

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

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

November 20, 2023

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 20S15 – Supplement #1**
 Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ Vehicles - Door Latch Replacement *and Inspection*
REF: **Safety Recall 20S15**
 Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ Vehicles - Door Latch Replacement
 Dated: August 24, 2020

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicle Build Dates:** *The build date ranges for vehicles built at Cuautitlan and Hermosillo Assembly Plants have been extended. Refer to the Affected Vehicles table below for revised dates. All affected vehicles are now correctly identified in OASIS and FSA VIN lists.*
- **Service Action:** *Vehicles built after the original posted build end date range will have an inspection to check the latch date code to determine if latch replacement is required.*
- **Labor Allowances:** *Revised and additional labor operations have been made. Refer to the table in Attachment II for details.*
- **Parts Requirements / Ordering Information:** *Latch kits are no longer on open order and part numbers have been revised on two of the kits. Refer to the table in Attachment II for details.*

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2014-2015	Cuautitlan	November 1, 2013 through <i>January 31, 2015</i>
Fusion	2014-2016	Flat Rock	November 1, 2013 through April 27, 2015
		Hermosillo	November 1, 2013 through <i>July 31, 2015</i>
MKZ			

US population of affected vehicles: 189,583. Affected vehicles are identified in OASIS and FSA VIN Lists.

This recall applies to the affected vehicles originally sold in, or currently registered in the following states:

STATES				COUNTRIES/TERRITORIES
Alabama	Georgia	Nevada		Mexico
Arkansas	Hawaii	Oklahoma		American Samoa
Arizona	Louisiana	Oregon		Guam
California	Mississippi	South Carolina		Northern Mariana Islands
Florida	New Mexico	Texas		Puerto Rico
Utah	Washington			U.S. Virgin Islands

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the door latches have a pawl spring tab that may break. This condition will typically prevent the door from latching. If the customer is able to latch the door after repeated attempts to shut the door, there is potential the door may unlatch while driving, increasing the risk of injury.

New! SERVICE ACTION

For vehicles in the original population, before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace all four door latches. For vehicles added in the supplement, dealers will inspect the latch build date codes and replace the latches ONLY if any of the date codes are found to be prior to the dates as directed in the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

This information must be submitted via a Dealer Self Service contact type through the SSSC, and will require the following on all repairs:

- Latch date codes of both the old and new latches
- Photos of the new latches installed in the vehicle, along with a photo of the VIN
- Responses to several survey questions about the vehicle and repair
- Documentation of Service Manager sign-off on the repair order (image, scan, or PDF).

This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters for the original population were mailed the week of September 7, 2020. *Owner letters for vehicles added to the program are expected to be mailed the week of December 4, 2023.* Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

*Administrative Information
Labor Allowances and Parts Ordering Information
Technical Instructions
Mobile Service Repair Assessment
Vehicle Pick-Up & 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 20S15 – Supplement #1**New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - *Not a Mobile Service Repair*

New! OASIS ACTIVATION

OASIS was activated on May 11, 2020 for the original population. *Supplemental VINs added to the program will be activated on November 20, 2023.*

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists for the original population were available through <https://web.fsavinlists.dealerconnection.com> on May 11, 2020. *Supplemental VIN Lists will be added on November 20, 2023.* Owner names and addresses will be available by September 25, 2020. *Owner names and addresses of supplemental VINs added to the program will be activated by December 22, 2023.*

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles if they ensure the doors are securely latched without using excessive effort before driving.
- 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 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 title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.

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OWNER REFUNDS (Continued)

- 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 door latch replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

New! PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

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

New! PICK-UP & 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.

New! LINCOLN PICK-UP & DELIVERY

For owners of Lincoln vehicles, refer to the Labor Allowance table and use the 20S15LL labor operation code.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 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.

CLAIMS PREPARATION AND SUBMISSION

- **Dealer Self Service contacts:**
 - This SSSC contact type generates the approval code required to submit claims in OWS.
 - Use DEALER SELF SERVICE type contacts ONLY.
 - Only RO NUMBER, RO LINE, and RO OPEN DATE are required repair order information.
 - Dealers are responsible for the accuracy of all information submitted in contacts.

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New! CLAIMS PREPARATION AND SUBMISSION (continued)

- **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 20S15 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
 - The required Dealer Self Service approval code must be submitted on the program line. It is not to be used for related damage lines.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 20S15 - 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.

Safety Recall 20S15 – **Supplement #1****New!** **LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
FAILS latch date code inspection: Administrative time to inspect and record old and new latch date codes, bench test, obtain service manager sign off on the R.O. and upload photos and survey responses. <i>Can be claimed with B or C</i>	20S15A	1.1 Hours
Fiesta - Replace all four door latches. <i>Can only be claimed with A</i>	20S15B	1.5 Hours
Fusion/MKZ - Replace all four door latches. <i>Can only be claimed with A</i>	20S15C	1.8 Hours
PASS latch date code inspection. Includes time for: <ul style="list-style-type: none"> Inspecting and recording latch date codes. Submit self-service contact to SSSC. Submitting photos of all latch date codes. <i>Can not be claimed with A, B, or C.</i>	20S15D	0.4 Hours
Lincoln Vehicle Pick-Up & Delivery Allowance: <u>Only</u> vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles. 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.	20S15LL	0.5 Hours
Vehicle Pick-Up & 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.	20S15PP	0.5 Hours

New! **PARTS REQUIREMENTS / ORDERING INFORMATION****Special Program Part Ordering:**

To place an order for any latch kit listed below, submit a Special Program Order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 10642.

Part Number	Description	Order Quantity	Claim Quantity
DE8Z-54264A26- D	Fiesta with Keyless Entry – Kit of four latches	1	1
DE8Z-54264A26- C	Fiesta without Keyless Entry* – Kit of four latches	1	1
DS7Z-54264A26- P	Fusion and MKZ – Kit of four latches	1	1

*Fiesta vehicles without Keyless Entry are equipped with a lock cylinder in the passenger front door.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

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

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

New! 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 2014-2015 MODEL YEAR FIESTA AND 2014-2016 MODEL YEAR FUSION AND MKZ VEHICLES — DOOR LATCH REPLACEMENT AND INSPECTION

NEW ! IMPORTANT: *This procedure was modified from the original Workshop Manual (WSM) Procedure. Follow technical instructions carefully.*

SERVICE PROCEDURE

1. *Is the vehicle built WITH-IN the dates shown in Figure 1?*

Yes - Proceed to Fusion, MKZ, and Fiesta Door Latch Procedure.

No - Proceed to Step 2.

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2014-2015	Cuautitlan	November 1, 2013 through December 4, 2014
Fusion	2014-2016	Flat Rock	November 1, 2013 through April 27, 2015
		Hermosillo	November 1, 2013 through April 27, 2015
MKZ	2014-2016	Hermosillo	November 1, 2013 through April 27, 2015

2015A

FIGURE 1

2. *Locate, inspect and record the date codes on all 4 door latches. See Figure 2. Are all date codes readable?*

Yes - Proceed to Step 3.

No - Submit picture(s) of unreadable date code(s) to Special Service Support Center (SSSC).

Replace all 4 door latches. Follow Workshop Manual (WSM) procedures in Section 501-14.

Verify the presence of a child lock in each of the rear door latches. This completes the Field Service Action (FSA).

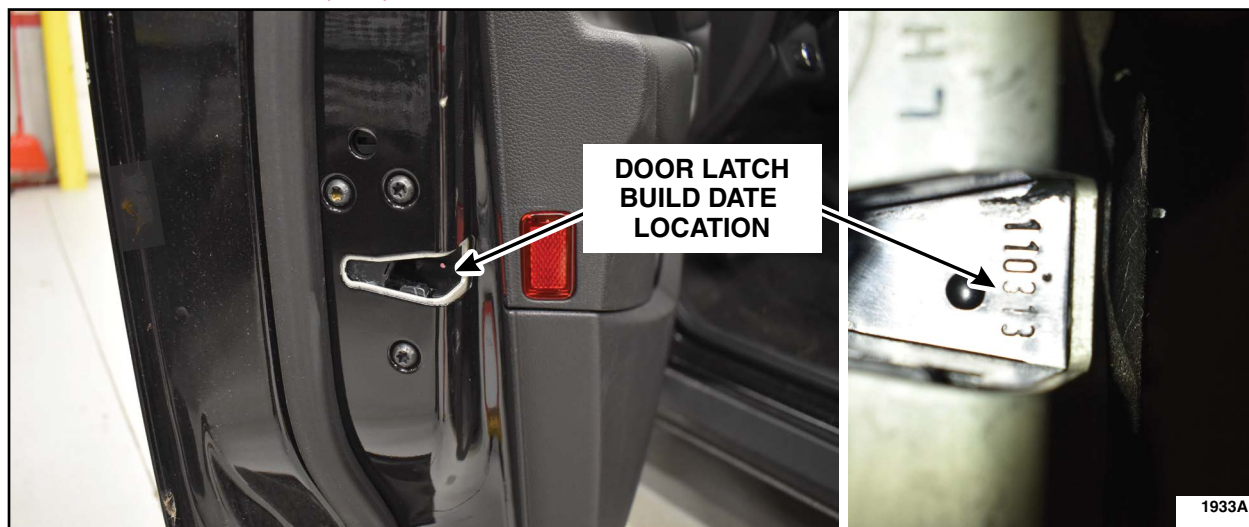


FIGURE 2



3. Starting with the driver's side door date code, is the code a 6 or 7-digit alpha/numeric code?

For 6-digit code - Proceed to Step 4.

For 7-digit code - Proceed to Step 6.

4. Does the date code end in a letter?

Yes - Proceed to Step 5.

No - Proceed to Step 7.

5. Is the second to last number in the date code a 1 or a 2?

Yes - Proceed to Step 8.

No - Proceed to Step 9.

6. Using Figure 3 below, decode the 7-digit date code. Record the decoded date and proceed to Step 10.

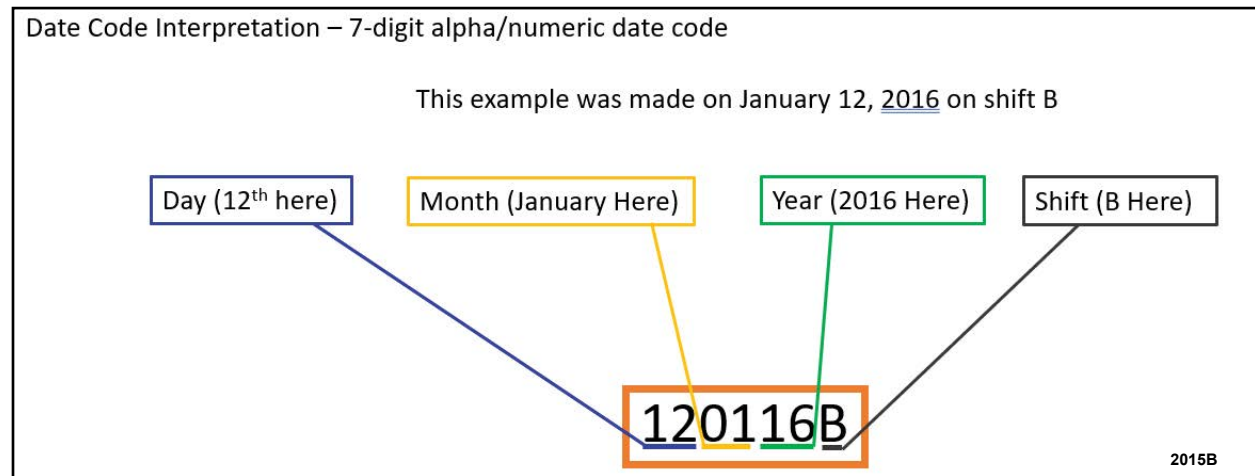


FIGURE 3



7. Using Figure 4 below, decode the 6-digit numeric date code. Record the decoded date and proceed to Step 10.

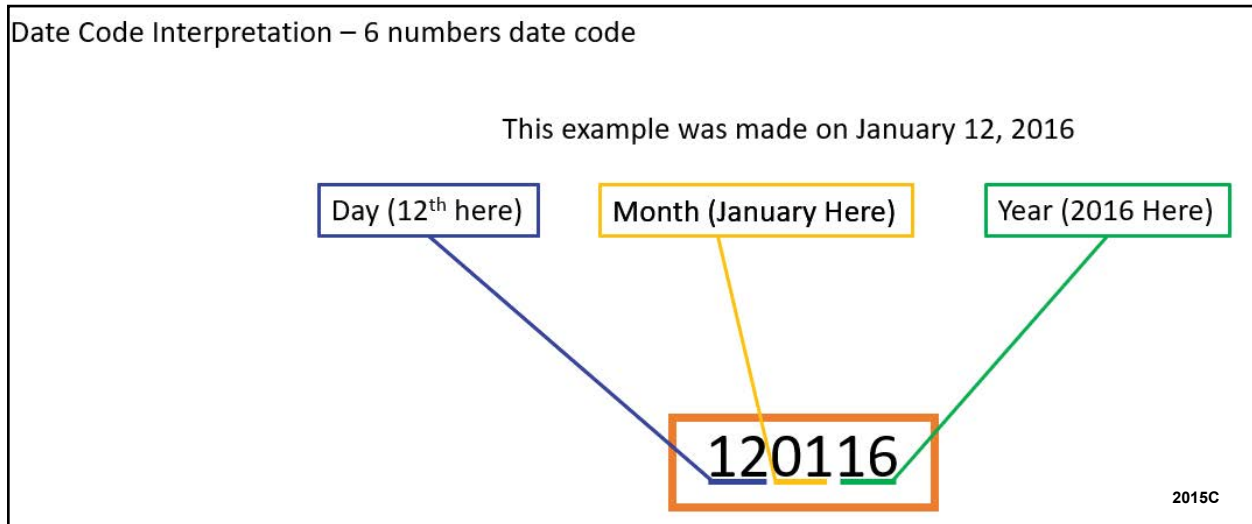


FIGURE 4

8. Using Figure 5 below, decode the 6-digitalpha/numeric date code ending in 1A, 2A, 1B or 2B. Record the decoded date and proceed to Step 10.

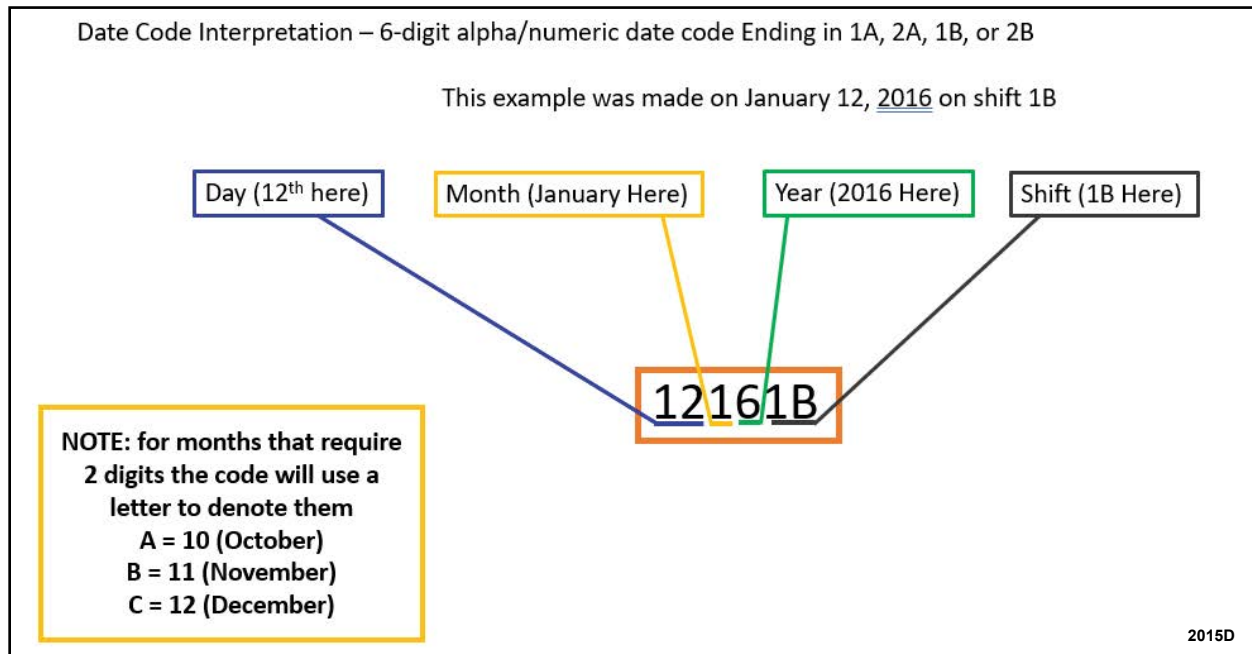


FIGURE 5



9. Using Figure 6 below decode the 6-digit alpha/numeric date code ending A or B. Record the decoded date and proceed to Step 10.

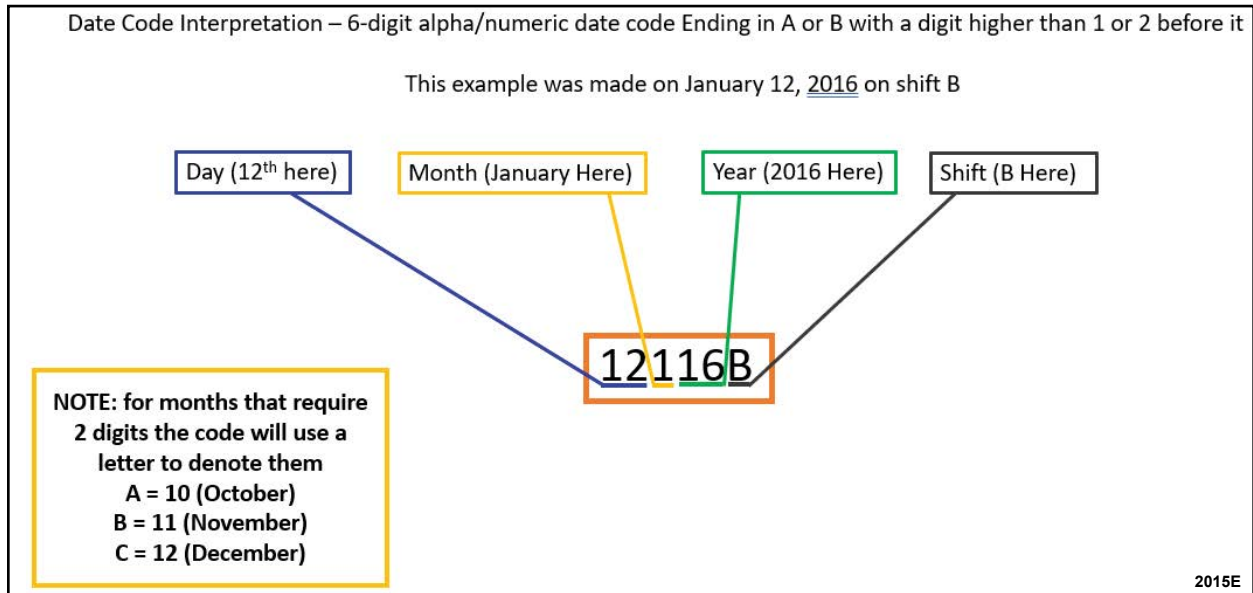


FIGURE 6

10. Repeat steps 3 through 5 for the remaining door latches. Was the inspection completed on all 4 door latches?

Yes - Proceed to Step 11.

No - Repeat steps 3 through 5 on the remaining door latches.

11. Did any of the date codes on the latches not work with the decoders provided?

Yes - Submit picture(s) to SSSC. Replace all 4 door latches. Follow Workshop Manual (WSM) procedures in Section 501-14. Verify the presence of a child lock in each of the rear door latches. This completes the Field Service Action (FSA).

No - Proceed to Step 12.



12. Do any of the decoded door latch date codes fall prior to the build dates shown in the chart in Figure 7?

*Yes - If any of the 4 door latches have a date prior to the build date shown in the chart, replace ALL 4 door latches. Follow Workshop Manual (WSM) procedures in Section 501-14. Verify the presence of a child lock in each of the rear door latches. Continue to Step 13.
No - Continue to Step 13.*

Vehicle	Assembly Plant	Clean Date Code
Fiesta	Cuautitlan	November 29, 2014
Fusion	Hermosillo	May 28, 2015
MKZ	Hermosillo	May 28, 2015

2015F

FIGURE 7

13. Capture photos of all 4 door latches and submit to SSSC. This completes the FSA.



FUSION, MKZ AND FIESTA DOOR LATCH PROCEDURE

1. Open the driver's side front door. Take a picture of the Vehicle Identification Number (VIN) sticker on the lower A-pillar. This picture will need to be submitted in the Special Service Support Center (SSSC) web questionnaire.
2. Inspect and record the date codes on all four door latches. This information will need to be submitted in the SSSC web questionnaire.

NOTE: Build date can be comprised of numbers or letters up to 7 digits in length.

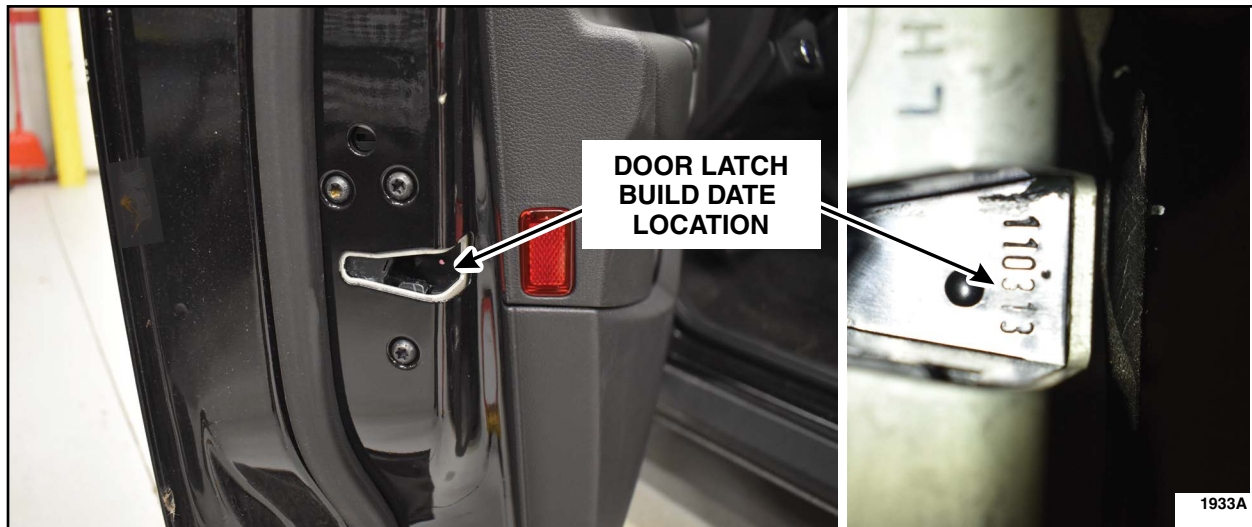





FIGURE 8

NOTE:

- To view a video demonstrating the removal and installation of the exterior door handle while installed on the vehicle, click the video icon. 
- To view a video demonstrating the removal and installation of the exterior door handle on a bench for additional clarity, click the video icon. 
- If you experience difficulty removing and/or installing the exterior door handle, you may need to reset the door handle reinforcement. To view a video that will aid technicians in understanding how to reset the door handle reinforcement, or to further understand how the exterior door handle and door reinforcement function, click the video icon. 



FUSION, MKZ AND FIESTA VEHICLES

NOTE: Videos demonstrating the complete repairs can be found below.

Fusion/MKZ  **Fiesta** 

1. Replace all four door latches. For additional information, refer to Workshop Manual (WSM) Section 501-14.
2. As each old door latch is removed, perform the Door Latch Functionality Bench Test on page 9.
3. When repairs are complete, verify the presence of a child lock in each of the rear door latches. See Figure 9.

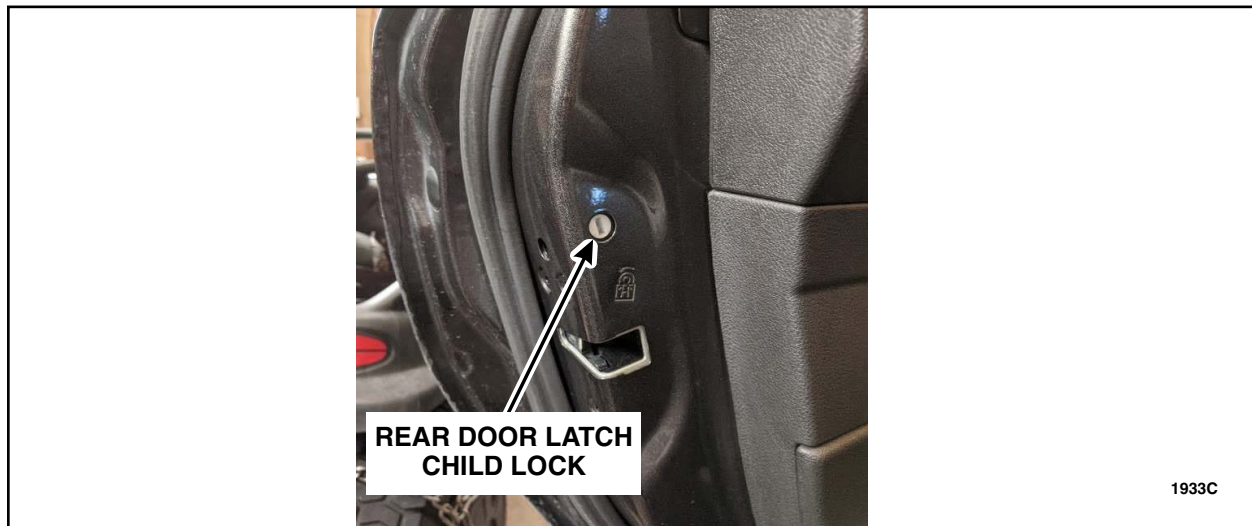


FIGURE 9



4. Once the **new** latches have been installed in the vehicle, record all four date codes of the new latches. Additionally, capture a picture of the date code of each new door latch (four pictures total) showing them installed in the vehicle. These pictures will need to be submitted in the SSSC web questionnaire. See Figure 10.

NOTE: If there is grease or debris covering the door latch build date, use a shop rag to wipe away the grease prior to taking the picture.

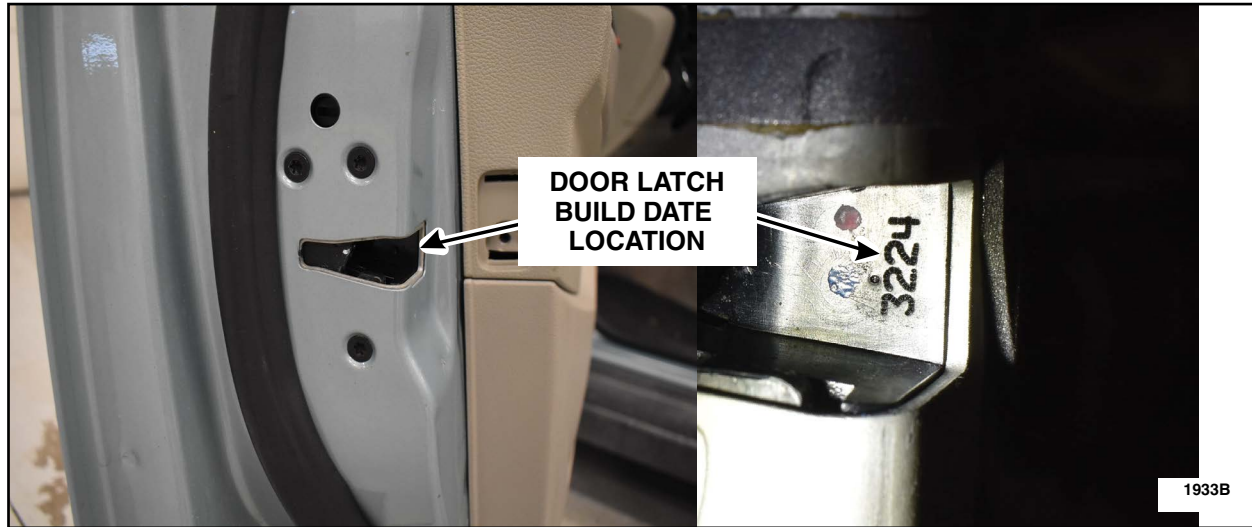


FIGURE 10

5. The service manager must inspect the vehicle to confirm that repairs were completed. Obtain service manager sign-off on the repair order. This will be need to be submitted in the SSSC web questionnaire (image, scan, or PDF).



Door Latch Functionality Bench Test

NOTE: Once the door latches have been removed, perform the Door Latch Functionality Bench Test. Record the data for use in the SSSC web questionnaire.

NOTE: Video demonstrating the complete Door Latch Functionality Bench Test can be found below. Rear door latch shown, Front door latch similar.

Bench Test 

1. Using a suitable screwdriver, insert and engage the door latch mechanism. See Figure 11.

NOTE: Rear door latch shown, Front door latch similar.

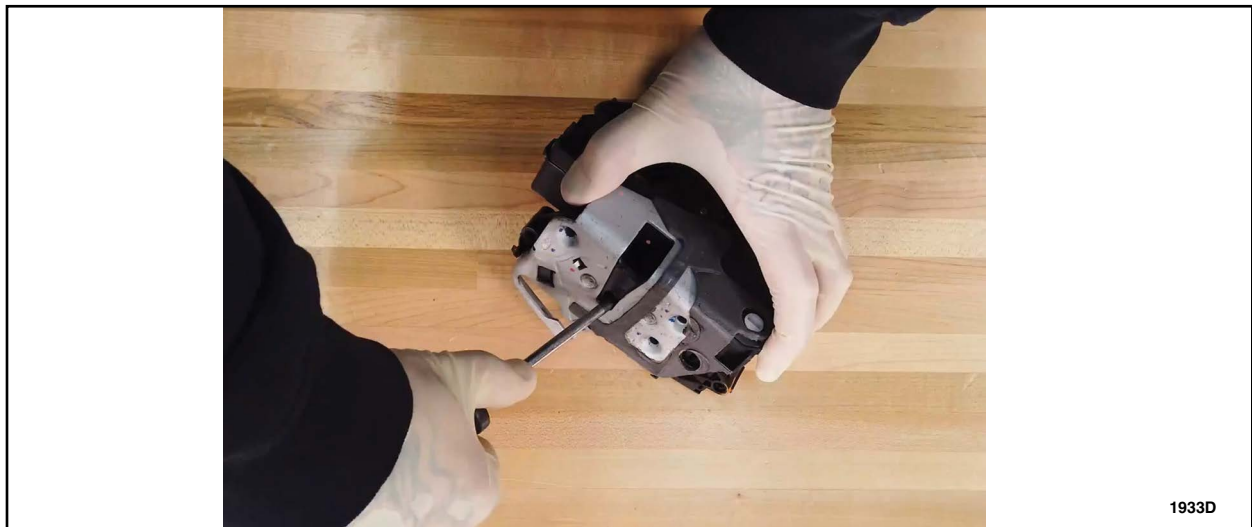


FIGURE 11

2. Turn the door latch on its side, and slide the interior handle release lever to release the latching mechanism. See Figure 12.



FIGURE 12



3. With the interior handle release lever engaged, place screwdriver back in the latch and verify that the latch releases. See Figure 13.



FIGURE 13

4. Re-engage the latch with the screwdriver. See Figure 14.
5. After the latch has been placed in the latched position, take a second screwdriver and actuate the exterior handle release lever. See Figure 14.

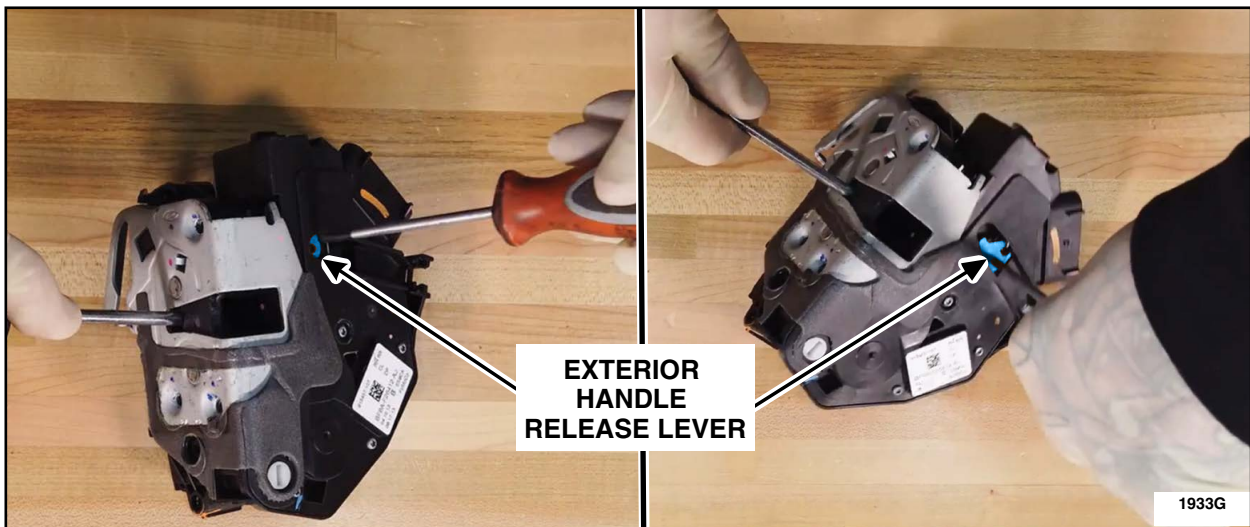


FIGURE 14



6. With the exterior handle release lever engaged, verify that the latch releases. See Figure 15.



FIGURE 15



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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



-  - 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)

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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

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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 20S15-*S1* Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 20S15 – Supplement #1

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 # 20S15, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before December 22, 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 noncompliances 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.