



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

October 24, 2024

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

**Safety Recall 23S64 - *Supplement #1***

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**

Dated June 7, 2024

**New! REASON FOR THIS SUPPLEMENT**

- ***Rental Vehicles:*** Long-term rental guidelines have been updated.
- ***Labor Allowances and Parts Ordering Information:*** Restricted Part Ordering has been added to the program the parts list has been updated.
- ***Provision for Towing:*** Claiming code has changed.

**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 1<sup>st</sup> 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
- 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.

Customer Service Division

Safety Recall 23S64 – **Supplement #1****MOBILE SERVICE REPAIR 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, 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 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 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 to the oil pump drive belt tensioner and/or the oil pump drive belt failure.

Safety Recall 23S64 – **Supplement #1****New! RENTAL VEHICLES**

- *If a customer with 23S64 open on their vehicle experiences an engine failure and the dealer concludes it is related to the failure associated with 23S64, authorization to put the customer into a rental will be approved.*
- *To maximize the customer experience, it's important to provide the customer with a rental while their vehicle is down waiting for a 23S64 inspection.*
- *Rental requests are now reviewed/approved by the Central Loaner Support Team (CLT) through the CRC Dealer Portal. Refer to EFC15509 for additional details.*

**NOTE: It is a priority to provide a customer with a long-term rental until interim parts become available.**

- *Submit a request to CLT under FSA 23S64 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 CLT for approval.*
- *If the vehicle is off-road, then refer to EFC14236. VOR escalation is required in DOW.*

**TOWING**

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

**Safety Recall 23S64 – Supplement #1**

**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.

**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.

Safety Recall 23S64 – **Supplement #1****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 August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15332 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.
- **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 assembly. To claim the allowance, enter \$600 as HANDLG in the Misc. Expense area of the claim form.
- **New! 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: **TOW**
  - Misc. Expense: Claim up to \$250.00 (total for Misc. Expense: Other)

## Labor Allowances and Parts Ordering Information

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### Safety Recall 23S64 – *Supplement #1*

#### LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<p>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).</p> <p><b>Note:</b> Recall remains open until an improved oil pump belt and tensioner are available and installed in the vehicle.</p>	MT23S64A	M-Time up to 2.8 Hours
<p><b>EcoSport:</b> 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.</p> <p><b>Note:</b> SSSC approval code is required to claim this operation.</p> <p><b>Note:</b> Recall remains open until an improved oil pump belt and tensioner are available and installed in the vehicle.</p>	MT23S64B	M-time up to 11.8 Hours
<p><b>Focus/Fiesta:</b> 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.</p> <p><b>Note:</b> SSSC approval code is required to claim this operation.</p> <p><b>Note:</b> Recall remains open until an improved oil pump belt and tensioner are available and installed in the vehicle.</p>	MT23S64C	M-time up to 10.2 Hours
Time allowed to submit photos.	23S64ZZ	0.2 Hours

Safety Recall 23S64 – **Supplement #1****New!** PARTS REQUIREMENTS / ORDERING INFORMATION**Restricted Part Ordering:**

To place an order for the parts below, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

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 – <b>All Focus/Fiesta and EcoSport Early Build (on or before 09-06-2020)</b>
JN1Z-6006-B	1	1	1	Long block assembly <b>EcoSport Late Build (on or after 09-07-2020)</b>
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
BM5Z-00812-A	1	1	2	Bolt - HP Fuel Pump, M6 + M5
W715195-S437	6	2	4	Bolt - VCT Solenoid, M5 x 16mm
CM5Z-9450-A	1	1	1	Gasket - Catalytic Converter-to-Turbo
CM5Z-9E936-A	1	1	1	Gasket - Throttle Body-to-Intake Manifold
CM5Z-8575-D	1	1	1	Thermostat
CM5Z-8255-A	1	1	1	Thermostat housing gasket
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



Safety Recall 23S64 – **Supplement #1**

**PARTS REQUIREMENTS / ORDERING INFORMATION**

***Restricted Part Ordering (continued)***

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Following Parts Needed for all affected vehicles (continued)
CM5Z-6M280-G	2	2	1	VCT solenoids
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 – <b>Inspect and replace if needed</b>
CM5Z-9229-A	1	1	1	Kit - Seals & Clips - Fuel Injector

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Additional Parts Below Needed for Focus/Fiesta only
W520414-S442	2	1	2	Nut - Exhaust Flange, M10
CM5Z-9350-A	1	1	1	High-Pressure Fuel Pump
CM5Z-9J323-A	1	1	1	Tube Assy - HP Fuel Pump-to-Fuel Rail
<i>H1BZ-00933-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Plug - Oil Level Sensor</i>
<i>W718806-S437</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Bolt - oil sensor blanking plug</i>

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
J1BZ-9350-A	1	1	1	High-Pressure Fuel Pump EcoSport - <b>Late Build (on or after 08-31-2020)</b>
CM5Z-9J323-A	1	1	1	Tube Assy - HP Fuel Pump-to-Fuel Rail - <b>Early Build (on or before 08-30-2020)</b>
<i>J1BZ-9J323-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Tube Assy - HP Fuel Pump-to-Fuel Rail - Late Build (on or after 08-31-2020)</i>

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

## Labor Allowances and Parts Ordering Information

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### Safety Recall 23S64 – **Supplement #1**

**New!** Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Following Parts Needed for all affected vehicles
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
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
W715309-S300	8	2	4	Stud - Turbo-to-Cylinder Head and <b>Turbo-to-Catalytic Converter</b> , M8 x 17.5 + M8 x 25
AA5Z-9E583-A	1	1	1	O-ring Seal - HP Fuel Pump
W715618-S437	4	1	4	Nut - Torque Converter-to-Flex plate, M10
W716271-S437	8	2	4	Nut - Turbo-to-Cylinder Head and <b>Turbo-to-Catalytic Converter</b> , 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

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

## Labor Allowances and Parts Ordering Information

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### Safety Recall 23S64 – **Supplement #1**

Order the parts below through normal order processing channels (continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Additional Parts Below Needed for EcoSport only
CM5Z-9350-A	1	1	1	High-Pressure Fuel Pump EcoSport - <b>Early Build (on or before 08-30-2020)</b>
W716271-S437	2	1	4	Nut-Catalytic Converter Bracket, M8

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 assembly.

#### **PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

#### **EXCESS STOCK RETURN**

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

**Safety Recall 23S64 – Supplement #1**

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand-signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). 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 1<sup>st</sup>, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

## CERTAIN 2018-2021 MODEL YEAR ECOSPORT, 2016-2018 MODEL YEAR FOCUS AND 2017-2021 FIESTA VEHICLES EQUIPPED WITH A 1.0L ECOBOOST ENGINE AND AUTOMATIC TRANSMISSION — ENGINE OIL PUMP BELT INSPECTION

### SERVICE PROCEDURE

**NEW ! IMPORTANT!** *The Service Technician Specialty Training (STST) Competency 10 certification requirement, in the U.S. market only, will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 15332 for more details.*

**NOTE:** If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

**NOTE:** This procedure assumes the battery is in good condition and a full state of charge and the ignition electrical system including the starter are operating as designed.

1. Determine the cause of the engine failure. Try to rotate the crankshaft clockwise.

**NOTICE: Only rotate the crankshaft clockwise.**

- Is the engine locked-up/seized?

**Yes** - Proceed to Step 3.

**No** - Proceed to Step 2.

2. Check for metal/debris in the engine oil. Drain the engine oil into a container using a white lint-free cloth to filter out any debris.

- Is there metal/debris in the engine oil?

**Yes** - Proceed to Step 3.

**No** - Perform normal PC/ED diagnostics outside of this Field Service Action (FSA).

3. Remove the engine oil pan. Follow the Workshop Manual (WSM) procedures in Section 303-01.

4. Remove the engine oil pump cover. See Figure 1 on Page 2.

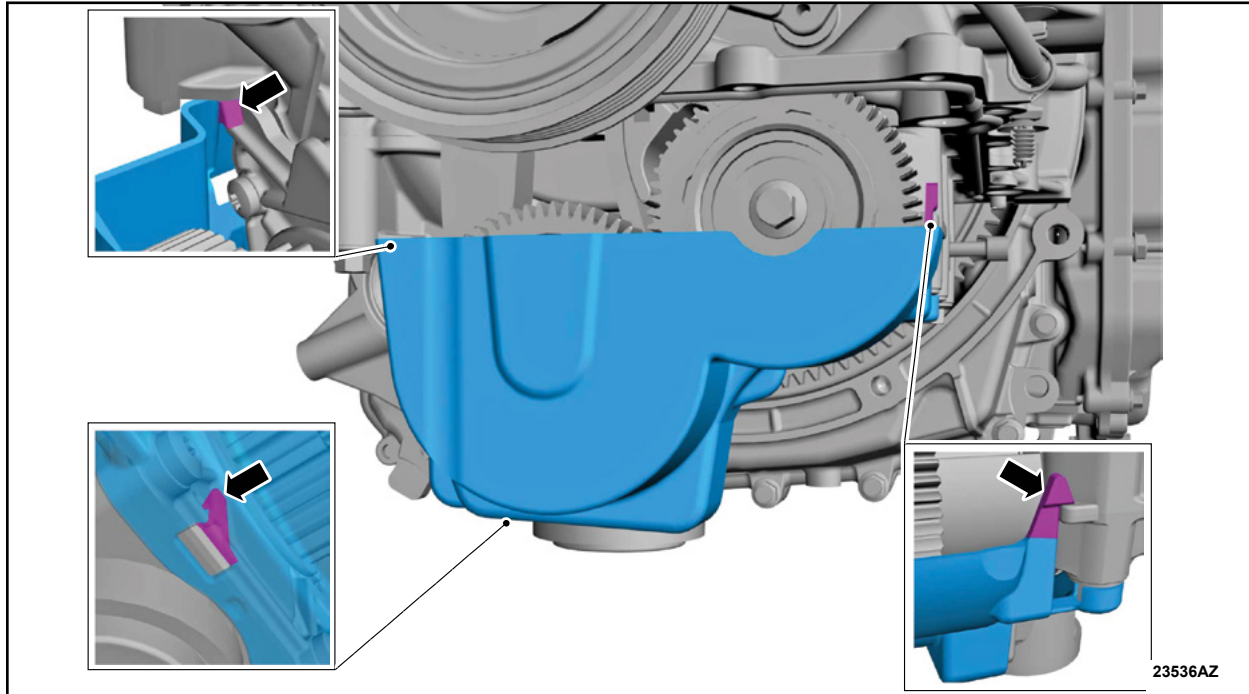
- Is the engine oil pump drive belt broken or damaged?

**Yes** - Install a *new* long block engine and turbocharger. Follow the WSM procedures in Section 303-01. Transfer components as necessary. Refer to the WSM for the individual component procedures.

**No** - Perform normal PC/ED diagnostics outside of this FSA.



**NOTICE:** Take extra care when handling the component.



**FIGURE 1**

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



**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.