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Ford Motor Company
 P. O. Box 1904
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November 6, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 23S10 Supplement # 1
 Certain 2021 MY F-150 Vehicles
 Both Front Wiper Arm Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 23S10
 Certain 2021 MY F-150 Vehicles
 Both Front Wiper Arm Inspection

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|---------|------------|----------------|---|
| F-150 | 2021 | Dearborn | January 8, 2020 through May 2, 2021 |
| | 2021 | Kansas | February 12, 2020 through August 16, 2021 |

US population of affected vehicles: 225,164. 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 Labor Allowances and Parts Ordering Information for more information.

New! REASON FOR THIS SUPPLEMENT

- *A supply of alternative wiper arms have been identified for the 2021 F-150 ONLY.*

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it may be possible for the vehicle wiper arms to perform erratically. This condition can potentially lead to a wiper arm that becomes inoperable and/or separated from the vehicle which can result in reduced visibility in certain conditions.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. Dealers are to replace both left-hand and right-hand wiper arms and transfer the existing wiper blades to the new wiper arms. If the wiper arm or arms are missing, install new wiper blades on the new wiper arms. This service must be performed on all affected vehicles at no charge to the vehicle owner. Parts are not yet available to repair all vehicles. Until parts are available to repair all vehicles, dealers may only order parts and repair vehicles which are customer-owned and currently in the dealership.

INTERIM SERVICE REPAIR FOR FLEET RENTAL VEHICLES ONLY

If wiper arms fail the inspection and new wiper arms are not available, dealers can implement an interim repair of gluing the wiper arm key in place. This is for fleet rental vehicles only.

NOTE: Per policy, an interim repair can be performed on fleet rental vehicles only so the vehicle can be rented (but may not sell or lease). This is NOT a permanent fix. Final repair will still need to be performed. The wiper arms should be replaced as soon as new arms are available.

New! OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles.

As parts become available owners of affected vehicles owners will be notified in phases with the initial mailings expected to begin on November 20, 2023.

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 \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

- Administrative Information
- Labor Allowances and *Parts Ordering Information*
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pickup and Delivery Record
- 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

Safety Recall 23S10 **Supplement # 1**

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following 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.
- Recommended specialty tools:

- **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.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

OASIS ACTIVATION

OASIS was activated on March 13, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on March 13, 2023. Owner names and addresses were made available by March 23, 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.

Safety Recall 23S10 Supplement # 1**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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title 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 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 wiper arm replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

Safety Recall 23S10 Supplement # 1**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence of repair completion for this FSA. For claim reimbursement please submit photos that clearly show the vehicle VIN, and wiper arm date code.

- Photos can be attached using the Mobile PTS “Report a Vehicle Concern”. You can access Mobile PTS using your mobile device at:
<https://m.fordtechservice.dealerconnection.com/>.

Note: If you have never used the Web-Based report a vehicle concern- you will need to create your User Profile before accessing “Report a Vehicle Concern” on Mobile PTS. Instructions on how to create a user profile and submit photos can be found in EFC08860.

Note: 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>;

- 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, before submitting the report.
 - If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

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 **PRIOR** to completing the repair.

Safety Recall 23S10 Supplement # 1**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 (23S10) 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 23S10 - 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.
- **Pickup & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
- **Provision for Loctite Shoe-Glue U.S. dealers ONLY or LePage Extreme glue for Canadian dealers ONLY:**
 - Program Code: 23S10
 - Misc. Expense: OTHER
 - Amount: Up to \$12.00

Safety Recall 23S10 **Supplement # 1**

LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|---|-----------------|------------|
| <p>F-150 Built on or after June 7, 2021-Remove and Inspect wiper arm date codes, if necessary, replace both left-hand and right-hand wiper arms and transfer the existing wiper blades to the new wiper arms. If the wiper arm or arms are missing, install new wiper blades to the new wiper arms</p> <ul style="list-style-type: none"> Built on or before June 6, 2021- replace both front wiper arms and transfer or install wiper blades If the wiper arm was missing when the vehicle arrived for service, install new wiper arm(s) and blade(s) <p>Close recall</p> | 23S10B | 0.3 Hours |
| <p>Interim Repair for Rental Fleet Vehicles only: Remove wiper arms, using Only “Loctite Shoe Glue” U.S. dealers ONLY or for Canadian dealers ONLY “LePage Extreme Glue”. Glue the wiper arm key into the wiper arm head and let cure for 24 hours on the bench. Reinstall wiper arms. Recall remains open. Cannot be claimed if the wiper arm passed inspection.</p> | 23S10AA | 0.3 Hours |
| <p>Interim Repair cannot be performed due to the Vehicle missing the wiper arm key. Reinstall wiper arms. Cannot be claimed if the wiper arm passes inspection or with Labor operation code 23S10AA – Does Not Close Program.</p> | 23S10BB | 0.3 Hours |
| <p>Inspection photo submission: Inspect the number stamp on the wiper arms and submit photos. (Can only be used if the build date is on or after June 7, 2021)</p> | 23S10ZZ | 0.2 Hours |

Parts are not yet available to repair all vehicles. Until parts are available to repair all vehicles, dealers may only order parts and repair vehicles which are customer-owned vehicles currently in the dealership.

PARTS REQUIREMENTS / ORDERING INFORMATION

Seed Stock for Fleet ONLY:

To ensure an equitable distribution of service parts, all Wiper Arm part numbers listed below for Fleet vehicles will continue to be seed stocked.

1. Effective immediately for fleet vehicles, Wiper Arms will be provided through the seed stock program.
2. The quantity shipped to each dealer will be equal to a percentage of the vehicles assigned to them.
3. *Due to current supply-chain constraints, seed stock will remain for Fleet vehicles. Timing of the second and sequential seed stocks will follow as parts are available.*

Safety Recall 23S10 **Supplement # 1**

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Special Parts Ordering Process (SPOP):

To place an order for dealer repairs, submit an SPOP order in the DOW system. **SSSC contact is not required to order wiper arms on this program.** More information can be found in EFC 10642.

| Part Number | Description | Order Quantity | Claim Quantity |
|-------------------------|--|----------------|----------------|
| <i>ML3Z-17527-A</i> | Left Wiper Arm (If not available PC3Z-part below) | 1 | 1 |
| <i>ML3Z-17526-A</i> | Right Wiper Arm (If not available PC3Z-part below) | 1 | 1 |
| Alternate Option | | | |
| <i>PC3Z-17526-A</i> | <i>Right Wiper Arm (If PC3Z- wiper arm is used tech will need a new wiper blade below)</i> | 1 | 1 |
| <i>PC3Z-17527-A</i> | <i>Left Wiper Arm</i> | 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.

When needed, order the parts below through normal order processing channels:

| Part Number | Description | Order Quantity | Claim Quantity |
|----------------------|---|----------------|----------------|
| | Claim this part only if using ML3Z-*-* and wiper blades were missing | | |
| *KL3Z-17528-AA | Genuine OEM Wiper Blade (if the wiper arm was missing) | Up to 2 | Up to 2 |
| | Claim this part only if using PC3Z-*-* | | |
| <i>*PC3Z-17528-A</i> | <i>Wiper Blade</i> | 2 | 2 |

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

*NOTE: Motorcraft wiper blades can be used as replacements if genuine parts are not available.

DEALER PRICE

For the 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 by 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

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

Safety Recall 23S10 *Supplement # 1*

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 dealer fixed operations management team or an employee of 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.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- 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 of 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 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 MODEL YEAR F-150 VEHICLES — BOTH FRONT WIPER ARM REPLACEMENT

SERVICE PROCEDURE

1. Is vehicle's manufacture build date on or after June 7, 2021?
Yes - Proceed to Step 2.
No - Replace wiper arms. Follow Workshop Manual (WSM) procedures in Section 501-16
2. Remove the left-hand side wiper arm. Follow WSM procedures in Section 501-16.
3. Looking inside the arm head, locate the date code wheel. See Figure 1.



FIGURE 1

4. Using a camera or cell phone, photograph the date code wheel on the wiper arm. Regardless of pass or fail status the pictures will need to be submitted through Report a Vehicle Concern in PTS.

See page 4 for instructions for using PTS (Report a Vehicle Concern).

5. If the date code wheel has a 19 with 12 dots or a 21 with 5 or more dots, then the wiper arm is considered good. Refer to Figure 1. Does the wiper arm meet this criteria?
Yes - Wiper arm passes, reinstall wiper arm. Follow WSM procedures in Section 501-16.
No - Wiper arm fails. Replace wiper arm. Follow WSM procedures in Section 501-16. Continue to Step 7 for alignment procedure.
6. Repeat steps 3-5 for right-hand side wiper arm.



7. Install wiper arms so that they tip the wiper blade is halfway within the lower blackout of the windshield. See Figure 2.

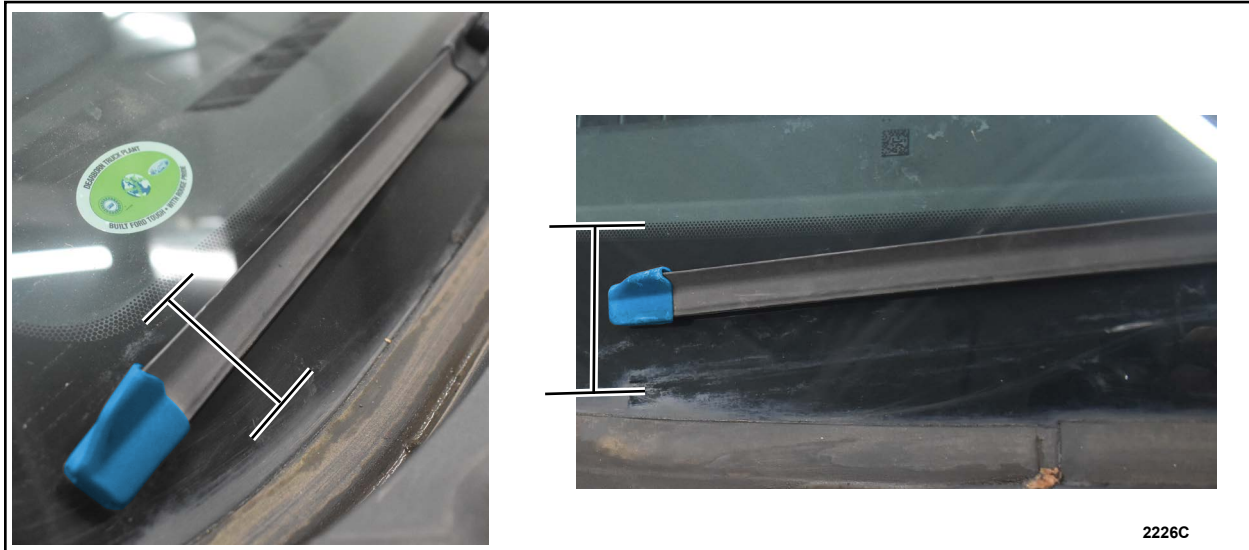


FIGURE 2



8. Once wipers are installed, activate the mist sprayer with the wipers in high. Inspect wipers for contact to the a-pilar or cowl. Adjust as needed. See Figures 3 and 4.

NOTE: Figures below are for alignment purposes only and do not represent the actual part(s).



FIGURE 3



FIGURE 4



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 your PC you're 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.

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23S10 Supplement # 1


Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.

Dealer Bulletin

Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

  - Light Mobile Service

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)

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   – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
 - 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 may be 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 a Mobile Service Repair

- 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 than 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

23S10 Supplement # 1

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 23S10 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

FLEET INSTRUCTIONS

CERTAIN 2021 MODEL YEAR F-150 VEHICLES

SERVICE PROCEDURE

1. Is vehicle's manufacture build date on or after June 7, 2021?
Yes - Proceed to Step 2.
No - Replace wiper arms. Follow Workshop Manual (WSM) procedures in Section 501-16
2. Remove the left-hand side wiper arm. Follow WSM procedures in Section 501-16.
3. Looking inside the arm head, locate the date code wheel. See Figure 1.



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4. Using a camera or cell phone, photograph the date code wheel on the wiper arm. Regardless of pass or fail status the pictures will need to be submitted through Report a Vehicle Concern in PTS.

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7. Install wiper arms so that they tip the wiper blade is halfway within the lower blackout of the windshield. See Figure 2.

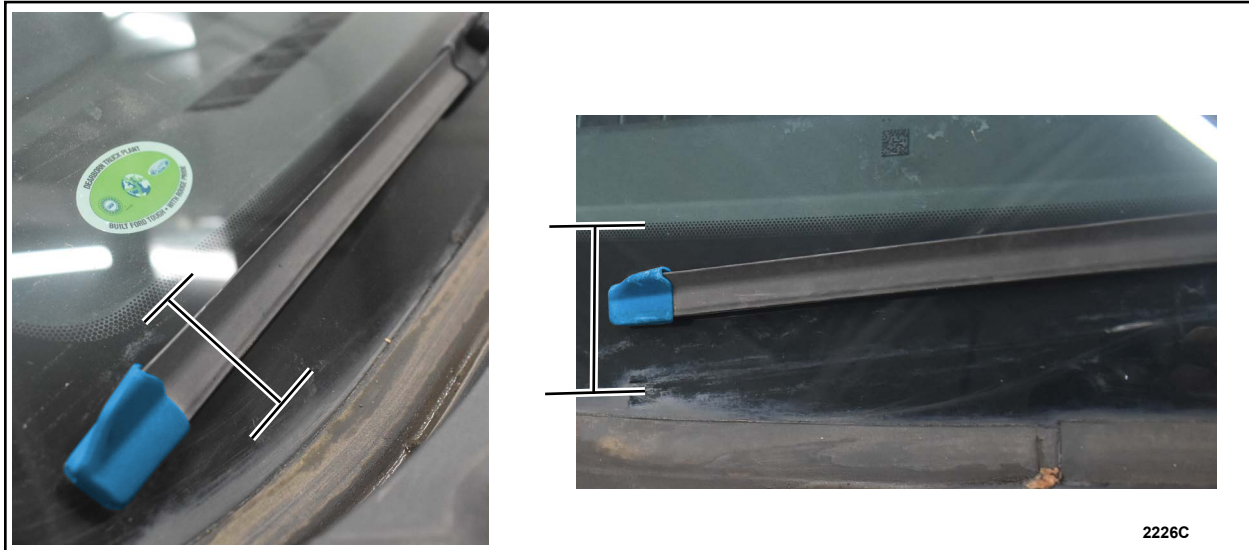


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Using Web Based "Report a Vehicle Concern"

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
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Ford Motor Company Recall Reimbursement Plan for 23S10

Ford 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 # 23S10, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to September 13, 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 the 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 noncompliance 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 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 pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.