

**Submission Date: 10/15/2021**

**Identify the Remedy for Ford Motor Company Recall #21C25**

**Describe the defect/noncompliance remedy program, including the manufacturer's plan for reimbursement.**

Owners will be notified by mail with instructions on how to perform a preliminary self-assessment of the vehicle's seatbelts. Performing this procedure does not replace the need for an inspection by a Ford technician.

- If the customer is uncomfortable with the self-assessment procedure or uncertain of the results, they will be instructed to not drive their vehicle and make arrangements with their Ford or Lincoln dealer to have the vehicle towed for inspection.
- If the customer does not detect a suspect seatbelt, they will still be instructed to take their vehicle to a Ford or Lincoln dealer to be inspected.
- If the customer detects a suspect front passenger seatbelt, they will be instructed to not use the seating position and to take their vehicle to a Ford or Lincoln dealer to be inspected.
- If the customer detects a suspect driver seatbelt, they will be instructed to not drive their vehicle and make arrangements with their Ford or Lincoln dealer to have vehicle towed for inspection.
- A loaner vehicle will be provided should a failed driver seatbelt not be available through service parts. The option for a loaner vehicle will be available should a failed front passenger outboard seatbelt not be available through service parts.
- If the customer declines the loaner vehicle for a failed front passenger outboard seatbelt, the dealer will instruct the customer to not use the seating position.

The dealer will inspect the front row outboard seatbelts to verify the belts are routed correctly through the anchor's metal eyelet and anchored to the pretensioner assembly. Should the inspection fail, the dealer will replace the affected seatbelt assembly.

There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2021. The ending date for reimbursement eligibility is December 3, 2021.

Ford will forward a copy of the notification letters to dealers to the agency when available.

###