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 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
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December 14, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 22S06 - Supplement #2
 Certain 2015-2017 Model Year Mustang Vehicles
 Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 22S06 - Supplement #1
 Dated March 29, 2022

New! REASON FOR THIS SUPPLEMENT

Full parts ordering information and repair instructions are now available to support completion of this safety recall. As a result, the Administrative Information, Labor Allowances and the Technical Information have been updated.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2015-2017	Flat Rock	February 11, 2014 through October 2, 2017

Affected vehicles are identified in OASIS and Field Service Action (FSA) VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, damage to the luggage compartment lid wiring harness in the area of the right side luggage compartment lid hinge may lead to intermittent rear view camera operation, loss of satellite radio reception, inoperative luggage compartment lamp and/or inoperable luggage compartment release.

In addition, in some of the affected 2015 model year vehicles, insufficient electrical conductivity within the Printed Circuit Board (PCB) internal to the camera may also lead to intermittent rear view camera operation.

A rear view camera that intermittently displays a blank or distorted image can reduce the driver's view of what is behind the vehicle increasing the risk of a crash.

SERVICE ACTION

- **2015 Vehicles:** Dealers are to check the vehicle build date and, if necessary, the rear view camera engineering part number. A review of the vehicle warranty and customer pay history is required to determine if Technical Service Bulletin (TSB) 18-2362 or 19-2273 was previously performed. As needed, dealers are to replace the rear view camera and/or modify the luggage compartment lid harness or install a luggage compartment lid wiring jumper harness per the technical instructions.
- **2016-2017 Vehicles:** Dealers are to review the vehicle warranty and customer pay history to determine if TSB 18-2362 or 19-2273 was previously performed. As needed, dealers are to modify the luggage compartment lid harness or install a luggage compartment lid wiring jumper harness per the technical instructions.

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 have been notified. *For some 2015 model year vehicles requiring rear view camera replacement, parts available owner letters are expected to be mailed in the 2nd quarter of 2023. For all other vehicles, parts available owner letters are expected to be mailed the week of January 09, 2023.* 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.

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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 22S06 - *Supplement #2***

Certain 2015-2017 Model Year Mustang Vehicles

Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

OASIS ACTIVATION

OASIS was activated on February 17, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on February 17, 2022. Owner names and addresses have been available since June 30, 2022.

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.
- 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 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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 22S06 - Supplement #2**

Certain 2015-2017 Model Year Mustang Vehicles

Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

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 view camera and/or luggage compartment lid wiring.

RENTAL VEHICLES

Dealers may receive approval for up to 1 day for a comparable rental vehicle if parts are required after inspection. 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 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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Certain 2015-2017 Model Year Mustang Vehicles

Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

New! 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 (22S06) 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: 22S06 - 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.
- **Provision for Locally Obtained Supplies:** Includes Coroplast® 837 electrical wire harness tape or equivalent, *Tesa® 51608 PET Fleece tape or equivalent, KT173510 Electrical (PVC) tape or equivalent* and rosin core solder. This provision is for the amount supplies used for one vehicle repair. Submit on the same repair line on which the FSA is claimed.

NOTE: The listed tapes and locally obtained supply can be used on multiple vehicles.

 - Program Code: **22S06**
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$6.00
- *Claims with labor operation code 22S06B, 22S06C, 22S06E, 22S06F, 22S06GG, 22S06H, 22S06J and 22S06K must have a repair date on or before December 14, 2022 to be eligible for payment.*

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 22S06 - Supplement #2**

Certain 2015-2017 Model Year Mustang Vehicles

Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

New! LABOR ALLOWANCES – See below for vehicle specific configurations

2016-2017 Mustang (All Models) - Description	Labor Operation	Labor Time
<ul style="list-style-type: none"> Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. PASS - TSB 18-2362 or 19-2273 <u>Was</u> Previously Performed. Safety Recall Complete (Closes Program) 	22S06A	0.2 Hours
2016-2017 Mustang (Coupe) - Description		
<ul style="list-style-type: none"> <i>Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed.</i> <i>Inspect Luggage Compartment Lid Wiring Harness. PASS – No Wiring Damage or Chafing Found. - Install Luggage Compartment Lid Wiring Harness Support Stick. (Includes Time to Retrieve and Clear DTCs)</i> 	22S06M	1.0 Hours
<ul style="list-style-type: none"> <i>Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed.</i> <i>Inspect Luggage Compartment Lid Wiring Harness. DOES NOT PASS - Wiring Damage or Chafing Found. - Install Luggage Compartment Lid Wiring Jumper Harness (Includes Time to Retrieve and Clear DTCs)</i> 	22S06N	1.2 Hours
2016-2017 Mustang (Convertible) - Description		
<ul style="list-style-type: none"> <i>Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed.</i> <i>Inspect Luggage Compartment Lid Wiring Harness. PASS – No Wiring Damage or Chafing Found. - Install Luggage Compartment Lid Wiring Harness Support Stick. (Includes Time to Retrieve and Clear DTCs)</i> 	22S06P	1.0 Hours

Labor Allowances Continued On The Next Page

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 22S06 - Supplement #2**

Certain 2015-2017 Model Year Mustang Vehicles

Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

New! LABOR ALLOWANCES – See below for vehicle specific configurations (continued)

2016-2017 Mustang (Convertible) - Description	Labor Operation	Labor Time
<ul style="list-style-type: none"> ● <i>Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed.</i> DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed. ● <i>Inspect Luggage Compartment Lid Wiring Harness.</i> DOES NOT PASS - Wiring Damage or Chafing Found. - <i>Install Luggage Compartment Lid Wiring Jumper Harness</i> <i>(Includes Time to Retrieve and Clear DTCs)</i> 	22S06Q	2.8 Hours
2015 Mustang (All Models) - Description	Labor Operation	Labor Time
<ul style="list-style-type: none"> ● Check the Vehicle Build Date. PASS - The Vehicle Built Date <u>DOES NOT</u> Fall On or Between May 12, 2014 and February 28, 2015. ● Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. PASS - TSB 18-2362 or 19-2273 <u>Was</u> Previously Performed. Safety Recall Complete (Closes Program) 	22S06L	0.2 Hours
<ul style="list-style-type: none"> ● Check the Vehicle Build Date. DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. ● Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. PASS - Rear View Camera Part Number <u>Is</u> FR3T-19G490-AH. ● Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. PASS - TSB 18-2362 or 19-2273 <u>Was</u> Previously Performed. - Reassemble Vehicle. Safety Recall Complete (Closes Program) 	22S06D	0.3 Hours

Labor Allowances Continued On The Next Page

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 22S06 - Supplement #2**

Certain 2015-2017 Model Year Mustang Vehicles

Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

New! LABOR ALLOWANCES – See below for vehicle specific configurations (continued)

2015 Mustang (Coupe) - Description	Labor Operation	Labor Time
<ul style="list-style-type: none"> ● Check the Vehicle Build Date. PASS - The Vehicle Built Date <u>DOES NOT</u> Fall On or Between May 12, 2014 and February 28, 2015. <i>No Camera Inspection Or Replacement Needed.</i> DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. ● Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. PASS - Rear View Camera Part Number <u>Is</u> FR3T-19G490-AH. <i>No Camera Replacement Needed.</i> DOES NOT PASS - <i>Replace Camera and Claim Operation 22S06V Along With This Operation.</i> ● Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed. ● <i>Inspect Luggage Compartment Lid Wiring Harness.</i> PASS – <i>No Wiring Damage or Chafing Found.</i> <i>- Install Luggage Compartment Lid Wiring Harness Support Stick.</i> <i>(Includes Time to Retrieve and Clear DTCs)</i> 	22S06R	1.0 Hours
<ul style="list-style-type: none"> ● Check the Vehicle Build Date. PASS - The Vehicle Built Date <u>DOES NOT</u> Fall On or Between May 12, 2014 and February 28, 2015. <i>No Camera Inspection Or Replacement Needed.</i> DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. ● Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. PASS - Rear View Camera Part Number <u>Is</u> FR3T-19G490-AH. <i>No Camera Replacement Needed.</i> DOES NOT PASS - <i>Replace Camera and Claim Operation 22S06V Along With This Operation.</i> ● Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed. ● <i>Inspect Luggage Compartment Lid Wiring Harness.</i> DOES NOT PASS - <i>Wiring Damage or Chafing Found.</i> <i>- Install Luggage Compartment Lid Wiring Jumper Harness.</i> <i>(Includes Time to Retrieve and Clear DTCs)</i> 	22S06S	1.2 Hours

Labor Allowances Continued On The Next Page

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 22S06 - **Supplement #2**

Certain 2015-2017 Model Year Mustang Vehicles

Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

New! LABOR ALLOWANCES – See below for vehicle specific configurations (continued)

2015 Mustang (Convertible) - Description	Labor Operation	Labor Time
<ul style="list-style-type: none"> ● Check the Vehicle Build Date. PASS - The Vehicle Built Date <u>DOES NOT</u> Fall On or Between May 12, 2014 and February 28, 2015. <i>No Camera Inspection Or Replacement Needed.</i> DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. ● Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. PASS - Rear View Camera Part Number <u>Is</u> FR3T-19G490-AH. <i>No Camera Replacement Needed.</i> DOES NOT PASS - <i>Replace Camera and Claim Operation 22S06V Along With This Operation.</i> ● Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed. ● <i>Inspect Luggage Compartment Lid Wiring Harness.</i> PASS - <i>No Wiring Damage or Chafing Found.</i> <i>- Install Luggage Compartment Lid Wiring Harness Support Stick. (Includes Time to Retrieve and Clear DTCs)</i> 	22S06T	1.0 Hours
<ul style="list-style-type: none"> ● Check the Vehicle Build Date. PASS - The Vehicle Built Date <u>DOES NOT</u> Fall On or Between May 12, 2014 and February 28, 2015. <i>No Camera Inspection Or Replacement Needed.</i> DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. ● Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. PASS - Rear View Camera Part Number <u>Is</u> FR3T-19G490-AH. <i>No Camera Replacement Needed.</i> DOES NOT PASS - <i>Replace Camera and Claim Operation 22S06V Along With This Operation.</i> ● Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed. ● <i>Inspect Luggage Compartment Lid Wiring Harness.</i> DOES NOT PASS - <i>Wiring Damage or Chafing Found.</i> <i>- Install Luggage Compartment Lid Wiring Jumper Harness. (Includes Time to Retrieve and Clear DTCs)</i> 	22S06U	2.8 Hours

Labor Allowances Continued On The Next Page

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 22S06 - Supplement #2**

Certain 2015-2017 Model Year Mustang Vehicles

Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

New! LABOR ALLOWANCES – See below for vehicle specific configurations (continued)

2015 Mustang (All Models) – Description	Labor Operation	Labor Time
<p><i>Extra Time To Replace The Rear View Camera If Both:</i></p> <p><i>1 - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015 AND</i></p> <p><i>2 - The Rear View Camera Engineering Part Number Part # <u>Is Not</u> FR3T-19G490-AH</i></p> <p><i>- Can Only Claim With 22S06R, 22S06S, 22S06T, or 22S06U</i></p> <p><i>(Includes Time For Camera Configuration)</i></p>	22S06V	0.2 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION**Special Program Part Ordering:**

To place an order for rear view camera and/or for luggage compartment lid wiring jumper harness and wiring splice kits submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 10642.

Part Number	Description	Order Quantity	Claim Quantity
FR3Z-19G490-A	<p>2015 Mustang Only</p> <p>Rear View Camera (All models)</p> <p><i>Can Only Claim With 22S06V</i></p>	1 (If Required)	1 (If Required)
FR3Z-14A411-X	<p>Luggage Compartment Lid Jumper Harness (Coupe)</p> <p><i>Can Only Claim With 22S06N or 22S06S</i></p>	1 (If Required)	1 (If Required)
FR3Z-14A411-Y	<p>Luggage Compartment Lid Jumper Harness (Convertible)</p> <p><i>Can Only Claim With 22S06Q or 22S06U</i></p>		

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

Parts Requirements / Ordering Information Continued On The Next Page

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 22S06 - **Supplement #2**

Certain 2015-2017 Model Year Mustang Vehicles

Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
GU5Z-00817-B	Tape on Push Pin Retainer (Coupe) Can Only Claim With 22S06N or 22S06S	1 (If Required)	1 (If Required)
8U5Z-00817-ZA	Tape on Push Pin Retainer (Convertible) Can Only Claim With 22S06Q or 22S06U	2 (If Required)	2 (If Required)
W505255-S450L	Electrical Ground Bolt (Convertible) - Only if a Luggage Compartment Lid Jumper Harness is Installed (As Needed) Can Only Claim With 22S06Q or 22S06U	1 (If Required)	1 (If Required)
NU5Z-14A163-E	Support Stick (Coupe/Convertible) Can Only Claim With 22S06M, 22S06P, 22S06R or 22S06T	1 (If Required)	1 (If Required)
KU5Z-14A163-C	Tie Strap Push Pin Retainer (Coupe/Convertible) Can Only Claim With 22S06M, 22S06P, 22S06R or 22S06T	1 (If Required)	1 (If Required)
3U2Z-14A088-AB	Wiring Splice Kit (Coupe) Can Only Claim With 22S06N or 22S06S	2 (If Required)	2 (If Required)
	Wiring Splice Kit (Convertible) Can Only Claim With 22S06Q or 22S06U	3 (If Required)	3 (If Required)
Obtain Locally (As Needed)	Engineered Electrical Wire Harness Tape* Coroplast® 837 or Equivalent - Can Be Obtained From Rotunda or Nairn (NAI837X). Package of 3 or 6 Rolls.		Claim as Misc. OTHER (If Required)
	Fleece Tape* Tesa® 51608 PET Fleece or Equivalent		
	Electrical (PVC)Tape* KTI73510 or Equivalent - Can Be Obtained From Rotunda Package of 10 Rolls.		
	Rosin Core Solder*		

* The listed tapes and the rosin core solder can be used on multiple vehicles.

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

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 22S06 - Supplement #2**

Certain 2015-2017 Model Year Mustang Vehicles

Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

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 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 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 1st 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 2015-2017 MODEL YEAR MUSTANG VEHICLES — LUGGAGE COMPARTMENT LID WIRING INSPECTION AND REAR VIEW CAMERA IMPROPER FUNCTION

NEW! SERVICE PROCEDURE

1. Is the vehicle a 2015 model year built between May 12, 2014 and February 28, 2015?

YES - Proceed to Step 2.

NO - Proceed to Step 4.

2. Remove the Rear Parking Aid Camera. Please follow the Workshop Manual (WSM) procedures in Section 413-13B.

3. With the rear parking aid camera out of the vehicle, inspect the engineering part number on the back of the camera. See Figure 1.

- Is the part number FR3T-19G490-AH?

YES - Reinstall the Rear Parking Aid Camera. Please follow the WSM procedures in Section 413-13B. Do not install the luggage compartment lid trim at this time. Proceed to Step 4.

NO - Replace the Rear Parking Aid Camera. Please follow the WSM procedures in Section 413-13B. Do not install the luggage compartment lid trim at this time. Proceed to Step 4.

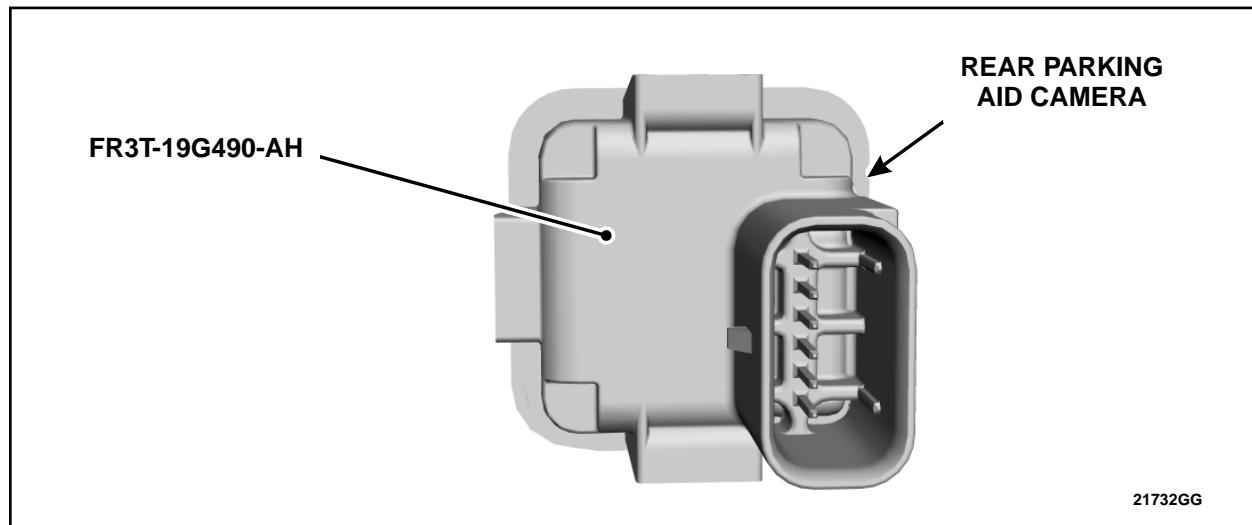


FIGURE 1



4. Review the vehicle warranty and customer pay history to determine if Technical Service Bulletin (TSB) 18-2362 or 19-2273 was previously performed.

- Has the luggage compartment lid wiring harness been previously repaired per TSB 18-2362 or 19-2273?

YES - Re-assemble the luggage compartment lid trim if previously removed. **Safety recall is complete.** If the rear parking aid camera, satellite radio (if equipped), luggage compartment lamp and/or luggage compartment lid release is not operating correctly, pursue normal diagnostics upon customer's request only.

NO - Inspect the luggage compartment lid wiring.

For Coupe - 2015 Vehicles - Proceed to Step 8 (Page 4).

2016-2017 Vehicles - Proceed to Step 5.

For Convertible - 2015 Vehicles - Proceed to Step 42 (Page 19).

2016-2017 Vehicles - Proceed to Step 40 (Page 18).

Coupe

5. Remove the luggage compartment lid emergency release handle. See Figure 2.

- Press down the luggage compartment lid emergency release handle retaining tab.
- Remove the luggage compartment lid emergency release handle.

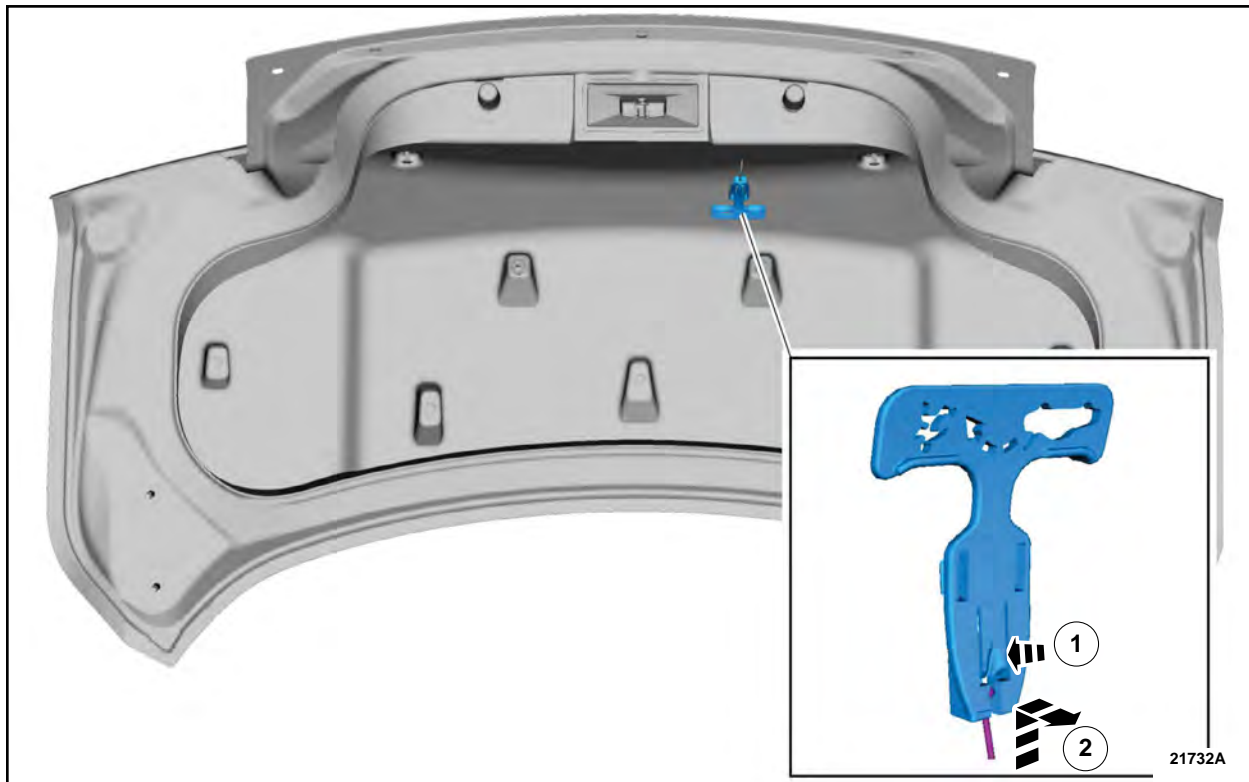


FIGURE 2



6. Remove the luggage compartment lid latch cover. See Figure 3.

- Insert a flat blade screwdriver between the luggage compartment lid latch cover and luggage compartment lid latch.
- Remove the luggage compartment lid latch cover while gently prying the cover away from the luggage compartment lid latch disengaging the luggage compartment lid latch cover from the tab on luggage compartment lid latch.

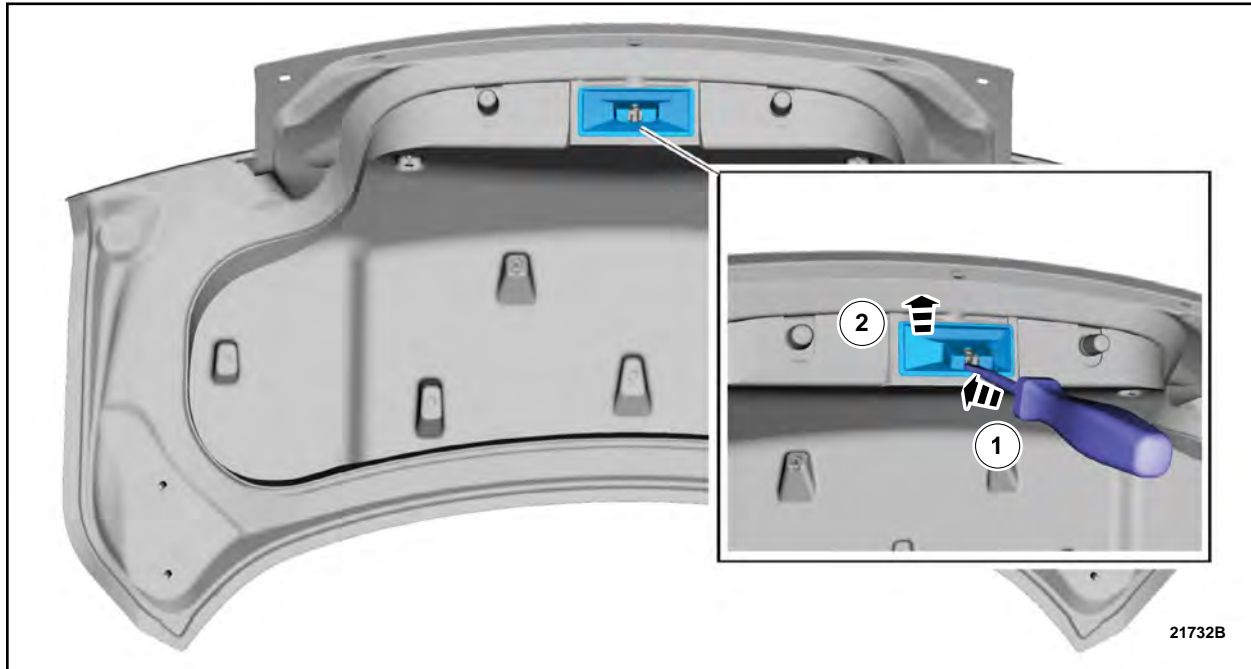


FIGURE 3

7. Remove luggage compartment lid trim panel. See Figure 4.

- Remove the luggage compartment lid bump stop rubbers.
- Remove the retainers and remove the luggage compartment lid trim panel.

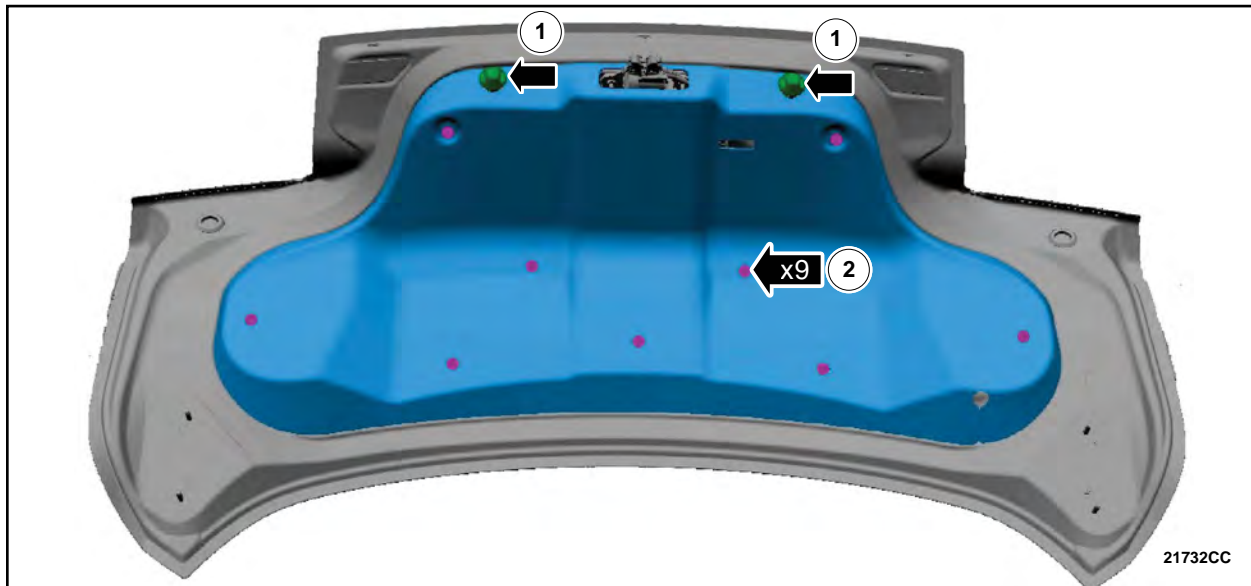


FIGURE 4



8. Disconnect the negative battery cable and position aside. Please follow the WSM procedures in Section 414-01.

NOTE: Do not cut or remove the mesh sleeve.

9. Disconnect the lower tie strap push pin retainer located inside the luggage compartment. See Figure 5.

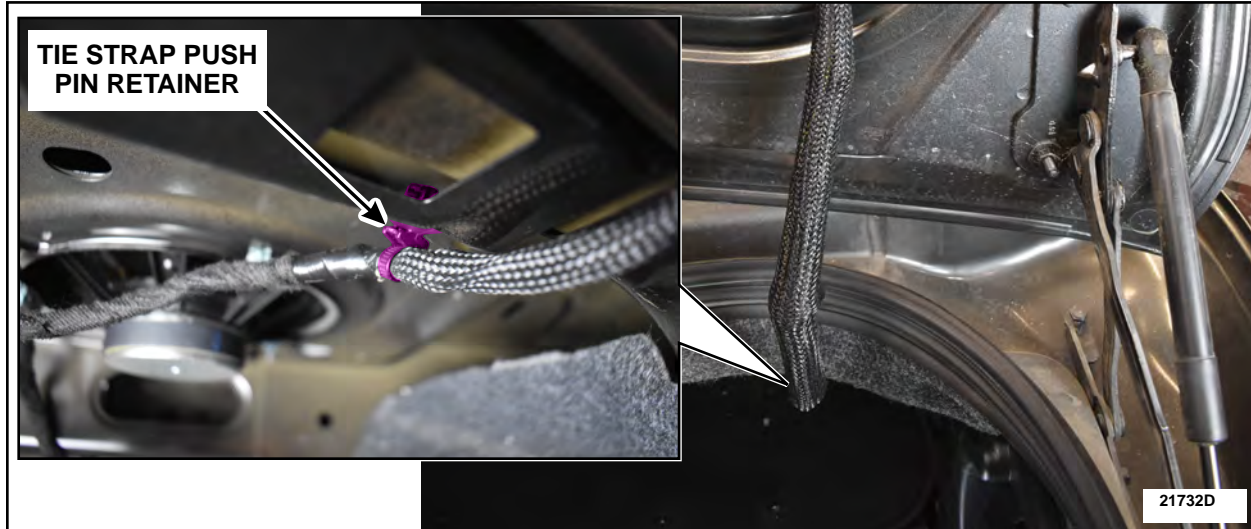


FIGURE 5

10. Disconnect the wire harness tape on push pin retainer from the luggage compartment lid. See Figure 6.

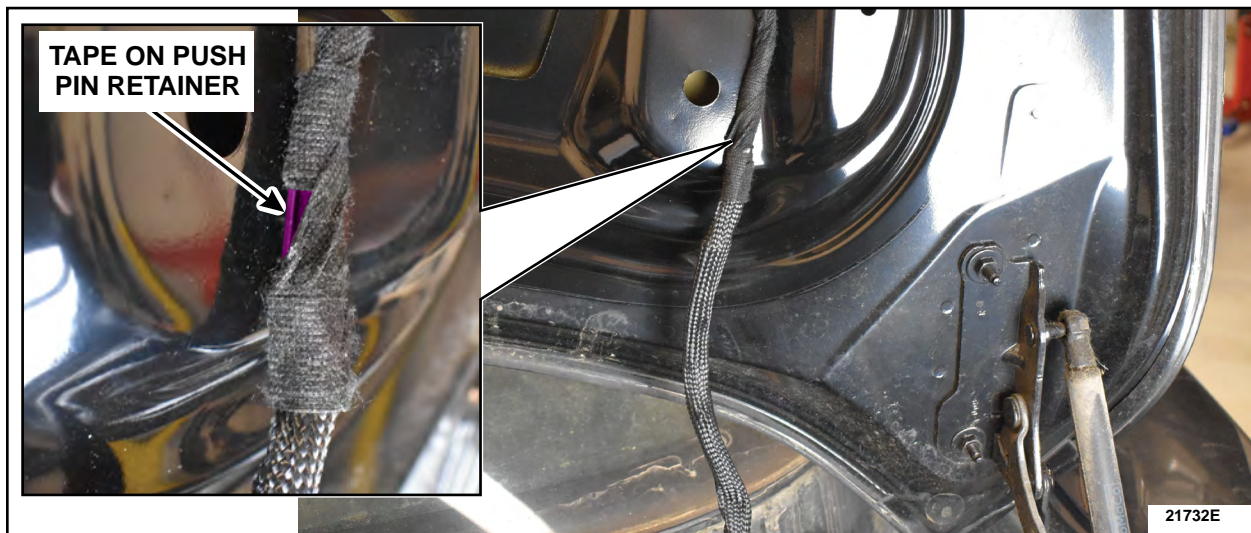


FIGURE 6



11. Remove and discard the lower tie strap push pin retainer. See Figure 7.

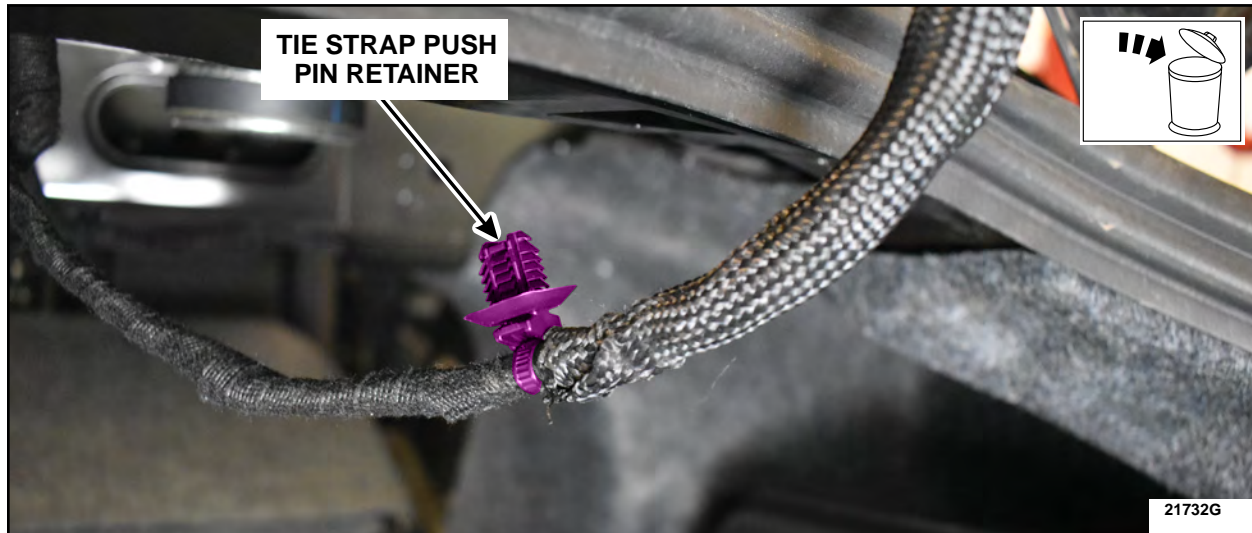


FIGURE 7

12. Remove the tape and discard the wire harness tape on push pin retainer. See Figure 8.

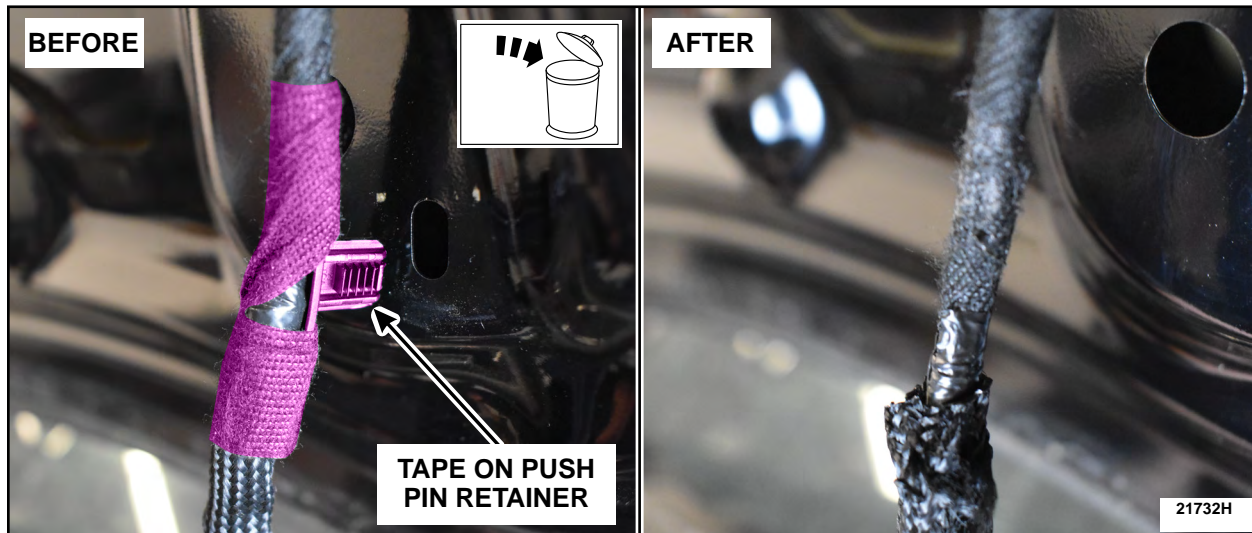


FIGURE 8



NOTE: Do not cut or remove the mesh sleeve.

13. Remove the tape to expose both ends of the mesh sleeve. See Figure 9.

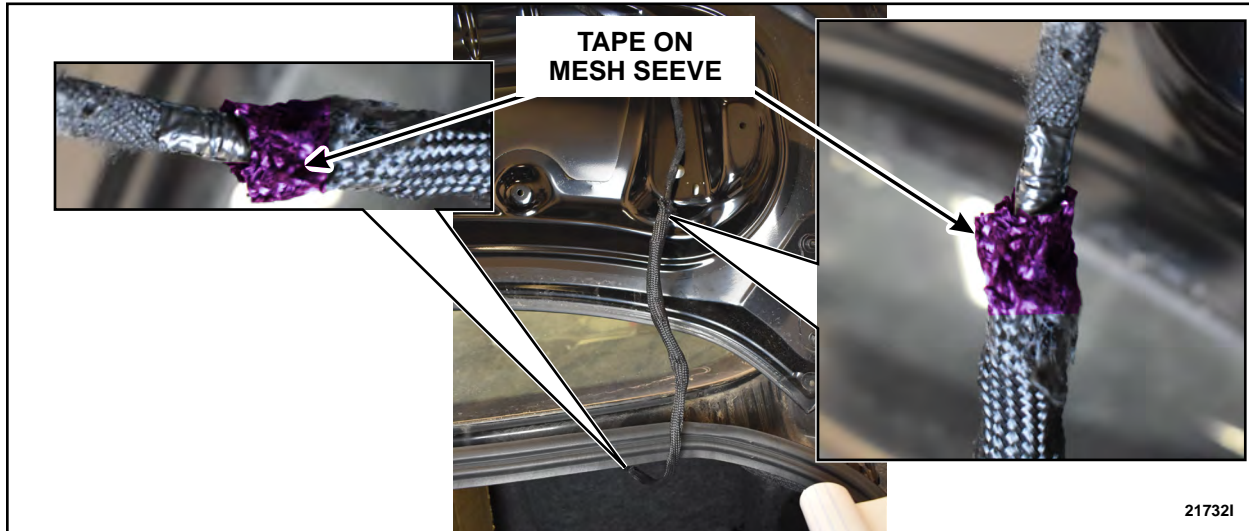


FIGURE 9

14. Position the mesh sleeve up out of the way. See Figure 10.

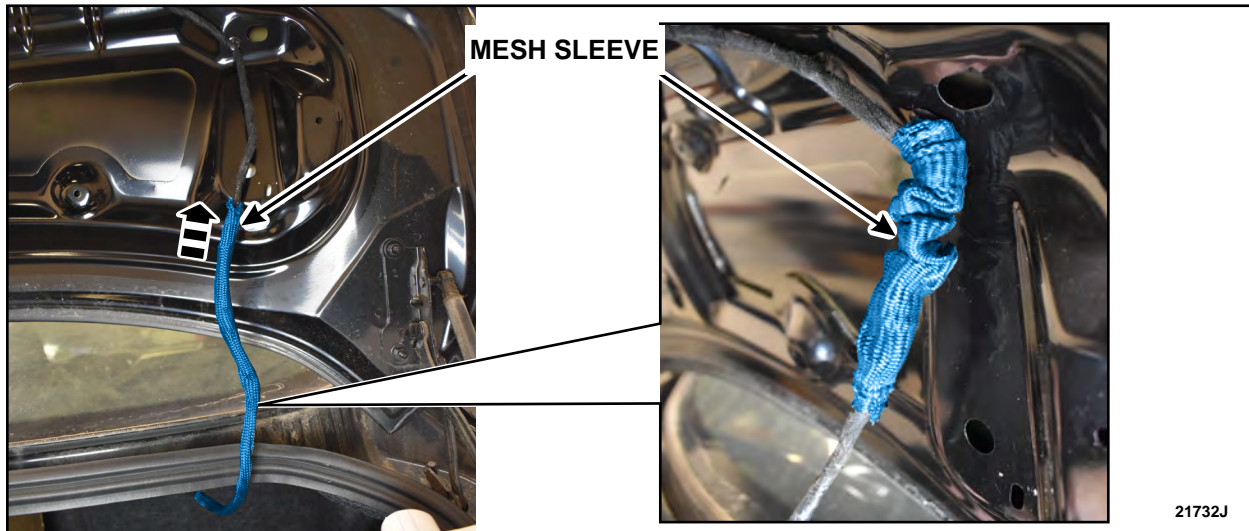


FIGURE 10



15. Remove and discard the felt tape to expose the wiring within the harness from the upper tie strap push pin retainer to the wiring harness take out. See Figure 11.

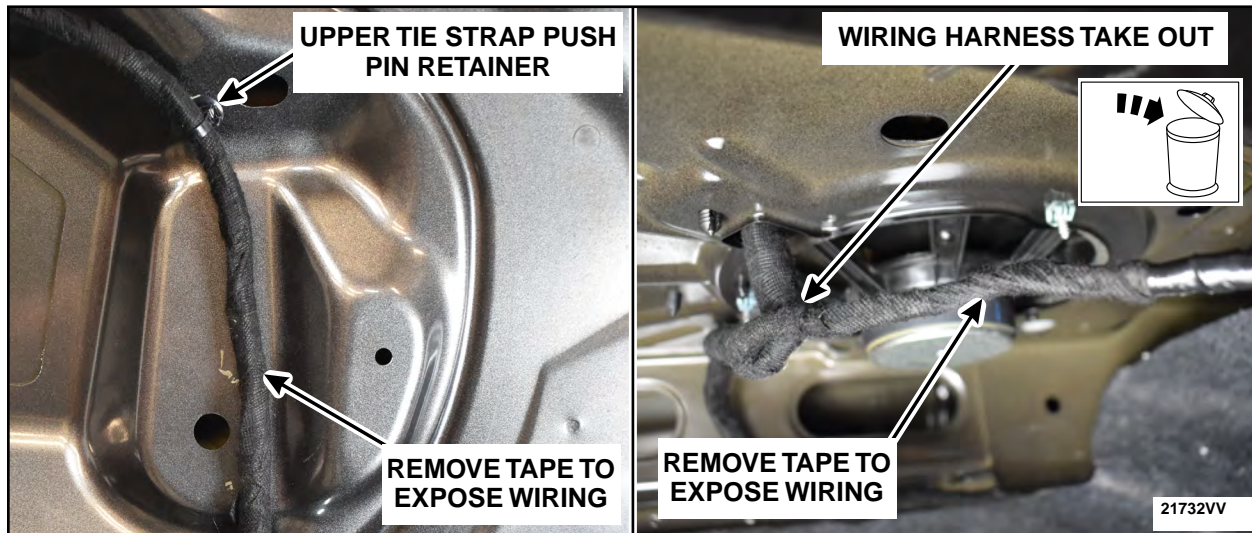


FIGURE 11

16. Remove and discard the tape and the plastic tube. See Figure 12.

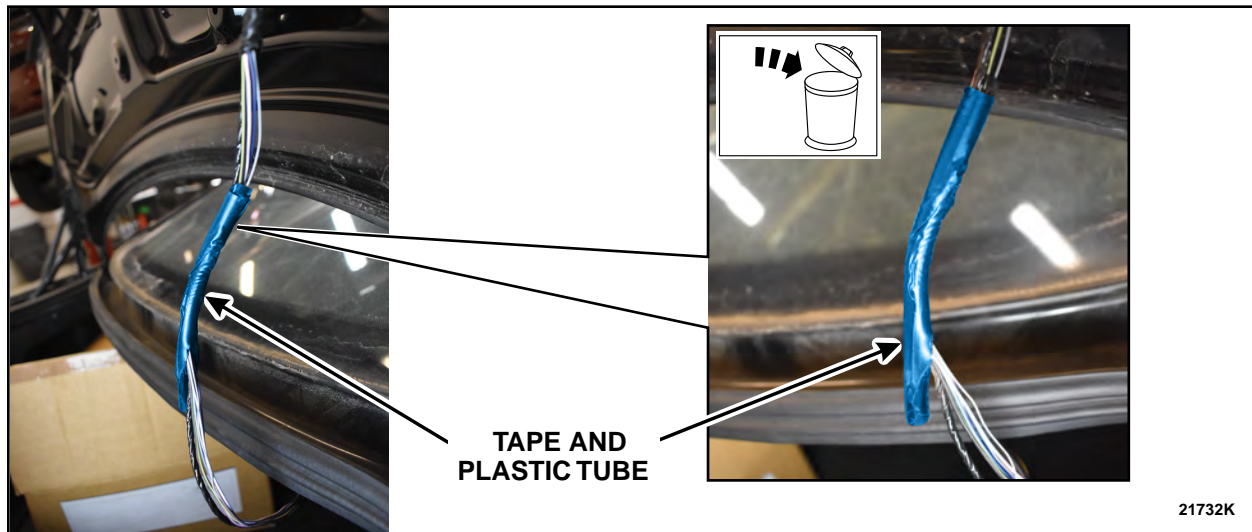


FIGURE 12



NOTE: Do not damage the foil tape underneath the electrical tape as it will be reused further in the procedure.

17. Locate the twisted wires. Carefully remove and discard the electrical tape on the twisted wires the full length of the exposed wiring. See Figure 13.

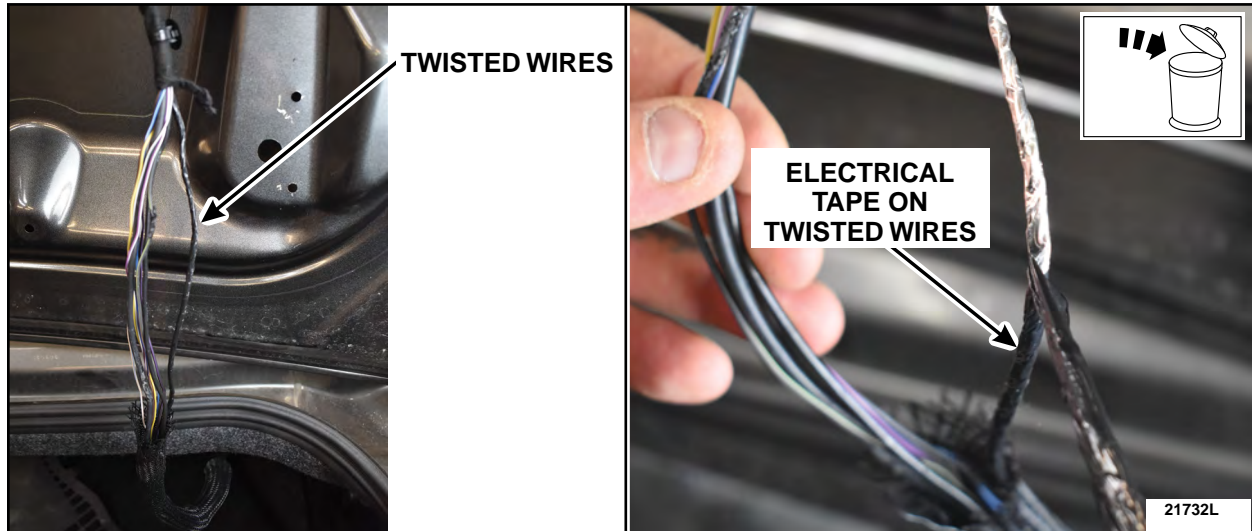


FIGURE 13

NOTE: Do not damage the foil tape as it will be reused further in the procedure.

18. Carefully unwrap the foil tape on the twisted wires the full length of the exposed wiring. See Figure 14.

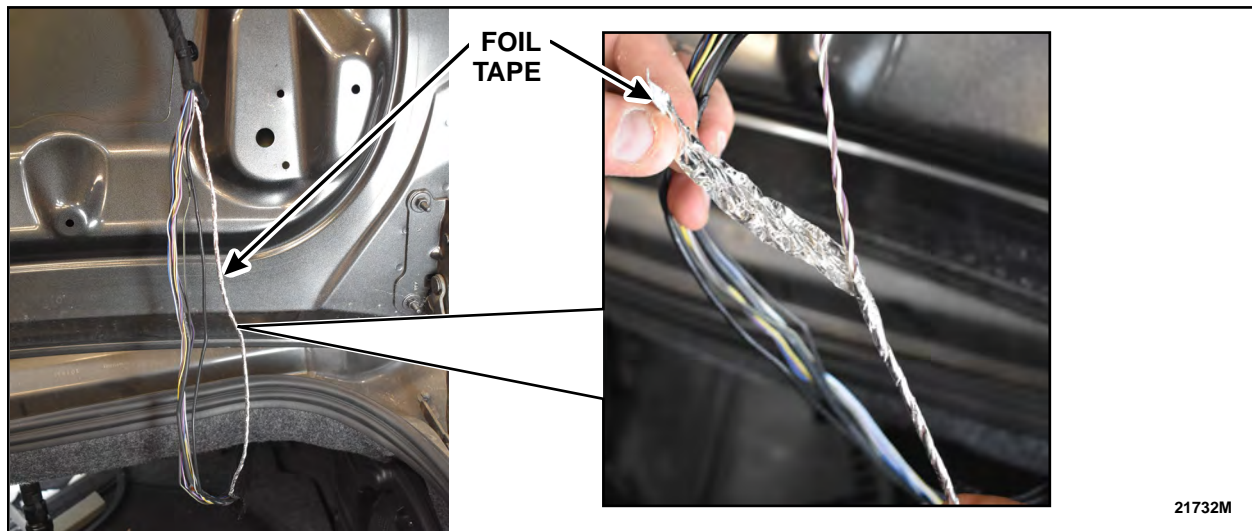


FIGURE 14



19. Inspect the entire exposed portion of the wiring harness for any sign(s) of damage or chafing.

See Figure 14.

- Is any damage or chafing found?

Yes - Proceed to Step 20.

No - Proceed to **Coupe Harness - Repair Parts Needed** (Page 11) then Step 26 (Page 12).

NOTE: One example of wiring damage, others similar.

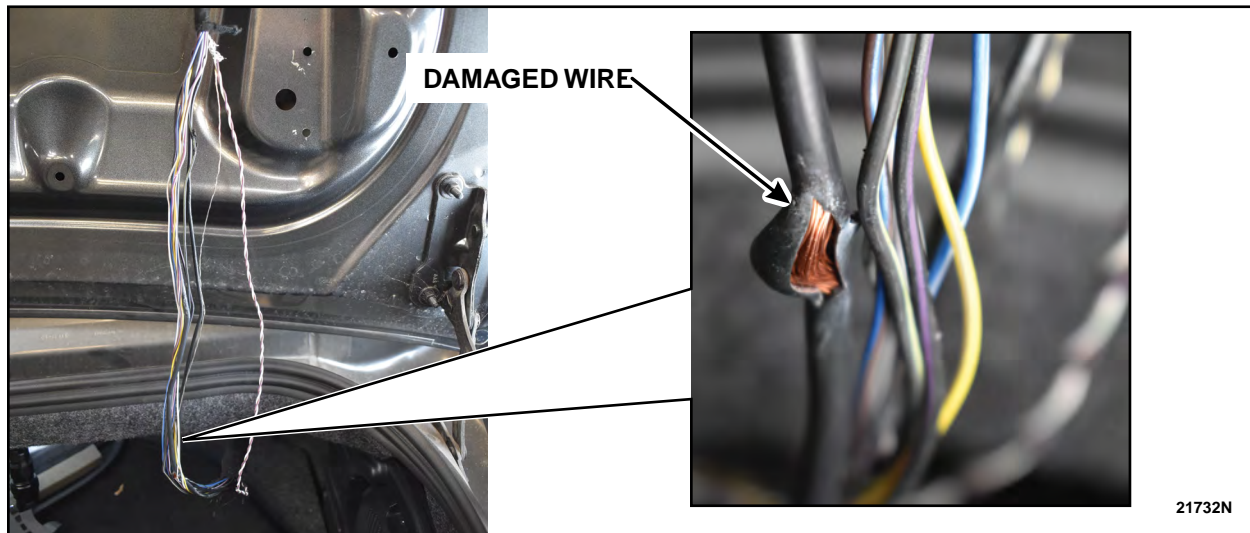


FIGURE 15



20. Cut out the damaged section of the harness. Make the cut at the location of the harness noted. See Figure 16.

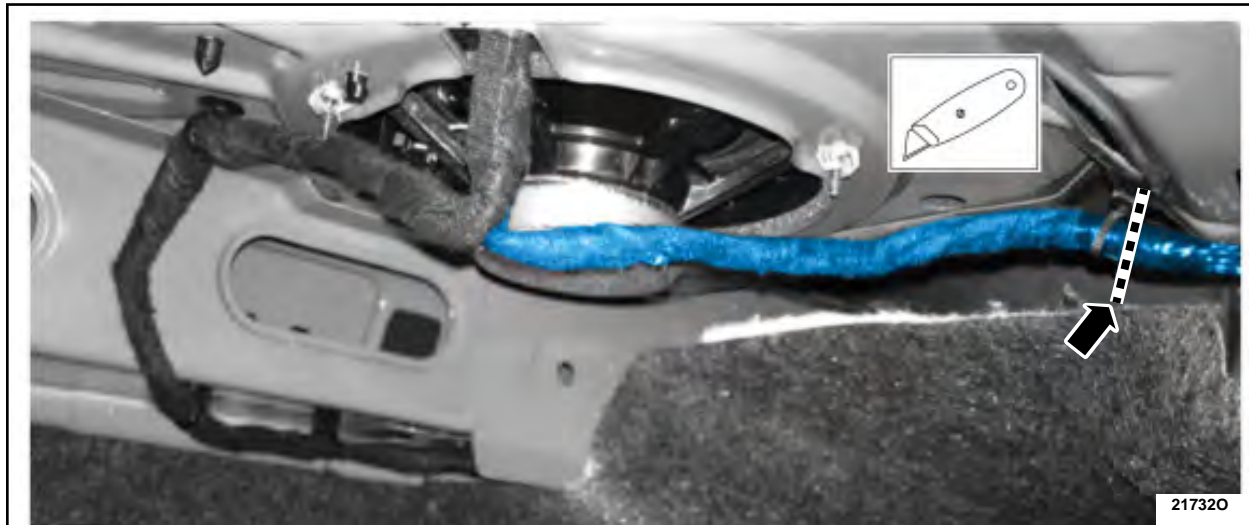


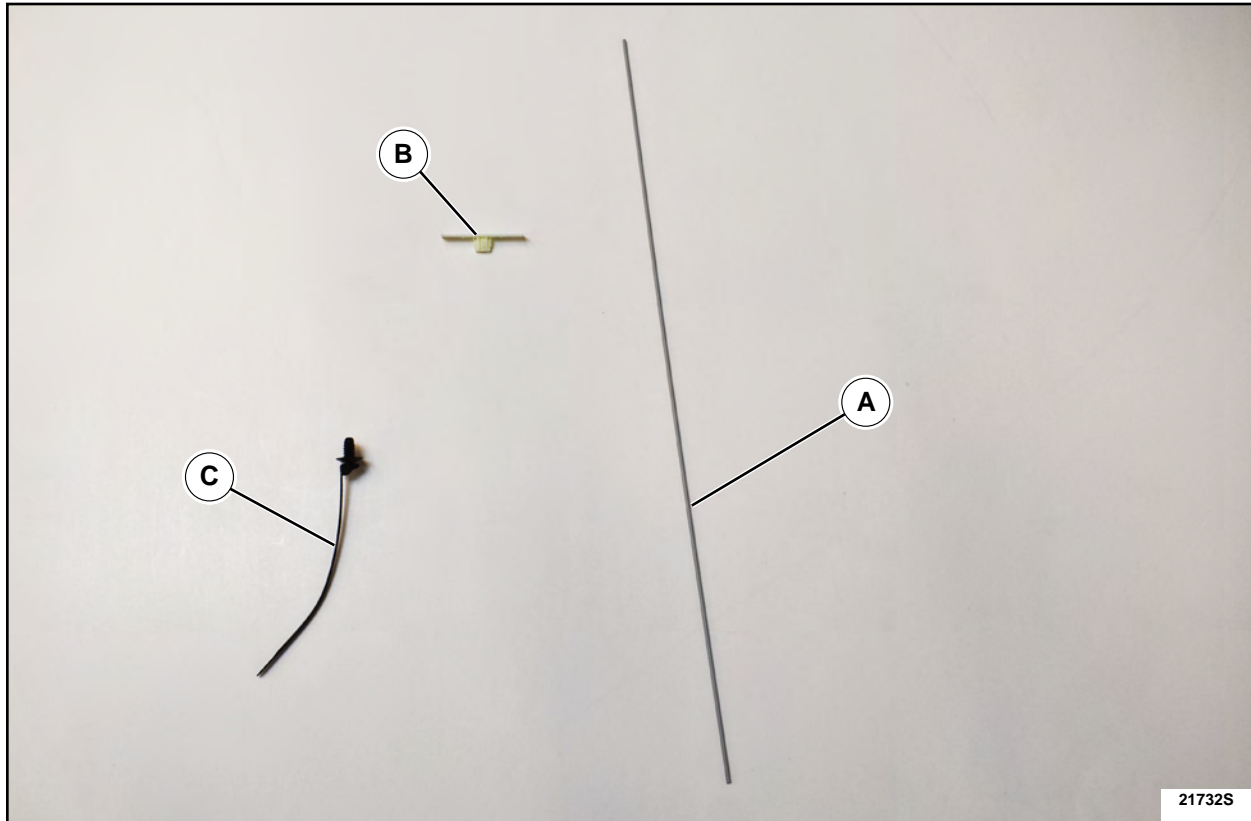
FIGURE 16

NOTE: Obtain two 3U2Z-14A088-AB wiring splice kits. Discard the butt splices and only use the heat shrink tubes for the repair.

21. Splice in the *new* section of harness, matching wire colors on the existing vehicle harness and the replacement section of harness as necessary. Follow the recommended wiring splice procedures in Section 5 of the Wiring Diagram using solder not wire crimps. Stagger the location of each of the wire splices along the harness to minimize the overall size of the repair.
22. Wrap the spliced area in Coroplast® 837 electrical wire harness tape or equivalent.
23. Secure the replacement section of harness into the same body holes as the original section of harness was using the clips attached to the replacement section of harness.
24. Re-assemble the luggage compartment trim by reversing Steps 7 through 5.
25. Connect the negative battery cable. Please follow the WSM procedures in Section 414-01. **Safety recall is complete.** *If the rear parking aid camera, satellite radio (if equipped), luggage compartment lamp and/or luggage compartment lid release is not operating correctly, pursue normal diagnostics upon customers request only.*



Coupe Harness - Repair Parts Needed



Item	Description	Quantity
A	<i>Support Stick</i>	<i>1</i>
B	<i>Tape on Push Pin Retainer</i>	<i>1</i>
C	<i>Tie Strap Push Pin Retainer</i>	<i>1</i>



NOTE: For any issue with the original manufacturer foil tape, please contact the Special Service Support Center (SSSC) for further direction.

26. Wrap the full length of the exposed twisted wires using the original manufacturer foil tape while making sure to properly overlap the wires and have enough tape length to completely cover the wires. See Figure 17.

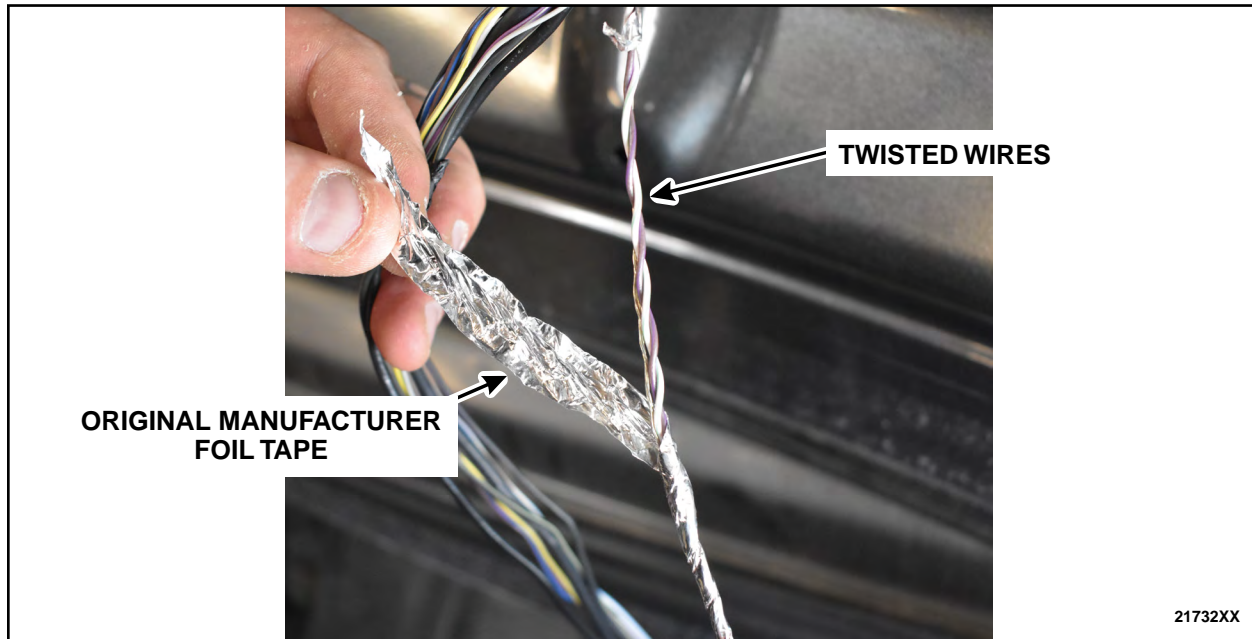


FIGURE 17

27. Wrap the full length of the foil tape covered twisted wires using KTI73510 or equivalent black electrical (PVC) tape over lapping by 50 percent. See Figure 18.

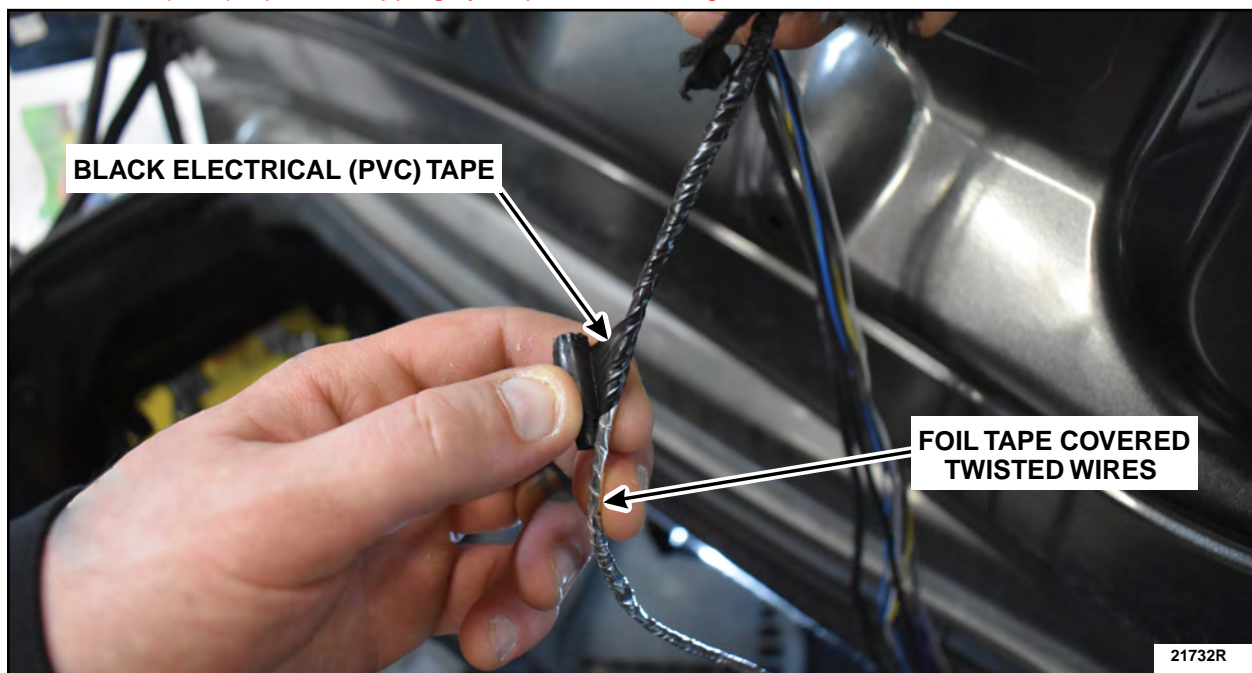


FIGURE 18



28. Measure 130 mm (5.11 in) from the wire harness take out. Apply 3 wraps of Coroplast® 837 or equivalent electrical wire harness tape around the wiring harness. See Figure 19.

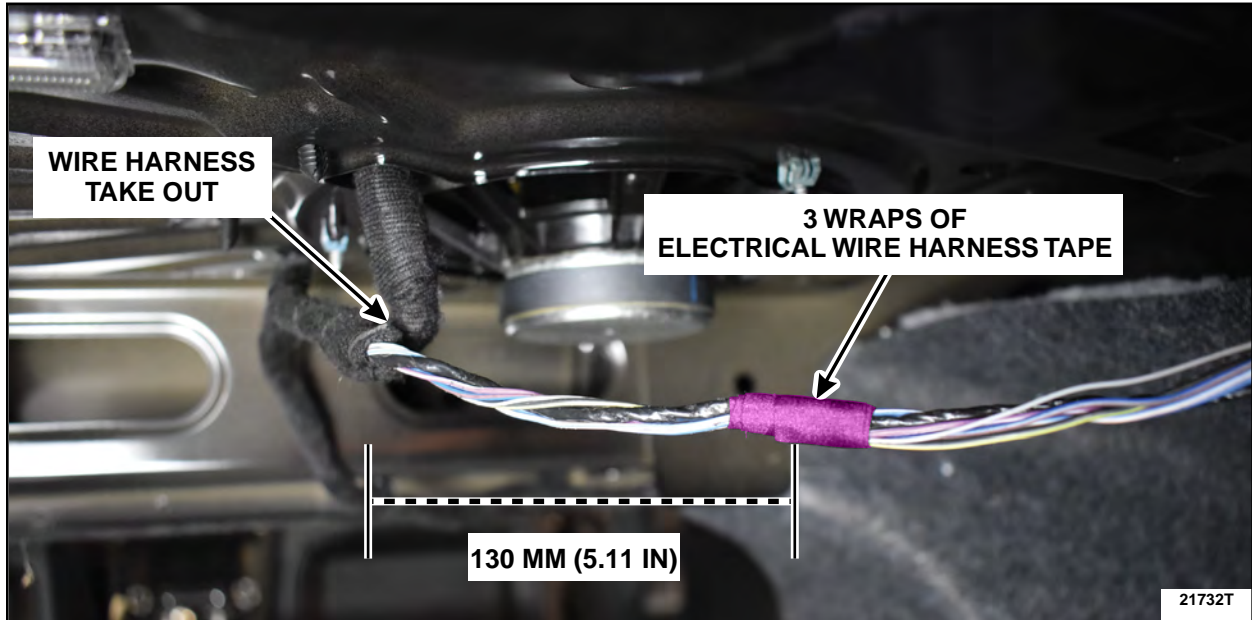


FIGURE 19

29. Measure 670 mm (26.4 in) from the wire harness take out. Apply 3 wraps of Coroplast® 837 or equivalent electrical wire harness tape around the wiring harness. See Figure 20.

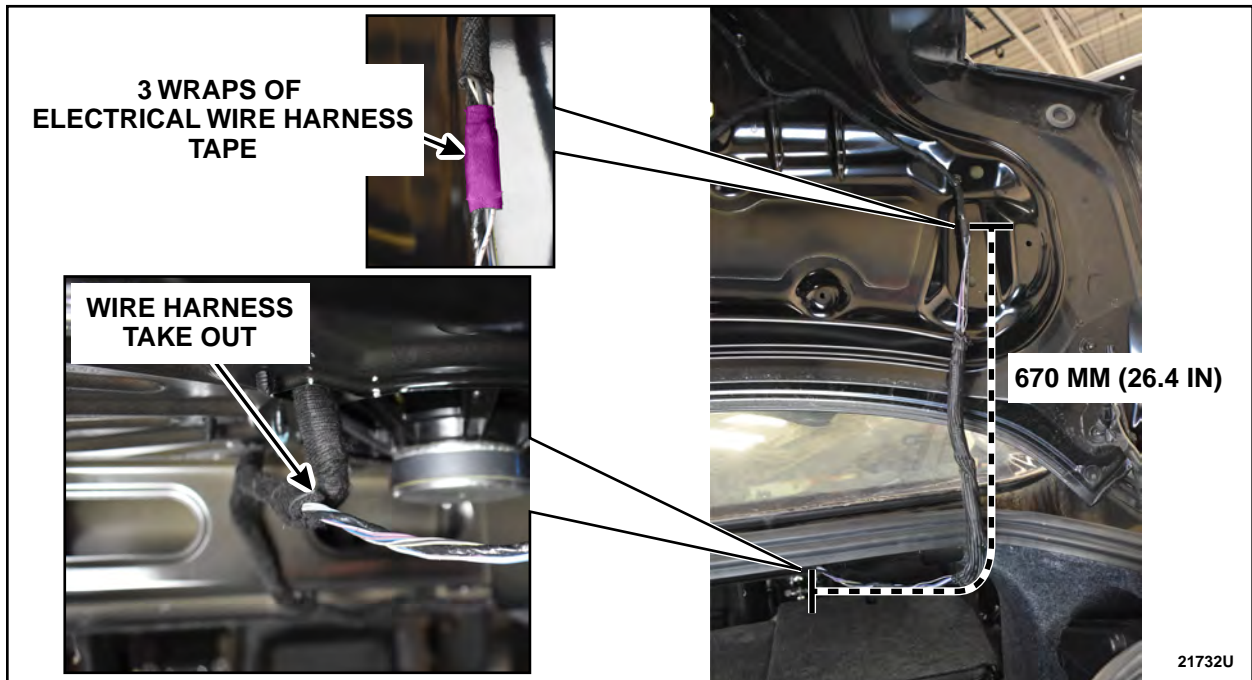


FIGURE 20



30. Pass the new support stick through the mesh sleeve. Place the ends of the support stick at the halfway point on the Coroplast® 837 or equivalent electrical wire harness tape. Apply 3 wraps of KT173510 or equivalent black electrical (PVC) tape to secure the support stick on each end of the wire harness. See Figure 21.

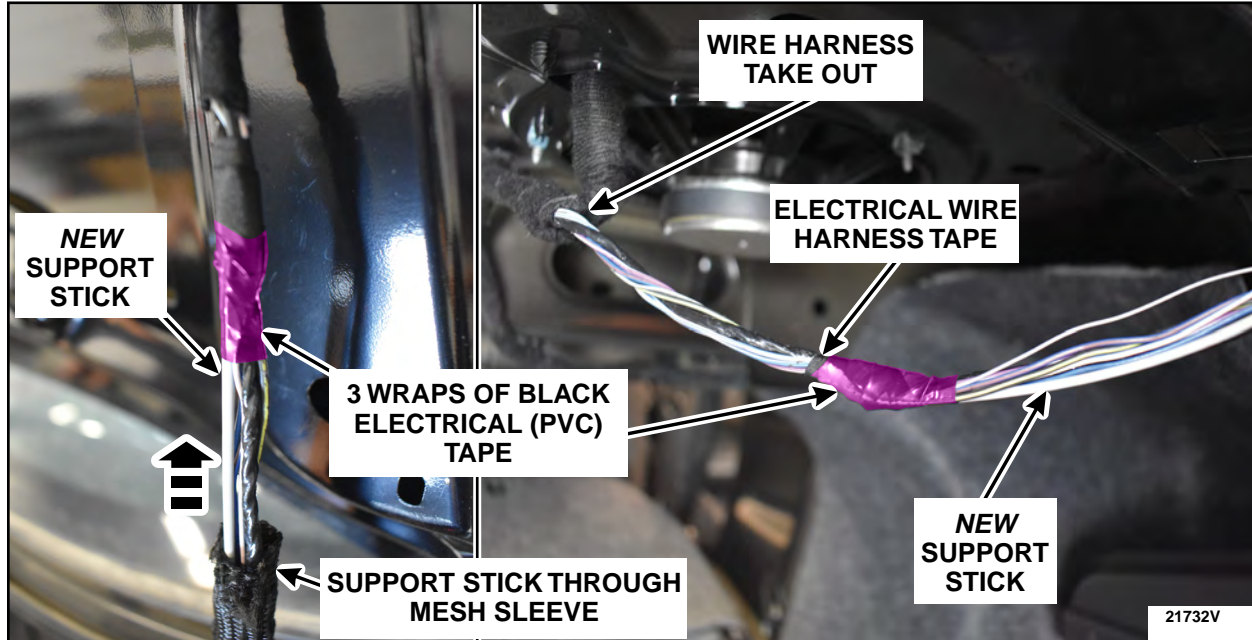


FIGURE 21

31. Measure 200 mm (7.8 in) from the wire harness take out. Apply 3 wraps of Coroplast® 837 or equivalent electrical wire harness tape over the harness and support stick. Install a new lower tie strap push pin retainer mid way onto the electrical wire harness tape. Trim any excess from the tie strap. See Figure 22.

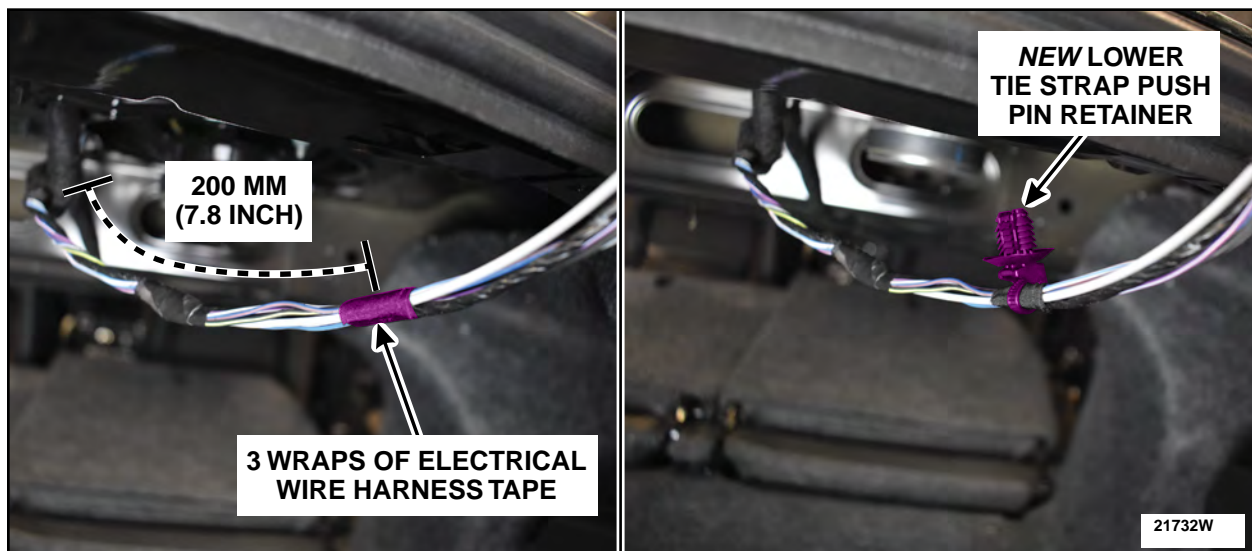


FIGURE 22



32. Wrap the exposed wire harness using Tesa® 51608 PET Fleece or equivalent fleece tape from the wire harness take out to the new lower tie strap push pin retainer. See Figure 23.

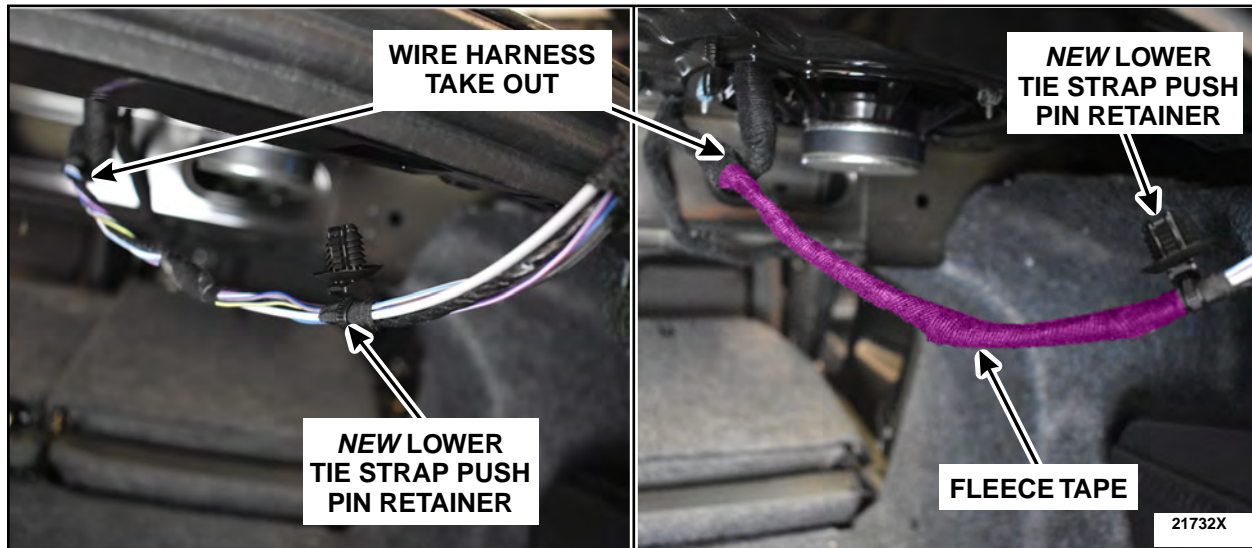


FIGURE 23

33. Measure 600 mm (23.5 in) from the wire harness take out, install the new tape on push pin retainer using some KT173510 or equivalent black electrical (PVC) tape. See Figure 24.

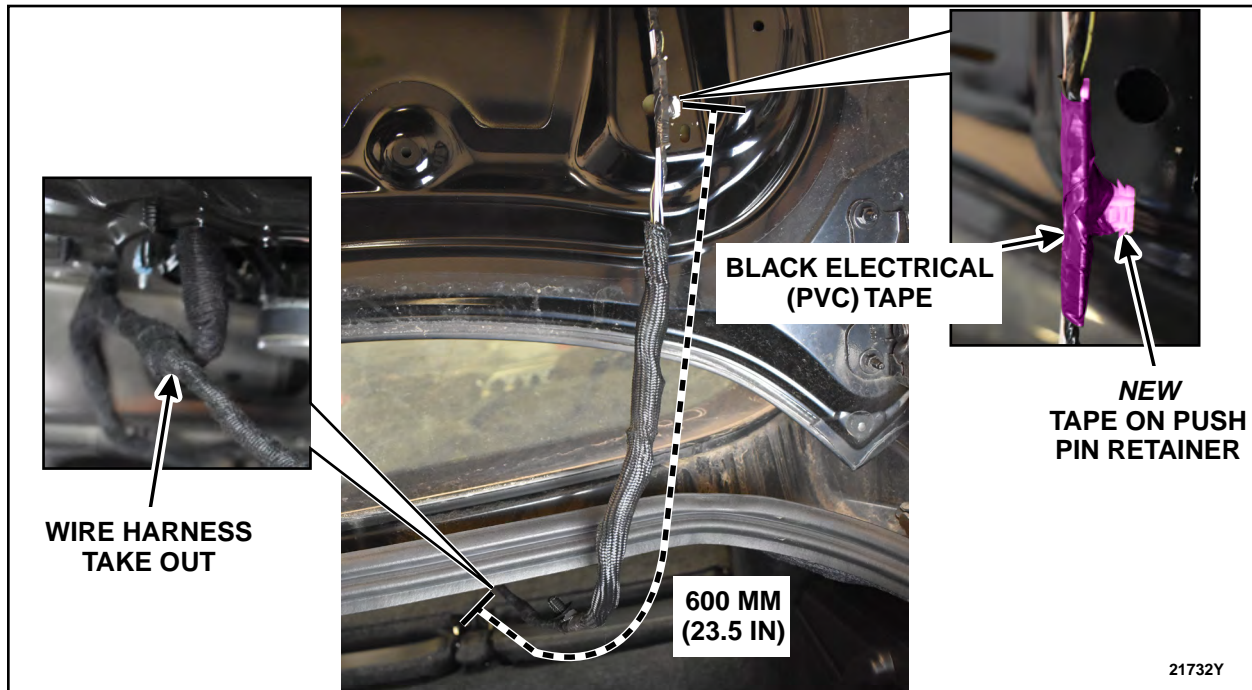


FIGURE 24



34. Slide the mesh sleeve up to the new tape on push pin retainer and secure using some KT173510 or equivalent black electrical (PVC) tape. See Figure 25.

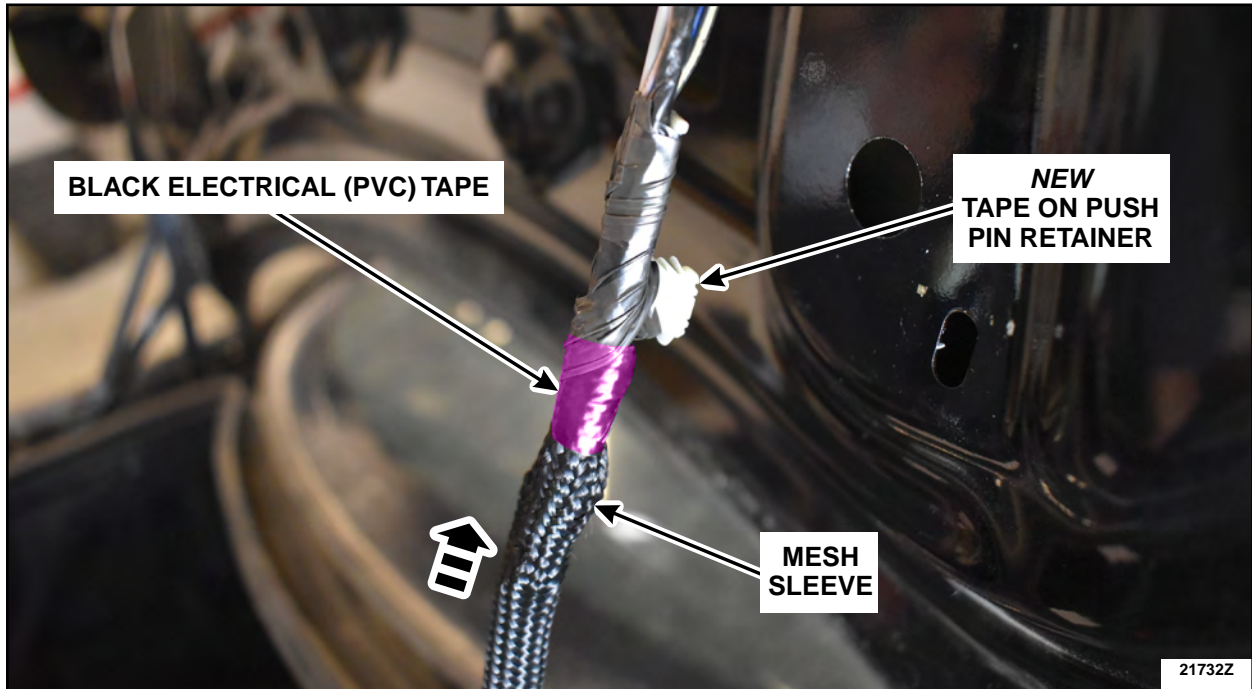


FIGURE 25

35. Slide the mesh sleeve down to the new lower tie strap push pin retainer and secure using some KT173510 or equivalent black electrical (PVC) tape. See Figure 26.

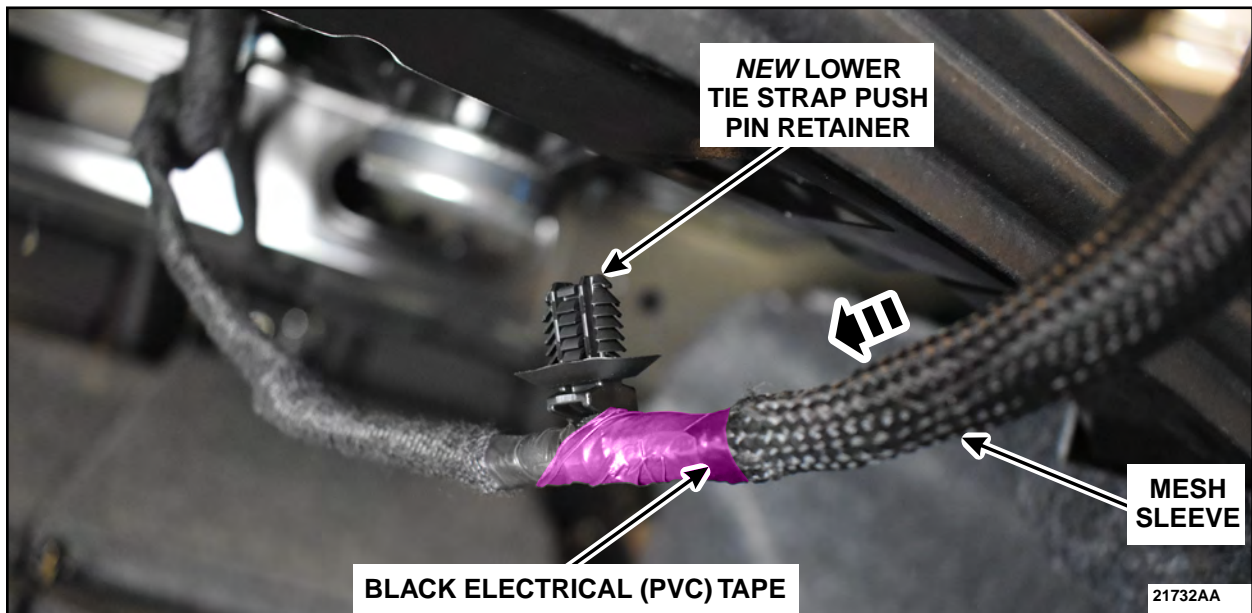


FIGURE 26



36. Apply Tesa® 51608 PET Fleece or equivalent fleece tape from the new tape on push pin retainer all the way to the upper tie strap push pin to cover the remaining exposed wiring. See Figure 27. Install the new tape on push pin retainer into the luggage compartment lid.

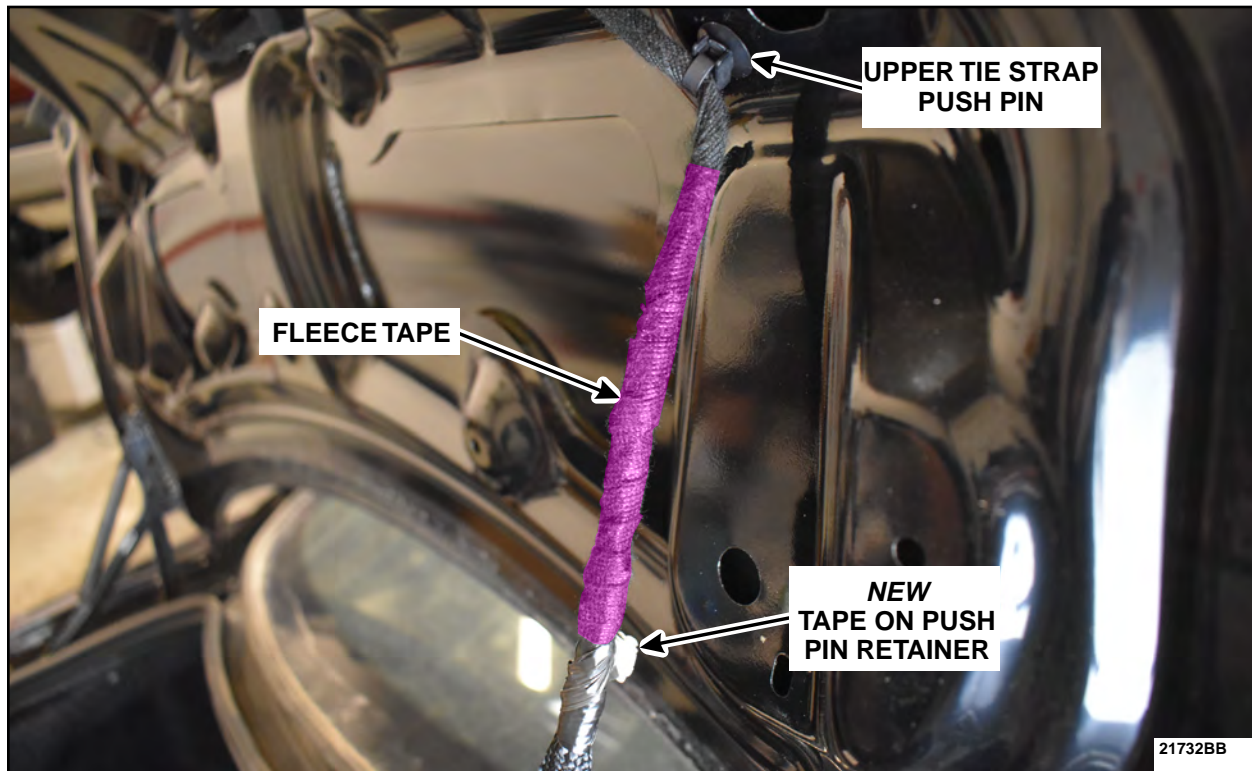


FIGURE 27

37. Connect the negative battery cable. Please follow the WSM procedures in Section 414-01.

38. Re-assemble the luggage compartment trim by reversing Steps 7 through 5.

39. If Diagnostic Trouble Codes (DTCs) were previously present, connect the appropriate Ford diagnostic scan tool or equivalent to the Data Link Connector (DLC) and clear all DTCs. **Safety recall is complete.** *If the rear parking aid camera, satellite radio (if equipped), luggage compartment lamp and/or luggage compartment lid release is not operating correctly, pursue normal diagnostics upon customers request only.*



Convertible

40. Remove the luggage compartment lid emergency release handle. See Figure 28.

- Press down the luggage compartment lid emergency release handle retaining tab.
- Remove the luggage compartment lid emergency release handle.

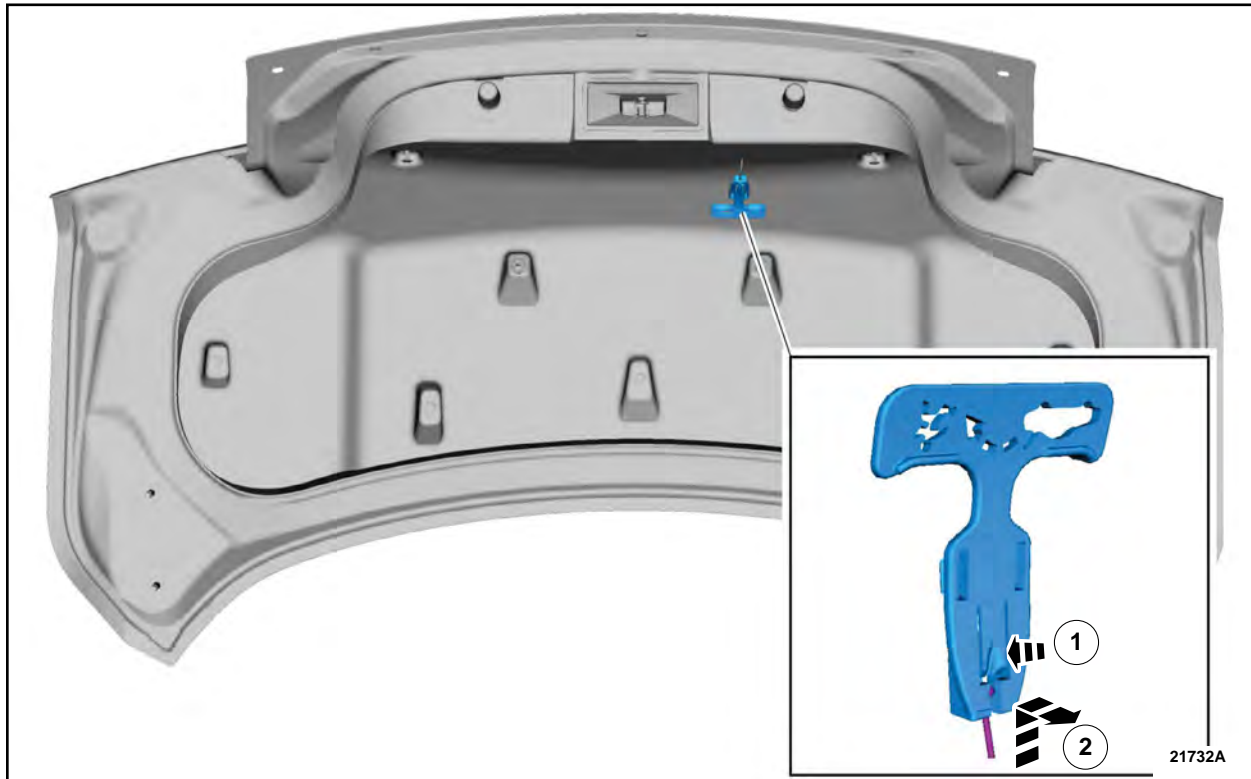


FIGURE 28



41. Remove the luggage compartment lid latch cover. See Figure 29.

- Insert a flat blade screwdriver between the luggage compartment lid latch cover and luggage compartment lid latch.
- Remove the luggage compartment lid latch cover while gently prying the cover away from the luggage compartment lid latch disengaging the luggage compartment lid latch cover from the tab on luggage compartment lid latch.

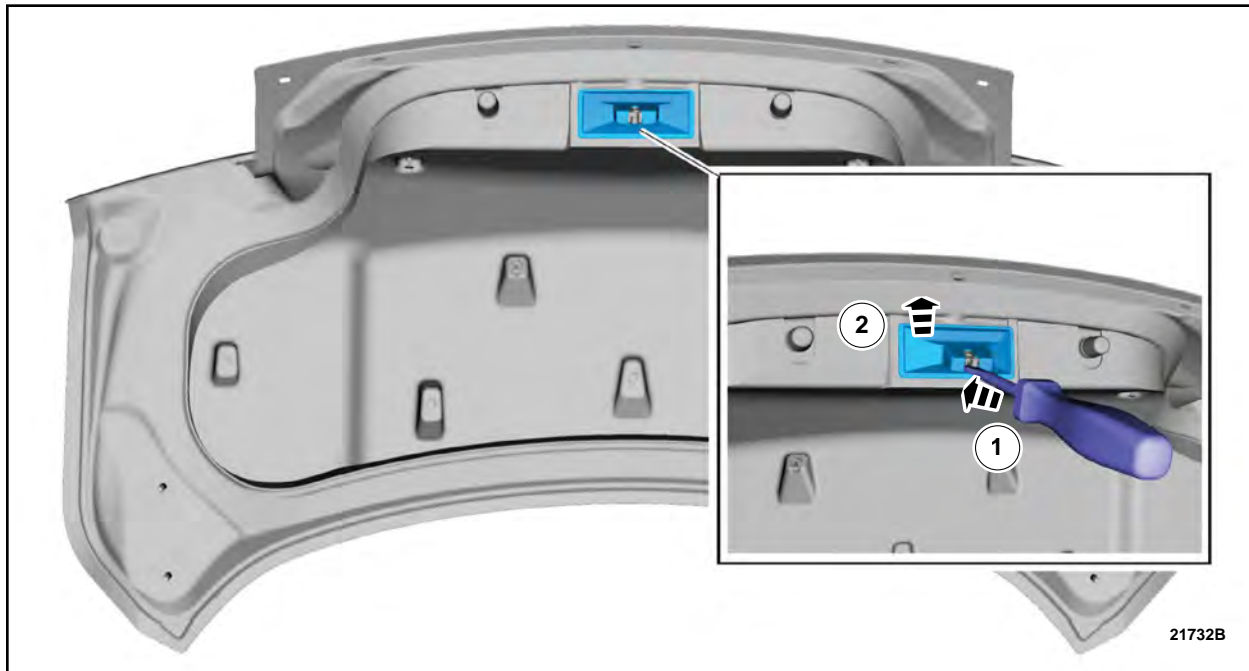


FIGURE 29

42. Remove the retainers and remove the luggage compartment lid trim panel. See Figure 30.

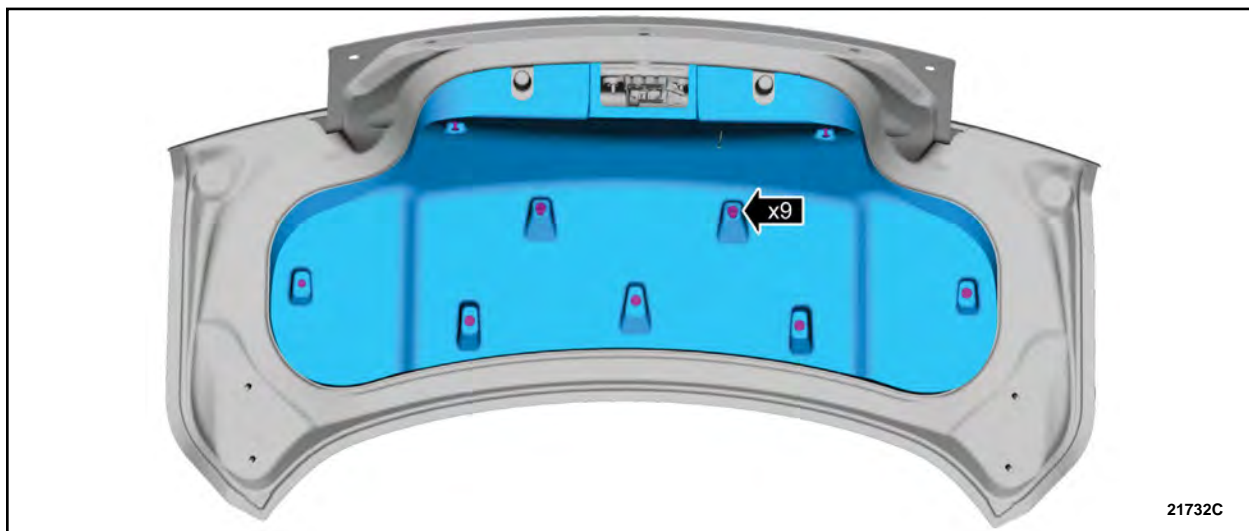


FIGURE 30



43. Disconnect the negative battery cable and position aside. Please follow the WSM procedures in Section 414-01.

NOTE: Do not cut or remove the mesh sleeve.

44. Disconnect the lower tie strap push pin located inside the luggage compartment and the 2 tape on push pins retainers on the luggage compartment lid. See Figure 31.

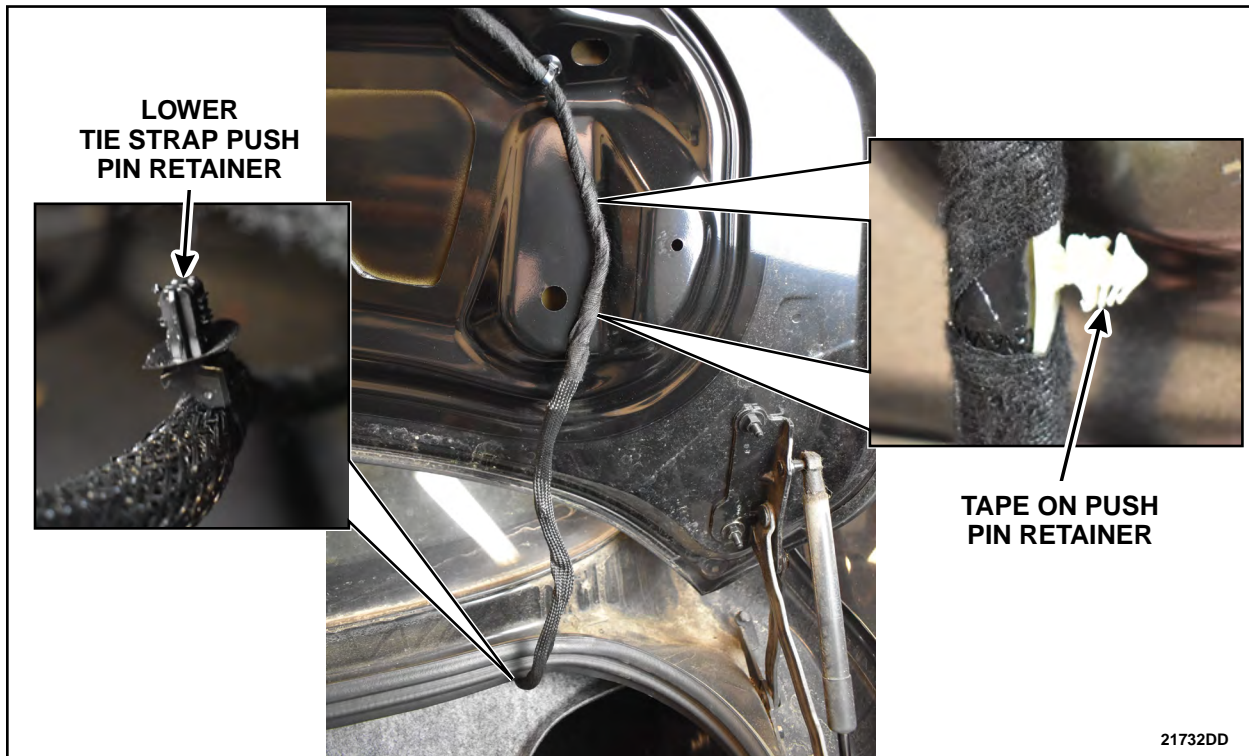


FIGURE 31

45. Remove and discard the lower tie strap push pin retainer. See Figure 32.



FIGURE 32



46. Remove the tape and discard the 2 wire harness tape on push pins retainers. See Figure 33.

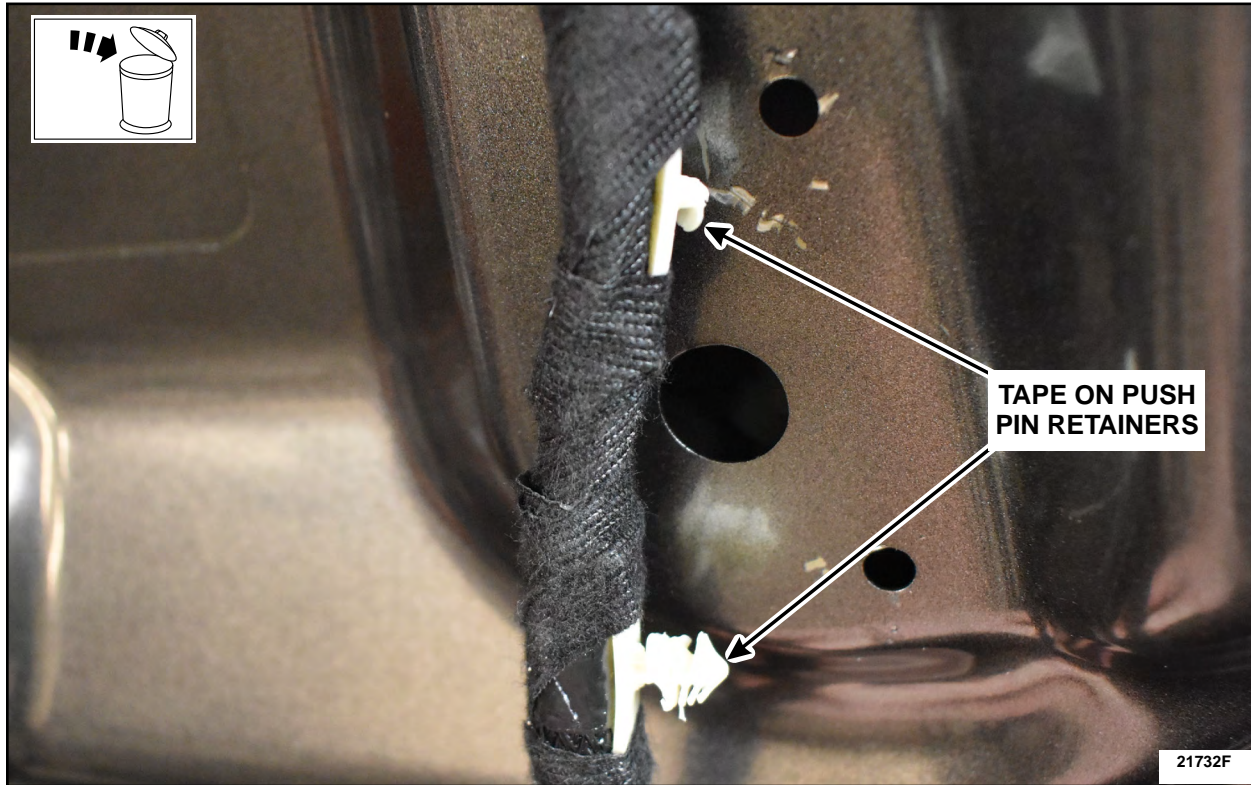


FIGURE 33

NOTE: Do not cut or remove the mesh sleeve.

47. Remove the tape to expose both ends of the mesh sleeve. See Figure 34.

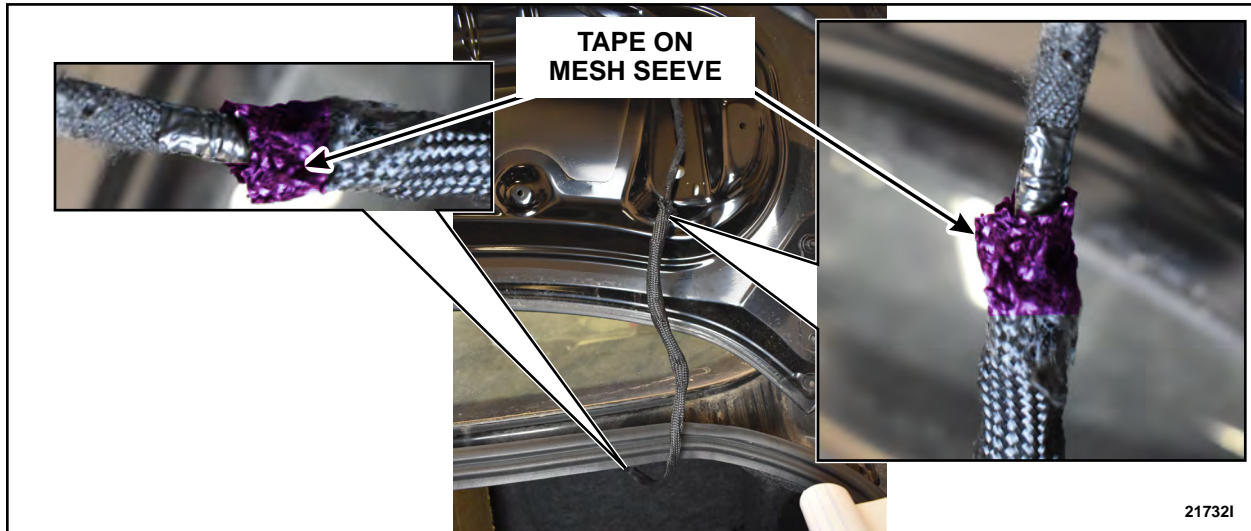


FIGURE 34



NOTE: Position the mesh sleeve either up or down out of your way.

48. Remove and discard the felt tape to expose the wiring within the harness from the upper tie strap push pin retainer located on the luggage compartment lid to the wiring harness take out tape on push pin retainer located inside the luggage compartment. See Figure 35.

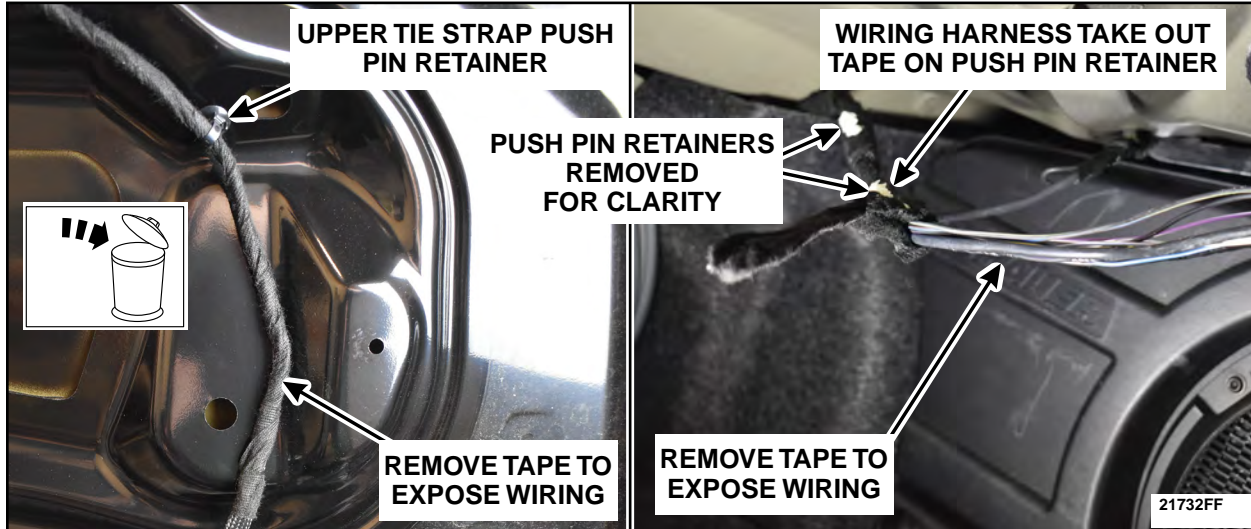


FIGURE 35

49. Remove the tape and discard the plastic tube. See Figure 36.



FIGURE 36



NOTE: Do not damage the foil tape underneath the electrical tape as it will be reused further in the procedure.

50. Locate the twisted wires. Carefully remove and discard the electrical tape on the twisted wires the full length of the exposed wiring. See Figure 37.

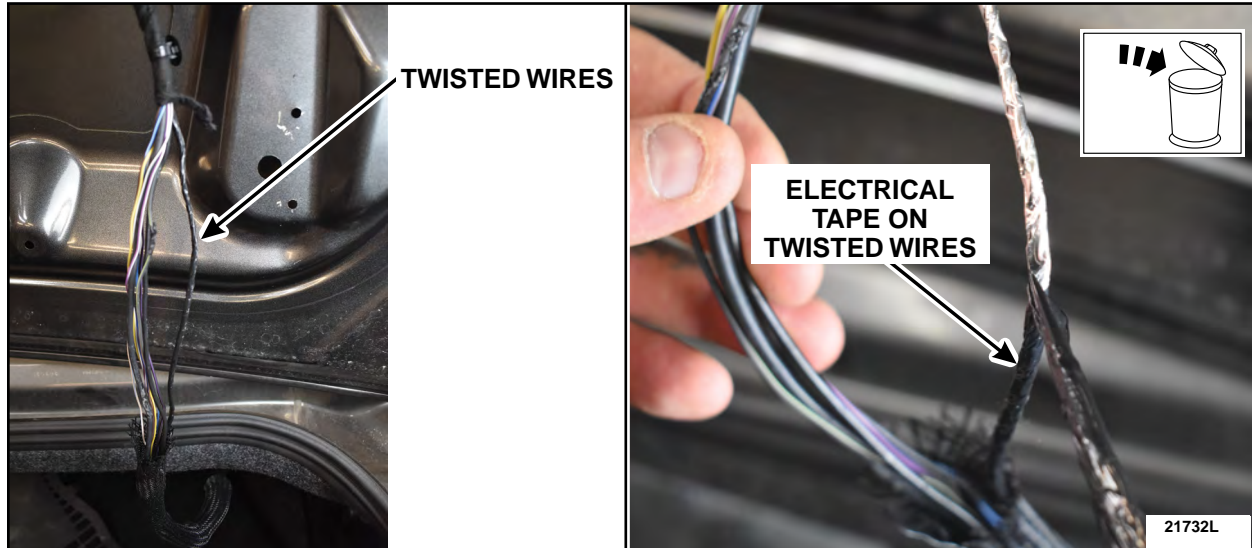


FIGURE 37

NOTE: Do not damage the foil tape as it will be reused further in the procedure.

51. Carefully unwrap the foil tape on the twisted wires the full length of the exposed wiring. See Figure 38.

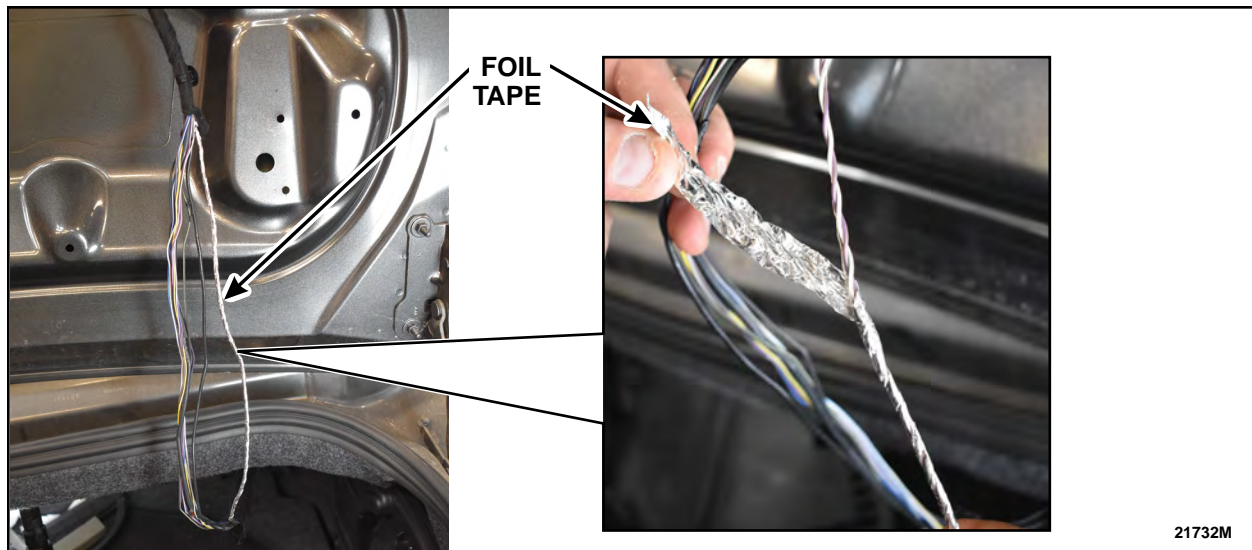


FIGURE 38



52. Inspect the entire exposed portion of the wiring harness for any sign(s) of damage or chafing.
See Figure 39.

- Is any damage or chafing found?

Yes - Proceed to Step 53.

No - Proceed to **Convertible Harness - Repair Parts Needed** (Page 26) then Step 61 (Page 27).

Note: One example of wiring damage, others similar.

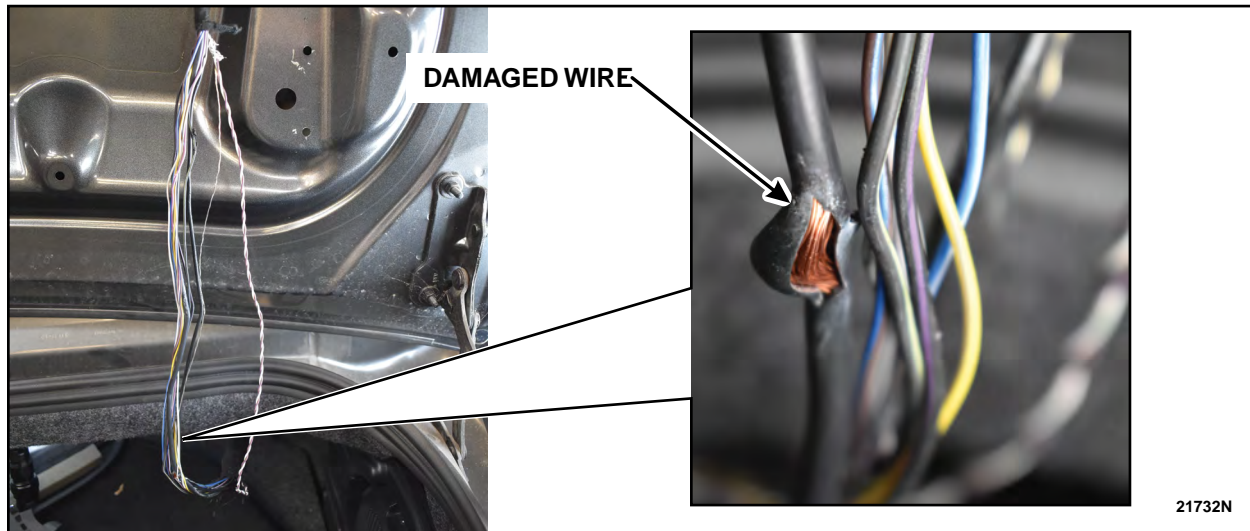


FIGURE 39

53. Cut out the damaged section of the harness. Make the cut after the ground wire (front of vehicle side of harness) at the location of the harness noted. See Figure 40.

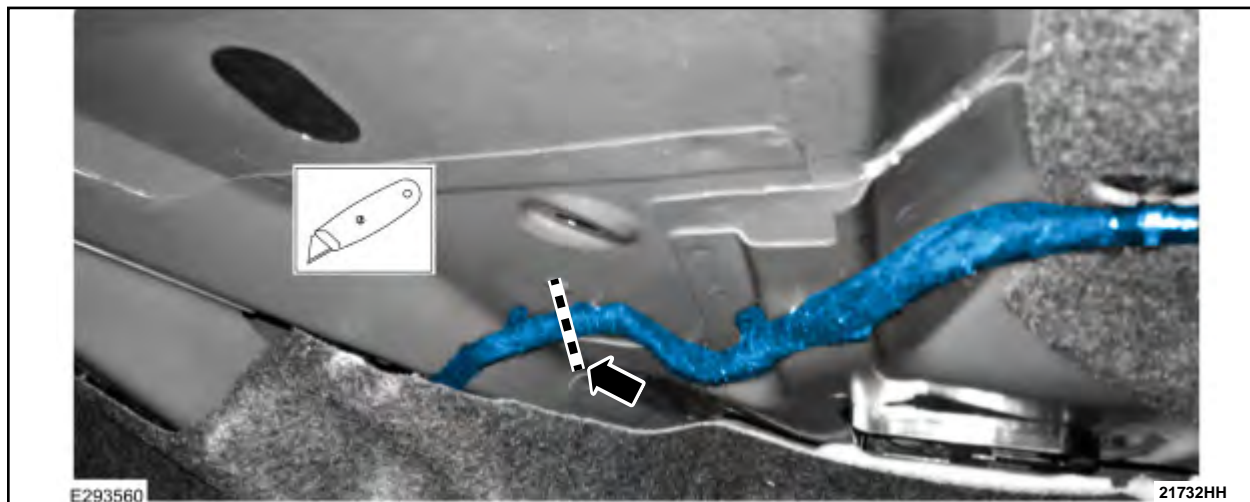


FIGURE 40



NOTE: Obtain three 3U2Z-14A088-AB wiring splice kits. Discard the butt splices and only use the heat shrink tubes for the repair.

54. Splice in the *new* section of harness, matching wire colors on the existing vehicle harness and the replacement section of harness as necessary. Follow the recommended wiring splice procedures in Section 5 of the Wiring Diagram using solder not wire crimps. Stagger the location of each of the wire splices along the harness to minimize the overall size of the repair.

NOTE: While it is necessary to cut and remove a section of the old satellite radio antenna cable along with the rest of the harness, do not splice the satellite radio antenna cable where the harness is cut. The satellite radio antenna cable provided with the *new* harness is long enough to overlay the entire length of the old cable.

NOTE: *If needed, always use the thread cutting bolt.*

55. Remove the existing ground on this section of the harness from the body of the vehicle. Reinstall the ground on the *new* section of harness to the body of the vehicle. See Figure 41.

- *If equipped, remove the subwoofer. Please follow the WSM procedures in section 415-00B.*
- *If there is no existing bolt, use electrical ground bolt W505255-S450L self-threading bolt.*
- *Torque: 12 Nm (106 lb. in).*

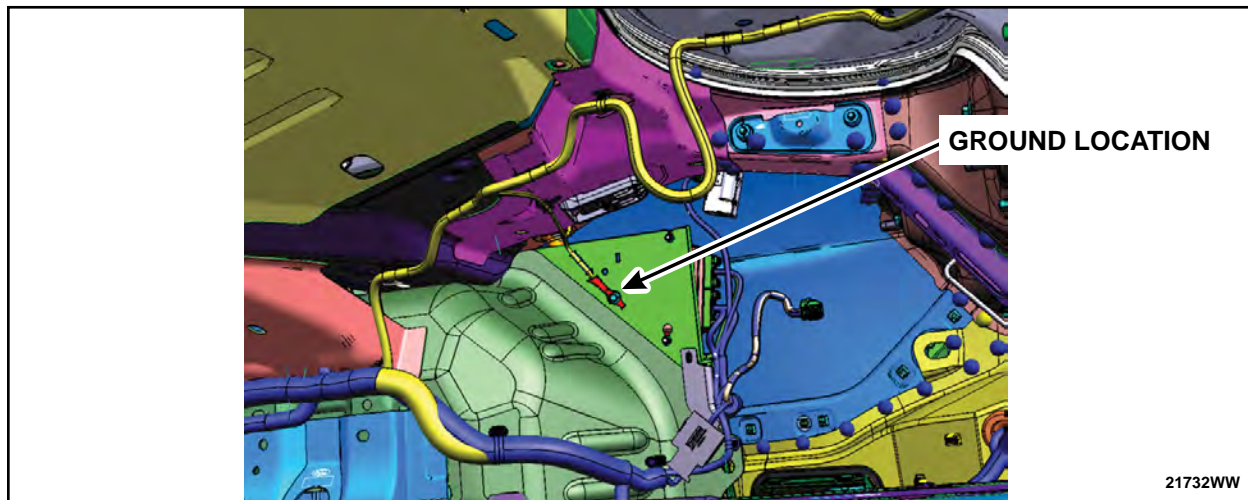


FIGURE 41

56. Overlay the satellite radio antenna *rear* cable included with the new section of harness. Refer to WSM, Section 415-00B, Satellite Radio Antenna, Removal and Installation.

57. Wrap the spliced area in Coroplast 837 electrical wire harness tape or equivalent.

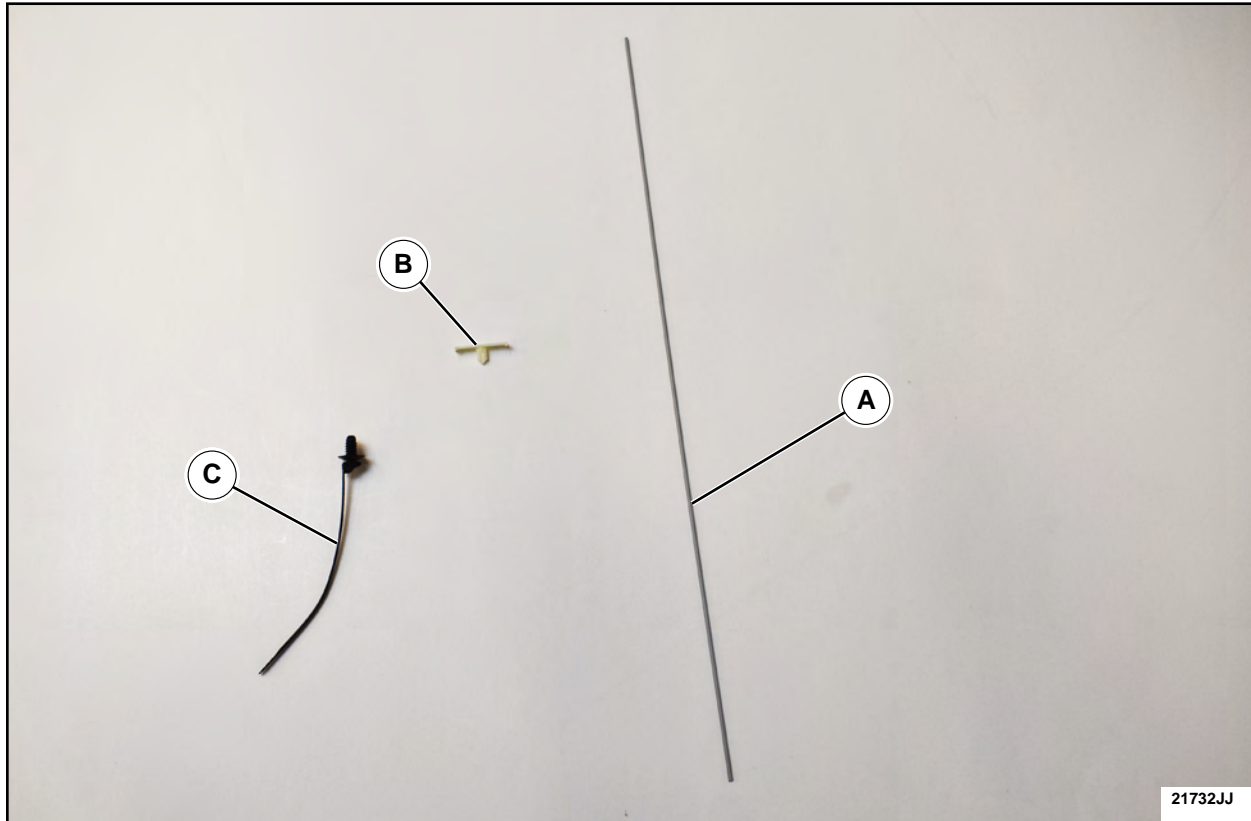
58. Secure the replacement section of harness into the same body holes as the original section of harness using the clips attached to the replacement section of harness.

59. Re-assemble the luggage compartment trim by reversing Steps 41 through 39.

60. Connect the negative battery cable. Please follow the WSM procedures in Section 414-01. **Safety recall is complete.** *If the rear parking aid camera, satellite radio (if equipped), luggage compartment lamp and/or luggage compartment lid release is not operating correctly, pursue normal diagnostics upon customers request only.*



Convertible Harness - Repair Parts Needed



Item	Description	Quantity
A	<i>Support Stick</i>	<i>1</i>
B	<i>Tape on Push Pin Retainer</i>	<i>2</i>
C	<i>Tie Strap Push Pin Retainer</i>	<i>1</i>



NOTE: For any issue with the original manufacturer foil tape, please contact the Special Service Support Center (SSSC) for further direction.

61. Wrap the full length of the exposed twisted wires using the original manufacturer foil tape while making sure to properly overlap the wires and have enough tape length. See Figure 42.

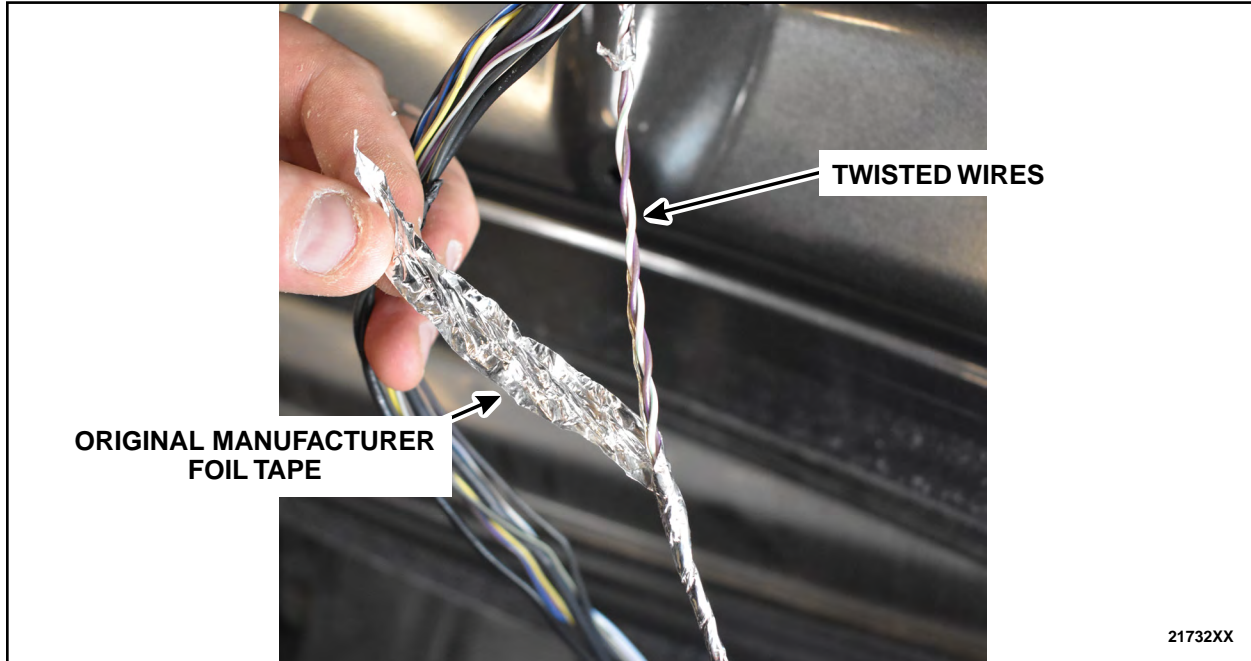


FIGURE 42

62. Wrap the full length of the foil tape covered twisted wires using some KT173510 or equivalent black electrical (PVC) tape over lapping by 50 percent. See Figure 43.

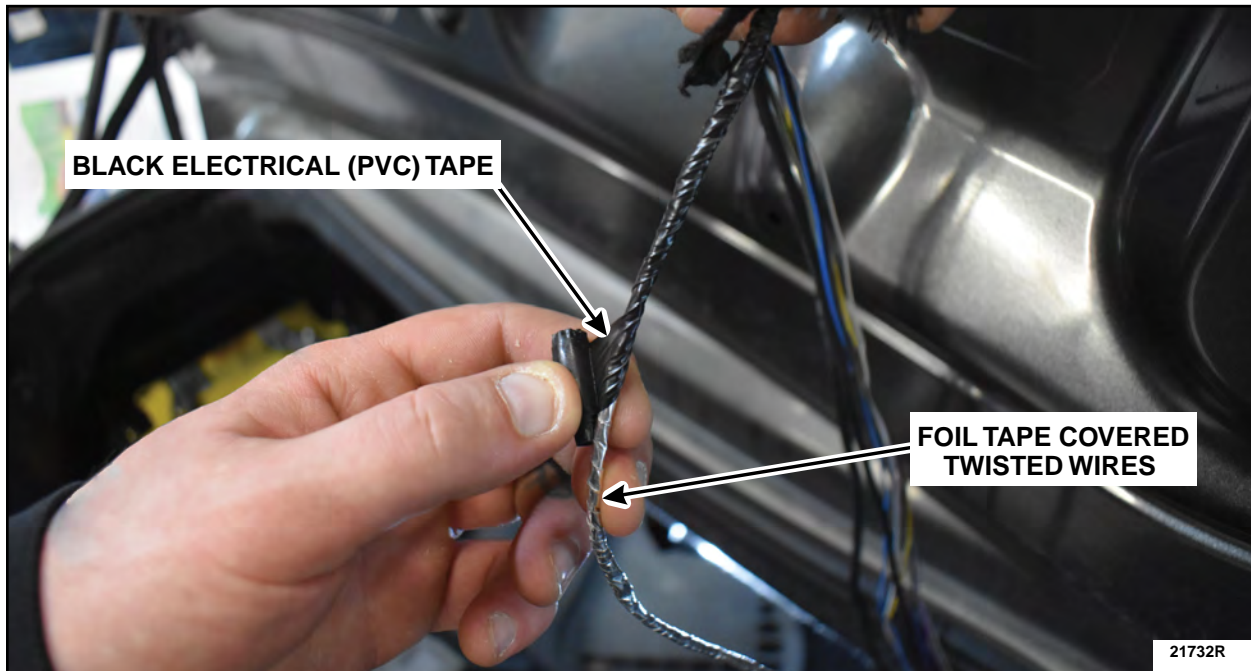


FIGURE 43



63. Measure 30 mm (1 in) from the wiring harness take out tape on push pin retainer. Apply 3 wraps of Coroplast® 837 or equivalent electrical wire harness tape around the harness. See Figure 44.

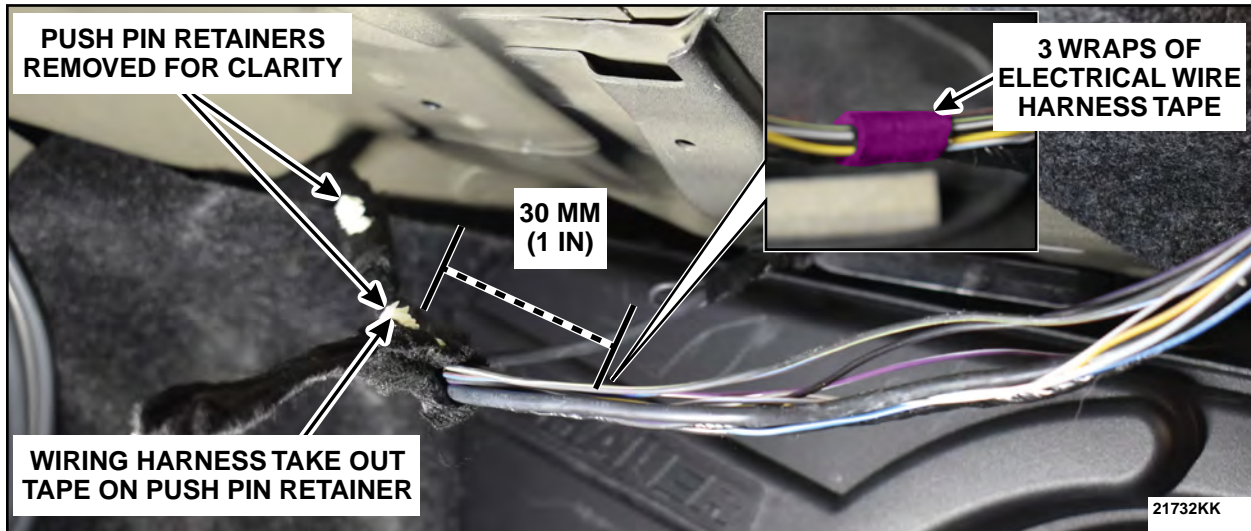


FIGURE 44

64. Measure 570 mm (22 in) from the wiring harness take out tape on push pin retainer. Apply 3 wraps of Coroplast® 837 or equivalent electrical wire harness tape around the harness. See Figure 45.

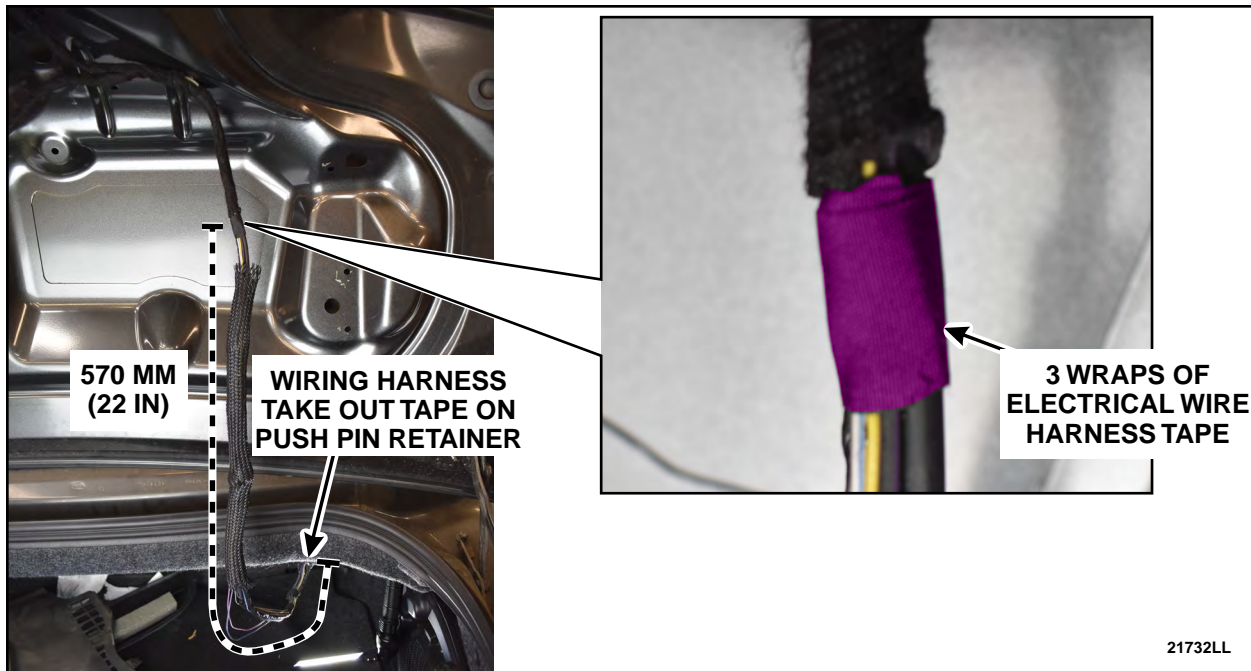


FIGURE 45



65. Pass the new support stick through the mesh sleeve. Place the ends of the support stick at the halfway point on the Coroplast® 837 or equivalent electrical wire harness tape. Apply 3 wraps of KT173510 or equivalent black electrical (PVC) tape to secure the support stick on each end of the wire harness. See Figure 46.



FIGURE 46

66. Measure 120 mm (4.7 in) from the wiring harness tape on push pin retainer and apply 3 wraps of Coroplast® 837 or equivalent electrical wire harness tape. Install a new lower tie strap push pin retainer mid way onto the electrical wire harness tape. Trim any excess from the tie strap. See Figure 47.

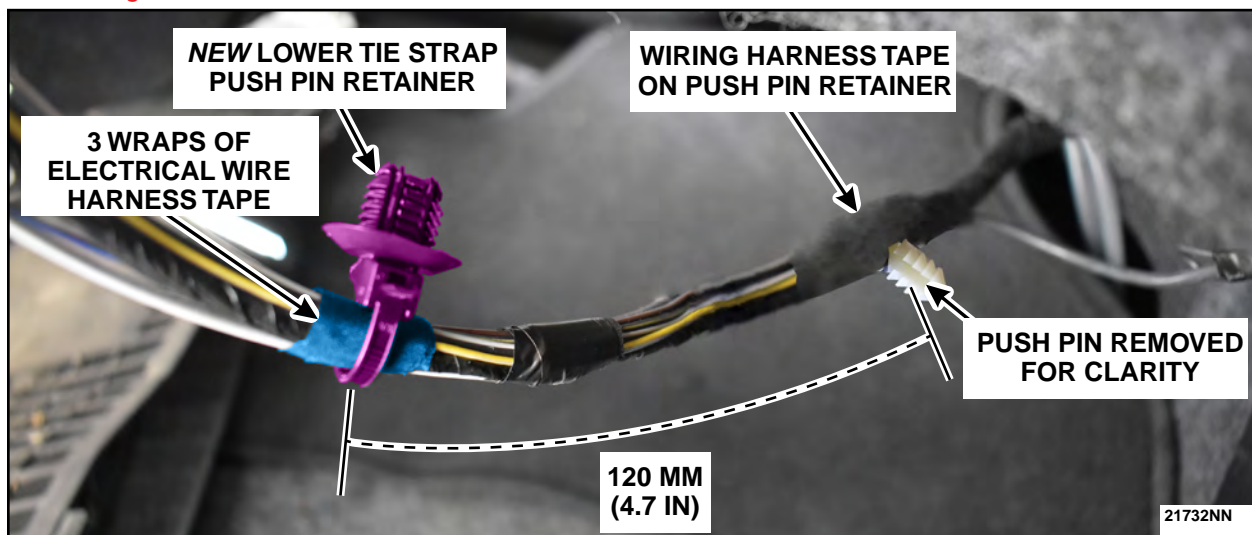


FIGURE 47



67. Wrap the exposed wiring harness from the new lower tie strap push pin retainer to the wiring harness tape on push pin retainer using Tesa® 51608 PET Fleece or equivalent fleece tape. See Figure 48.

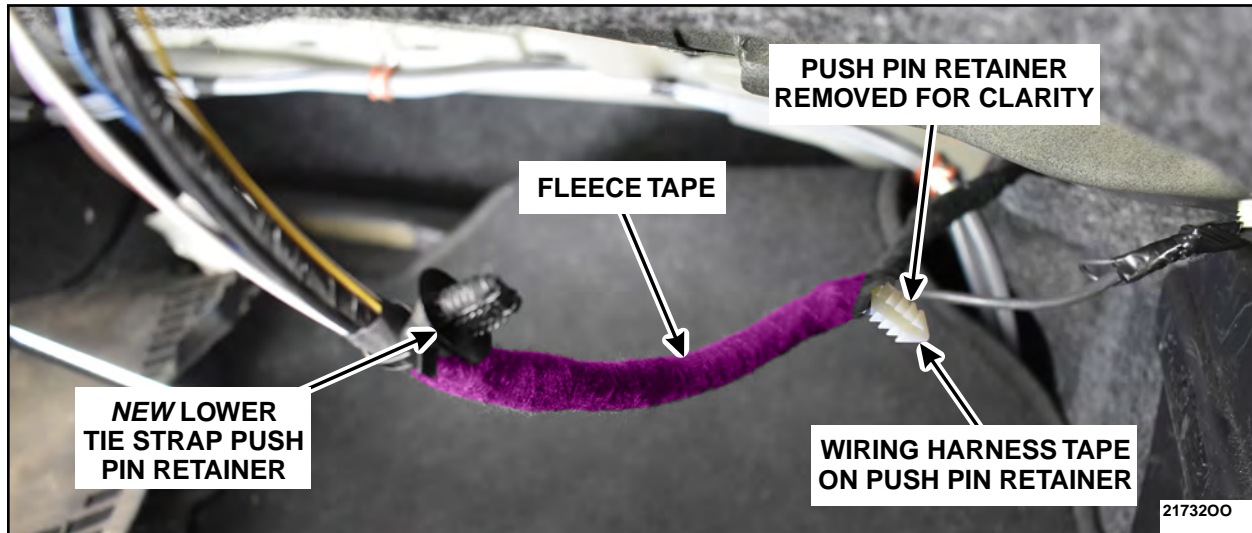


FIGURE 48

68. Position the mesh sleeve to the new lower tie strap push pin retainer and secure using some KT173510 or equivalent black electrical (PVC) tape. See Figure 49.

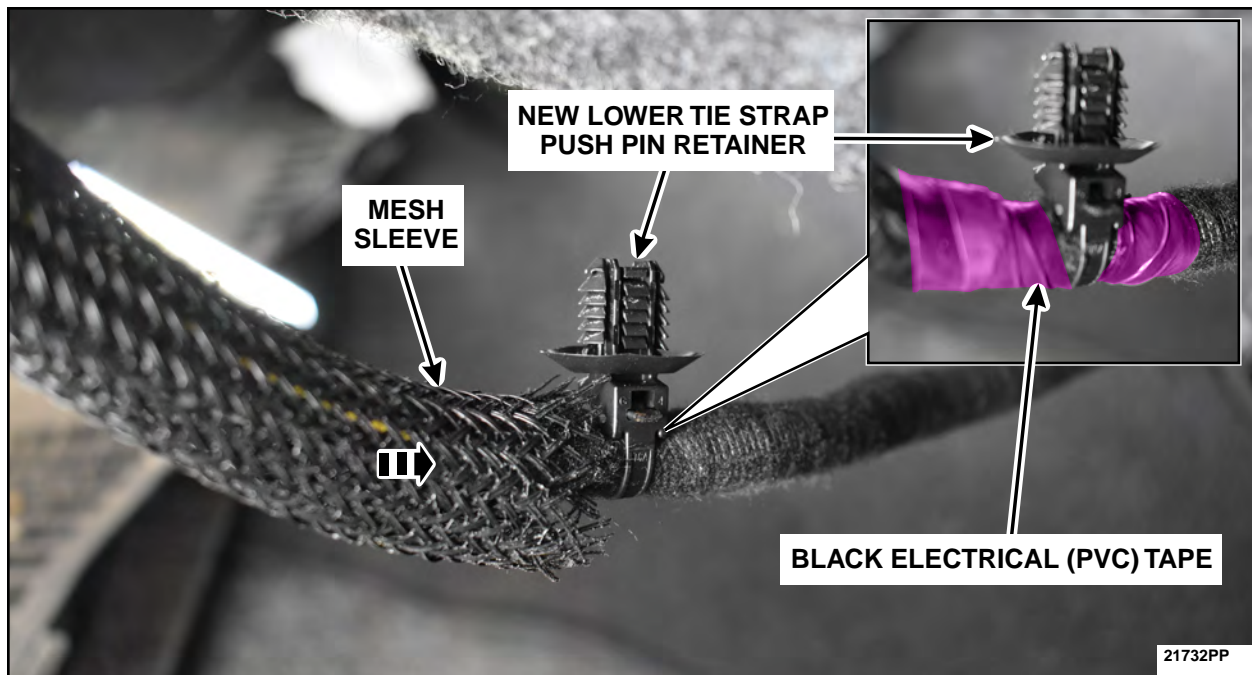


FIGURE 49



69. Measure 480 mm (19 in) from the wiring harness take out tape on push pin retainer and install a new tape on push pin retainer using some KT173510 or equivalent black electrical (PVC) tape. See Figure 50.

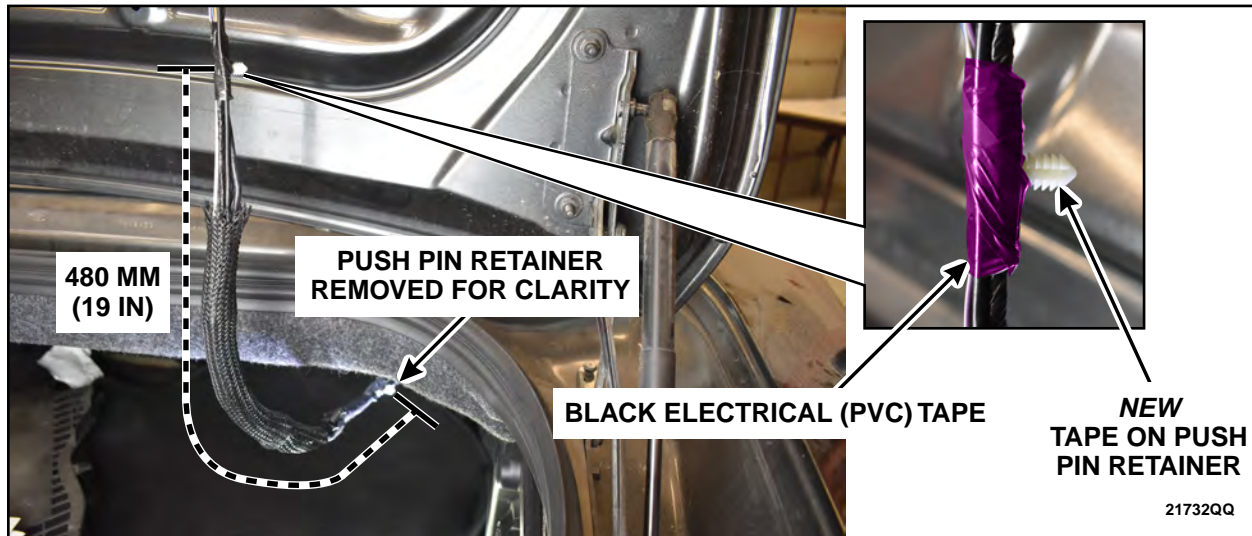


FIGURE 50

70. Position the mesh sleeve to the new tape on push pin retainer and secure using some KT173510 or equivalent black electrical (PVC) tape. See Figure 51.

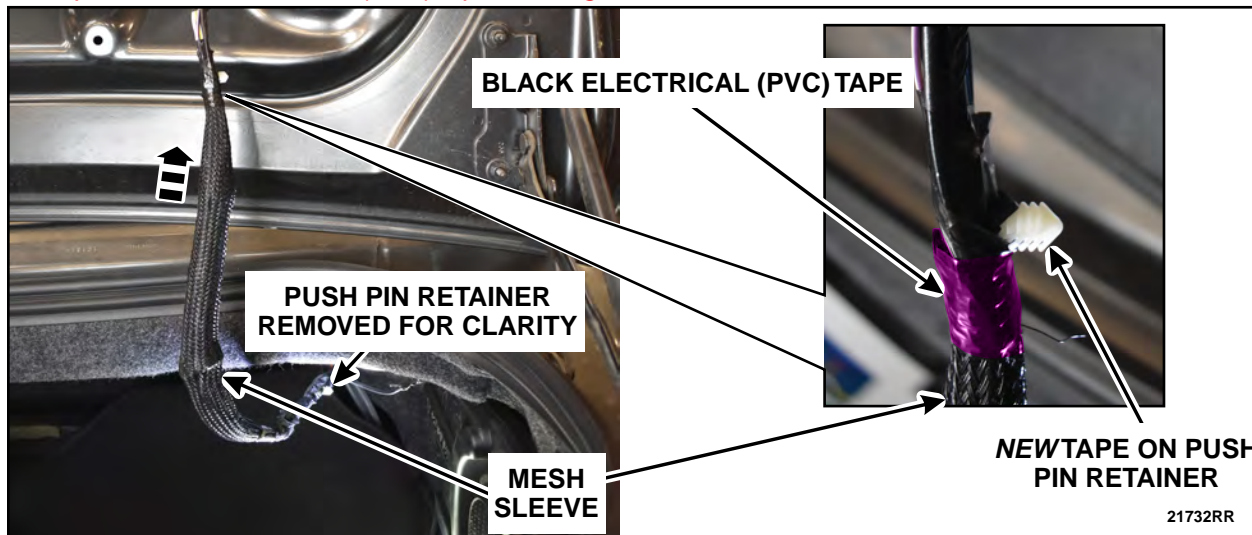


FIGURE 51



71. Measure 540 mm (21 in) from the wiring harness take out tape on push pin retainer and install a new tape on push pin retainer using some KT173510 or equivalent black electrical (PVC) tape. See Figure 52.

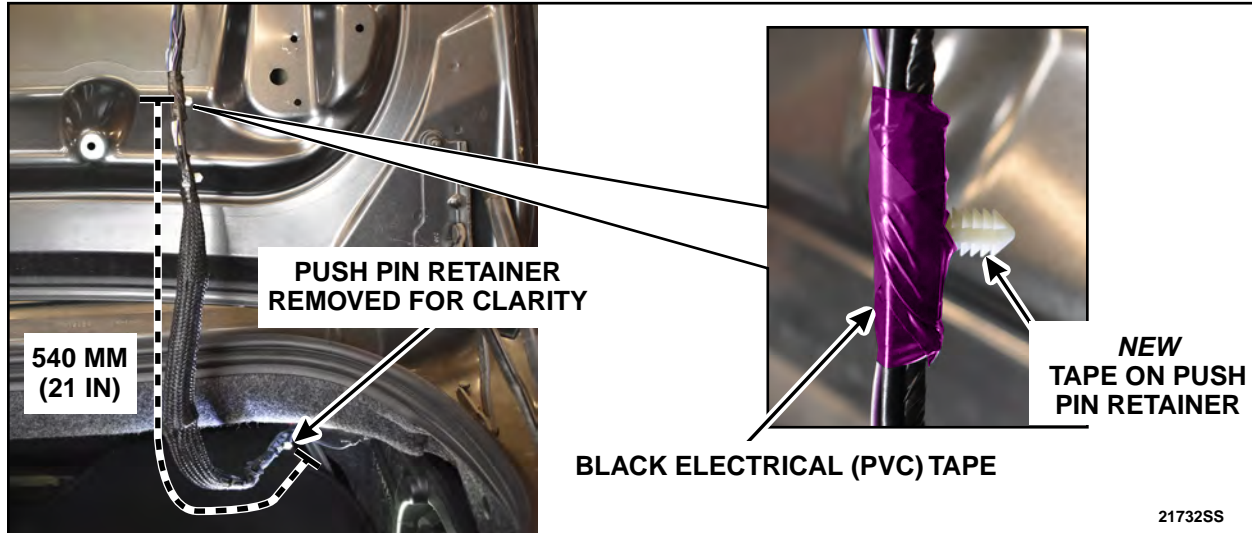


FIGURE 52

NOTE: Upper tie strap push pin retainer disconnected for clarity.

72. Wrap the remaining exposed wiring starting at the first new tape on push pin retainer after the mesh sleeve up to the upper tie strap push pin retainer using Tesa® 51608 PET Fleece or equivalent fleece tape. See Figure 53.



FIGURE 53



73. Position back the 2 new tape on push pin retainers and the new lower tie strap push pin retainer.
See Figure 54.

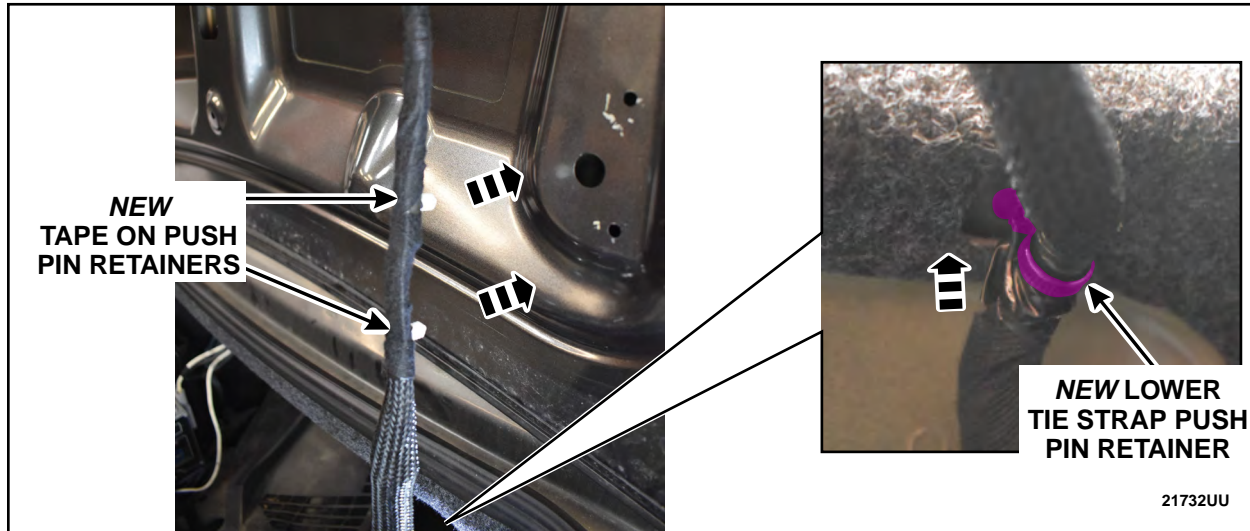


FIGURE 54

74. Connect the negative battery cable. Please follow the WSM procedures in Section 414-01.

75. Re-assemble the luggage compartment trim by reversing Steps 40-42.

76. If Diagnostic Trouble Codes (DTCs) were previously present, connect the appropriate Ford diagnostic scan tool or equivalent to the Data Link Connector (DLC) and clear all DTCs. **Safety recall is complete.** *If the rear parking aid camera, satellite radio (if equipped), luggage compartment lamp and/or luggage compartment lid release is not operating correctly, pursue normal diagnostics upon customers request only.*

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 22S06 - Supplement #2

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 # 22S06, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to April 29, 2022. 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 May 2021. 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.