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Ford Motor Company
 P. O. Box 1904
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July 19, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
 Compliance Recall 23C16**
 Certain 2021 - 2023 Model Year Bronco Vehicles
 Seat Belt Latch Plate Access

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice -
 Compliance Recall 23C16**
 Certain 2021-2023 Model Year Bronco Vehicles
 Seat Belt Latch Plate Access

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco	2021-2023	Michigan Assembly Plant	September 23, 2020 through May 9, 2023

US population of affected vehicles: 173,836. 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 COMPLIANCE RECALL

The affected vehicles do not conform to the “Latch Plate Access” compliance requirement in S7.4.4 of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, “Occupant Crash Protection.” If the first-row seat(s) is in a certain position, the driver and/or passenger may have difficulty accessing the seat belt latch and therefore may not put it on. The customer may experience some dissatisfaction or be discouraged if they are unable to easily access the seat belt latch in its stowed position. Driving without the use of a seatbelt increases the risk of injury in a crash.

SERVICE ACTION

Dealers are to install the seatbelt sliding clip on the front driver and passenger seatbelts and print off the Owner’s Manual Addendum. 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:
- Re-deliver the owner’s vehicle after repairs have been completed.

- Pick-up and delivery, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed during the fourth quarter of 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

- Administrative Information Attachment
- Labor Allowances and Parts Ordering Information Attachment
- Technical Instructions
- Mobile Service Repair Assessment Attachment
- Mobile Repair/Vehicle Pickup and Delivery Record Attachment
- Owner's Manual Addendum
- 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

Compliance Recall 23C16**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.

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.

Dealers NOT participating in the 2023 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.

OASIS ACTIVATION

OASIS has been activated since July 5, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since July 5, 2023. Owner names and addresses will be available by August 11, 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.

Compliance Recall 23C16

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this compliance recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

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 replacing the seatbelt sliding clip.

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.

Compliance Recall 23C16**PICK-UP AND DELIVERY- Non-participating Dealers**

Dealers not participating in the 2023 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.

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 23C16 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: 23C16 - 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.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.
 - Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation.

Compliance Recall 23C16

CLAIMS PREPARATION AND SUBMISSION (Continued)

- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Refer to Electronic Field Communication - EFC12071 2023 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, with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 23C16MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table).

Compliance Recall 23C16

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Seatbelt Sliding Clip on front driver and passenger seatbelts, and print the Owner’s Manual Addendum and place in glove box of the vehicle	23C16B	0.2 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers. 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	23C16MM	0.5 Hours
Vehicle Pick-up and Delivery Allowance: This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle pick-up/delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	23C16PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
MB3Z-99610A94-AA	Seatbelt Sliding Clip	2	2

To place an order for the Seatbelt Sliding Clip submit a VIN-specific Part Order contact via the SSSC Web Contact Site. A signed sales contract or open repair order number will be required for order processing.

IMPORTANT NOTE: Dealers will automatically receive Seatbelt Sliding Clip parts based on the number of in-stock units.

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.

Compliance Recall 23C16

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 2021-2023 MODEL YEAR BRONCO VEHICLES — SEAT BELT LATCH PLATE ACCESS

SERVICE PROCEDURE

1. Take the two pieces of the clip, put them over the seatbelt webbing and snap the pieces together using your thumb and forefinger until the clip clicks into the correct position. The correct position for this sliding clip is below the seatbelt tongue and located at the highest position on the seatbelt webbing as shown in Figure 1. Install the sliding clip on the front driver and passenger side seatbelts. See Figures 1 and 2.

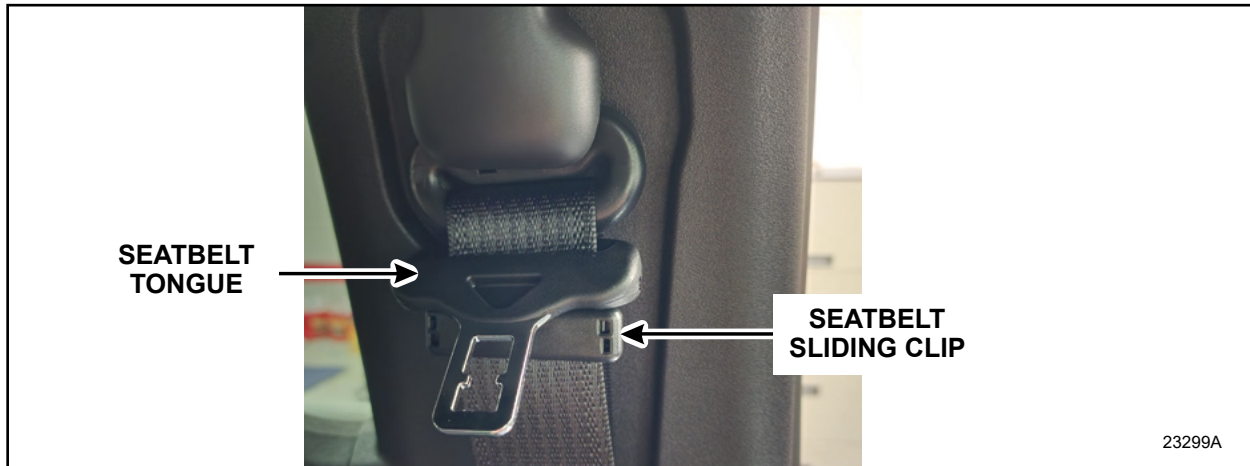


FIGURE 1

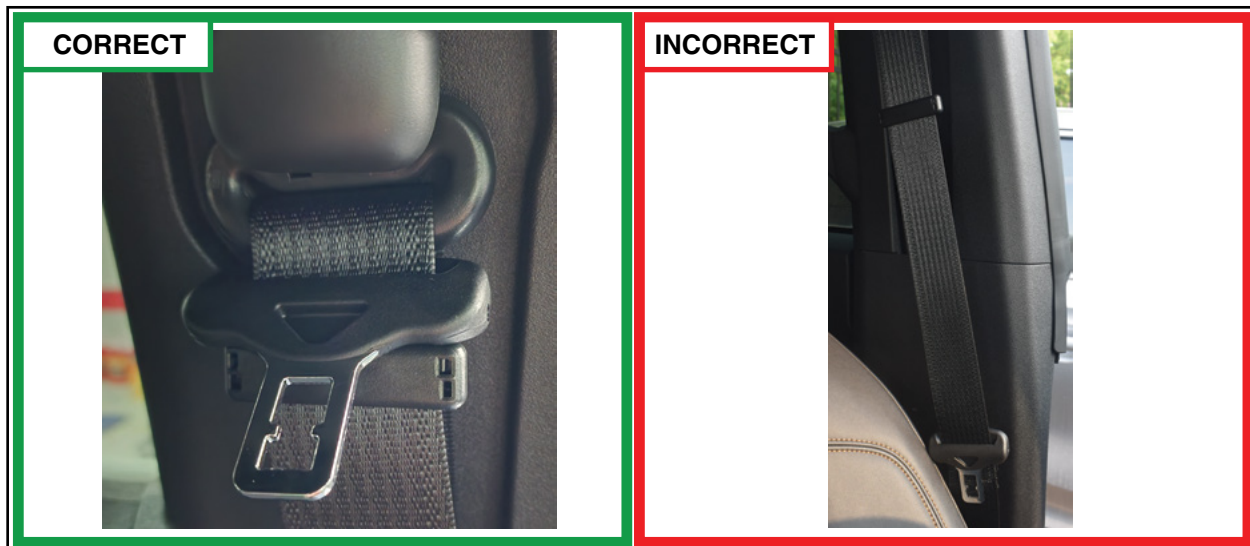


FIGURE 2

2. Print the "Owner's Manual Addendum - Seatbelt" and place it in the glovebox of the vehicle.



Compliance Recall 23C16













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 Attachment I 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

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

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)

Compliance Recall 23C16

   – 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

Compliance Recall 23C16

**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 23C16 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

**The information in this addendum supplements the
information contained in the following:**

BRONCO Owner's Manual

**Cette annexe remplace les données qui se trouvent
dans les manuels suivants:**

BRONCO Manuel du Propriétaire

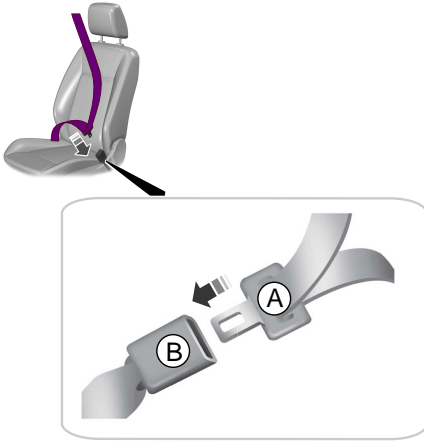
**La información de este suplemento reemplaza la
información incluida en los siguientes documentos:**

BRONCO Manual del Propietario

Seatbelts

FASTENING AND UNFASTENING THE SEATBELTS

All seatbelts in your vehicle are a three-point combination lap and shoulder seatbelt.



- A Seatbelt tongue.
- B Seatbelt buckle.

1. Pull the seatbelt out steadily.

Note: It may lock if you pull it sharply or if the vehicle is on a slope.

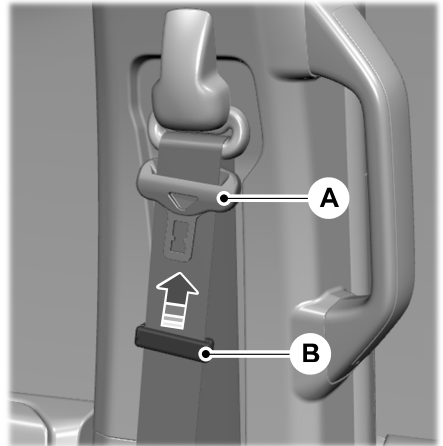
2. Insert the tongue into the buckle.
3. Pull the seatbelt tight to remove any slack.

Unfastening the Seatbelts

1. Press the red button on the buckle to release the seatbelt.
2. Hold the seatbelt tongue and let it retract completely and smoothly to its stowed position.

Using a Sliding Clip (If Equipped)

Your vehicle may be equipped with a seatbelt sliding clip to enhance seatbelt tongue accessibility for your vehicle. The recommended stowed position to ease access to the tongue is to locate the sliding clip to the highest position as shown in image.



- A Seatbelt tongue.
- B Seatbelt sliding clip.

Slide the clip away from the tongue so there is no loose webbing when an occupant or child seat is buckled up. You can also use the sliding clip to raise the tongue and prevent it from rattling or to ease access to the tongue.

Ceintures de sécurité

BOUCLAGE ET DÉBOUCLAGE DES CEINTURES DE SÉCURITÉ

Toutes les ceintures de sécurité du véhicule sont de type à trois points.



- A Langue de ceinture de sécurité.
- B Boucle de ceinture de sécurité.

1. Tirez régulièrement sur la ceinture.

Nota : Elle peut se coincer si vous tirez brusquement ou si le véhicule est en pente.

2. Introduisez la languette dans la boucle.
3. Tirez sur la ceinture de sécurité pour éliminer tout jeu.

Débouclage des ceintures de sécurité

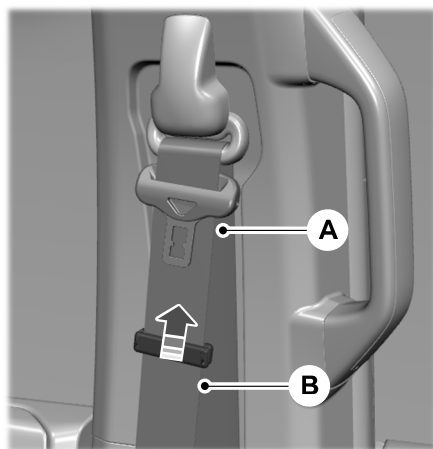
1. Appuyez sur le bouton rouge de la boucle pour débloquer la ceinture de sécurité.

2. Tenez la languette de ceinture de sécurité et laissez-la se rétracter complètement et en douceur en position de rangement.

Utilisation d'une pince coulissante

(Selon l'équipement)

Il est possible que votre véhicule soit muni d'une pince coulissante de ceinture de sécurité afin de faciliter l'accès à la languette de ceinture de sécurité de votre véhicule. Pour faciliter l'accès à la languette, il est recommandé de placer la pince coulissante à la position de rangement la plus haute, comme le montre l'illustration.



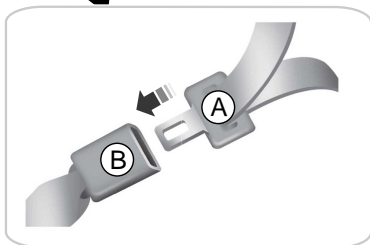
- A Langue de ceinture de sécurité.
- B Pince coulissante de ceinture de sécurité.

Éloignez le clip de la languette en le faisant glisser de sorte que la sangle ne soit pas lâche lorsque le siège d'un occupant ou d'un enfant est attaché. Vous pouvez aussi utiliser le clip coulissant pour soulever la languette et l'empêcher de cliqueter ou pour faciliter l'accès à la languette.

Cinturones de seguridad

CÓMO ABROCHAR Y DESABROCHAR LOS CINTURONES DE SEGURIDAD

Todos los cinturones de seguridad del vehículo son cinturones combinados de cadera y hombro de tres puntos.



- A Lengüeta del cinturón de seguridad.
- B Hebilla del cinturón de seguridad.

1. Jale suavemente del cinturón de seguridad.

Nota: Se puede bloquear si lo jala bruscamente o si conduce el vehículo en una pendiente.

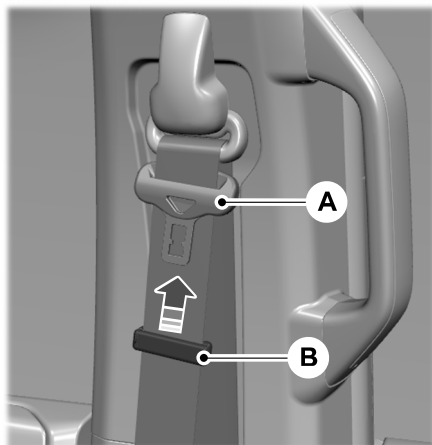
2. Inserte la lengüeta en la hebilla.
3. Jale cinturón de seguridad procurando que quede bien ajustado.

Desabrochado de los cinturones de seguridad

1. Oprima el botón rojo de la hebilla para liberar el cinturón de seguridad.
2. Sostenga la lengüeta del cinturón de seguridad, déjela que se retraiga por completo y que suavemente vaya a su posición de guardado.

Mediante un clip deslizante (si está equipado)

Si vehículo podría estar equipado con un clip deslizante en el cinturón de seguridad que permite mejorar el acceso a la lengüeta del cinturón de seguridad de su vehículo. La posición de almacenamiento recomendada para facilitar el acceso a la lengüeta es ubicar el clip deslizante en la posición más alta, tal como aparece en la imagen.



- A Lengüeta del cinturón de seguridad.
- B Clip deslizante del cinturón de seguridad.

Deslice el clip en el lado opuesto de la lengüeta de modo que no exista correa floja cuando se abroche un pasajero o un asiento para niños. También puede usar el clip deslizante para levantar la lengüeta y evitar que rechine o se acceda fácilmente a ella.

Ford Motor Company
Recall Reimbursement Plan for 23C16

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 # 23C16, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before July 21, 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)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 5, 2021 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.