



Stacy L. Balzer
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

June 7, 2024

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 23S64**

Certain 2018-2021 Model Year EcoSport, 2016-2018, Focus, and 2017-2021 Fiesta Vehicles Equipped with a 1.0L EcoBoost engine and automatic transmission.
Engine Oil Pump Belt and Tensioner Replacement - Interim Repair

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 23S64 - Advance Notice - *Supplement #1*
Dated February 13, 2024**

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
EcoSport	2017-2022	Chennai	April 3, 2017, through December 24, 2021
Focus	2016-2018	Michigan	March 24, 2015, through May 4, 2018
Fiesta	2017-2018	Niehl Cologne	April 10, 2017, through January 11, 2018

US population of affected vehicles: 136,135. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the engine oil pump drive belt tensioner arm may fracture, or separate from the tensioner backing plate, and/or the oil pump drive belt may degrade and shed pieces of material, resulting in a loss of engine oil pressure. A loss of engine oil pressure can result in engine damage and/or seizure, which can result in a loss of motive power and a loss of the mechanical vacuum pump required to provide power braking assist, increasing the risk of a crash.

SERVICE ACTION

Remedy parts are not currently available for this recall. If a customer experiences an engine failure related to a broken oil pump belt or oil pump belt tensioner a long block engine may be installed as an interim repair before the availability of the remedy parts. The updated oil pump belt and tensioner will be replaced once the parts become available beginning in the 1st quarter of 2025. This interim repair can currently only be performed on vehicles with engine failures at no charge to the vehicle owner.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 17, 2024, Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- 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 at the bottom of the OASIS VIN report screen or under the SSSC tab.

Sincerely,



Stacy L. Balzer

Safety Recall 23S64

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on June 7, 2024

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 7, 2024. Owner names and addresses will be available by June 7, 2024.

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

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 once the final repair has been released 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. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer. 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 engine repairs related to the oil pump drive belt tensioner and/or the oil pump drive belt failure.

Safety Recall 23S64

RENTAL VEHICLES

- Ford has not issued instructions to stop driving vehicles under this safety recall.
 - Submit a request to SSSC under FSA 24A02 using contact-type LONG TERM RENTAL REQUEST for consideration and approval if a vehicle exhibiting the concern identified for this program and the vehicle no longer has powertrain warranty coverage and interim repair parts not available.
 - Eligible rental expenses should be claimed on an RO line separate from the repair.
 - Use Misc. Expense code “RENTAL” for the rental expenses.
 - Use sub code 24A02 on the claim.
 - The maximum number of days that can be requested on one RO line is 30 days.
 - Rental extensions beyond the initial 30-day request must be submitted to SSSC for approval.
- Follow Extended Service Plan (ESP) guidelines for dollar amounts.

TOWING

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

REPAIR PHOTO SUBMISSION

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

- The SSSC must provide approval before performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Photos of the damaged oil pump belt and/or the oil pump belt tensioner are requested. This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted an SSSC contact yet, you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.
- Use APPROVAL REQUEST contact type ONLY. Only RO NUMBER, RO LINE, and RO OPEN DATE are required for repair order information. Parts and Labor Hours DO NOT need to be entered into the SSSC contact.

Safety Recall 23S64**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

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after April 1, 2024. FSA repairs will be rejected if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.
- **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 23S64 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: 23S64
 - 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 23S64

- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the long block engine assembly. To claim the allowance, enter \$600 as HANDLG in the Misc. Expense area of the claim form.

- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services related to the oil pump drive belt tensioner and/or the oil pump drive belt failure. Submit on the same line as the repair.
 - Program Code: 23S64
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$250.00

Labor Allowances and Parts Ordering Information

Page 1 of 4

Safety Recall 23S64

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove the oil pan and inspect if engine failure is related to a damaged oil pump belt and/or belt tensioner – Pass (not related to recall). Note: Recall remains open until an improved oil pump belt and tensioner are available and installed in the vehicle.	MT23S64A	M-Time up to 2.8 Hours
EcoSport: Remove the oil pan and inspect if engine failure is related to a damaged oil pump belt and/or belt tensioner – Fail. Replace the long block engine. Note: SSSC approval code required to claim this operation. Note: Recall remains open until an improved oil pump belt and tensioner are available and installed in the vehicle.	MT23S64B	M-time up to 11.8 Hours
Focus/Fiesta: Remove the oil pan and inspect if engine failure is related to a damaged oil pump belt and/or belt tensioner – Fail. Replace the long block engine. Note: SSSC approval code required to claim this operation. Note: Recall remains open until an improved oil pump belt and tensioner are available and installed in the vehicle.	MT23S64C	M-time up to 10.2 Hours
Time allowed to submit photos.	23S64ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Following Parts Needed for all affected vehicles
G1FZ-6006-A	1	1	1	Long block assembly – All Focus/Fiesta and EcoSport Early Build (on or before 09-06-2020)
JN1Z-6006-B	1	1	1	Long block assembly EcoSport Late Build (on or after 09-07-2020)
W715474-S437	14	4	4	Bolt - Catalytic Converter Heat Shield, M6 x 11mm
W715141-S442	1	1	4	Bolt - Catalytic Converter Bracket, M8 x 16mm
F1FZ-6379-A	6	6	1	Bolt - Flex plate-to-Crankshaft, M10 x 16mm
W500414-S442	2	1	2	Bolt - HP Fuel Pump Mounting, M6 x 20mm
BM5Z-00812-A	1	1	2	Bolt - HP Fuel Pump, M6 + M5 (special)
W715195-S437	6	2	4	Bolt - VCT Solenoid, M5 x 16mm
CM5Z-9450-A	1	1	1	Gasket - Catalytic Converter-to-Turbocharger

Labor Allowances and Parts Ordering Information

Page 2 of 4

Safety Recall 23S64

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Following Parts Needed for all affected vehicles (continued)
CM5Z-9E936-A	1	1	1	Gasket - Throttle Body-to-Intake Manifold
4R8Z-6N652-A	1	1	1	Gasket - Turbocharger Oil Return Tube
BM5Z-2A572-A	1	1	1	Gasket - Vacuum Pump
W716038-S437	3	1	4	Stud Bolt - Vacuum Pump, M6 x 15 + M6 x 25
CM5Z-8575-D	1	1	1	Thermostat
CM5Z-8255-A	1	1	1	Thermostat housing gasket
CM5Z-9J323-A	1	1	1	Tube Assy - HP Fuel Pump-to-Fuel Rail
CM5Z-6L092-A	1	1	1	Tube Assy - Turbocharger Oil Drain
CM5Z-6K679-B	1	1	1	Tube Assy - Turbocharger Oil Supply
CM5Z-6K682-L	1	1	1	Turbo
CM5Z-2A451-B	1	1	1	Vacuum Pump
CM5Z-6M280-G	2	2	1	VCT solenoids
W715309-S300	4	1	4	Stud - Turbo-to-Cylinder Head, M8 x 17.5 + M8 x 25
AA5Z-9E583-A	1	1	1	O-ring Seal - HP Fuel Pump
HYFS-093-YECX or SP538AX	3	3	1	Spark Plugs
F1FZ-9N454-K	1	1	1	Gasket & Heat Shield - Turbo-to-Cylinder Head
CM5Z-9424-D	1	1	1	Intake Manifold – Inspect and replace if needed
CM5Z-9229-A	1	1	1	Kit - Seals & Clips - Fuel Injector
W715618-S437	4	1	4	Nut - Torque Converter-to-Flex plate, M10
W716271-S437	4	1	4	Nut - Turbocharger-to-Cylinder Head, M8
VC-13-G	1	1	1	Motorcraft® Yellow Concentrated Antifreeze/Coolant
XO-5W20-Q1SP	4	4	1	Motorcraft® SAE 5W-20 Synthetic Blend Motor Oil

Safety Recall 23S64

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Additional Parts Below Needed for Focus/Fiesta only
CV6Z-9450-C	1	1	1	Gasket - Exhaust Flange
W520102-S442	2	1	2	Nut - Axle Bearing Retainer Strap, M8 x 1.25
W702586-S437	4	1	4	Nut - Catalytic Converter-to-Turbocharger, M8
W520204-S442	3	1	3	Nut - Engine Mount-to-Engine, M12 x 1.75mm
W520414-S442	2	1	2	Nut - Exhaust Flange, M10
YS4Z-3N324-AA	1	1	1	Retainer Strap - Axle Bearing
CM5Z-9350-A	1	1	1	High-Pressure Fuel Pump

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Additional Parts Below Needed for EcoSport only
GN1Z-5A215-B	1	1	1	Clamp - Catalytic Converter Flange
CM5Z-9350-A	1	1	1	High-Pressure Fuel Pump EcoSport - Early Build (on or before 08-30-2020)
J1BZ-9350-A	1	1	1	High-Pressure Fuel Pump EcoSport - Late Build (on or after 08-31-2020)
W716271-S437	2	1	4	Nut-Catalytic Converter Bracket, M8

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

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$600 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the long block engine assembly.

Safety Recall 23S64

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.

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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 23S64

Certain 2016-2022 Model Year Vehicles Equipped with 1.0 Liter Fox Engines and Automatic Transmission

Engine Oil Pump Belt Tensioner Failure













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)

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 23S64

Certain 2016-2022 Model Year Vehicles Equipped with 1.0 Liter Fox Engines and Automatic Transmission
Engine Oil Pump Belt Tensioner Failure

   – 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

Ford Motor Company
Recall Reimbursement Plan for 23S64

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 # 23S64, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before July 1, 2024. 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.