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January 19, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 22S73 - Supplement #1
Certain 2021-2023 Model Year Bronco Sport and 2020-2022 Model Year Escape Vehicles with a 3-cylinder 1.5L Engine
PCM Programming and Drain Tube Installation

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S73**
Dated: December 19, 2022

New! REASON FOR THIS SUPPLEMENT

- Revised Technical Instructions:** A revised drain tube is now shipping, which requires a slightly different installation procedure. The revised drain tube will have a different engineering part number on the attached label. Please refer to Attachment III for additional information.
- Labor Allowances and Claiming:** Vehicle Pick-up and Delivery Allowance has been removed. Refer to EFC12071, 2023 Remote Experience Program for additional details.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2021	Hermosillo	February 5, 2020 through November 17, 2021
	2022		June 9, 2021 through October 17, 2022
	2023		June 14, 2022 through August 12, 2022
Escape*	2020	Louisville	November 19, 2018 through December 22, 2020
	2021		August 26, 2020 through December 3, 2021
	2022		August 16, 2021 through October 17, 2022

*Model Year 2023 Escape vehicles were removed from the affected vehicles list after the Advance Bulletin was published.

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit, if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

Parts and software are currently only available for certain vehicles in this recall. Refer to the table below and the Parts Availability Matrix and Parts Requirements/Ordering Information in Attachment II for parts availability and ordering information.

Vehicle	Model Year	Part Availability	Software Availability
Bronco Sport	2021	Unavailable	Unavailable
	2022	Limited	Available
	2023	Limited	Available
Escape	2020	Unavailable	Unavailable
	2021	Unavailable	Unavailable
	2022	Limited	Available

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles there is a possibility that a high-pressure fuel injector may crack, which may result in fuel accumulating on the top of the engine. Liquid fuel and/or fuel vapor that accumulates near a sufficiently hot surface may ignite resulting in an underhood fire, increasing the risk of injury.

NOTE: When FSA 22S73 is completed and claimed, customer satisfaction program 22N18 (to be released in January 2023) will be automatically activated on the VIN, which will provide a one-time repair to replace the high-pressure fuel injectors in the event of a cracked high-pressure injector (see 22N18 for coverage details).

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install a drain tube into the engine cylinder head and reprogram the PCM, using the Ford Diagnostic and Repair System (FDRS). This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Integrated Diagnostic Software (IDS) cannot be used for programming on the affected vehicles in this program.

Due to limited part supply, dealers must submit a part request, including a copy of the signed sales agreement for stock units, to the Special Service Support Center (SSSC).

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of January 9, 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
Attachment IV: Vehicle Pick-up and Delivery Record

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 22S73 - Supplement #1

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Vehicles with a 3-cylinder 1.5L Engine

PCM Programming and Drain Tube Installation

OASIS ACTIVATION

OASIS was activated on December 19, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on December 19, 2022. Owner names and addresses will be available by January 27, 2023.

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, once they've been notified of part and software availability.
- When parts and software are available, 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.
- 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 fuel leaks caused by a cracked fuel injector(s).

RENTAL VEHICLES

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

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PCM Programming and Drain Tube Installation

New! PICK-UP AND DELIVERY

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) in lieu of a rental vehicle.

Dealers are authorized to claim unique services for completing this program, including:

- Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment IV for details.
- *Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.*

ALTERNATIVE TRANSPORTATION

If a customer is unable or does not wish to rent a vehicle or utilize Pick-up and Delivery, but still requires transportation, the rental reimbursement allowance is to be used for alternative transportation. Alternative transportation is approved for \$40 per day. The dollar per day allowance can be cumulative across multiple rides per day (e.g. ride to work \$18 and ride home \$22).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount in excess of the cost per day limits will be the customer's responsibility.
- The customer will need to pay up front and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

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.

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 22S73 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Eligible rental expenses should be claimed on an RO line that is separate from the repair.
 - Use Misc. Expense Code "RENTAL" for the rental expenses.
 - Use sub code 22A07 on the claim.

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PCM Programming and Drain Tube Installation

New! CLAIMS PREPARATION AND SUBMISSION (continued)

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22S73
 - 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:** A refund for owner-paid repairs that are covered by the recall must be claimed under 22S73. Alternative Transportation refunds are to be claimed following the Rental claiming instructions under administrative program code 22A07. Failure of proper claiming may result in a rejected claim.
- **Pickup & Delivery:** *Claims for Pickup & Delivery should be submitted on a separate line from the FSA. Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.*
- **Provision for Locally Obtained Supplies:** Includes Loctite® (SF) 7649™ Primer, Loctite® 638™ adhesive, and brake clean. Submit on the same line as the repair.
 - Program Code: 22S73
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$2.00
- If SSSC approval was provided under program number 22A07, eligible rental expenses should be claimed on an RO line that is separate from the repair.
 - Use Misc. Expense Code "RENTAL" for the rental expenses.
 - Use sub code 22A07 on the claim.
 - The SSSC will provide additional information on rental guidelines for 22A07.

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install drain tube and reprogram the PCM with latest level of FDRS.	22S73B	1.0 Hour

**Vehicle Pick-up and Delivery Allowance has been removed. Refer to EFC12071 2023 Remote Experience Program for new claiming information.*

PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

To place an order for NX6Z-8A507-A submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
NX6Z-8A507-A	Water outlet drain tube	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.

NOTE: Due to the critical nature of the associated repair, do not attempt to substitute any of the required chemicals used in this repair.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
Loctite® (SF) 7649™	Surface primer (liquid or aerosol)	Obtain locally	
Loctite® 638™	Retaining compound		
Parts Availability Matrix			
Vehicle	Model Year	Current Part Availability	
Bronco Sport	2021	Unavailable	
	2022	Limited	
	2023	Limited	
Escape	2020	Unavailable	
	2021	Unavailable	
	2022	Limited	

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

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

EXCESS STOCK RETURN

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

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REPLACED FSA PARTS INSPECTION AND SIGN OFF





Effective March 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 FSAs require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2021-2023 MODEL YEAR BRONCO SPORT AND 2020-2022 MODEL YEAR ESCAPE VEHICLES WITH A 3-CYLINDER 1.5L ENGINE — PCM PROGRAMMING AND DRAIN TUBE INSTALLATION

SERVICE PROCEDURE

-  **WARNING:** When jacking or lifting the vehicle, block all wheels remaining on the ground. Set the parking brake if the rear wheels will remain on the ground. These actions help prevent unintended vehicle movement. Failure to follow these instructions may result in serious personal injury.
-  **WARNING:** Never get underneath a vehicle that is supported only by a jack. The jack could unintentionally lower. Always support vehicle with floor stands. Failure to follow these instructions may result in serious personal injury.
-  **WARNING:** Only raise the vehicle when positioned on a hard, level surface. Attempting to raise the vehicle on an uneven or soft surface may result in vehicle slipping or falling from the jack or jackstand. Failure to follow this instruction may result in serious personal injury.
-  **WARNING:** Turn off (disable) the power running boards (if equipped) before jacking, lifting or placing any object under the vehicle. Never place your hand between the power running board and the vehicle. Extended power running boards will retract when doors are closed. Failure to follow these instructions may result in serious personal injury.

NOTICE: When raising a vehicle on a hoist, use care when positioning the hoist adapters prior to lifting the vehicle so that hoist arms do not interfere with the surrounding suspension or steering linkage components.

1. Inspect vehicle for the presence of a fuel smell. Is there a fuel smell present?
 - Yes - Is the fuel smell coming from the high pressure fuel injectors?
 - Yes - Contact the Special Service Support Center (SSSC).
 - No - Repair this vehicle outside of this FSA.
 - No - Proceed to Step 2.
2. Turn steering wheel all the way to the left.
3. Remove Battery Tray. Please follow Workshop Manual (WSM) procedures in Section 414-01.



4. Remove air cleaner outlet pipe. Use a clean shop towel to cover the opening left behind. See Figure 1.

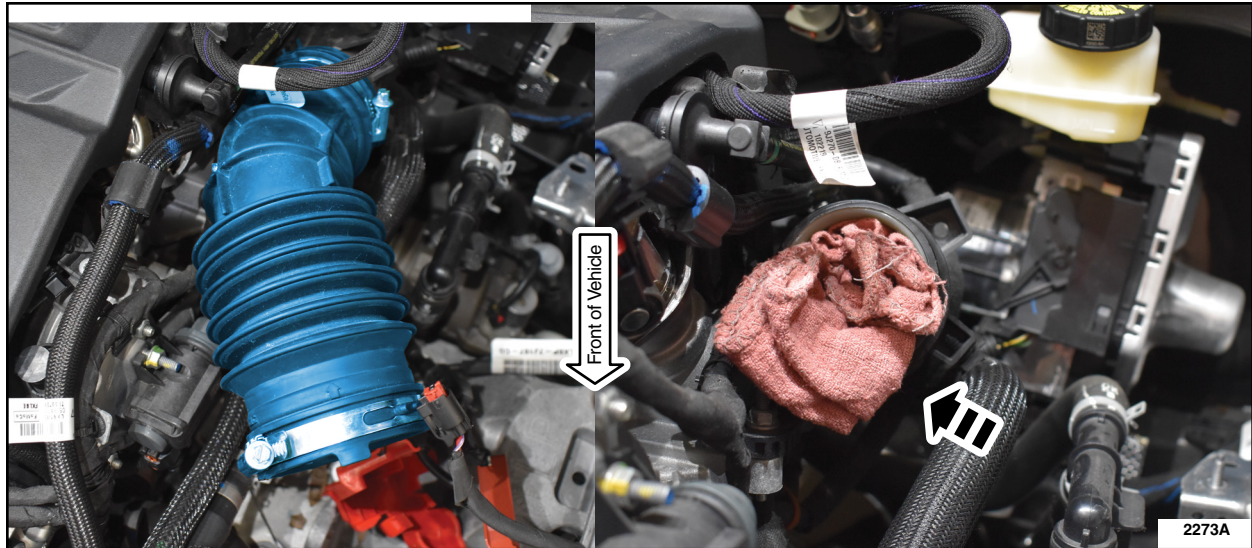


FIGURE 1

5. Clean area with Motorcraft Brake Cleaner. See Figure 2.

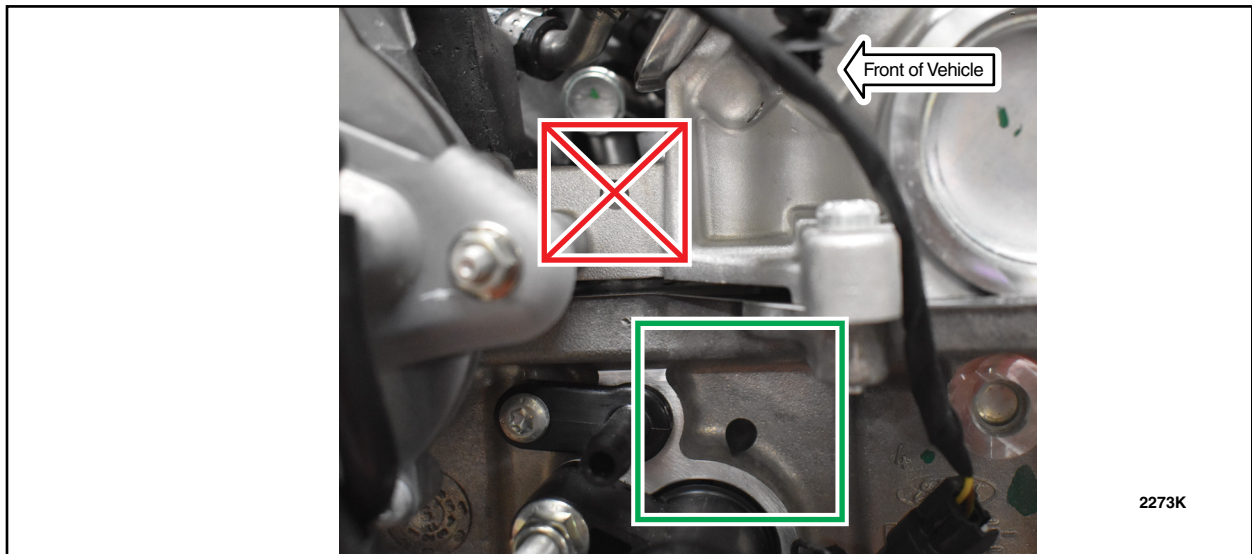


FIGURE 2



6. Inspect the part label on the drain tube. Is the suffix of the part an AA or AB? See Figure 3.
If the suffix is AA continue to Step 7.
If the suffix is AB Continue to Step 11.

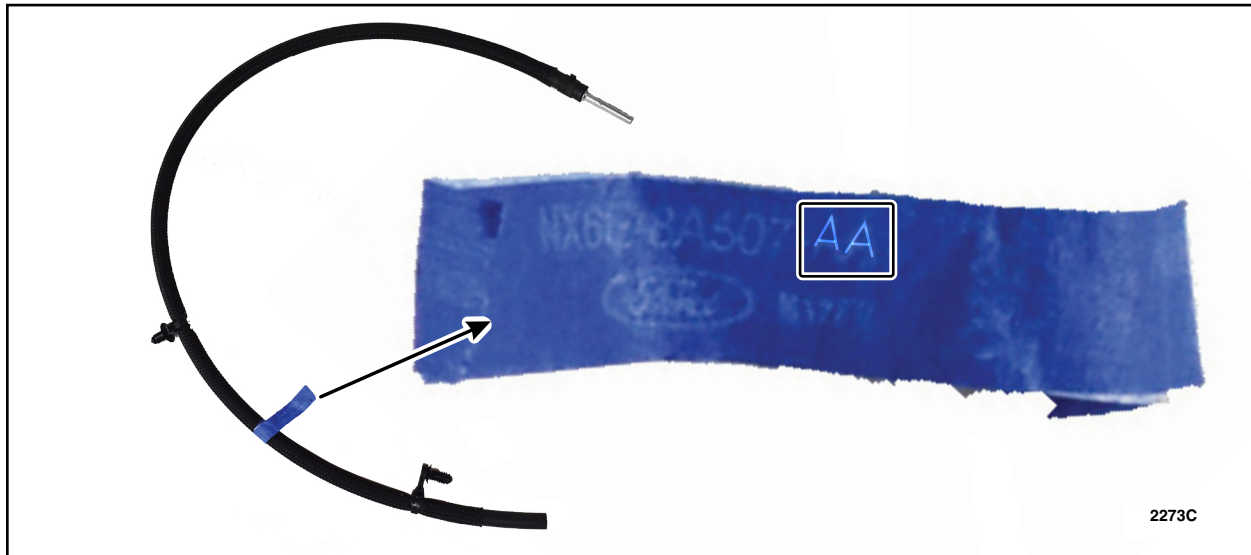


FIGURE 3

7. Remove the fir tree fastener highlighted in the figure below. See Figure 4.

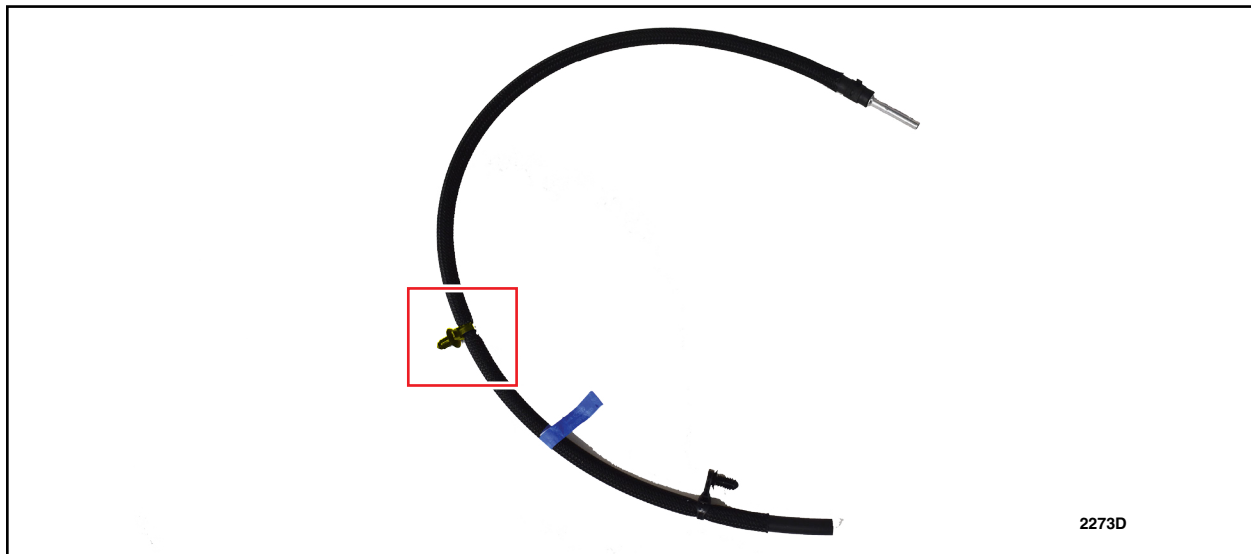


FIGURE 4



8. Cut the tip from fir tree fastener at the end of the tube. Trim the sides of the top 2 barbs at a 45-degree angle on the fir tree fastener to more easily allow fitment through the subframe hole. See Figure 5.

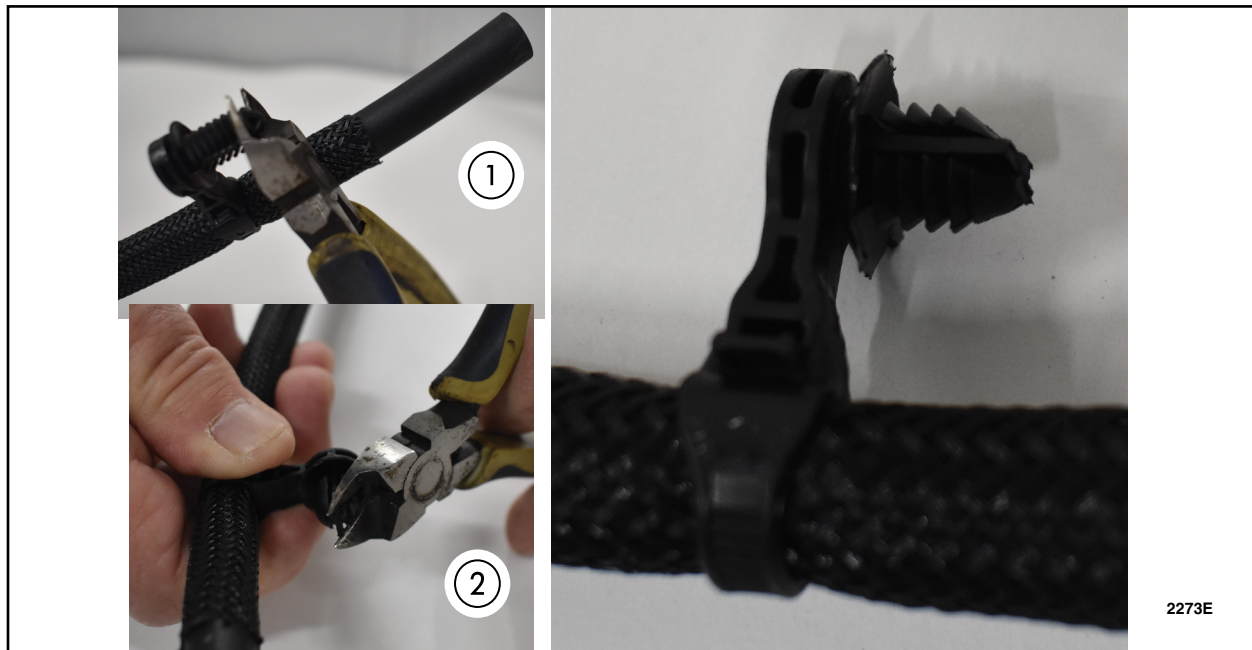


FIGURE 5

9. Feed the rubber hose end through the engine compartment and down into the wheel well. See Figure 6.

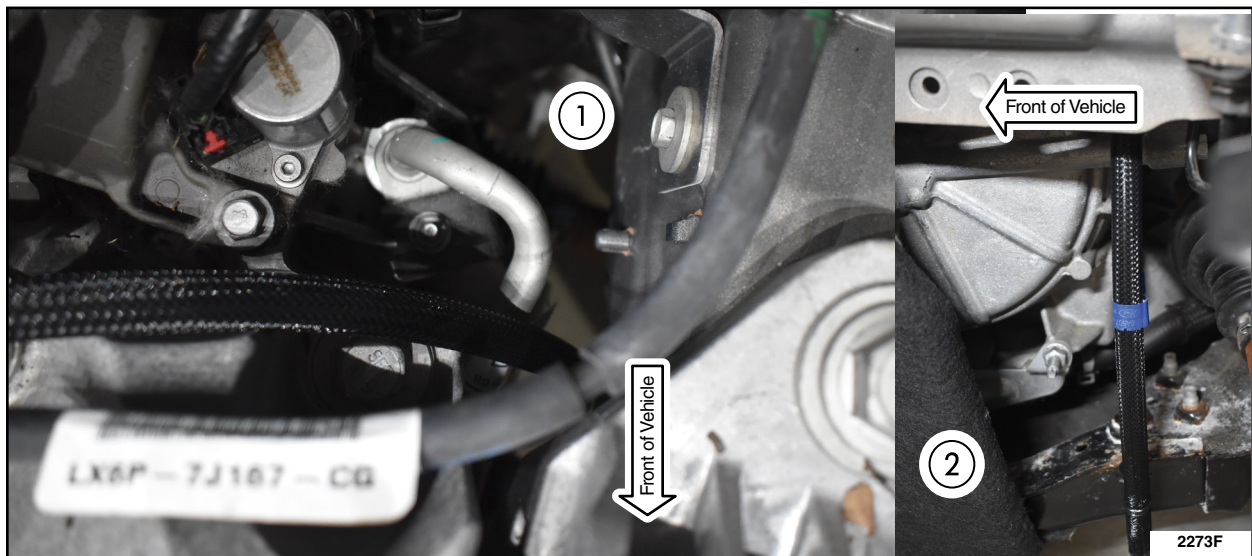


FIGURE 6



10. Attach hose to subframe. Position fir tree fastener and push in as far as possible. If needed you can use groove joint pliers to secure fir tree fastener fully into the hole in the subframe. See Figure 7.

Continue to Step 15.

NOTE: Wheel removed for clarity.

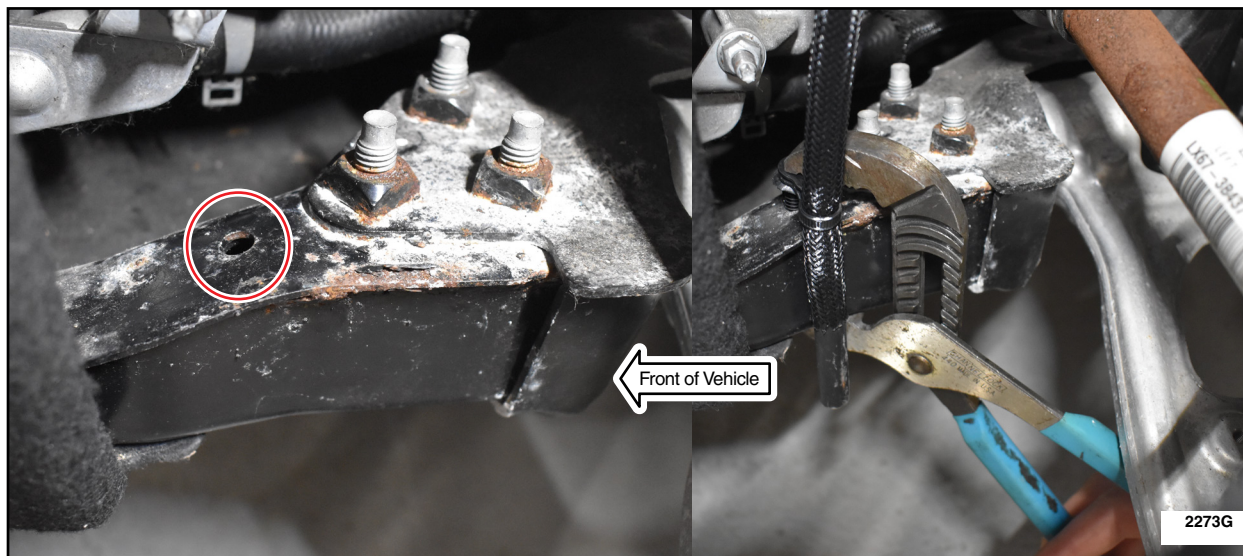


FIGURE 7



11. Cut the tip from fir tree fastener at the end of the tube. Trim the sides of the top 2 barbs at a 45-degree angle on the fir tree fastener to more easily allow fitment through the subframe hole. See Figure 8.

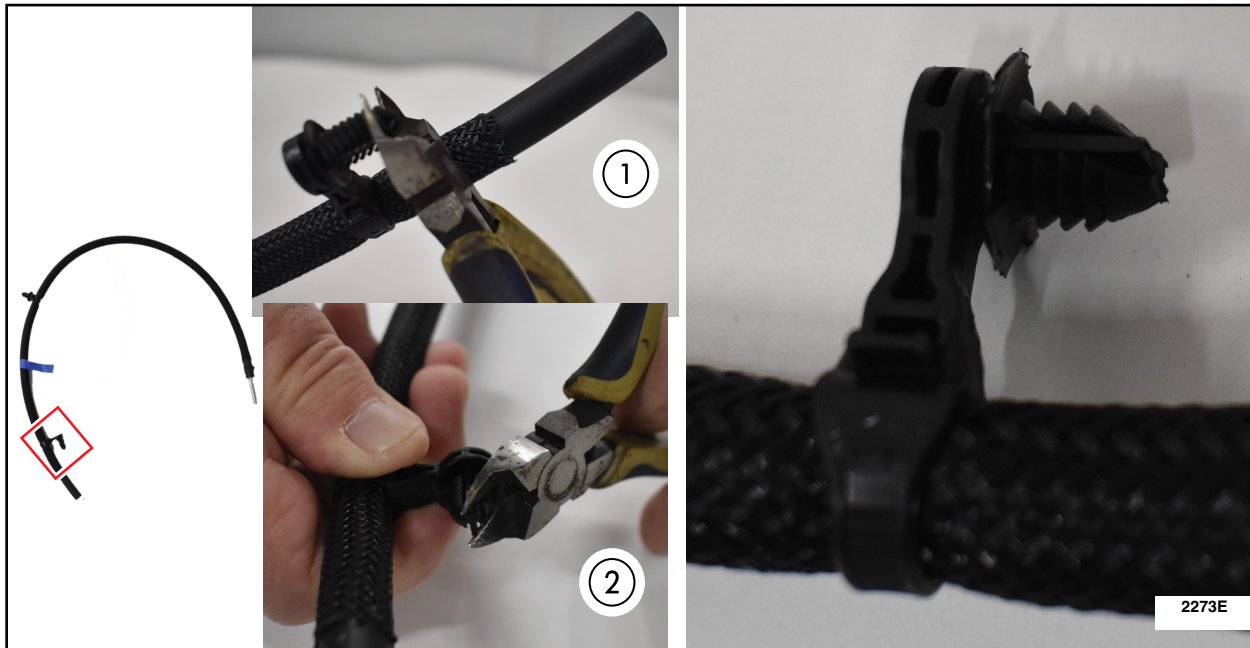


FIGURE 8

12. Feed the rubber hose end through the engine compartment and down into the wheel well. See Figure 9.

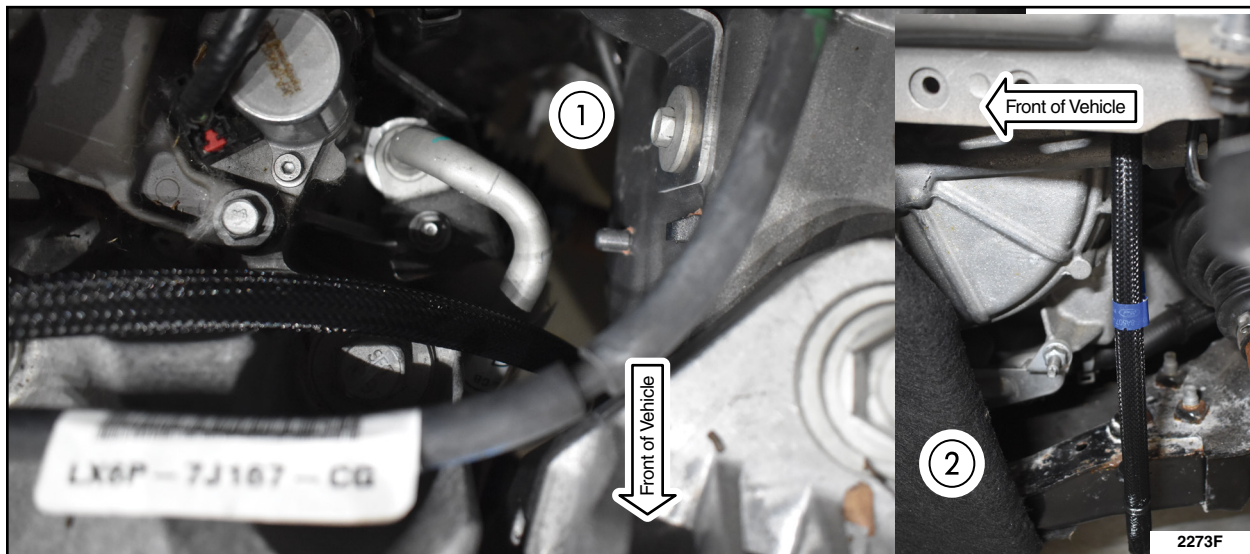


FIGURE 9



13. Attach hose to subframe. Position fir tree fastener and push in as far as possible. If needed you can use groove joint pliers to secure fir tree fastener fully into the hole in the subframe. See Figure 10.

NOTE: Wheel removed for clarity.

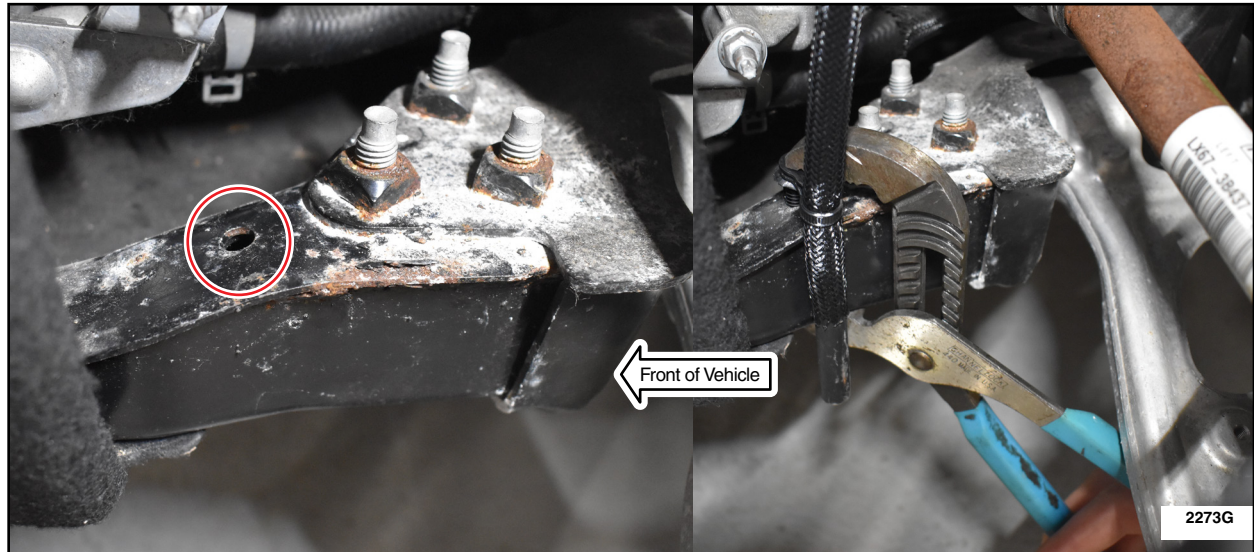


FIGURE 10

14. With the steering wheel turned to the left install the christmas tree connector as shown in the figure below. See Figure 11.

NOTE: Wheel removed for clarity.

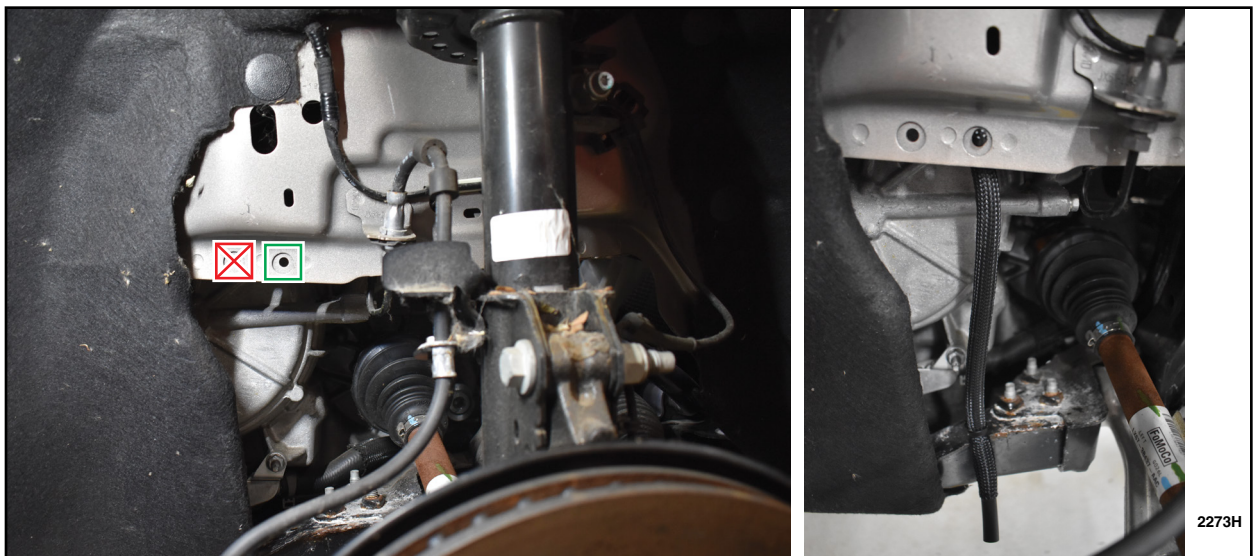


FIGURE 11



15. Apply Loctite® (SF) 7649™ Primer to the metal tube, as shown in the blue highlighted area. Allow one minute for primer to cure. See Figure 12.

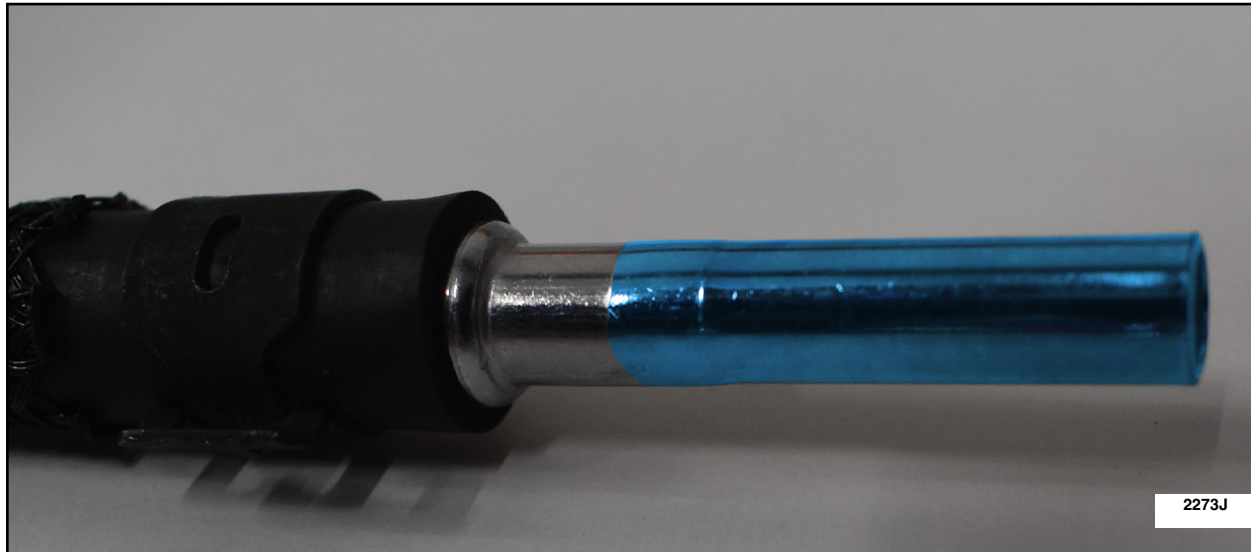


FIGURE 12

16. Apply Loctite® 638™ to the metal tube, in the area shown in Figure 13.

NOTE: When applying the Loctite® 638™, ensure that a full bead of the Loctite® 638™ is applied to the circumference of the metal tube in the area shown in Figure 13.

NOTE: To minimize poor adhesion risk, ensure tube is inserted into the head within 15 minutes of applying Loctite® 638™ to tube.

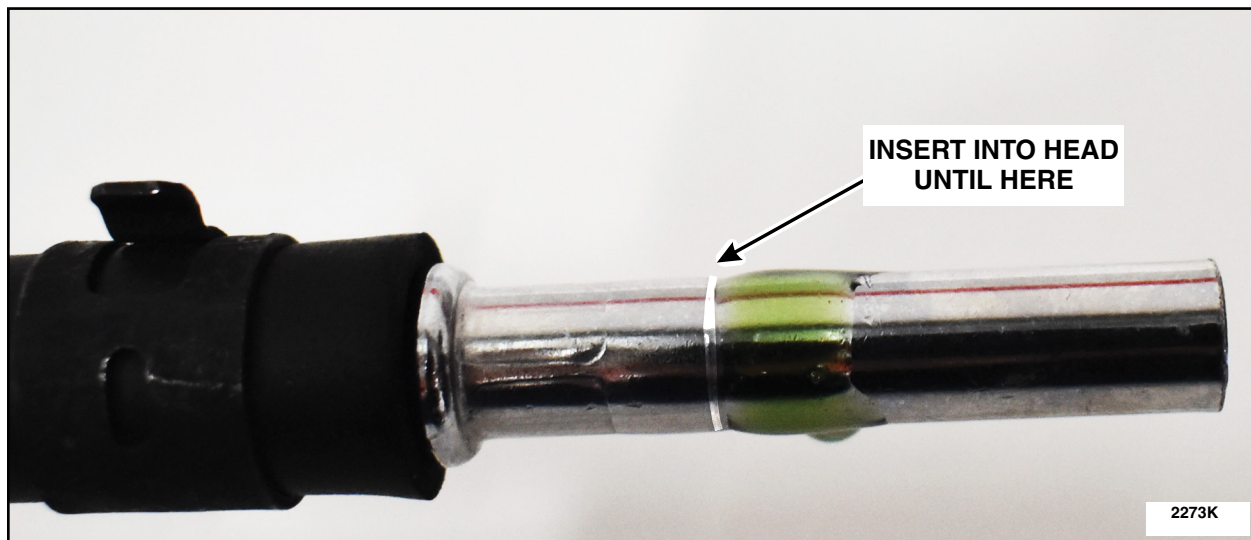


FIGURE 13



17. Route hose as shown in Figure 14.

NOTE: Route the metal end of the hose between the two battery positive leads and make sure the hose does not interfere with the transmission shift cable(s), and that it runs under the engine hoses.

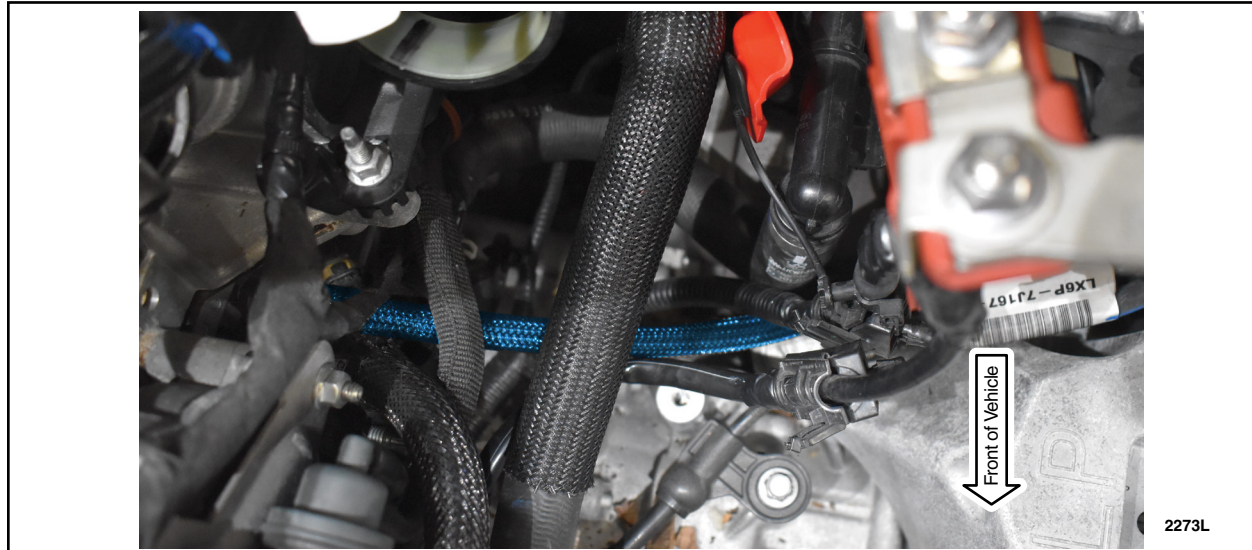


FIGURE 14

18. Insert tube into the cylinder head drain hole until fully seated against the larger diameter flange section, as shown. See Figure 15.

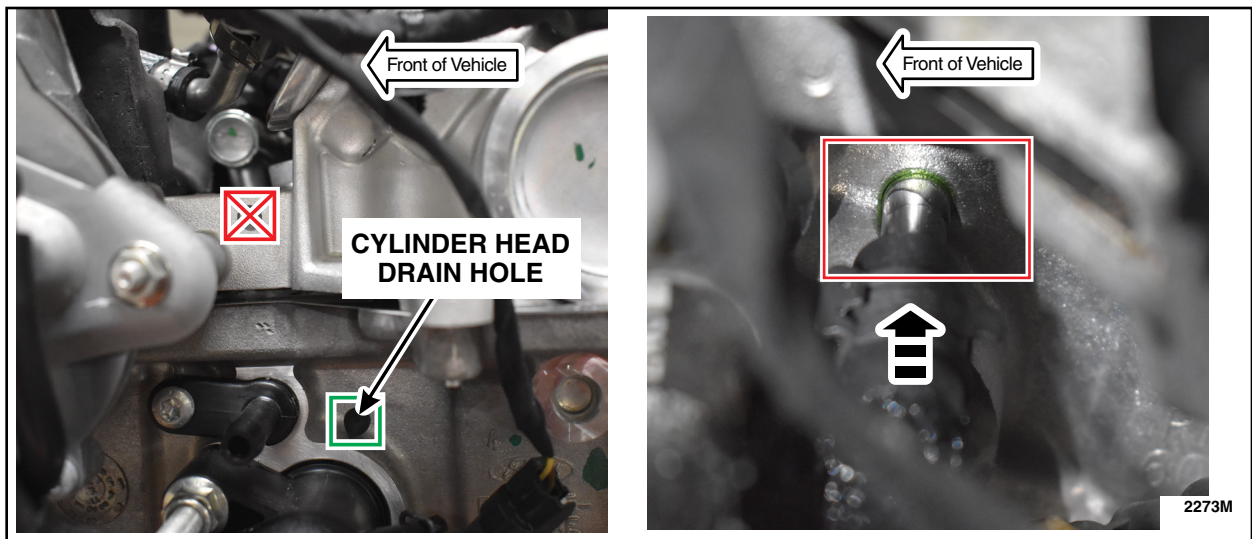


FIGURE 15

19. Remove shop towel and reinstall air cleaner outlet pipe.
Torque: 42 lb.in (4.8 Nm)

20. Reinstall Battery Tray, Battery, and Air Cleaner. Please follow WSM procedures in Section 414-01.

Module Programming on next page



Module Programming

21. Connect a battery charger to the 12V battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module II (VCM II) is properly connected to the Data Link Connector (DLC).

NOTE: Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.

22. Launch Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

23. Click 'Read VIN from Vehicle' or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen, and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

24. Select **Toolbox** tab.

25. From the list on the LH side of the screen, select the **PCM**.

26. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

27. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

28. Click the **Run Selected Tests** button in the lower right.

29. Click the Clear & Retest button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.

30. Disconnect the battery charger from the 12V battery once the programming has completed.

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.



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VEHICLE PICK-UP AND DELIVERY RECORD

VIN _____ received (check one):

☐ Pick-up and/or delivery service

As outlined below for the 22S73 Field Service Action program.

☐ Pick-up – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 22S73

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 # 22S73, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to January 27, 2023. 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.