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February 15, 2024

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 23S08 – *Supplement #3***  
 Certain 2004-2006 Model Year Ranger Vehicles  
 Passenger Airbag Inflator Inspection

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 23S08 – *Supplement #2***  
 Dated May 3, 2023

**New! REASON FOR THIS SUPPLEMENT**

- *Affected Vehicles: Additional vehicles from other markets have been added to the vehicle population. Model years and build dates have not changed.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2004	Edison	19-May-2003 through 02-March-2004
Ranger	2004-2006	Twin Cities	12-May-2003 through 02-May-2006

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the replacement frontal passenger airbag inflator may have been installed in the incorrect orientation during a previously executed repair for Field Service Action (FSA) 17S42 or 18S02. If a previously remedied vehicle has a passenger airbag inflator that was mis-installed and is in a crash event necessitating deployment of the passenger airbag, the airbag may not deploy as intended, increasing the risk of injury.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the passenger air bag inflator for correct installation and correct any installation errors if present. Dealers will submit photos of the air bag inflator installed correctly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange for a mobile repair at the owner’s location, or
- Arrange to pick up the owner’s vehicle and drive it to the dealership for repairs.
  - Re-deliver the owner’s vehicle after repairs have been completed.
- Pick-Up & Delivery and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters for the original population were mailed the week of April 3, 2023. *Updated Owner letters for the additional population will be mailed the week of March 4, 2024.* 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 \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

### **ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Information
- Mobile Repair/Vehicle Pickup and Delivery Record
- Mobile Repair Assessment
- 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 23S08 – *Supplement #3***

**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

 - Light Mobile Service

**MOBILE REPAIR RECOMMENDATIONS**

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

**MOBILE REPAIR ADDITIONAL INFORMATION**

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
  - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

**MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

**New! OASIS ACTIVATION**

OASIS was activated on February 27, 2023 for the original population. *OASIS will be activated on February 15, 2024 for the additional population.*

**New! FSA VIN LISTS ACTIVATION**

FSA VIN Lists for the original population have been available through <https://web.fsavinlists.dealerconnection.com> since February 27, 2023. *FSA VIN Lists for the additional population will be available on March 18, 2024, through <https://web.fsavinlists.dealerconnection.com>.*

Owner names and addresses for the original population were available on April 21, 2023. *Owner names and addresses for the additional population will be available by March 18, 2024.*

**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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
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**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers 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 (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 before 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 PO 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 the passenger air bag inflator.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 23S08 – *Supplement #3***

**MOBILE REPAIR CLAIMING QUESTIONS**

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 Remote Experience Program:

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

**PICK-UP & DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

**PICK-UP & DELIVERY- Non-participating Dealers**

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Include photos of the passenger airbag inflator installed in the correct orientation.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

**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 FSAs / 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 before completing the repair.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 23S08 – *Supplement #3***

**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 23S08 is the subcode.
  - 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 the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Pick-Up & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
  - NOT participating in the Remote Experience Program –
    - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
    - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Mobile Repair:**
  - Dealers participating in the Remote Experience Program –
    - Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
    - Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.
  - Dealers NOT participating in the Remote Experience Program –
    - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
    - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code 23S08MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 23S08 - *Supplement #3***

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Passenger Air Bag Inflator - <b>PASS</b>	23S08B	0.4 Hours
Inspect Passenger Air Bag Inflator – <b>FAIL</b> – Reinstall Inflator and/or endcaps in correct position	23S08C	0.5 Hours
Mobile Service: <b>This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program dealers.</b> Can be used when the repair takes place away from the dealership If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form	23S08MM	0.5 Hours
Vehicle Pick-up and Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle pick-up/delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	23S08PP	0.5 Hours
Time allowed to submit photos	23S08ZZ	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2004– 2006 RANGER VEHICLES – PASSENGER AIRBAG INFLATOR INSPECTION

### PASSENGER AIRBAG INFLATOR INSPECTION

**WARNING:** Failure to follow the instructions and warnings in the Workshop Manual (WSM) may result in injury.

**NOTE:** If the Airbag Readiness light indicates no Supplemental Restraint System (SRS) faults are present, it is not necessary to follow the WSM SRS Depowering and Repowering steps. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag inflator inspection.

**NOTE:** The ignition must remain OFF until this service procedure is completed.

1. Remove the passenger airbag from the vehicle. Follow the WSM procedures in Section 501-20B.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.





3. Inspect the passenger airbag inflator to make sure that the plastic end caps are installed on correct ends of the inflator and the inflator is installed in the correct orientation as shown in Figure 1. Are the plastic end caps installed on the correct ends of the inflator and is the inflator installed correctly in the module?

Yes: Inspection **PASS** - NO REPAIR IS REQUIRED.

- Capture a photo of the passenger airbag inflator as shown in Figure 1 and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 10 for additional details.
- Passenger airbag inflator inspection complete. Reinstall the Passenger Airbag. Follow the WSM procedures in Section 501-20B

No: Inspection **DOES NOT PASS – REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag inflator installed incorrectly. See Figures 1 and 2 for examples of incorrect inflator installation. This photo will be submitted along with a photo of the inflator installed correctly at a later step. Please see Page 10 for additional details. Proceed to step 4.

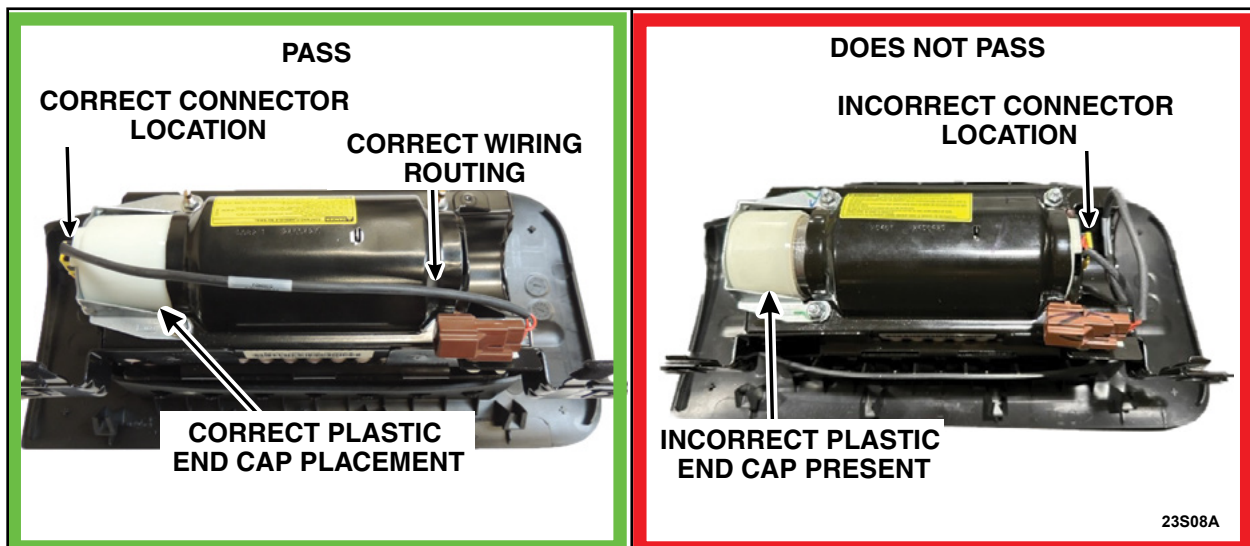


FIGURE 1



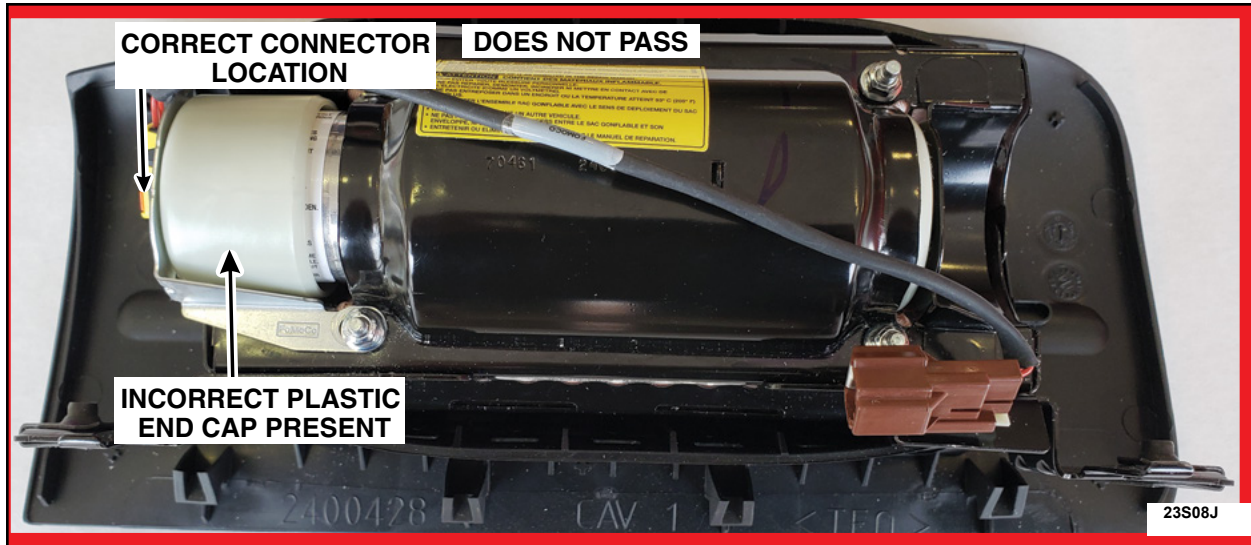


FIGURE 2

4. Disengage the orange tab and disconnect the wiring harness electrical connector. See Figure 3.

**NOTE:** Depending on how the inflator was previously installed, it is possible for the connector end of the inflator to be on either side of the airbag module. Figure 3 illustrates the connector on the inboard side of the module, but the process is the same if the connector end is on the outboard side of the module.

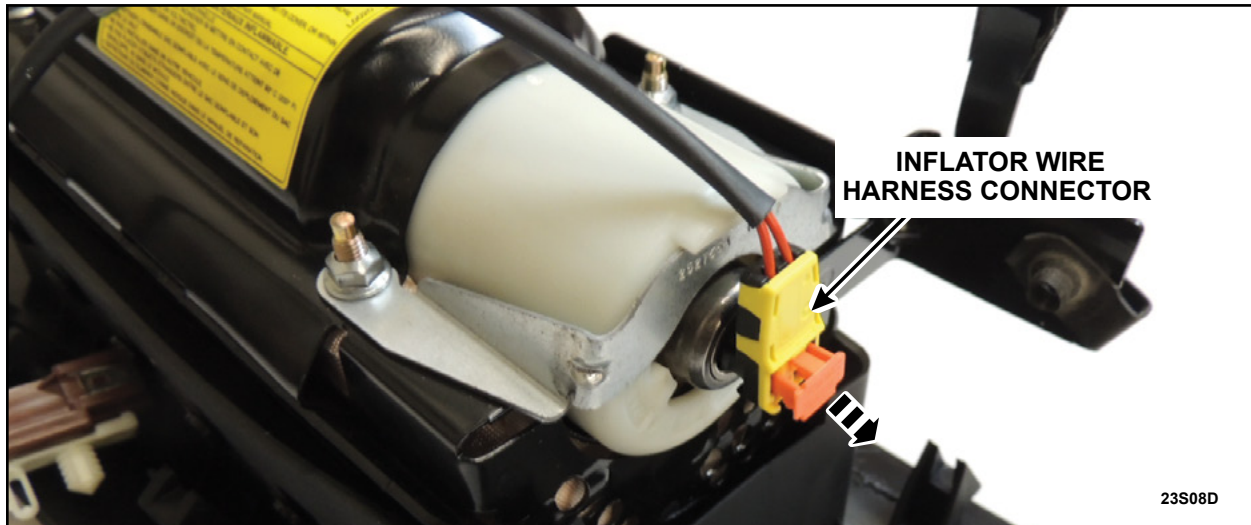


FIGURE 3



5. Remove the four airbag inflator retaining nuts and the bracket. See Figure 4.

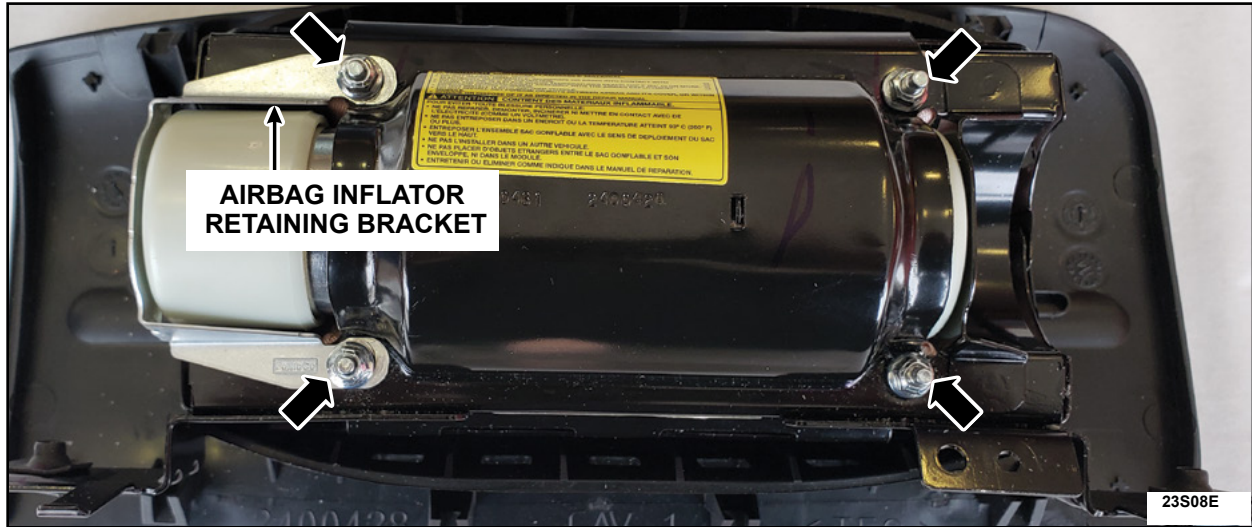


FIGURE 4

**⚠ WARNING:** Do not allow any debris on or around the airbag once the inflator is removed.

6. Remove the inflator from the airbag assembly by pushing outward on the inflator. See Figure 5.

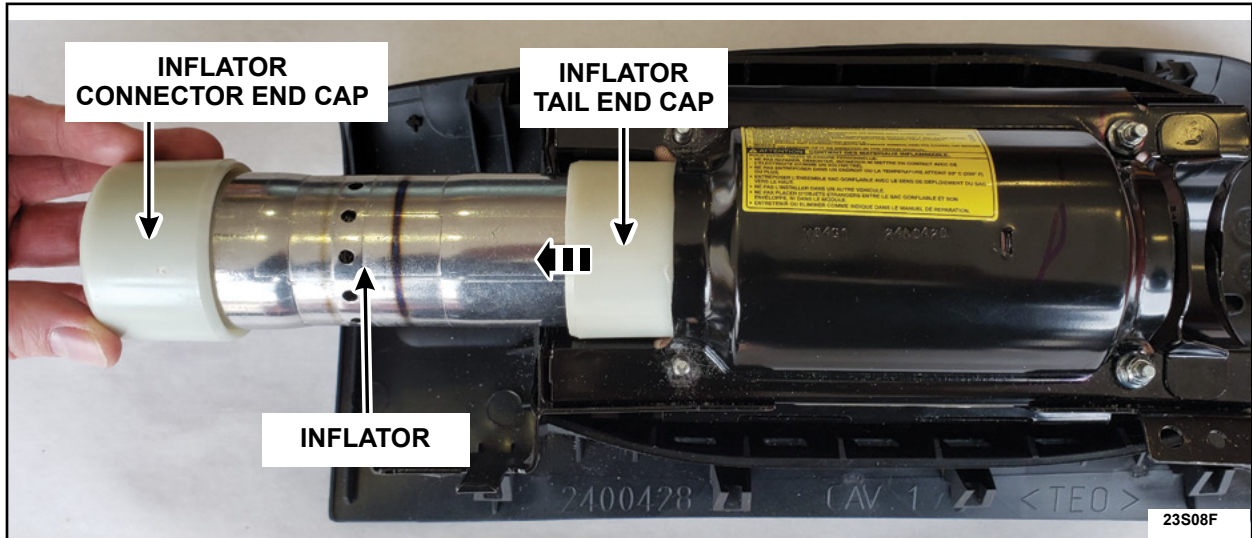


FIGURE 5



7. Remove both end caps from the inflator by pulling them straight off. See Figure 6.

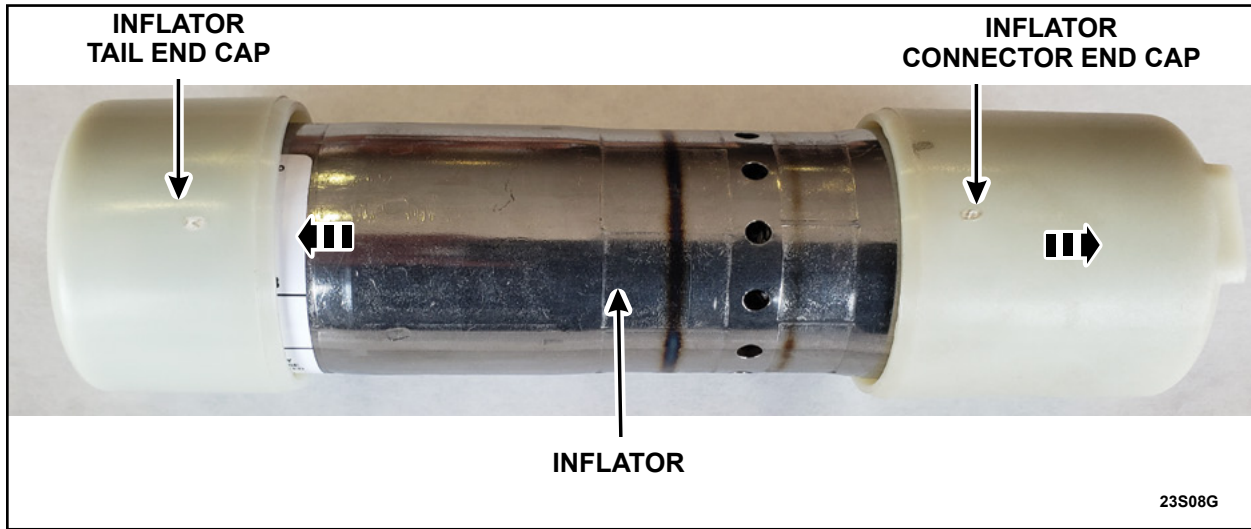


FIGURE 6



**NOTE:** Both inflator connector end caps must be installed with the tab features aligned and fully seated. Both end caps are specific to either end of the Inflator.

**NOTE:** The tail end cap does not have an alignment tab.

8. Align and install both inflator end caps. See Figures 7 and 8.

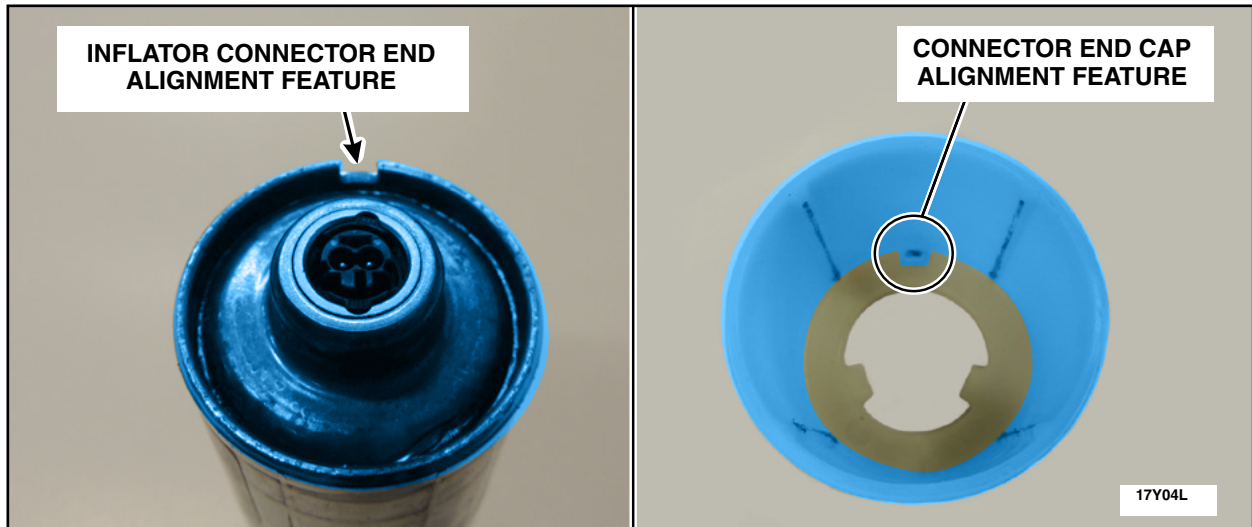


FIGURE 7

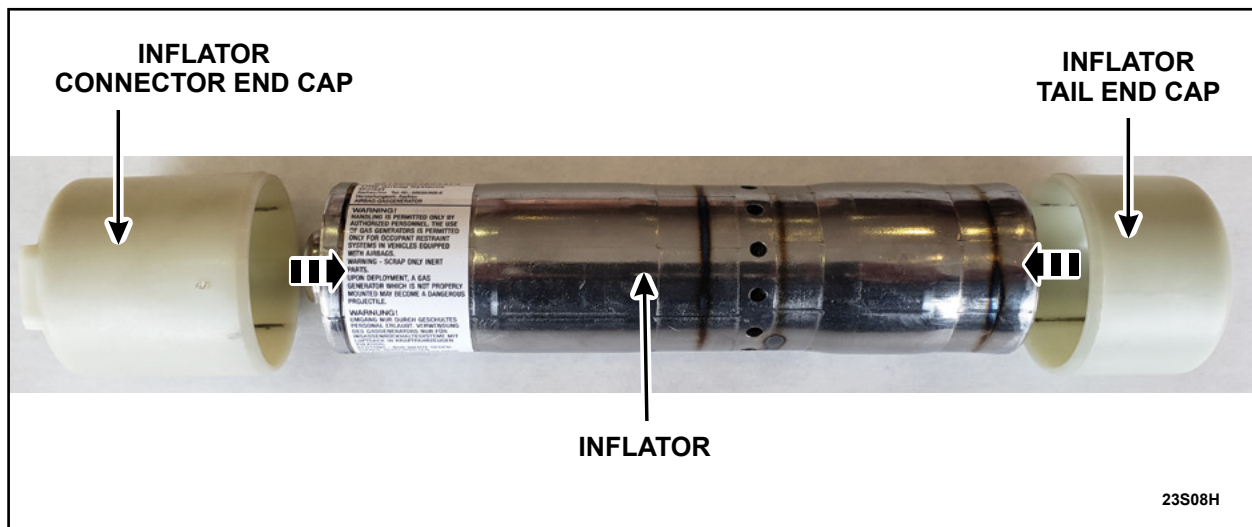


FIGURE 8



9. Install inflator into air bag assembly with connector end facing out, so that the alignment feature is aligned directly facing up. See Figure 9.

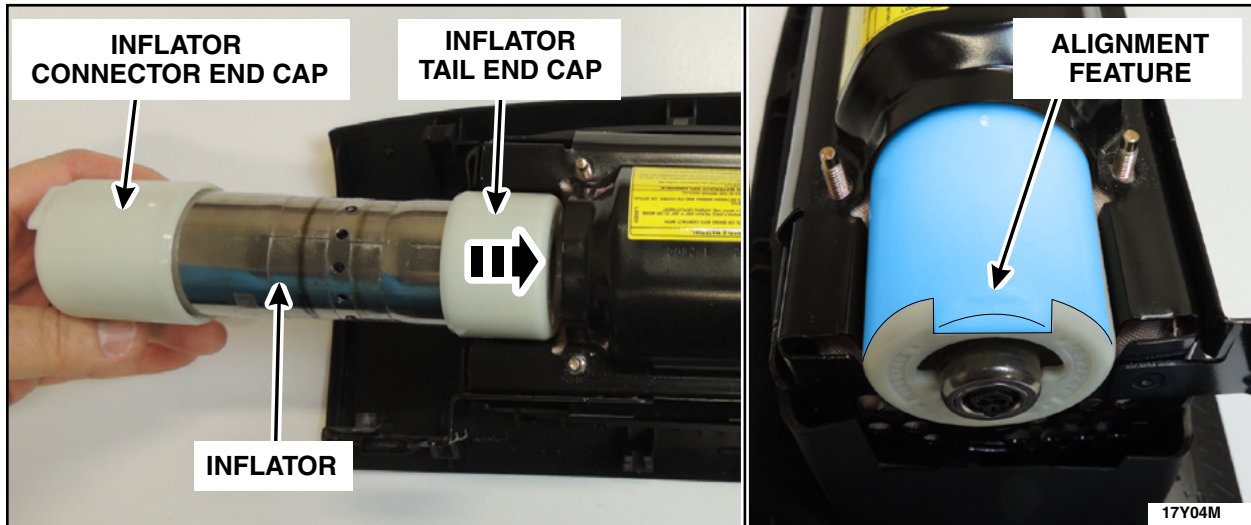


FIGURE 9

10. Align and Install the inflator retaining bracket. See Figure 10.

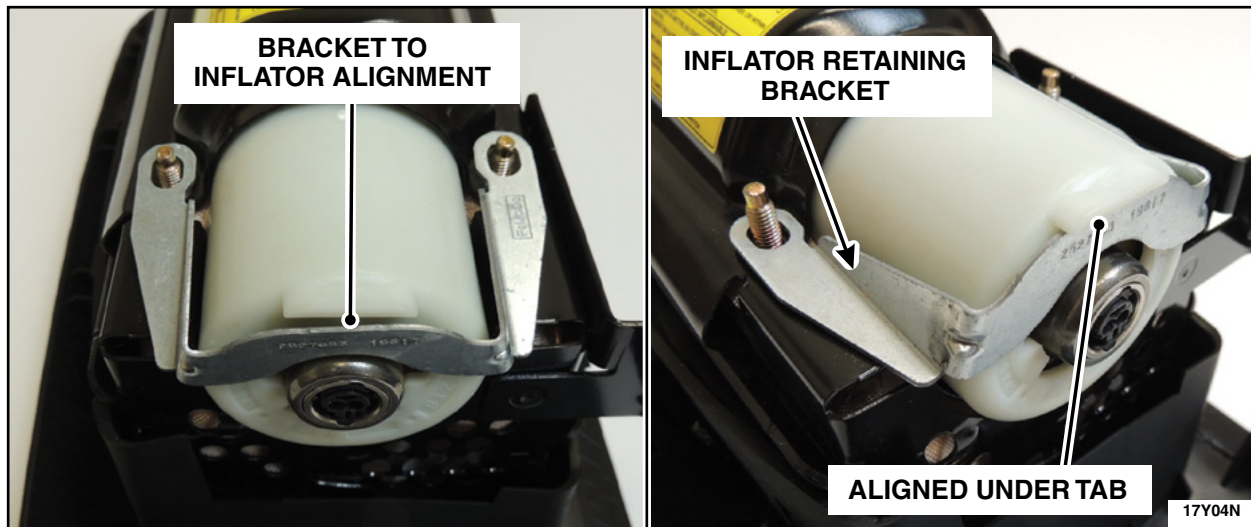


FIGURE 10



11. Install the four nuts. Assure pop-up indicator on air bag assembly is present. See Figure 11.

- Tighten to 3.9 Nm (35 lb-in) in the specified sequence.

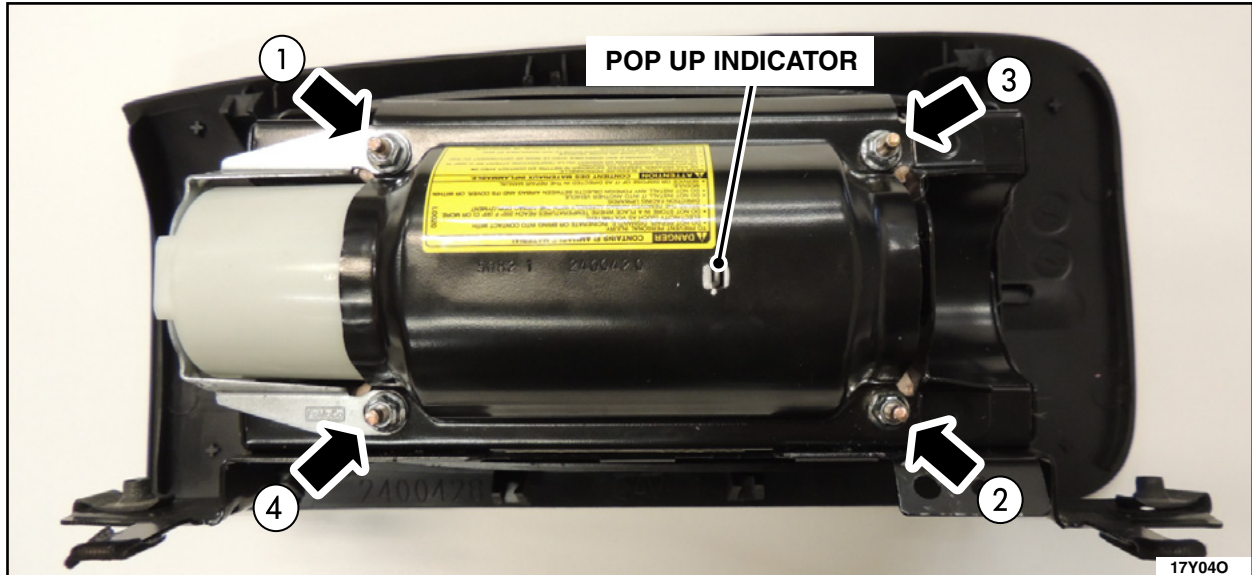


FIGURE 11

12. Align the T-shape index on both the wiring harness electrical connector and the airbag inflator, connect the *new* airbag wiring harness to the inflator module and fully seat the orange tab. See Figure 12.

13. Ensure the connection between the wiring harness electrical connector and the airbag inflator by pulling gently on the connector to ensure it is properly seated. See Figure 12.

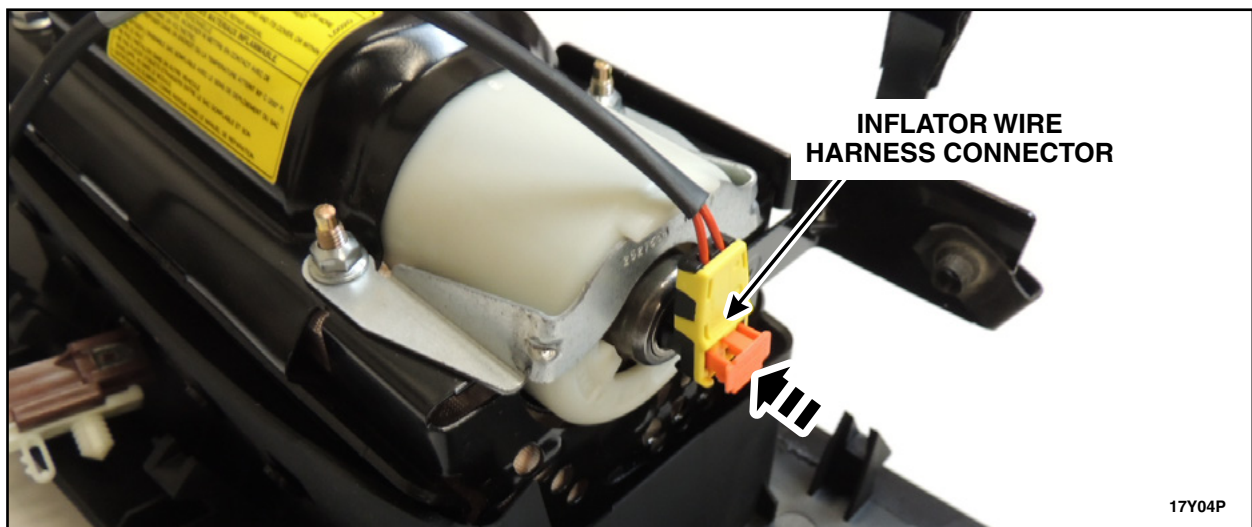
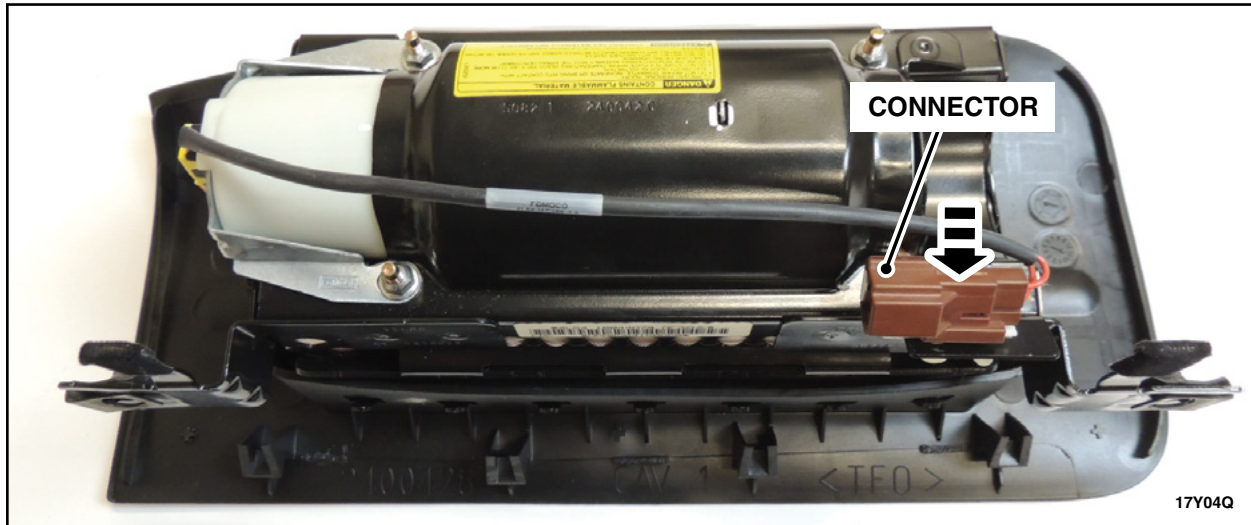


FIGURE 12



14. Install inflator harness connector to the air bag assembly bracket. See Figure 13.



**FIGURE 13**

15. Capture a photo of the passenger airbag inflater installed correctly and submit along with the photo of the incorrect installation taken in step 3. Submit the photos via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 10 for additional details.
16. Re-install the passenger airbag. Follow the WSM procedures in Section 501-20B.
17. Confirm that the airbag Readiness light still indicates no SRS faults are present.





### Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

### Using Mobile PTS “Report a Vehicle Concern”

**IMPORTANT** - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp> ; You can access Mobile PTS using your mobile device at: <https://m.fordtechservice.dealerconnection.com/> or the following QR code:



After completing the report entry form you can upload a maximum of 5 attachments at once.

- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

**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.**



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
Safety Recall 23S08 – Supplement #3  
Certain 2004-2006 Model Year Ranger Vehicles  
Passenger Airbag Inflator Inspection**

**MOBILE REPAIR / VEHICLE PICK-UP AND DELIVERY  
RECORD**

VIN \_\_\_\_\_ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 23S08 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date













**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 23S08 – Supplement #3  
Certain 2004-2006 Model Year Ranger Vehicles  
Passenger Airbag Inflator Inspection  
Mobile Service Repair Assessment**

The following assessment will be used to indicate how mobile friendly a program is.


**Dealer Bulletin**



This system may be broken down by labor operations or models. If the program has an inspection followed by a potential repair, then the assessment level will be broken down into an inspection assessment level and a repair assessment level to show the mobile friendliness of the repair on the vehicle. If the program has multiple repair options (determined by model, model year or options) then the assessment level will also be determined by the options to show the mobile friendliness of the repair on the vehicle.

**Assessment Levels**

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not Mobile Service Capable

**Description of each level that is used to determine the overall assessment.**

-  – Mobile Reprogramming
  - Module Programming or similar type services
  - Minimum tools maybe required other than an **IDS/FDRS** setup
  - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
  - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
  - Repairs not greater than 1 hour in length (including time to wait for programming)

*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*
-   – Light Mobile Service
  - Interior repair procedures that do not require seat, dash, or headliner removal
  - Under hood repairs that do not require large component removal
  - Exterior repairs that do not require large component/panel removal
  - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**  
**Safety Recall 23S08 – Supplement #2**  
Certain 2004-2006 Model Year Ranger Vehicles  
Passenger Airbag Inflator Inspection

   – Enhanced Mobile Service

- ***Anytime a procedure requires work under the vehicle to have a two-person process***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

*Note: Wheel lock maybe required.*


    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Not Mobile Service Repair Capable

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater then 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

**Ford Motor Company**  
**Recall Reimbursement Plan for 23S08**

*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 the dealers.*

*Regarding the specific reimbursement plan for Recall # 23S08, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before May 5, 2023. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, 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)

Under the requirements outlined in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting the required information about 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 noncompliance according 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 before 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 before 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's 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 from 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's 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 the 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 according to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.