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Ford Motor Company  
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September 14, 2021

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

**SUBJECT:** **Safety Recall 20S62 – Supplement #3**  
 Certain 2013 through 2017 Model Year Explorer and Police Interceptor Utility Vehicles that are Registered or Sold in High Corrosion States/Provinces  
 Rear Toe Link Ball Joint Inspection

**REF:** **Safety Recall 20S62 – Supplement #2**  
 Dated May 10, 2021

**New! REASON FOR THIS SUPPLEMENT**

- **Affected Vehicles:** This program has been expanded to cover all provinces in Canada
- **Owner Notification Mailing Schedule:** The added owners will be notified with a combined 20S62 / 21S32 owner letter.

**New! AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer (including Police Interceptor Utility)	2013-2017	Chicago	September 4, 2012 through September 30, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** This recall only affects vehicles that are registered, have ever been registered, or were sold in the following corrosion states.

In the United States				
Connecticut	Delaware	Illinois	Indiana	Iowa
Kentucky	Maine	Maryland	Massachusetts	Michigan
Minnesota	Missouri	New Hampshire	New Jersey	New York
Ohio	Pennsylvania	Rhode Island	Vermont	Virginia
West Virginia	Wisconsin	District of Columbia		

**Note:** This program has been expanded to cover all provinces in Canada.

**REASON FOR THIS SAFETY RECALL**

Some of the affected vehicles, sold or operated in certain traditional corrosion areas, have experienced fracture of the outboard section of the rear suspension toe link after completion of a prior recall repair. Preliminary assessment of field data indicates that the toe link ball joint (built into the knuckle) may be susceptible to seizing in certain high corrosion areas. A seized toe link ball joint can increase bending stresses in the toe link outboard of the turnbuckle. Rear toe link fracture while driving could result in unusual vehicle handling characteristics, or difficulty controlling the vehicle and may increase the risk of a crash.

**SERVICE ACTION**

Dealers are to check both toe link ball joints integrity and, if necessary, replace the rear wheel knuckle(s), and adjust rear toe. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

Owners of affected vehicles were notified in two separate mailings. The first mailing occurred on November 30, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

*Owners of vehicles affected by the program expansion in Canada will receive a combined 20S62/21S32 Owner Letter the week of September 13, 2021.*

**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 Letters  
Recall Reimbursement Plan

**QUESTIONS & ASSISTANCE**

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

Sincerely,



David J. Johnson

**Safety Recall 20S62 - *Supplement #3***

Certain 2013 through 2017 Model Year Explorer and Police Interceptor Utility Vehicles that are Registered or Sold in High Corrosion States/Provinces  
Rear Toe Link Ball Joint Inspection

**New! OASIS ACTIVATION**

OASIS was activated on November 20, 2020.

*OASIS will be activated on September 14, 2021 for the Canada Expansion.*

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since November 20, 2020. Owner names and addresses have been available since December 8, 2020.

**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.
- 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.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with rear suspension toe link replacement due to fracture or rear wheel knuckle replacement due to a seized toe link ball joint.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 1 day for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

**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 20S62 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: 20S62                      - 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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Rear Toe Link Ball Joint Inspection

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Check toe link ball joints torque (both pass), replace toe link outer bolts. <b>(Alignment is NOT Required)</b>	20S62B	0.7 Hours
Check toe link ball joints torque, replace one (1) rear suspension toe link, and replace one (1) wheel knuckle – <b>AWD</b>	20S62C	1.8 Hours
Check toe link ball joints torque, replace both rear suspension toe links, and replace two (2) wheel knuckles – <b>AWD</b>	20S62D	2.9 Hours
Check toe link ball joints torque, replace one (1) rear suspension toe link, and replace one (1) wheel knuckle – <b>FWD</b>	20S62E	1.6 Hours
Check toe link ball joints torque, replace both rear suspension toe links, and replace two (2) wheel knuckles – <b>FWD</b>	20S62F	2.5 Hours
Check alignment and, if necessary, adjust rear toe	20S62G	0.6 Hours

**Note:** Labor Operation 20S62G should not be used with Labor Operation 20S62B.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**Note:** All parts can now be ordered through normal processes.

Part Number	Description	Engine	AWD/ FWD	Order Quantity	Claim Quantity
<b>Parts Required if Both Toe Link Ball Joints Pass</b>					
-W715419-S439	Toe Link Bolt (1 bolt per side, 4 Bolts in each package)	All	All	1	2
-W520516-S441	Toe Link Nut (1 nut per side)	All	All	2	2
<b>*Note:</b> If part W520516-S441 is not available then part W520215-S440 is an alternate option.					
<b>Parts Required if a Toe Link Ball Joint Fails</b>					
Part Number	Description	Engine	AWD/ FWD	Order Quantity	Claim Quantity
DB5Z-5A972-J	Rear Toe Link Kit – See affected Engine and AWD/FWD detail	3.5L TiVCT	AWD	1	1
		3.5L GTDI			
		3.7L DOHC			
		3.7L DOHC	FWD		

**Safety Recall 20S62 - Supplement #3**

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Rear Toe Link Ball Joint Inspection

DB5Z-5A972-K	Rear Toe Link Kit – See affected Engine and AWD/FWD detail	2.3L GTDI	AWD	1	1
		2.3L GTDI	FWD		
		2.0L GTDI			
		3.5L TiVCT			
DB5Z-5B759-B	Left Rear Knuckle			As Required	
DB5Z-5B758-B	Right Rear Knuckle			As Required	
-W712435-S439	Wheel Hub Nut (1 nut per side)			As Required	
-W710681-S439	Brake Caliper Bolts (2 bolts per side)			As Required	
-W708733-S439	Brake Disk Retainer Bolt (1 bolt per side)			As Required	
-W520213-S440	Rear Stabilizer Link Nut (1 nut per side)			As Required	
-W714033-S439	Shock Absorber Bolt (1 bolt per side)			As Required	
-W715419-S439	Trailing Arm Bolt (1 bolt per side)			As Required	
-W520516-S441	Trailing Arm Nut (1 nut per side)			As Required	
-W715127-S439	Upper Control Arm, Lower Control Arm Bolt (2 bolts per side)			As Required	
-W520517-S440	Upper Control Arm, Lower Control Arm Nut (2 nuts per side)			As Required	
-W714516-S439	Wheel Hub Bolts (4 bolts per side)			As Required	

**Note:** The rear toe link kits contain the parts necessary to replace the toe links on both sides of the vehicle.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Less than 2% of the affected vehicle population is expected to require wheel knuckle replacement due to a toe link ball joint failure.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

**EXCESS STOCK RETURN**

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

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**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup> 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.



## CERTAIN 2013-2017 MODEL YEAR EXPLORER VEHICLES — REAR SUSPENSION TOE LINK TO WHEEL KNUCKLE BALL JOINT

### SERVICE PROCEDURE

**⚠ WARNING:** Suspension fasteners are critical parts that affect performance of vital components and systems. Tighten fasteners as specified. Measure the distance from the center of the wheel hub to the lip of the fender with the vehicle in a level, static ground position (ride height) before disassembly. When securing the *new* toe link, it must be secured at the previously measured ride height.

**⚠ WARNING:** Tighten the suspension bushing fasteners with the suspension supported at ride height or with the weight of the vehicle resting on the wheels and tires, otherwise toe link and bushing damage may occur.

**NOTE:** This recall is to be performed on both the right rear and the left rear suspension.

1. Measure the distance from the center of the wheel hub to the lip of the fender with the vehicle in a level, static ground position (ride height) before disassembly. See Figure 1.

**NOTE:** The new toe link adjustment sleeve jam nuts are only finger tight. The jam nuts must be tightened to the torque specification in the Workshop Manual (WSM) even if toe adjustment is not necessary.

**NOTE:** The toe links must be secured at ride height during replacement. See Figure 1.

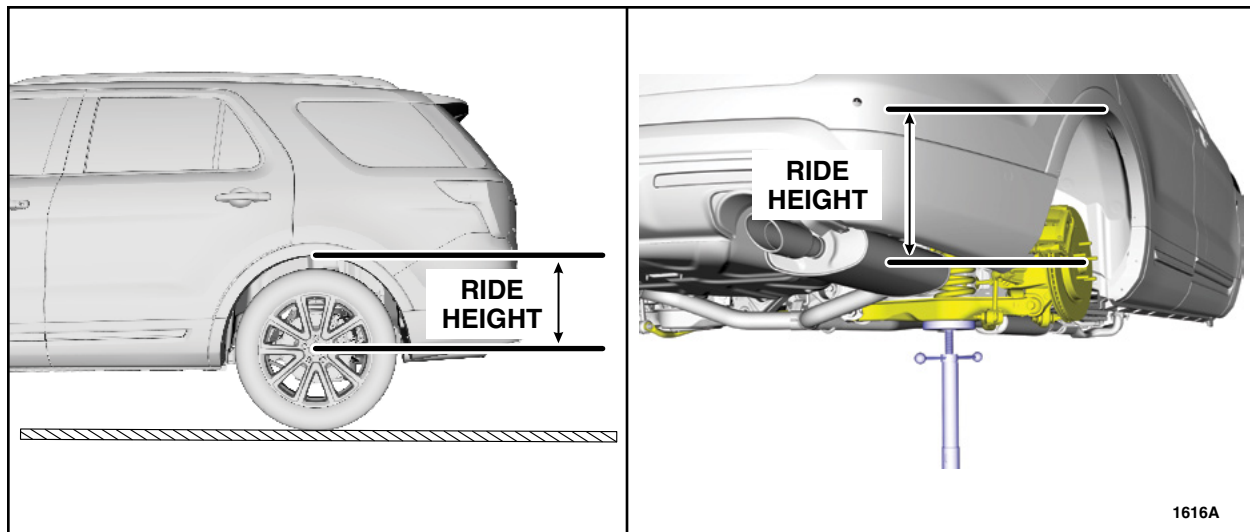
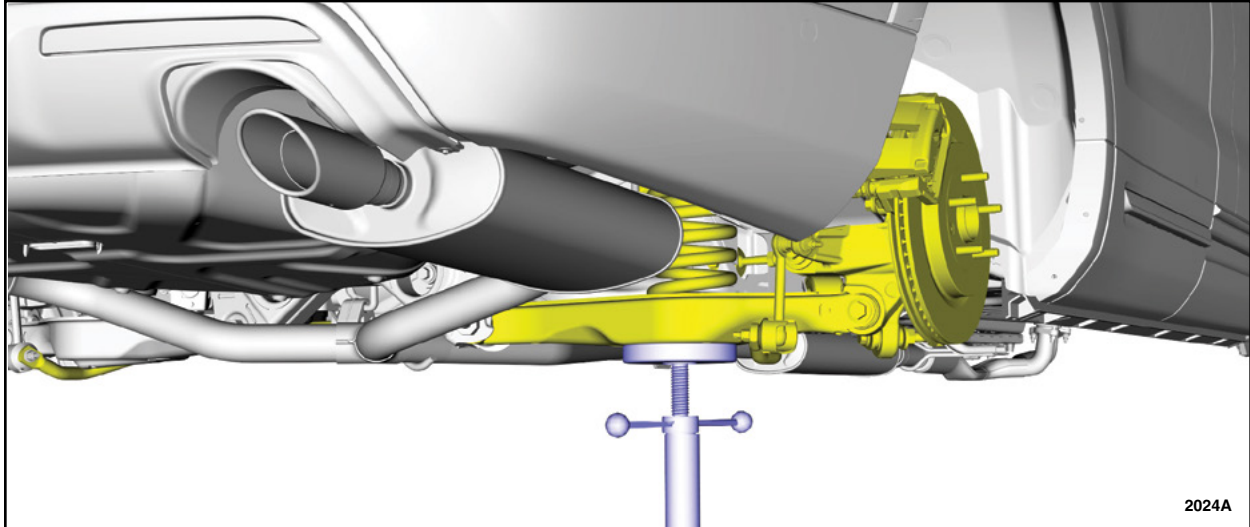


FIGURE 1

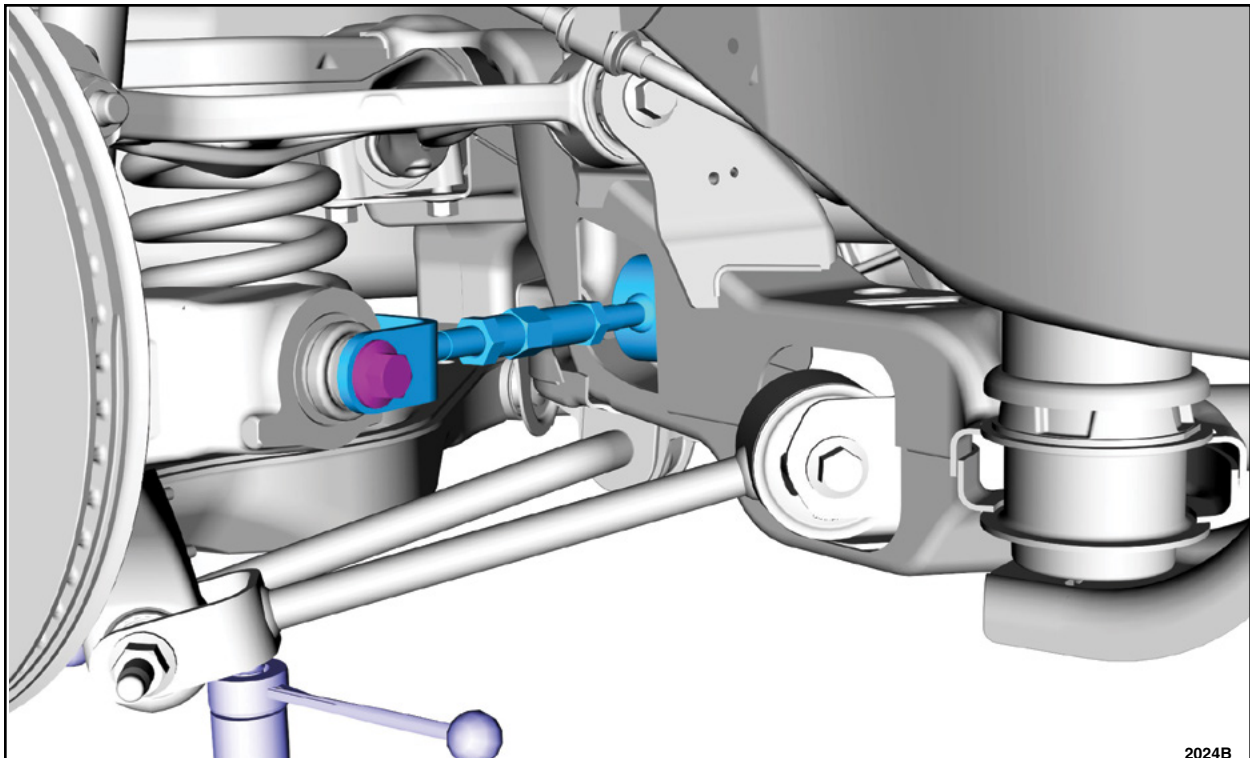


2. Position the vehicle on a hoist. Please follow the WSM procedures in Section 100-02.
3. Remove both rear tires. Please follow the WSM procedures in Section 204-04A.
4. Using a jack stand, support the rear suspension to ride height. See Figure 2.



**FIGURE 2**

5. Remove the toe link-to-wheel knuckle bolt and nut. See Figure 3.



**FIGURE 3**



6. Install the toe link to knuckle bolt and nut. Tighten the nut while holding the bolt still with a wrench.  
See Figure 4.

- Torque: 111 lb.ft (150 Nm).

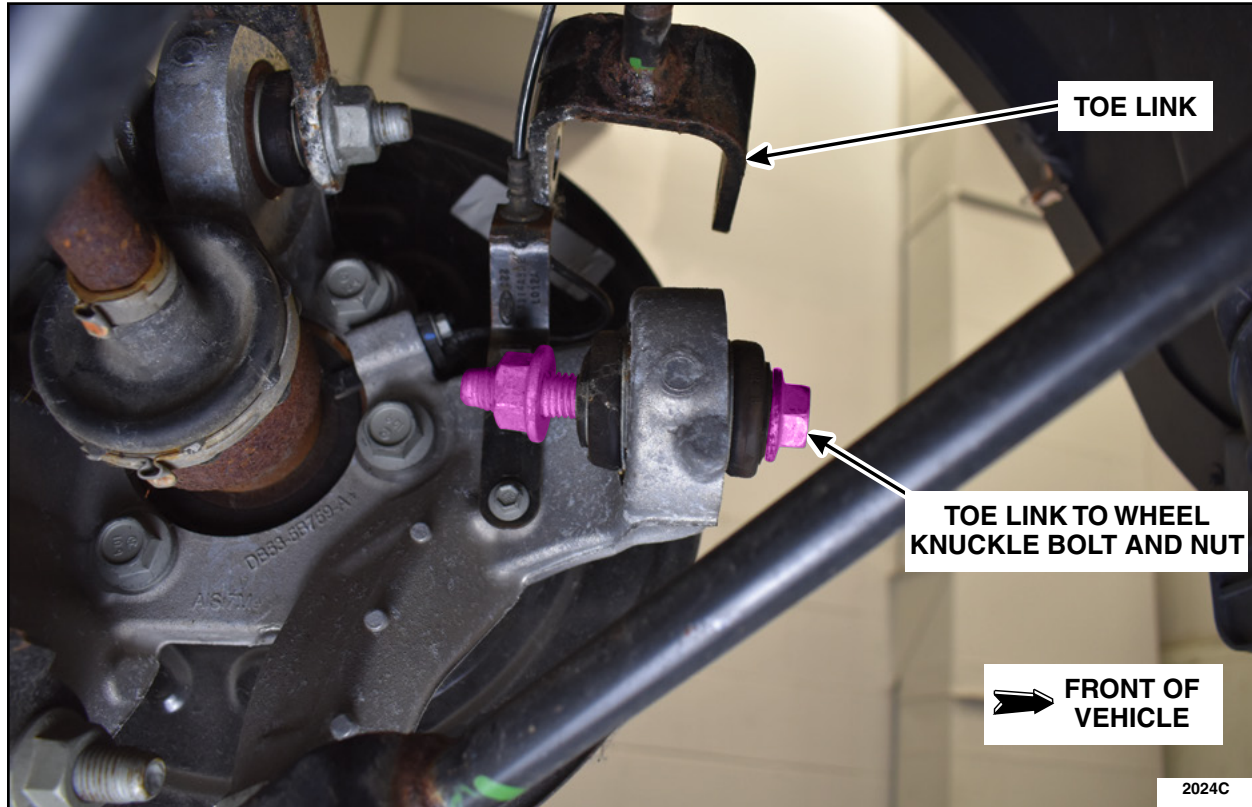
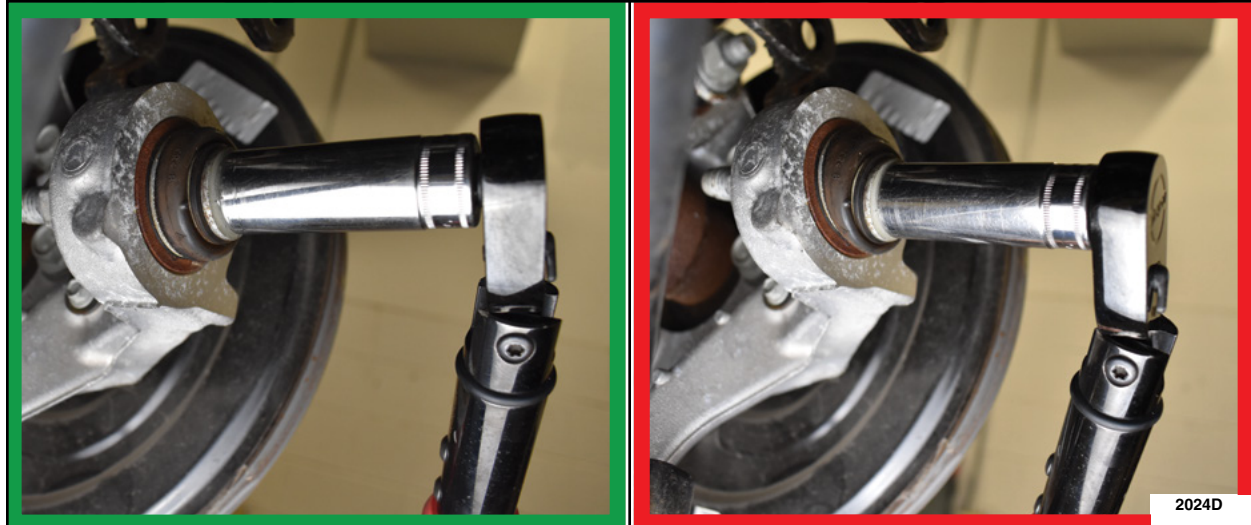


FIGURE 4



**NOTE:** When functioning properly the toe link ball joints should rotate freely. This inspection step will determine if the ability for the ball joint to rotate freely has been affected, requiring replacement.

- Using a digital or dial type torque wrench, rotate the toe link to wheel knuckle bolt while keeping the ball joint straight. Do not allow the ball joint to twist as shown in the red picture below. Note the reading off of the torque wrench when the ball joint begins to rotate. See Figure 5.



**FIGURE 5**

- Repeat steps 4 through 7 on the other side.

- Are the readings over 11 lb. ft (15 Nm)?

For RH side:

- If YES - The RH ball joint has FAILED. Proceed to step 13 for replacement instructions on this side
- If NO - Proceed to Step 10 for the RH side of the vehicle.

For LH side:

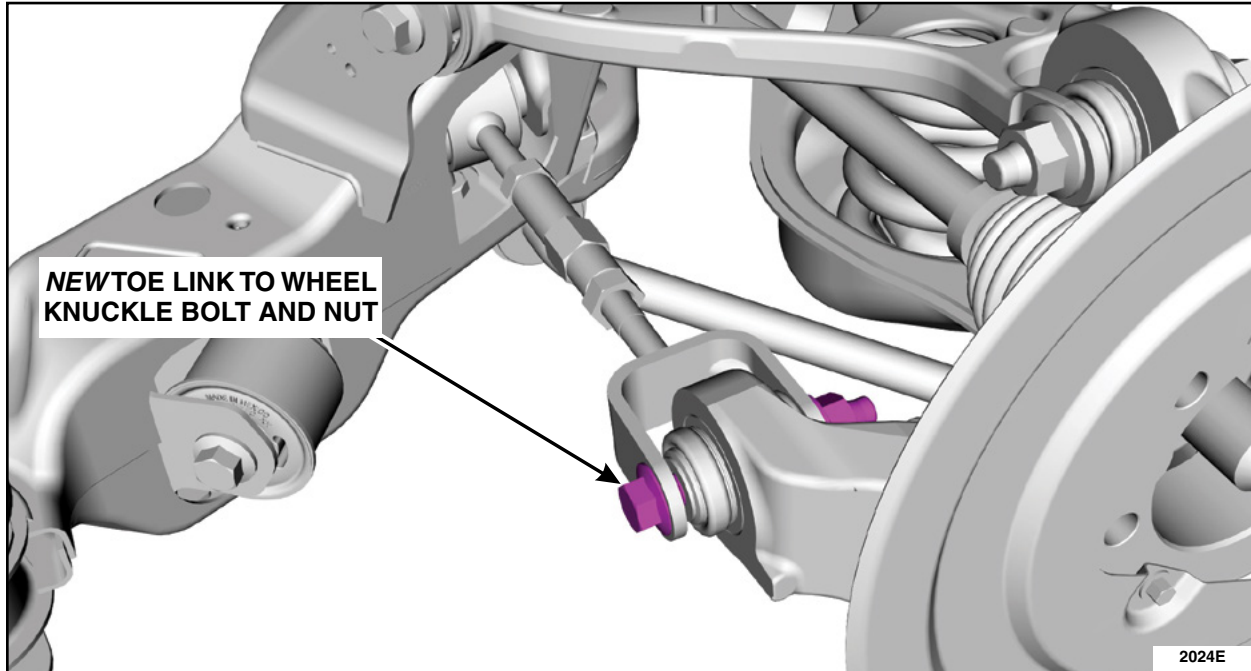
- If YES - The LH ball joint has FAILED. Proceed to step 13 for replacement instructions on this side.
- If NO - Proceed to Step 10 for the LH side of the vehicle.





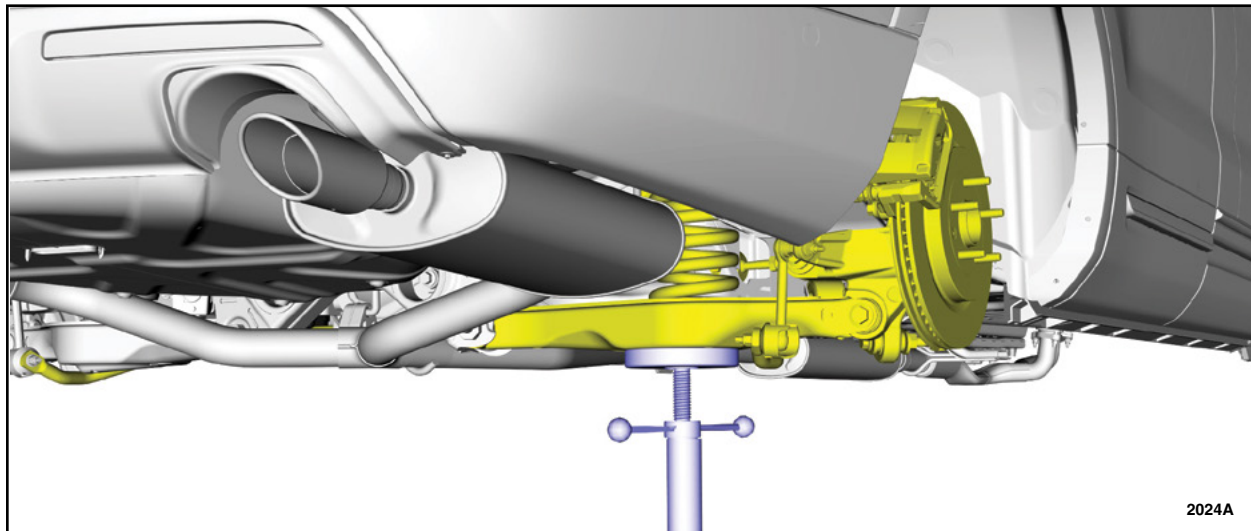
10. Install the *new* toe link to wheel knuckle bolt and nut with the vehicle suspension at ride height.  
See Figure 6.

- Torque: 111 lb.ft (150 Nm).



**FIGURE 6**

11. Remove the jack stand. See Figure 7.

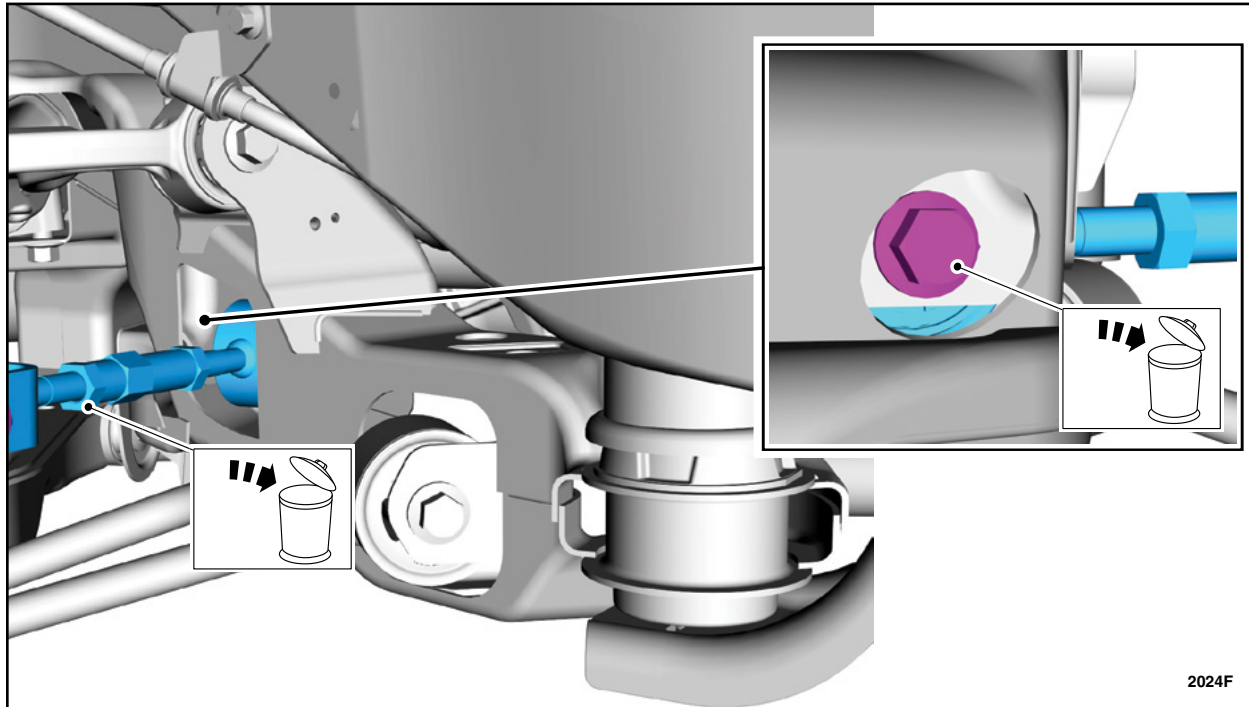


**FIGURE 7**



12. Install the wheel and tire. Please follow the WSM procedures in Section 204-04A. This completes the recall.

13. Remove and discard the toe link to subframe bolt and the toe link. See Figure 8.



**FIGURE 8**

14. Replace the wheel knuckle. Please follow the WSM procedures in Section 204-02.

- Do not install the wheels and tires or perform the alignment at this time.

15. Install the *new* toe link. Please follow the WSM procedures in Section 204-02.

16. Perform an alignment. This completes the recall.

**IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.**



**Ford Motor Company**  
**Recall Reimbursement Plan for 20S62**

*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 # 20S62, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to December 31, 2020. 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 2019. 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, 2019 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.