



Stacy L. Balzer  
 Operating Director  
 Service Engineering Operations  
 Ford Customer Service Division

Ford Motor Company  
 P. O. Box 1904  
 Dearborn, Michigan 48121

April 14, 2023

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**\*DO NOT DRIVE VEHICLES\***  
**Safety Recall 23S17**  
 Certain 2023 Model Year Ranger and Bronco Vehicles  
 Left Side Wheels Lug Nut Torque Check

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2023	Michigan Assembly	February 9, 2023 through February 13, 2023
Bronco	2023		February 9, 2023 through February 13, 2023

US population of affected vehicles: 1,434 (442 Ranger Vehicles and 992 Bronco Vehicles). 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.

**REASON FOR THIS SAFETY RECALL**

These vehicles are equipped with lug nuts on the left-side (driver's side) road wheels that may not have been properly tightened. Insufficiently tightened lug nuts on the vehicle's road wheels may result in loosening of the wheel attachment and potential wheel detachment from the vehicle. A wheel and tire assembly that detaches from a vehicle while driving may create a road hazard. If either were to occur, there would be an increased risk of injury or crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to verify all of the wheel lug nuts are torqued on the left side of the vehicle and inspect for any damage to the wheel studs and wheel. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Owners are advised not to drive the affected vehicles until the torque of the lug nuts has been verified on both left wheels (12 nuts total). Owners will be given the option to make arrangements with their dealer for vehicle inspection at the vehicle location (participating mobile service dealers) or to have the vehicle towed to the dealership to have the lug nuts inspected and to make any necessary repairs as outlined in this bulletin. As an interim action, instructions will be provided to the owner to conduct the torque verification should they have the desire and capability to do so. In all instances, the vehicle must be inspected by a dealer for torque validation, component damage and completion of the repair.

To assist vehicle owners to have this repair completed dealers are to:

- Proactively contact owners to instruct them to stop driving their vehicle.

- Arrange to tow the owner's vehicle to the dealership for repairs (rentals are authorized – see Rental Vehicles), or
  - Arrange for a mobile repair (if applicable) at the owner's location.
- Re-deliver the owner's vehicle after repairs have been completed.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Ford is in the process of contacting owners and helping to arrange for inspection and repair of their vehicles. Mailing of owner letters are expected to be mailed the week of May 1, 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 \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

### **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter  
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**  
**\*DO NOT DRIVE VEHICLES\***  
**Safety Recall 23S17**  
Certain 2023-2024 Model Year Ranger and Bronco Vehicles  
Left Side Wheel Lug Nut Torque Check

**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 complexity of this repair, a specialty vehicle is 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 tools and cleaning supplies: Floor Jack, Jack Stands, Torque Wrench.
- The wheel lug nut torque inspection can be performed via mobile repair. Wheel stud or wheel replacement may require repair at the dealership.

**MOBILE REPAIR QUESTIONS AND ASSISTANCE**

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

**OASIS ACTIVATION**

OASIS will be activated on April 14, 2023.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 14, 2023. Owner names and addresses will be available by May 19, 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 issued instructions to stop selling/delivering or driving used vehicles under this safety recall until it is verified that the wheel lug nut torque is correct on all left side wheel lug nuts. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. As an interim repair owners can verify that the wheel lug nut torque is correct on all left side wheel lug nuts until the vehicle can be inspected by the dealership.
- 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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**\*DO NOT DRIVE VEHICLES\***  
**Safety Recall 23S17**  
Certain 2023-2024 Model Year Ranger and Bronco Vehicles  
Left Side Wheel Lug Nut Torque Check

**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 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 left side wheel nut/stud repair.

**RENTAL VEHICLES**

If the vehicle is required to be towed to the dealership, 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(s) is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

**TOWING**

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

**PICK-UP AND DELIVERY**

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) instead of a rental vehicle. Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**\*DO NOT DRIVE VEHICLES\***  
**Safety Recall 23S17**  
Certain 2023-2024 Model Year Ranger and Bronco Vehicles  
Left Side Wheel Lug Nut Torque Check

**ALTERNATIVE TRANSPORTATION**

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount over the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront 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.)

**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence of damage to the wheels in this recall. For claim reimbursement please submit photos that clearly show the vehicle VIN, and damage to any of the affected wheels.

- 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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**\*DO NOT DRIVE VEHICLES\***  
**Safety Recall 23S17**  
Certain 2023-2024 Model Year Ranger and Bronco Vehicles  
Left Side Wheel Lug Nut Torque Check

**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.

**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 23S17 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 23S17                      - 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:** Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Mobile Repair:** Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**\*DO NOT DRIVE VEHICLES\***  
**Safety Recall 23S17**  
Certain 2023-2024 Model Year Ranger and Bronco Vehicles  
Left Side Wheel Lug Nut Torque Check

- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
  - Program Code: 23S17
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$250.00

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

**\*DO NOT DRIVE VEHICLES\***

**Safety Recall 23S17**

Certain 2023 Model Year Ranger and Bronco Vehicles  
Left Side Wheel Lug Nut Torque Check

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Remove left side wheels, inspect studs, all studs pass. Install and torque wheels. <b>(Can only be claimed with MM)</b>	23S17B	0.5 Hours
Remove left side wheels, inspect studs, replace damaged studs on one wheel. Install and torque wheels. <b>(Can only be claimed with E, MM, and ZZ)</b>	23S17C	1.0 Hours
Remove left side wheels, inspect studs, replace damaged studs on two wheels. Install and torque wheels. <b>(Can only be claimed with E, F, MM, and ZZ)</b>	23S17D	1.4 Hours
Extra time to replace one wheel <b>(Can only be claimed with C, D, MM, and ZZ)</b>	23S17E	0.3 Hours
Extra time to replace two wheels <b>(Can only be claimed with D, MM, and ZZ)</b>	23S17F	0.4 Hours
Mobile Service – <b>(drive to customer’s residence) (Can be claimed with all labor ops)</b> Can only be claimed by non-eligible Remote Experience Program Dealers	23S17MM	0.5 Hours
Extra time to take and submit photos of wheel damage. <b>(Can only be claimed with E or F)</b>	23S17ZZ	0.2 Hours



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**\*DO NOT DRIVE VEHICLES\***  
**Safety Recall 23S17**  
Certain 2023-2024 Model Year Ranger and Bronco Vehicles  
Left Side Wheel Lug Nut Torque Check

**PARTS REQUIREMENTS / ORDERING INFORMATION**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
ACPZ-1107-C	Wheel Stud – (Front Axle Bronco)	As Required – Up to 6	
ACPZ-1107-A	Wheel Stud – (All Ranger, Rear Axle Bronco)	As Required – Up to 12	
ACPZ-1012-H	Lug Nut	As Required – Up to 12	
Vehicle Specific	Wheel Assembly	As Required – SSSC Approval Required	

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Less than 1% of the affected vehicle population is expected to require wheel replacement.

**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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**\*DO NOT DRIVE VEHICLES\***  
**Safety Recall 23S17**  
Certain 2023-2024 Model Year Ranger and Bronco Vehicles  
Left Side Wheel Lug Nut Torque Check

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 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.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup>, 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 2023 MODEL YEAR RANGER AND BRONCO VEHICLES — LEFT SIDE WHEEL LUG NUT TORQUE CHECK

### 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.

**NOTE:** If you suspect that you will not have Internet access at the vehicle's mobile repair location, then you should print a copy of these instructions (including any required Workshop Manual references) for reference during the mobile repair.

1. Remove the left hand tires and wheels, please follow Workshop Manual (WSM) Section 204-04A.
2. Inspect the studs for visual damage. Is there any damage present?  
Yes - Replace any damaged wheel studs. The corresponding lug nut should be replaced as well.  
Please follow WSM Section 204-01 (Front) and/or 204-02 (Rear). Proceed to Step 3.  
No - Continue to Step 3.
3. Inspect wheel(s) for damage around lug nut mounting holes. If there is damage to one or both wheels, take pictures of the suspected damage and submit to the Special Service Support Center (SSSC) for approval.
4. Install wheels and tires. Please follow WSM Section 204-04A.



**Ford Motor Company**  
**Recall Reimbursement Plan for 23S17**

*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 # 23S17, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before May 19, 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.