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

October 25, 2018

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

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

Certain 2012-2018 Model Year Focus Vehicles Equipped With 2.0L GDI And GTDI  
 Engines  
 Fuel Tank Deformation

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Focus	2012-2018	Michigan	August 1, 2010 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 engine may stall due to a stuck canister purge valve (CPV) within the fuel vapor system. A stuck CPV can lead to excessive vacuum in the fuel vapor system, causing the plastic fuel tank to deform, resulting in an inaccurate or erratic fuel gauge indication, inaccurate distance to empty (DTE), and/or other drivability concerns. The vehicle may also exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble codes (DTCs) P0420, P1450, P0443, P0452, P0456, P0460 and/or P2196.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to perform the following steps:

1. Check for DTCs P0420, P1450, P0443, P0452, P0456, P0460 and/or P2196.
2. Check for customer complaints regarding any of the following?
  - a. inaccurate fuel gauge indication
  - b. inaccurate DTE
  - c. drivability concerns such as hesitation, rough idle, or loss of power
3. Check for available powertrain control module (PCM) software update and reprogram the PCM using IDS Release 111.04 or higher. Some vehicles may already have the latest software.
4. If Yes for steps #1 or #2 above:
  - a. replace the CPV
  - b. inspect evaporative emissions vapor canister for liquid fuel, and replace if present
  - c. inspect fuel tank for signs of deformation (the allowable specification (25mm or 1inch, upward), and replace the fuel tank and fuel delivery module if present.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

**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 two separate mailings. Mailing will begin by December 10<sup>th</sup>, 2018. 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.**

**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,

A handwritten signature in cursive script that reads "D. Johnson". The signature is written in black ink and is positioned above the printed name.

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on October 25, 2018.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 25, 2018. Owner names and addresses will be 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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Fuel Tank Deformation

**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
  - Illuminated MIL with DTCs P0420, P1450, P0443, P0452, P0456, P0460 and/or P2196 related to this program.

**RENTAL VEHICLES**

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

**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.

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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.
- **Rentals:** 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.
- **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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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
2012-2018 Focus Vehicles: <ul style="list-style-type: none"> <li>• Check DTCs,</li> <li>• Check for Available PCM Software Update, Using IDS Release 111.04 Or Higher,</li> <li>• No Available Software Update,</li> <li>• No Parts Replaced.</li> <li>• (Do Not Use With Any Other Labor Operations)</li> </ul>	18S32A	0.3 Hours
2012-2018 Focus Vehicles: <ul style="list-style-type: none"> <li>• Check DTCs,</li> <li>• Check for Available PCM Software Update, Using IDS Release 111.04 Or Higher,</li> <li>• Software Update Is Available,</li> <li>• Reprogram the PCM,</li> <li>• No Parts Replaced.</li> <li>• (Do Not Use With Any Other Labor Operations)</li> </ul>	18S32B	0.3 Hours
2012-2018 Focus Vehicles: <ul style="list-style-type: none"> <li>• Reprogram the PCM Using IDS Release 111.04 Or Higher</li> <li>• Parts Replaced.</li> <li>• (Can Be Claimed With Operation D, E, F, G, H, J, K , Or L)</li> </ul>	18S32C	0.2 Hours
2012-2018 Focus 4 Door: <ul style="list-style-type: none"> <li>• Check DTCs,</li> <li>• Confirm That The PCM Is At The Latest Level Using IDS Release 111.04 Or Higher,</li> <li>• Replace The Evaporative Emissions Canister Purge Valve,</li> <li>• Inspect Evaporative Emissions Vapor Canister For Fuel, No Replacement Necessary,</li> <li>• Inspect Fuel Tank For Signs Of Being Deformed, No Replacement Necessary.</li> <li>• (Can Be Claimed With Operation C Only)</li> </ul>	18S32D	0.6 Hours
2012-2018 Focus 4 Door: <ul style="list-style-type: none"> <li>• Check DTCs,</li> <li>• Confirm That The PCM Is At The Latest Level Using IDS Release 111.04 Or Higher,</li> <li>• Replace The Evaporative Emissions Canister Purge Valve,</li> <li>• Inspect And Replace The Evaporative Emissions Vapor Canister (Includes Time To Inspect Canister For Fuel),</li> <li>• Inspect Fuel Tank For Signs Of Being Deformed, No Replacement Necessary.</li> <li>• (Can Be Claimed With Operation C Only)</li> </ul>	18S32E	0.8 Hours

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<p>2012-2018 Focus 4 Door:</p> <ul style="list-style-type: none"> <li>• Check DTCs,</li> <li>• Confirm That The PCM Is At The Latest Level Using IDS Release 111.04 Or Higher,</li> <li>• Replace Evaporative Emissions Canister Purge Valve,</li> <li>• Inspect Evaporative Emissions Vapor Canister For Fuel, No Replacement Necessary,</li> <li>• Inspect Fuel Tank For Signs Of Being Deformed, and Replace.</li> <li>• (Can Be Claimed With Operation C Only)</li> </ul>	18S32F	1.7 Hours
<p>2012-2018 Focus 4 Door:</p> <ul style="list-style-type: none"> <li>• Check DTCs,</li> <li>• Confirm That The PCM Is At The Latest Level Using IDS Release 111.04 Or Higher,</li> <li>• Replace Evaporative Emissions Canister Purge Valve,</li> <li>• Inspect And Replace Evaporative Emissions Vapor Canister,</li> <li>• Inspect and Replace The Fuel Tank.</li> <li>• (Can Be Claimed With Operation C Only)</li> </ul>	18S32G	1.9 Hours
<p>2012-2018 Focus 5 Door:</p> <ul style="list-style-type: none"> <li>• Check DTCs,</li> <li>• Confirm That The PCM Is At The Latest Level Using IDS Release 111.04 Or Higher,</li> <li>• Replace The Evaporative Emissions Canister Purge Valve,</li> <li>• Inspect Evaporative Emissions Vapor Canister For Fuel, No Replacement Necessary,</li> <li>• Inspect Fuel Tank For Signs Of Being Deformed, No Replacement Necessary.</li> <li>• (Can Be Claimed With Operation C Only)</li> </ul>	18S32H	0.6 Hours
<p>2012-2018 Focus 5 Door:</p> <ul style="list-style-type: none"> <li>• Check DTCs,</li> <li>• Confirm That The PCM Is At The Latest Level Using IDS Release 111.04 Or Higher,</li> <li>• Replace The Evaporative Emissions Canister Purge Valve,</li> <li>• Inspect And Replace The Evaporative Emissions Vapor Canister (Includes Time To Inspect Canister For Fuel),</li> <li>• Inspect Fuel Tank For Signs Of Being Deformed, No Replacement Necessary.</li> <li>• (Can Be Claimed With Operation C Only)</li> </ul>	18S32J	1.1 Hours

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2012-2018 Focus 5 Door: <ul style="list-style-type: none"> <li>• Check DTCs,</li> <li>• Confirm That The PCM Is At The Latest Level Using IDS Release 111.04 Or Higher,</li> <li>• Replace Evaporative Emissions Canister Purge Valve,</li> <li>• Inspect Evaporative Emissions Vapor Canister For Fuel, No Replacement Necessary,</li> <li>• Inspect Fuel Tank For Signs Of Being Deformed, and Replace.</li> <li>• (Can Be Claimed With Operation C Only)</li> </ul>	18S32K	1.7 Hours
2012-2018 Focus 5 Door: <ul style="list-style-type: none"> <li>• Check DTCs,</li> <li>• Confirm That The PCM Is At The Latest Level Using IDS Release 111.04 Or Higher,</li> <li>• Replace Evaporative Emissions Canister Purge Valve,</li> <li>• Inspect And Replace Evaporative Emissions Vapor Canister</li> <li>• Inspect and Replace The Fuel Tank.</li> <li>• (Can Be Claimed With Operation C Only)</li> </ul>	18S32L	2.1 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

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
BV6Z-9002-E	Fuel Tank	1	1

- **Less than 4% of the affected vehicle population is expected to require an evaporative emissions vapor canister, fuel pump module, or fuel tank replacement. To help avoid large backorders, ordering excess inventory is not recommended.**



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Certain 2012-2018 Model Year Focus Vehicles Equipped With 2.0L GDI And GTDI Engines  
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**PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

- Order your parts through normal order processing channels. 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 – FUEL TANK DEFORMATION

### OVERVIEW

In some of the affected vehicles, the engine may stall due to a stuck canister purge valve (CPV) within the fuel vapor system. A stuck CPV can lead to excessive vacuum in the fuel vapor system, causing the plastic fuel tank to deform, resulting in an inaccurate or erratic fuel gauge indication, inaccurate distance to empty (DTE), and/or other drivability concerns. The vehicle may also exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble codes (DTCs) P0420, P1450, P0443, P0452, P0456, P0460 and/or P2196.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to perform the following steps:

1. Check for DTCs P0420, P1450, P0443, P0452, P0456, P0460 and/or P2196.
2. Check for customer complaints regarding any of the following?
  - a. inaccurate fuel gauge indication
  - b. inaccurate DTE
  - c. drivability concerns such as hesitation, rough idle, or loss of power
3. Check for available powertrain control module (PCM) software update and reprogram the PCM using IDS Release 111.04 or higher. Some vehicles may already have the latest software.
4. If Yes for steps 1 or 2 above:
  - d. replace the CPV
  - e. inspect evaporative emissions vapor canister for liquid fuel, and replace if present
  - f. inspect fuel tank for signs of deformation (the allowable specification (25mm or 1 inch upward) and replace the fuel tank delivery module if present.

### 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	<b>Special Tools</b>
3/8" Drive Torque Wrench	292-00004 Fuel Tanker
Blow Gun	310-123 Locking Ring Fuel Tank



1. Does the vehicle exhibit one or more of the following DTCs: P0420, P1450, P0443, P0452, P0456, P0460 and/or P2196 or does the customer report inaccurate fuel gauge indication and/or inaccurate DTE? Make a note of the existing DTCs.

2. Check for available PCM software update.

- a. No later level software is available to update the PCM - Proceed to step 3.
- b. Yes a PCM software update is available on IDS - Reprogram the PCM using IDS 111.04 or higher and then proceed to step 3.

- If PCM reprogramming is required, connect a battery charger to the 12V battery. Disconnect the battery charger once the reprogramming has completed.

**NOTE:** Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).

**NOTE:** Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. If DTCs: P0420, P1450, P0443, P0452, P0456, P0460 and/or P2196 and/or customer complaints of inaccurate fuel gage or DTE readings were present before reprogramming the PCM, replace the CPV.

- a. No - repair is complete, close the recall.
- b. Yes - Replace the evaporative emission canister purge valve. Please follow Workshop Manual procedures (WSM) procedures in Section 303-13.

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

4. Inspect the evaporative emission canister for liquid fuel contamination.

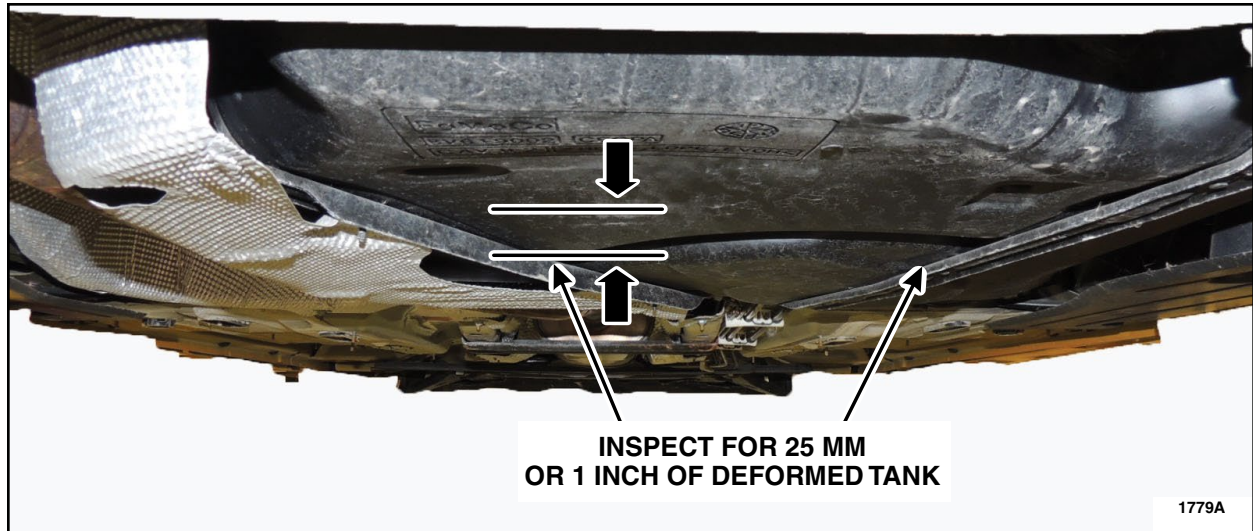
Disconnect the vapor line(s) from the evaporative emission canister please refer to WSM procedures in Section 310-00. Is liquid fuel present?

- a. No - Reconnect the vapor line(s) and then proceed to Step 5.
- b. Yes - Replace the evaporative emission canister. Use low pressure compressed air to clear fuel from vapor lines from tank to engine. Please follow the WSM procedures in Section 303-13.

5. Inspect the fuel tank. Is the bottom of the fuel tank deformed more than 25 mm (1 in) upward?. See Figure 1.

- a. No - Repair is complete.
- b. Yes - Replace the fuel tank and fuel pump module. Please follow the WSM procedures in Section 310- 01.





**FIGURE 1**

**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.

### **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**

*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.