 20 in (508 mm) foil tape to the rear surface of the panel starting at the bottom of the notch at the top outboard corner aligning with the outboard edge of the panel. See Figure 11.
5. Remove the paper backing from the 4 in (101.6 mm) foil tape. Align the top of the tape with the top of the cutout notch, overlapping the previously applied foil tape by 1 in (25.4 mm). Wrap the foil tape to the front side of the panel. See Figure 11.

**NOTE:** Driver side shown, passenger side similar.



FIGURE 11



6. Remove the paper backing of the 6 in (152.4 mm) foil tape. Apply the foil tape by aligning the edge of the tape with the edge of the cut out notch, overlapping the previously applied foil tape by 1 in (25.4 mm). Wrap the foil tape to the front side of the panel. See Figure 12.
7. Remove the paper backing and apply the second 20 in (508 mm) foil tape to the rear surface of the panel overlapping the previously applied foil tape by 1 in (25.4 mm). Wrap the foil tape to the front side of the panel. See Figures 12 and 13.

**NOTE:** Driver side shown, passenger side similar.

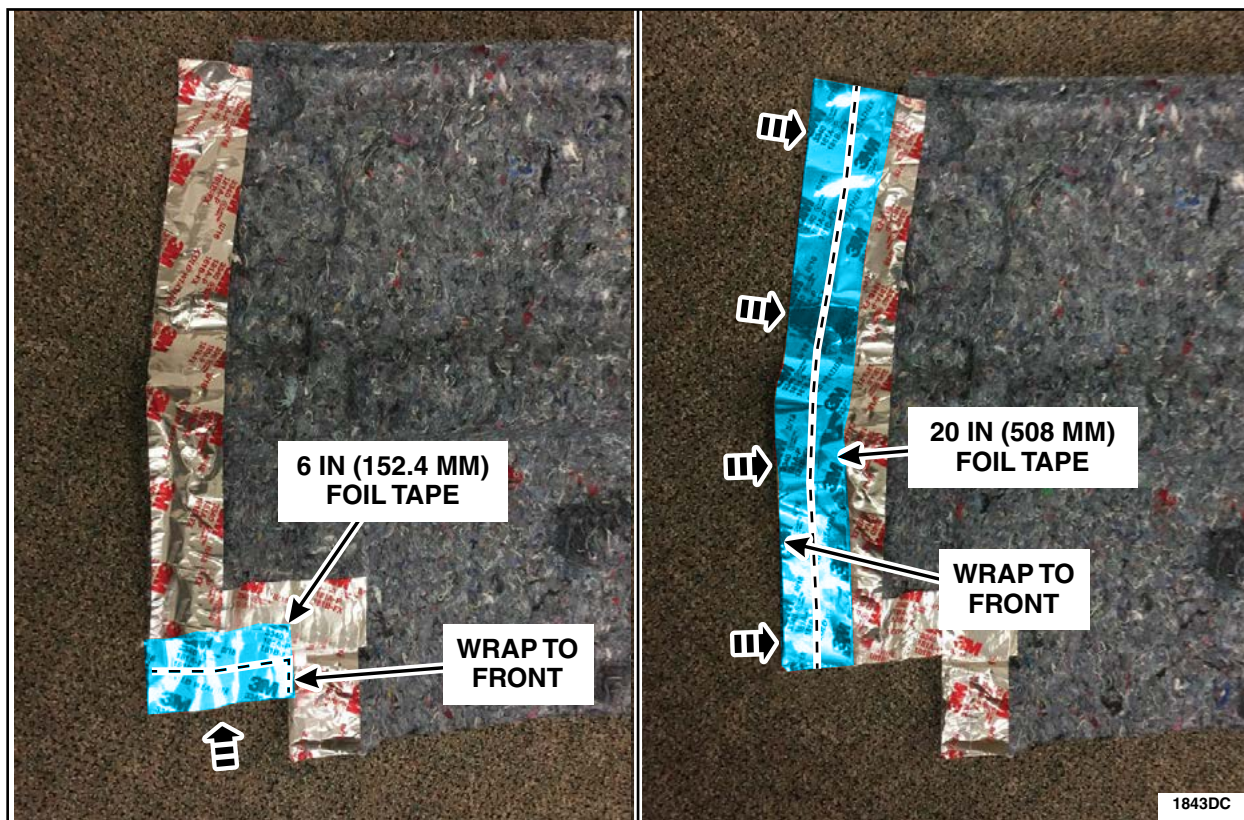


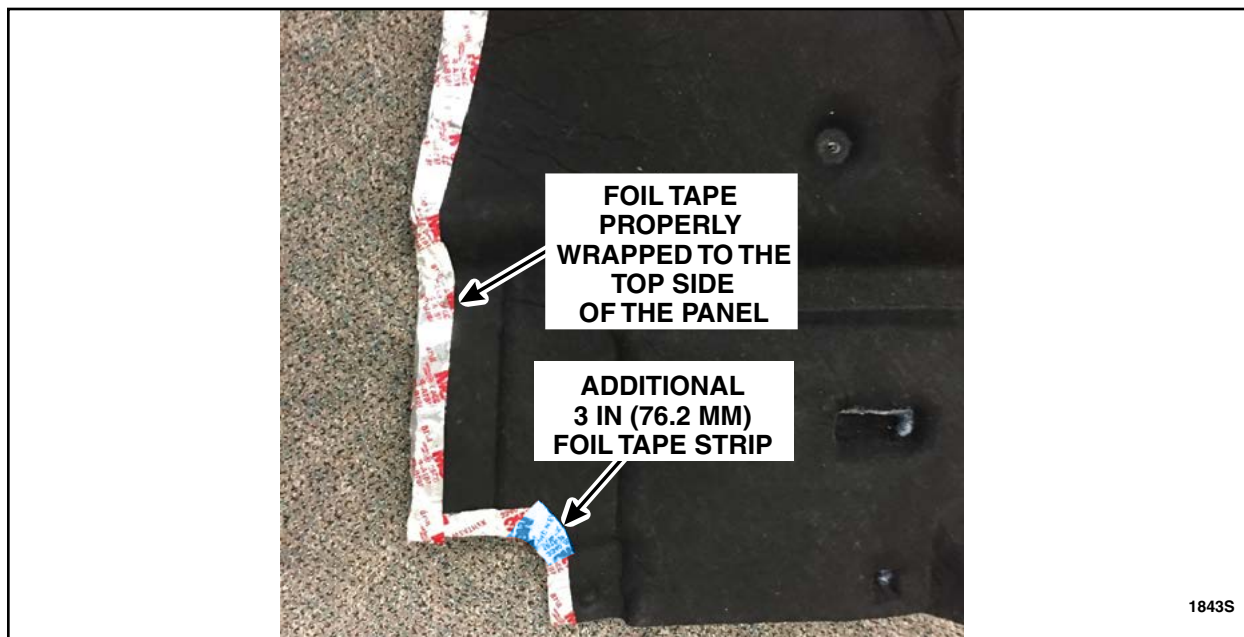
FIGURE 12





8. Apply an additional 3 in (76.2 mm) length of foil tape to seal the corner. See Figure 13.

**NOTE:** Driver side shown, passenger side similar.

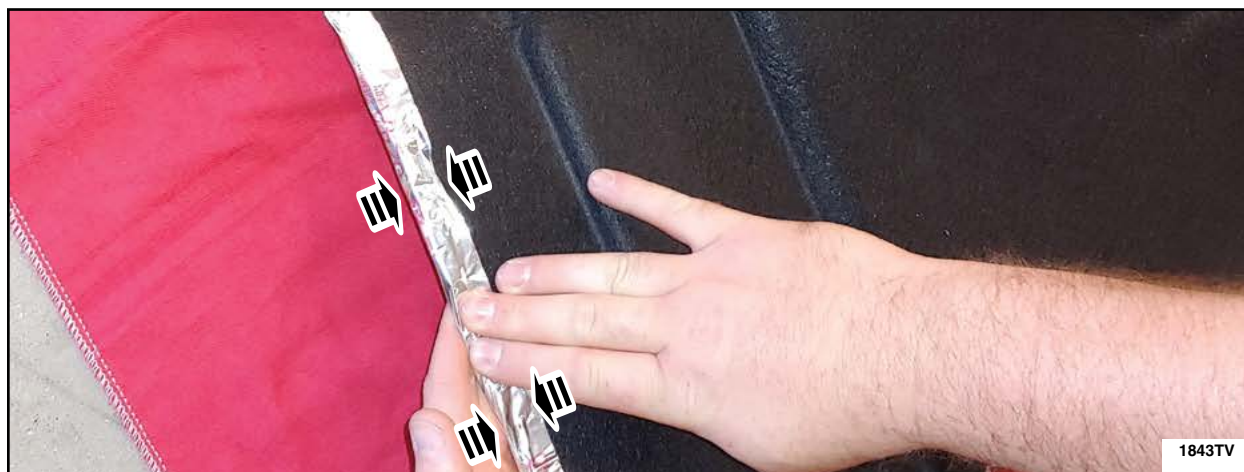


**FIGURE 13**

9. Using hand pressure, pinch / crimp both sides of the applied foil tape to ensure positive adhesion with no exposed insulation. See Figure 14.

- Apply additional foil tape as needed to correct any gaps or improper overlap.

**NOTE:** Driver side shown, passenger side similar.



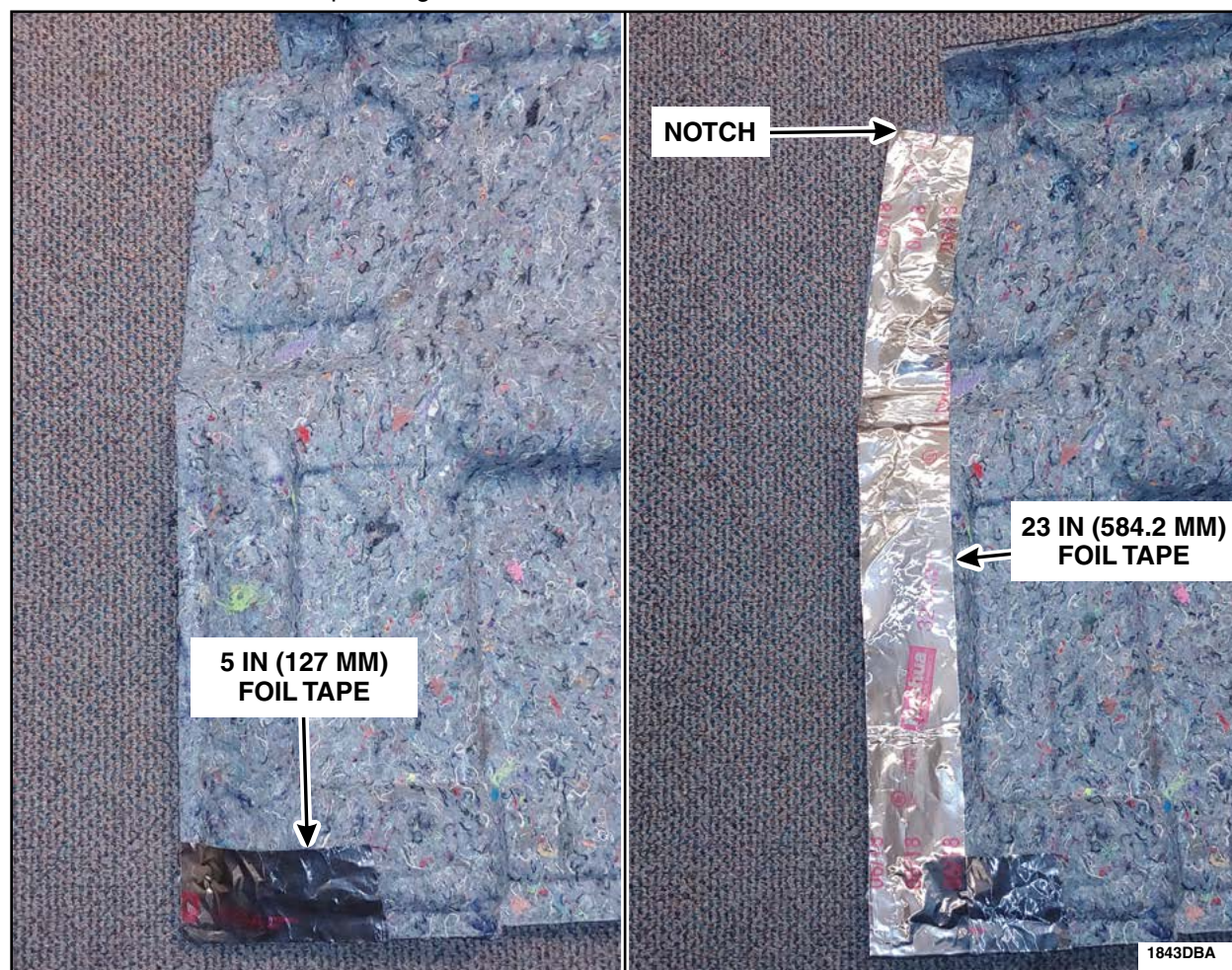
**FIGURE 14**



### Vehicles Equipped With Loadspace Trim Panel without Cut Out Notch

1. Cut the following lengths of 2-1/2 in (63.5 mm) wide Nashua 324A or 3M 3340 foil tape:
  - Four 23 in (584.2 mm) lengths
  - Four 5 in (127 mm) lengths
2. Remove the paper backing from the 5 in (127 mm) foil tape. Align the edge of the tape with the bottom and outboard edges of the loadspace trim panel. See Figure 15.
3. Remove the paper backing and apply the 23 in (584.2 mm) foil tape to the rear surface of the panel starting at the bottom of the notch at the top outboard corner aligning with the outboard edge of the panel. See Figure 15.

**NOTE:** Driver side shown, passenger side similar.



**FIGURE 15**





4. Remove the paper backing from the second 5 in (127 mm) length of foil tape. Align the edge of the tape with the bottom and outboard edges of the loadspace trim panel. See Figure 16.
5. Remove the paper backing and apply the second 23 in (584.2 mm) foil tape to the rear surface of the panel overlapping the previously applied foil tape by 1 in (25.4 mm). Wrap the foil tape to the front side of the panel. See Figures 16 and 17.

**NOTE:** Driver side shown, passenger side similar.

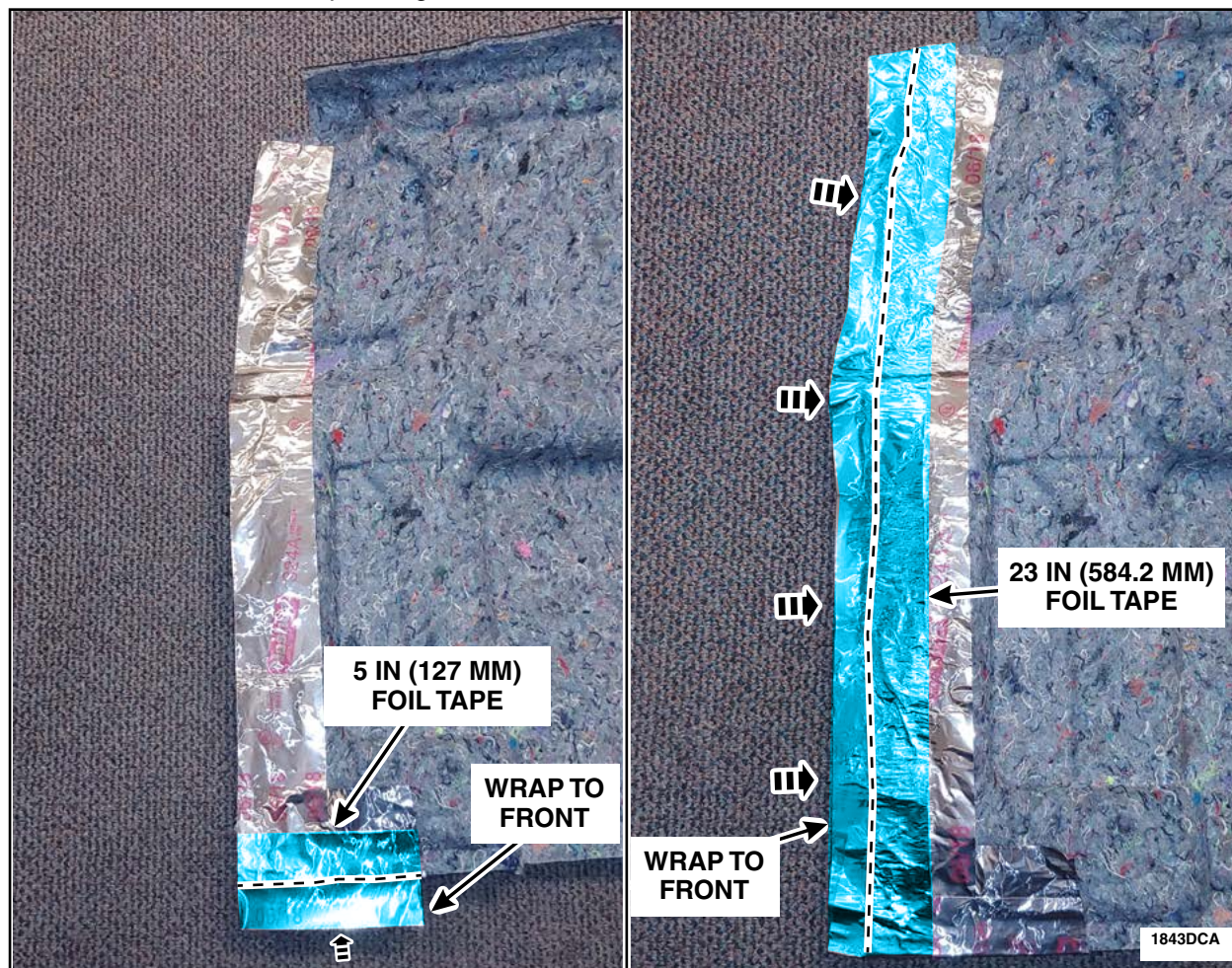
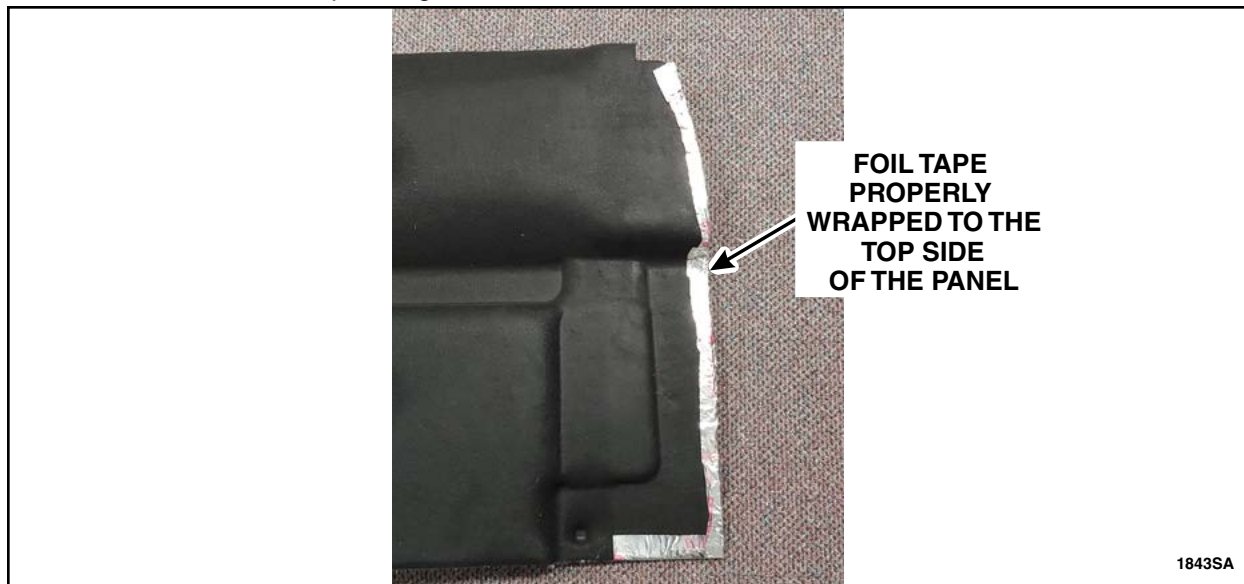


FIGURE 16



**NOTE:** Driver side shown, passenger side similar.

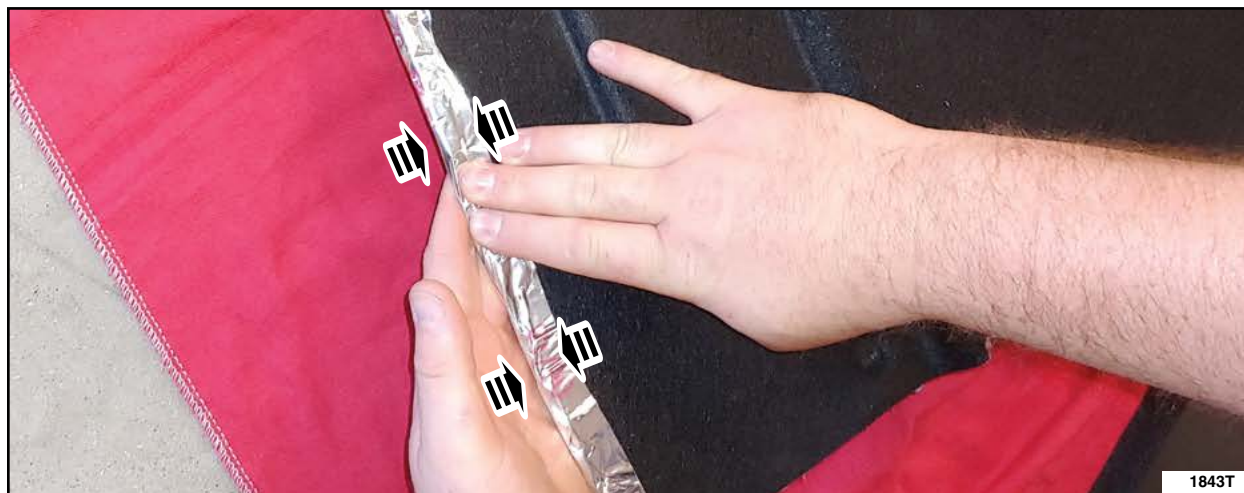


**FIGURE 17**

6. Using hand pressure, pinch / crimp both sides of the applied foil tape to ensure positive adhesion with no exposed insulation. See Figure 18.

- Apply additional foil tape as needed to correct any gaps or improper overlap.

**NOTE:** Driver side shown, passenger side similar.



**FIGURE 18**





## B-pillar Insulation Removal and Vehicle Reassembly

1. Remove the insulation from the B-pillar trim panels. See Figure 19.

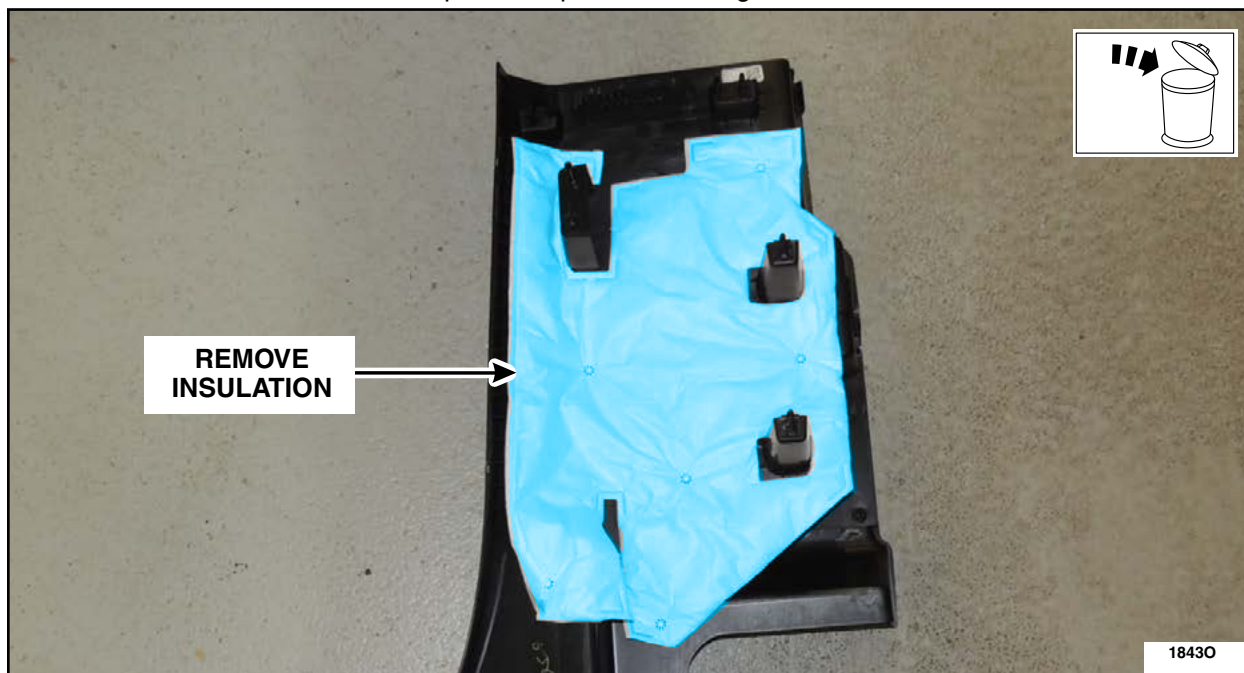


FIGURE 19

2. Lightly use a die grinder with abrasive pad to remove any remaining cloth material from all of the plastic welds. See Figure 20.

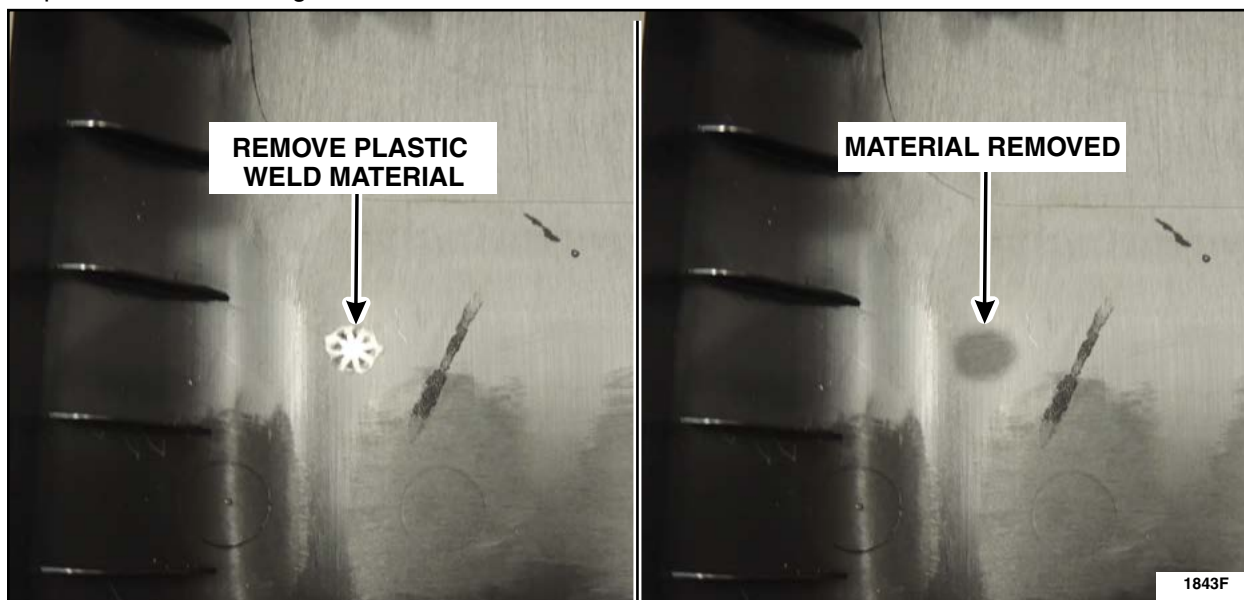


FIGURE 20





**NOTICE: Do not use a knife to cut excess tape that is exposed. Damage can occur to the vehicle trim or carpet. Only use your hands or a plastic trim tool to adjust the foil tape.**

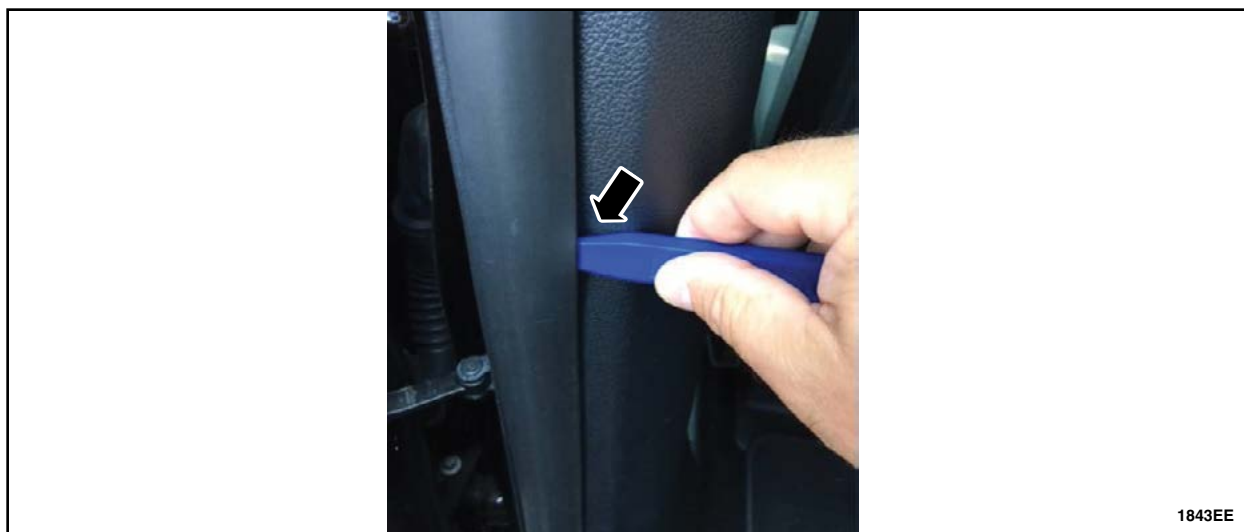
3. Reassemble the vehicle by reversing the removal procedures.

- For appearance purposes, when reinstalling the vehicle trim panels inspect to ensure foil tape is not exposed with trim panels installed. See Figure 21.



**FIGURE 21**

4. Use a plastic trim tool to correct any areas where the door weather stripping may be pinched behind the installed B-pillars. See Figure 22.



**FIGURE 22**



**Ford Motor Company**  
**Recall Reimbursement Plan for 18S27**

*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 # 18S27, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to November 9, 2018. 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.