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July 16, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 18S32 - Supplement #3**

Certain 2012-2018 Model Year Focus Vehicles Equipped With 2.0L GDI and GTDI Engines
 PCM Reprogramming for Fuel Tank Deformation

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 19S22**

Certain 2012-2017 Model Year Focus Vehicles Equipped With 2.0L GDI and GTDI Engines
 PCM Reprogramming for Fuel Tank Deformation

New! REASON FOR THIS SUPPLEMENT

- **SERVICE ACTION:**
 - Software is now available for 2013-2014 Focus ST vehicles that have not been previously repaired to reprogram the powertrain control module (PCM) using IDS Release 113.05 or higher.
 - For all 2013-2014 Focus ST vehicles that were previously repaired under 18S32, reference FSA program 19S22 published on July 8, 2019.
 - The canister purge valve is a one-time replacement if required at time of recall repair.
 - Failure to follow the service action steps in the correct order may result in a repeat repair.
- **DIGITAL IMAGE REQUIREMENTS:**
 - Review digital image guidelines before contacting SSSC.
 - Claiming 18S32ZZ for 0.2 Hours, when fuel tank clearly does not need replacement will result in a chargeback.
- **OWNER NOTIFICATION MAILING:**
 - Owners will be notified in several phased mailings, beginning early August.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Focus	2012-2017	Michigan	August 1, 2010 through April 17, 2017
Focus ST	2013-2018	Michigan	February 14, 2012 through February 2, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the PCM software may not adequately detect a stuck-open canister purge valve (CPV) within the fuel vapor system. If the CPV malfunctions and sticks open, it can lead to excessive vacuum in the fuel vapor system, allowing the plastic fuel tank to deform. This can cause the following symptoms:

- Illuminated malfunction indicator lamp (MIL) with diagnostic trouble codes (DTCs) P0420, P1450, P0443, P0452, P0456, P0460 and/or P2196.
- Inaccurate or erratic fuel gauge indication.
- Inaccurate distance to empty (DTE).
- Engine stall and/or other drivability concerns related to stuck open CPV.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, *dealers will reprogram the PCM using IDS release 113.05 or higher, check for DTCs or other evidence of a leaking CPV, and perform any additional required repairs as directed in Attachment III.* This service must be performed on all affected vehicles at no charge to the vehicle owner.

Ford Performance Calibrations

Some unique steps may be required when programming Focus ST vehicles as outlined in Attachment III. In addition, customers should be instructed to contact Ford Performance to obtain an updated Ford Performance calibration for their vehicle after 18S32 has been completed.

The Ford Performance Techline can be reached using either of the following options:

- Phone: 800-367-3788
- Online: <https://performanceparts.ford.com/contact-us/>

New! OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. *Therefore, to ensure an ample supply of parts is available (if required), owners of affected vehicles will be notified in seven separate mailings, sorted by model year. Mailing will begin by August 1, 2019.* Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter. Customers are advised to maintain at least 1/2 tank of fuel until their vehicle has this safety recall completed.

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.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
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,



David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 18S32 - Supplement #3**

Certain 2012-2018 Model Year Focus Vehicles Equipped With 2.0L GDI and GTDI Engines
PCM Reprogramming for Fuel Tank Deformation

OASIS ACTIVATION

OASIS was activated on October 25, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on October 25, 2018. Owner names and addresses were available by December 25, 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

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles if they follow all instructions and warnings contained in the recall notice.
- 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.

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OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- 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 the following:
 - Stuck-open CPV leading to excessive vacuum in the fuel vapor system.
 - Emissions Vapor Canister with liquid fuel present.
 - Fuel tank deformed more than 25mm or 1 inch upward with photo documentation.
 - Illuminated MIL with DTCs P0420, P1450, P0443, P0452, P0456, P0460 and/or P2196 related to this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners can continue to safely drive their vehicles if they maintain at least 1/2 tank of fuel until their vehicle has this safety recall completed.

Part shortages do not qualify for rental vehicles 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 / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - 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.
- Dealers will be requested to upload IDS session files with existing DTCs and PCM part numbers before SSSC approval is provided for claims for related damage.
- *The canister purge valve is a one-time replacement if required at time of recall repair. Once the program closes, use existing warranty coverages or customer pay.*

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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 18S32 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: 18S32
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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New! LABOR ALLOWANCES

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy, which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

Software is now available for 2013-2014 Focus ST vehicles that have not been previously repaired. Reprogram the PCM using IDS Release 113.05 or higher.

For all 2013-2014 Focus ST vehicles that were previously repaired under 18S32, reference FSA program 19S22 published on July 8, 2019.

Description	Labor Operation	Labor Time
2012-2018 Focus vehicles: <ul style="list-style-type: none"> • Check DTCs • Check for available PCM software update, using <i>IDS Release 113.05 Or Higher</i> • No available software update, no part replacement required (Do not use with any other labor operations) 	18S32A	0.3 Hours
2012-2018 Focus vehicles: <ul style="list-style-type: none"> • Check DTCs • Check for available PCM software update, using <i>IDS Release 113.05 Or Higher</i> • Software update is available • Reprogram the PCM • No part replacement required (Do not use with any other labor operations) 	18S32B	0.3 Hours
2012-2018 Focus vehicles: <ul style="list-style-type: none"> • Reprogram the PCM using <i>IDS Release 113.05 Or Higher</i> • Part replacement is required (Claim with operation D, E, F, G, H, J, K, or L) 	18S32C	0.2 Hours
2012-2018 Focus 4 door: <ul style="list-style-type: none"> • Check DTCs • Confirm that the PCM is at the latest level using <i>IDS Release 113.05 Or Higher</i> • Replace the evaporative emissions canister purge valve • Inspect evaporative emissions vapor canister for fuel, no replacement necessary • Inspect fuel tank for signs of being deformed, no replacement necessary (Can be claimed with operation C only) 	18S32D	0.6 Hours

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PCM Reprogramming for Fuel Tank Deformation

Description	Labor Operation	Labor Time
2012-2018 Focus 4 door: <ul style="list-style-type: none"> • Check DTCs • Confirm that the PCM is at the latest level using <i>IDS Release 113.05 Or Higher</i> • Replace the evaporative emissions canister purge valve • Inspect and replace the evaporative emissions vapor canister (includes time to inspect canister for fuel) • Inspect fuel tank for signs of being deformed, no replacement necessary (Can be claimed with operation C only) 	18S32E	0.8 Hours
2012-2018 Focus 4 door: <ul style="list-style-type: none"> • Check DTCs • Confirm that the PCM is at the latest level using <i>IDS Release 113.05 Or Higher</i> • Replace evaporative emissions canister purge valve • Inspect evaporative emissions vapor canister for fuel, no replacement necessary • Inspect and replace the fuel tank (Can be claimed with operation C only) 	18S32F	1.7 Hours
2012-2018 Focus 4 door: <ul style="list-style-type: none"> • Check DTCs • Confirm that the PCM is at the latest level using <i>IDS Release 113.05 Or Higher</i> • Replace evaporative emissions canister purge valve • Inspect and replace evaporative emissions vapor canister • Inspect and replace the fuel tank (Can be claimed with operation C only) 	18S32G	1.9 Hours
2012-2018 Focus 5 door: <ul style="list-style-type: none"> • Check DTCs • Confirm that the PCM is at the latest level using <i>IDS Release 113.05 Or Higher</i> • Replace the evaporative emissions canister purge valve • Inspect evaporative emissions vapor canister for fuel, no replacement necessary • Inspect fuel tank for signs of being deformed, no replacement necessary (Can be claimed with operation C only) 	18S32H	0.6 Hours

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Certain 2012-2018 Model Year Focus Vehicles Equipped With 2.0L GDI and GTDI Engines
PCM Reprogramming for Fuel Tank Deformation

Description	Labor Operation	Labor Time
2012-2018 Focus 5 door: <ul style="list-style-type: none"> • Check DTCs • Confirm that the PCM is at the latest level using <i>IDS Release 113.05 Or Higher</i> • Replace the evaporative emissions canister purge valve • Inspect and replace the evaporative emissions vapor canister (includes time to inspect canister for fuel) • Inspect fuel tank for signs of being deformed, no replacement necessary (Can be claimed with operation C only) 	18S32J	1.1 Hours
2012-2018 Focus 5 door: <ul style="list-style-type: none"> • Check DTCs • Confirm that the PCM is at the latest level using <i>IDS Release 113.05 Or Higher</i> • Replace evaporative emissions canister purge valve • Inspect evaporative emissions vapor canister for fuel, no replacement necessary • Inspect and replace the fuel tank (Can be claimed with operation C only) 	18S32K	1.7 Hours
2012-2018 Focus 5 door: <ul style="list-style-type: none"> • Check DTCs • Confirm that the PCM is at the latest level using <i>IDS Release 113.05 Or Higher</i> • Replace evaporative emissions canister purge valve • Inspect and replace evaporative emissions vapor canister • Inspect and replace the fuel tank (Can be claimed with operation C only) 	18S32L	2.1 Hours
SSSC Image Submission*: Additional time to submit three images of fuel tank deformation via SSSC VIN specific part request (Can be claimed with operation F, G, K , or L for fuel tank replacement only)	18S32ZZ	0.2 Hours

**Digital image requirements include the following:*

- *Images should be Focused and have proper lighting. Submitting poor quality images may result in a potential chargeback of 18S32ZZ.*
- *Digital images should show accurate dimension of fuel tank deformation, taking into account that forced perspective can easily be manipulated.*

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Certain 2012-2018 Model Year Focus Vehicles Equipped With 2.0L GDI and GTDI Engines
PCM Reprogramming for Fuel Tank Deformation

- *Submit a minimum of three images clearly showing where the fuel tank is deformed, including the following requirements:*
 1. *A minimum of 25mm or 1-inch upward gap between the bottom of the fuel tank and the fuel tank straps or fuel tank reinforcement.*
 2. *A tape measure or ruler must be included showing the 1" gap.*
 3. *A VIN tag photo for vehicle.*

NOTE: *Claiming 18S32ZZ for 0.2 Hours when the fuel tank clearly does not need replacement may result in a chargeback.*

New! PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

Fuel tanks are not yet available to repair all vehicles, which require replacement due to deformation.

To place an emergency order for the fuel tank, submit a VIN-specific Part Order contact via the SSSC Web Contact Site, along with three VIN-specific photos of fuel tank deformation showing a minimum of a 1-inch gap upward (see digital image requirements above).

NOTE: *Fuel Pump modules should only be replaced when fuel tank replacement is required. Unnecessary replacement may result in restricted ordering and chargebacks.*

Part Number	Description	Order Quantity	Claim Quantity
BV6Z-9002-E	Fuel Tank	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Order the parts below through normal order processing channels:

NOTE: Please obtain the VIN-specific part number from the Ford Parts Catalog to ensure the correct evaporative emissions vapor canister and fuel pump module is obtained.

Part Number	Description	Order Quantity	Claim Quantity
BV6Z-9D289-R	Evaporative Emissions Canister Purge Valve GDI & GDI FFV	1	1
BV6Z-9D289-E	Evaporative Emissions Canister Purge Valve, GTDI	1	1
AS4Z-9D653-F	Evaporative Emissions Vapor Canister	1	1
BV6Z-9D653-D	Evaporative Emissions Vapor Canister (PZEV)	1	1
BV6Z-9H307-AX	Fuel Pump Module, GDI	1	1
BV6Z-9H307-AV	Fuel Pump Module, GDI	1	1
BV6Z-9H307-AW	Fuel Pump Module, GTDI	1	1
4L3Z-9276-AA	Gasket - Fuel Pump Module PN	1	1
W520101-S439	Nut - Fuel Pump Module Cover (3 Req, package of 4)	1	3
W710544-S442	Fuel Tank Bolt (3 Req, package of 3)	1	3

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 18S32 - *Supplement #3*

Certain 2012-2018 Model Year Focus Vehicles Equipped With 2.0L GDI and GTDI Engines
PCM Reprogramming for Fuel Tank Deformation

To guarantee the shortest delivery time, an emergency order for parts must be placed.

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 2012-2018 MODEL YEAR FOCUS VEHICLES EQUIPPED WITH 2.0L GDI AND GTDI ENGINES – PCM REPROGRAMMING FOR FUEL TANK DEFORMATION

OVERVIEW

In some of the affected vehicles, the PCM software may not adequately detect a stuck-open canister purge valve (CPV) within the fuel vapor system. If the CPV malfunctions and sticks open, it can lead to excessive vacuum in the fuel vapor system, allowing the plastic fuel tank to deform. This can cause the following symptoms:

- Illuminated malfunction indicator lamp (MIL) with diagnostic trouble codes (DTCs) P0420, P1450, P0443, P0452, P0456, P0460 and/or P2196.
- Inaccurate or erratic fuel gauge indication.
- Inaccurate distance to empty (DTE).
- Engine stall and/or other drivability concerns related to stuck open CPV.

Dealers will reprogram the PCM using IDS release 113.05 or higher, check for DTCs or other evidence of a leaking CPV, and perform any additional required repairs as directed in Attachment III.

NEW ! SERVICE PROCEDURE

Recommended Tool List For Replacement:

General Tools	General Equipment
3/8" Drive Power Tool	Light
3/8" Drive Ratchet	Lift Table
3/8" Drive 10 Inch Extension	Measuring Tool
3/8" Drive 7mm, 10mm, 13mm, 15mm and 18mm Socket	Digital Camera
3/8" Drive Torque Wrench	Special Tools
Blow Gun	292-00004 Fuel Tanker
	310-123 Locking Ring Fuel Tank

1. Reprogram the powertrain control module (PCM) using IDS Release 113.05 or higher. Some vehicles may already have the latest software.

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

NOTE: Make sure the Integrated Diagnostic System (IDS) computer does not enter sleep mode during programming.

NOTE: For additional information about module reprogramming, please see page 6.



Ford Performance Calibrations

It may be necessary to identify vehicle by manually entering tear tag numbers following these steps:

- Start a new IDS session. If a previous session is present, select “None of the Above”.
- Select “No” when verifying the information on the “Vehicle Specification” screen.
- Enter the Tear Tag into the IDS to identify the vehicle.

NOTE: The Tear Tag is located under the As-Built screen from the OASIS tab on PTS.

- There will be a second “Vehicle Specification” screen. Verify information and select “Yes”.
- When the session is started, “Module Programming” should automatically begin. If it does not, select Programmable Module Installation (PMI) from the IDS menu and select “PCM”.

Customers should be instructed to contact Ford Performance to obtain an updated Ford Performance calibration for their vehicle after 18S32 has been completed. The Ford Performance Techline can be reached using either of the following options:

- Phone: 800-367-3788
- Online: <https://performanceparts.ford.com/contact-us/>

2. Check for DTCs P0420, P1450, P0443, P0452, P0456, P0460 and/or P2196 and for customer complaints regarding any of the following:

- a. Inaccurate fuel gauge indication.
- b. Inaccurate DTE.
- c. Evap-system drivability concerns such as hesitation, rough idle, or loss of power.

3. If no to step number 2, repair is complete. If yes to step number 2, proceed to step 4.

4. Replace the CPV. This is a one-time replacement and only if required at the time of the initial recall repair. Please follow Workshop Manual procedures (WSM) in Section 303-13.

5. Inspect evaporative emissions vapor canister for liquid fuel, and replace if present. Please follow WSM in Section 303-13.

NOTE: Removal of the evaporative emission canister is not necessary when inspecting for liquid fuel contamination.

6. Inspect fuel tank for signs of excessive deformation (up to 25mm or 1 inch upward is acceptable). See Figures 1 and 2. Replace the fuel tank and fuel delivery module only if gap is greater than 1 inch upward. Please follow the WSM procedures in Section 310- 01.

- a. Digital images are now required to be attached to each fuel tank part order. Before submitting VIN-specific part order to SSSC, review new digital image submission requirements on pages 3-4 of Attachment II in the Dealer Bulletin. See Figures 1 through 6 for examples.

NOTE: Fuel tanks should not be removed unless replacement is required. Fuel pump modules are only covered in this program if fuel tank replacement is necessary.

NOTE: Claiming 18S32ZZ for 0.2 Hours when fuel tank clearly does not need replacement may result in a chargeback.



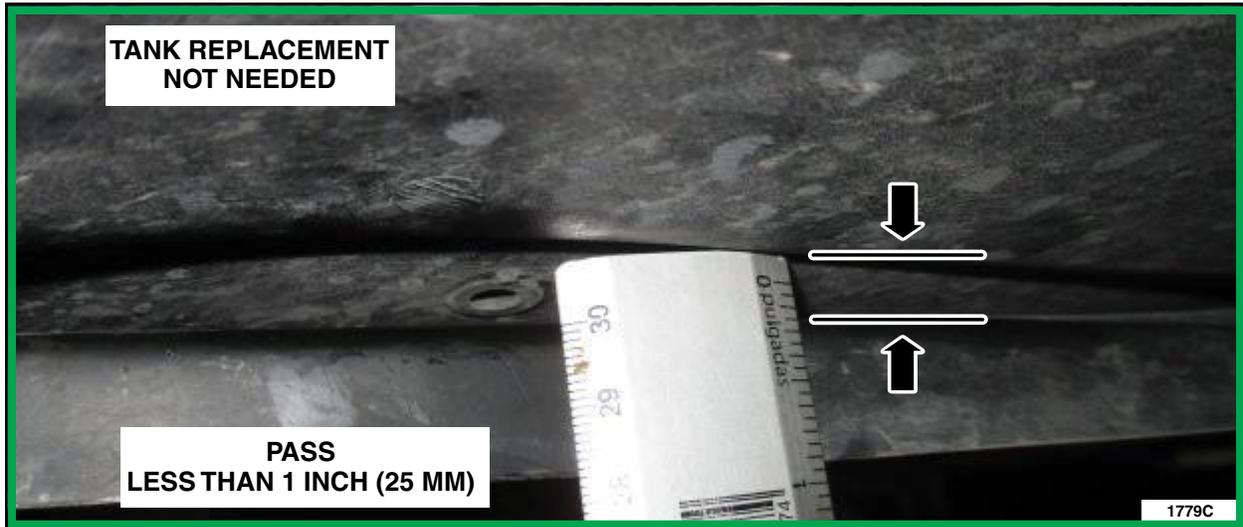


FIGURE 1

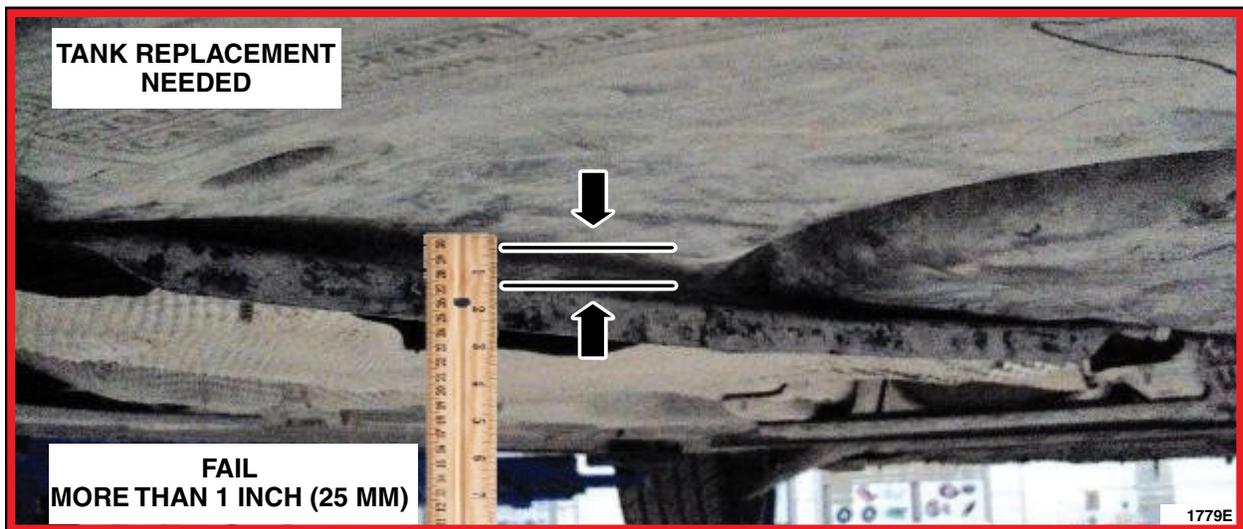


FIGURE 2





FIGURE 3



FIGURE 4



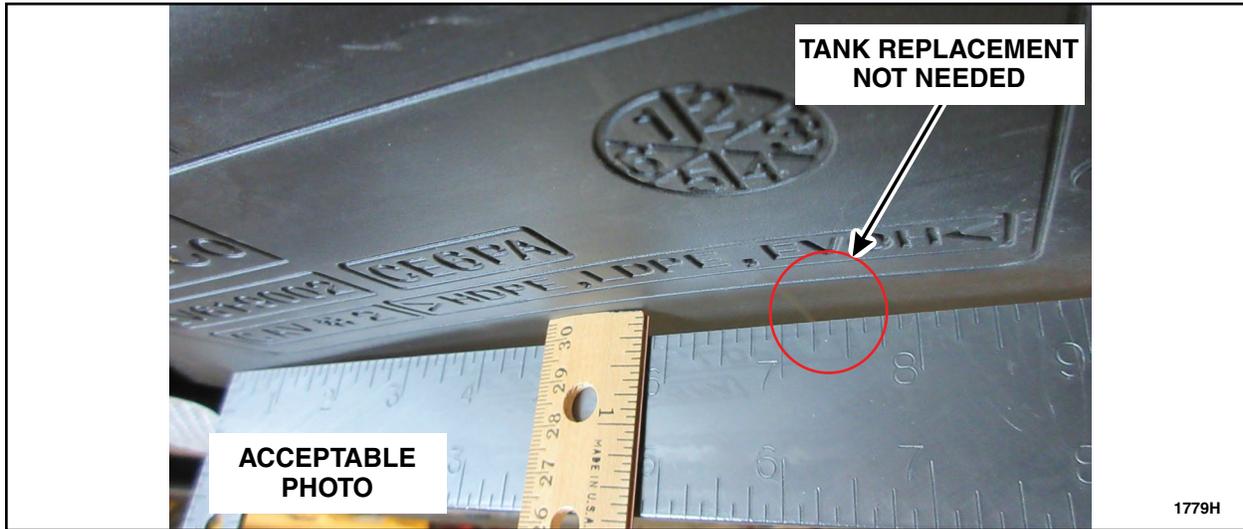


FIGURE 5

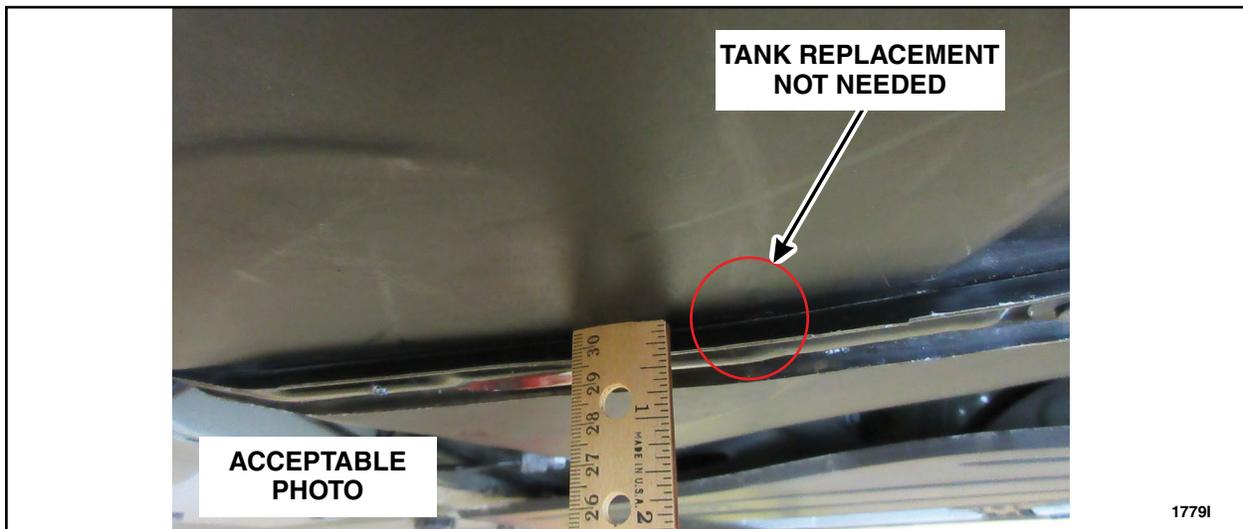


FIGURE 6



Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screen saver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



Ford Motor Company
Recall Reimbursement Plan for 18S32 – S#3

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 # 18S32, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to December 31, 2019. 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.