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Director  
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Ford Customer Service Division

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

May 7, 2021

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 21S17**  
Certain 2020-2021 Model Year F-53 Motorhome Stripped Chassis and F-59  
Commercial Stripped Chassis  
Inadequate Rear Axle Oil Fill Volume

**REF: Safety Recall 21S17 - Advance Notice**  
Published March 25, 2021

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-53	2020-2021	Detroit Chassis	July 6, 2020 through February 15, 2021
F-59			

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the rear axle may contain an inadequate volume of lubricating oil. An inadequate amount of rear axle lubricant may result in rear wheel bearing damage potentially leading to bearing seizure. Bearing seizure may lead to rear axle or driveshaft failure. In the event of rear axle or driveshaft failure, customers may experience loss of vehicle motive power, loss of transmission park function, and loss of parking brake function, increasing the risk of a crash. Prior to wheel bearing seizure, customers may notice an odor, hear a metallic grinding or whining sound from the rear of the vehicle, or perceive vehicle drag.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect and perform the actions listed below, depending on the vehicle mileage and part availability. This service must be performed on all affected vehicles at no charge to the vehicle owner.

- If 5 miles or less are on the odometer, check and top off the rear axle fluid
  - Closes FSA
- If greater than 5 miles on the odometer and Ford parts are available, replace parts as directed
  - Closes FSA

**CUSTOMER VEHICLES ONLY:**

- If greater than 5 miles on the odometer and Ford parts are not available, inspect bearings for signs of wear or damage and replace with approved interim parts as required.
  - FSA remains open until Ford parts are available.

**NOTE: Installation of alternative parts will be allowed as an interim repair to allow continued use of the vehicle.**

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of May 10, 2021. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

### **ATTACHMENTS**

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

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**OASIS ACTIVATION**

OASIS was activated on March 25, 2021

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on March 25, 2021. Owner names and addresses will be available by May 31, 2021.

**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 vehicle, unless they notice an odor, hear a metallic grinding or whining sounds from the rear of the vehicle, or perceive vehicle drag.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**DEALER-OPERATED RENTAL VEHICLES**

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

**TITLE BRANDED / SALVAGED VEHICLES**

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

**OWNER REFUNDS**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.

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**OWNER REFUNDS (continued)**

- 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 repairs related to inadequate rear axle oil fill volume.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 2 days for a rental vehicle for personal transportation. 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 2 rental day(s) 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.

**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 21S17 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.
- **Provision for Locally Obtained Parts – (Customer Vehicles Only):**
  - Non-Ford bearings and cups
  - Program Code: 21S17
  - Misc. Expense: FSAOSP
  - Amount:
    - Up to \$600.00 for aftermarket bearings and cups (Ford seals required)
    - For bearings and cups that exceed the above limits, please submit an exception request to the SSSC for consideration. Any amount exceeding \$600.00 will require an approval code for claim submittal.

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**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **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: 21S17
  - 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.

**NOTE: Claims will reject unless all four (4) Ford bearing sets are submitted for permanent repair.**

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
If 5 miles or less are on the odometer, check rear axle fluid level, full – <b>Closes FSA</b>	21S17A	0.3 Hours
If 5 miles or less are on the odometer, check and top off the rear axle fluid – <b>Closes FSA</b>	21S17B	0.3 Hours
If greater than 5 miles on the odometer AND all Ford parts ARE available, replace bearings, cups and seals and drain and fill axle fluid – <b>Closes FSA (ONLY use Ford parts for this repair)</b>	21S17C	2.1 Hours
If greater than 5 miles on the odometer AND Ford parts ARE NOT available, inspect bearings for signs of wear or damage, <b>none found</b> , top off the rear axle fluid (new seals are required) <b>NOTE: FSA remains open until Ford parts are available for installation.</b>	21S17DD	2.0 Hours
If greater than 5 miles on the odometer AND Ford parts ARE NOT available, inspect bearings for signs of wear or damage, <b>damage found</b> , replace bearing and cup sets and drain and fill rear axle fluid. <b>FSA remains open until Ford parts are available.</b> <b>NOTE: Installation of alternative parts will be allowed as an interim repair to allow continued use of the vehicle.</b>	21S17EE	2.1 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION –****SSSC Web Contact Site:**

To place an order for bearings, cups or seals submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

**NOTE: Claims will reject unless all four (4) Ford bearing sets are submitted for permanent repair.**

**S110/S130 Rear Axle - Ford parts ONLY (use labor operation 21S17C)**

Part Number	Description	Order Quantity	Claim Quantity
F81Z-1240-AA	Outer Wheel Bearing S110/S130 axle	2	2
F81Z-1244-AA	Inner Wheel Bearing S110/S130 axle	2	2
HC3Z-1239-B	Outer Wheel Bearing Cup S110/S130 axle	2	2
HC3Z-1243-B	Inner Wheel Bearing Cup S110/S130 axle	2	2
HC3Z-1S175-C	Hub Inner Seal S110/S130 axle	2	2
XY-75W140-QL	Rear Axle Lube (axle lube drain and fill)	1	12
XG-1-E1	Bearing Grease (for packing bearings)	1	1
TA-25-B	Threadlock and sealer (for drain bolts)	1	1

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**PARTS REQUIREMENTS / ORDERING INFORMATION – (continued)****S140 Rear Axle - Ford parts ONLY (use labor operation 21S17C)**

Part Number	Description	Order Quantity	Claim Quantity
8U9Z-1240-A	Outer Wheel Bearing S140 axle	2	2
8U9Z-1244-A	Inner Wheel Bearing S140 axle	2	2
EU9Z-1239-A	Outer Wheel Bearing Cup S140 axle	2	2
EU9Z-1243-A	Inner Wheel Bearing Cup S140 axle	2	2
EU9Z-1S175-A	Hub Inner Seal S140 axle	2	2
XY-75W140-QL	Rear Axle Lube (axle lube drain and fill)	2	17
XG-1-E1	Bearing Grease (for packing bearings)	1	1
TA-25-B	Threadlock and sealer (for drain bolts)	1	1

**S110/S130 Rear Axle - (use with labor operation 21S17DD)**

Part Number	Description	Order Quantity	Claim Quantity
HC3Z-1S175-C	Hub Inner Seal S110/S130 axle	2	2
XY-75W140-QL	Rear Axle Lube (axle lube top off)	up to 2 qts.	
XG-1-E1	Bearing Grease (for packing bearings)	1	1

**S140 Rear Axle - (use with labor operation 21S17DD)**

Part Number	Description	Order Quantity	Claim Quantity
EU9Z-1S175-A	Hub Inner Seal S140 axle	2	2
XY-75W140-QL	Rear Axle Lube (axle lube top off)	up to 3 qts.	
XG-1-E1	Bearing Grease (for packing bearings)	1	1

**S110/130 Axles - All four (4) Ford bearing sets are NOT available (use labor operation 21S17EE)**

Part Number	Description	Order Quantity	Claim Quantity
Obtain matched sets of approved non-Ford brand bearings and cups	Outer Wheel Bearing S110/S130 axle	2	Claim as FSAOSP up to \$600 (includes markup for these parts only)
	Inner Wheel Bearing S110/S130 axle	2	
	Outer Wheel Bearing Cup S110/S130 axle	2	
	Inner Wheel Bearing Cup S110/S130 axle	2	
HC3Z-1S175-C	Hub Inner Seal S110/S130 axle	2	2

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**S110/130 Axles - All four (4) Ford bearing sets are NOT available (use labor operation 21S17EE)**  
(continued)

XY-75W140-QL	Rear Axle Lube (drain and fill)	1	12
XG-1-E1	Bearing Grease (for packing bearings)	1	1
TA-25-B	Threadlock and sealer (for drain bolts)	1	1

**S140 Axles - All four (4) Ford bearing sets are NOT available (use labor operation 21S17EE)**

Part Number	Description	Order Quantity	Claim Quantity
Obtain matched sets of approved non-Ford brand bearings and cups	Outer Wheel Bearing S140 axle	2	Claim as FSAOSP up to \$600 (includes markup for these parts only)
	Inner Wheel Bearing S140 axle	2	
	Outer Wheel Bearing Cup S140 axle	2	
	Inner Wheel Bearing Cup S140 axle	2	
EU9Z-1S175-A	Hub Inner Seal S140 axle	2	2
XY-75W140-QL	Rear Axle Lube (drain and fill)	1	17
XG-1-E1	Bearing Grease (for packing bearings)	1	1
TA-25-B	Threadlock and sealer (for drain bolts)	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.

**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.

**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.



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**REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)**

- 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 2020-2021 MODEL YEAR F-53 MOTORHOME STRIPPED CHASSIS AND F-59 COMMERCIAL STRIPPED CHASSIS — INADEQUATE REAR AXLE OIL FILL VOLUME

### SERVICE PROCEDURE

**NOTICE:** Interim repair applies to Customer Owned Vehicles Only.

A. ODOMETER AND FLUID LEVEL INSPECTION.....	Page 1
B. WHEEL BEARING AND CUP INSPECTION.....	Page 2
C. FORD BEARING AND CUP REPLACEMENT.....	Page 3
D. NON-FORD (ALTERNATE BRANDS) REPLACEMENT(CUSTOMER OWNED UNITS ONLY).....	Page 4

#### A. ODOMETER AND FLUID LEVEL INSPECTION

**NOTICE:** Interim repair applies to Customer Owned Vehicles Only.

1. Inspect the odometer, does the vehicle have 5 miles or less on the odometer?

- If YES - Check fluid level and top off as necessary.

**NOTE:** A lubricant level close enough to the bottom of the fill hole to be seen or touched is not sufficient. The lubricant must be level with the fill hole. No further action is required. Closes recall.

- If NO - Proceed to Step 2.

**NOTE: DO NOT** use Ford bearing sets in conjunction with alternate brand parts for repairs. If all 4 bearing and cup sets installed are not Ford brand, they **ALL** will require future replacement.

2. Are all 4 Ford service bearing and cup sets available to repair the vehicle?

- Yes – Proceed to Ford bearing and cup replacement procedure on Page 3.
- No – Is the vehicle owned by a customer?
  - Yes – Proceed to Wheel Bearing and Cup Inspection procedure on Page 2.
  - No – Wait until all 4 Ford service bearings and cups are available and then perform the Ford Bearing and cup replacement procedure on page 3.



## B. WHEEL BEARING AND CUP INSPECTION

1. Position the vehicle on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Remove the Wheel Bearings, Wheel Hub Seals and Wheel Bearing Cups for inspection. Please follow the Workshop Manual (WSM) procedures in Section 205-02.
3. Thoroughly clean and visually inspect the bearing races and rollers for pitting, galling, excessive heat or erratic wear patterns and check the rollers for end wear. Do any bearings or cups show signs of wear or damage?
  - If YES - **DOES NOT PASS** inspection. Proceed to Alternate Brands Replacement Procedure on Page 4.
  - If NO - **PASSES** inspection. Proceed to step 4.

**NOTE:** Before reinstalling bearings after inspection, adequately pack the bearings with XG-1-E1 axle grease.

4. Pack bearings with grease and reinstall.
5. Install *new* inner hub seals. Please follow the WSM procedures in Section 205-02C.
6. Clean any dirt, debris and fluid from around the rear differential fill plug.
7. Top off the axle with rear axle lubricant XY-75W140-QL. See Figure 1.

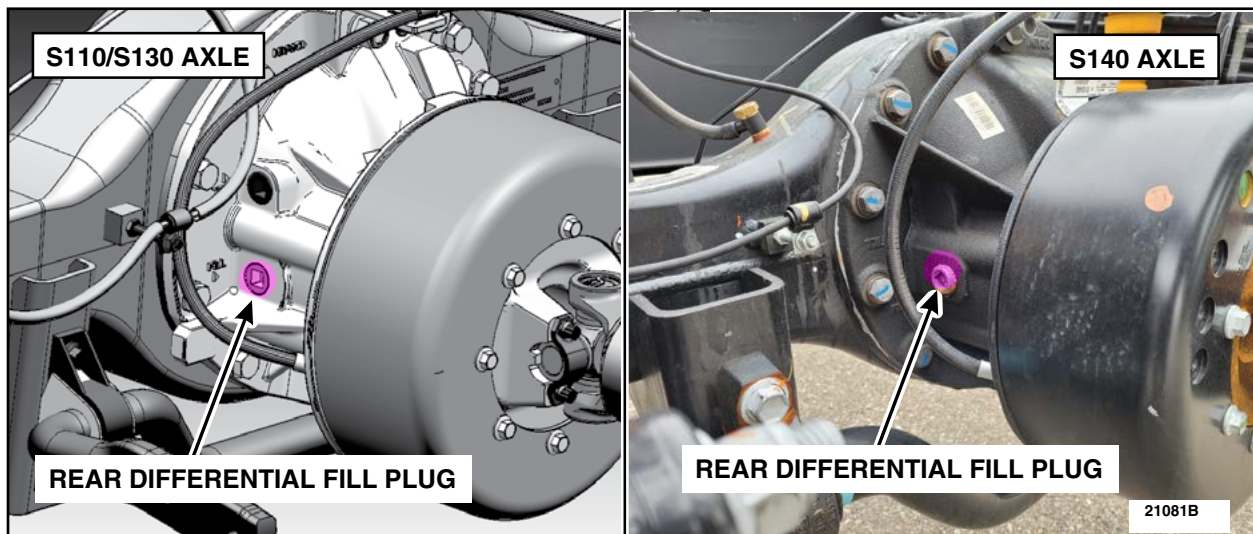


FIGURE 1

8. Install the rear differential fill plug.
  - Torque: 50 lb. ft (68 Nm).
9. Return vehicle to customer.
10. Schedule follow up service appointment when Ford bearing and cup sets are available. Recall remains open.



### C. FORD BEARING AND CUP REPLACEMENT PROCEDURE

1. Position the vehicle on a hoist. Please follow the WSM procedures in Section 100-02.

**NOTE:** Before installing new Ford bearings, adequately pack the bearings with XG-1-E1 axle grease.

2. Replace the Wheel Bearings, Wheel Hub Seals and Wheel Bearing Cups. Please follow WSM procedures in Section 205-02.

3. Clean any dirt, debris and fluid from around the rear differential drain bolt and fill plug.

4. Drain and refill the axle with *new* rear axle lubricant XY-75W140-QL. See Figures 1 and 2.

**NOTE:** Drain bolts must be installed prior to refilling the rear axle with lubricant.

5. Thoroughly clean and install the rear differential drain bolts using Motorcraft® Threadlock and Sealer TA-25-B.

- Torque: 150 lb. ft (203 Nm).

**NOTE:** Rear differential drain bolts may be reused for this FSA **ONLY**.

**NOTE:** S110/S130 axle shown, S140 axle similar.

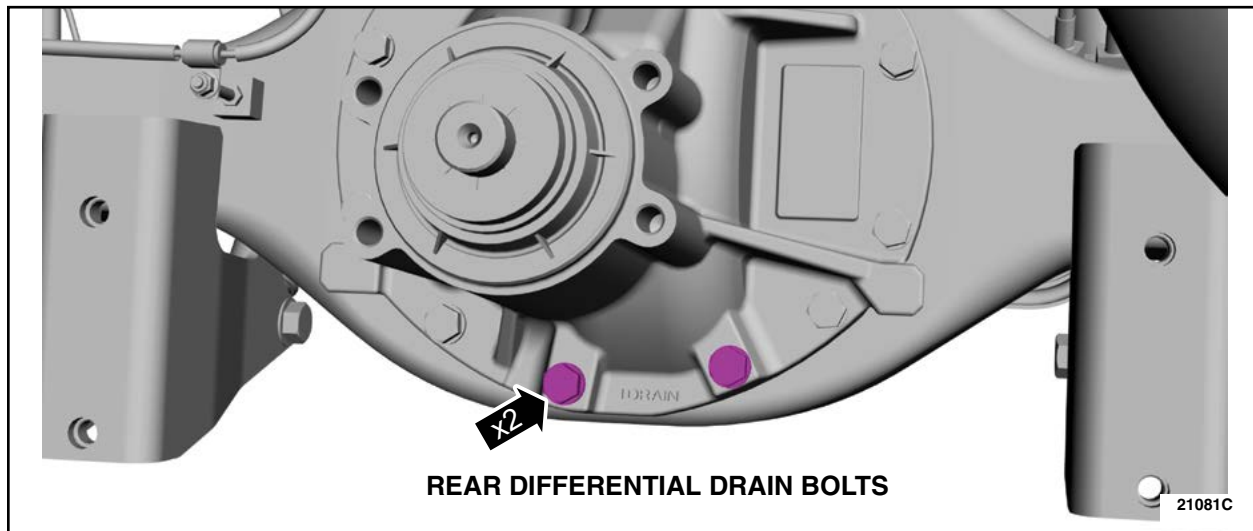


FIGURE 2

6. Install the rear differential fill plug.

- Torque: 50 lb. ft (68 Nm).

7. Service procedure complete, closes recall no further action is required.

**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.



#### D. NON-FORD (ALTERNATE BRANDS) REPLACEMENT (CUSTOMER OWNED UNITS ONLY)

**NOTE:** When replacing bearings and cups, **DO NOT** mix and match brands within the same bearing and cup set (Brand X bearing with Brand Y cup). It is ok to use like branded bearing and cup sets in different locations in the axle (Brand X outer bearing and cup set with Brand Y inner bearing and cup set).

**NOTE:** Installation of alternative parts is allowed for this recall as an interim repair in order to allow continued use of the vehicle while waiting for Ford parts to arrive at your dealership.

1. Replace the bearings, bearing cups and hub seals using the approved alternate brands of bearing and cup sets listed below. Please follow WSM procedures in Section 205-02.

- Alternate approved bearing and cup brands for interim repair are:
  - SKF
  - Schaeffler (FAG)
  - Timken
  - Koyo

**NOTE:** Other bearing brands not listed above are **NOT** approved for interim repairs under this recall.

**NOTE:** Before installing *new* bearings, adequately pack the bearings with XG-1-E1 axle grease.

3. Pack bearings with grease and reinstall.

4. Clean any dirt, debris and fluid from around the rear differential drain bolt and fill plugs.

5. Drain and refill the axle with *new* rear axle lubricant XY-75W140-QL. See Figures 1 and 2.

**NOTE:** Drain bolts must be installed prior to refilling the rear axle with lubricant.

6. Thoroughly clean and install the rear differential drain bolts using Motorcraft® Threadlock and Sealer TA-25-B.

- Torque: 150 lb. ft (203 Nm).

**NOTE:** Rear differential drain bolts may be reused for this FSA **ONLY**.

7. Install the rear differential fill plug.

- Torque: 50 lb. ft (68 Nm).

8. Return vehicle to customer.

9. Schedule follow up service appointment when Ford bearing and cup sets are available. Recall remains open.

**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 21S17**

*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 # 21S17, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to May 31, 2021. 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.