



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

January 29, 2026

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

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

**Safety Recall 23S64 - Supplement #3**

Certain 2018-2022 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 – Final Repair

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

**Safety Recall 23S64 - Supplement #2**

Dated August 1, 2025

**New! REASON FOR THIS SUPPLEMENT**

- **Service Action:** *The oil pump drive belt, tensioner, and engine timing belt no longer need to be replaced in the long-block assembly before it is installed.*
- **Labor Allowances and Parts Ordering Information:** *Long blocks with updated belts and tensioners are now available. The service part number has been updated to reflect the updated assemblies.*

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 136,164):**

Vehicle	Model Year	Assembly Plant	Build Date Range
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

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**

Before demonstrating or delivering any new in-stock vehicles involved in this recall,

**New! SERVICE ACTION**

Dealers are to replace the engine oil pump drive belt and the oil pump drive belt tensioner. This service must be performed on all affected vehicles at no charge to the vehicle owner.

If a customer experiences an engine failure related to a broken oil pump belt and/or oil pump belt tensioner, a long block engine may be installed as a final repair.

**Note: The oil pump drive belt/tensioner and engine timing belt are no longer required to be replaced before long block installation.**

For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

**FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	No	See the <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See the <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
Rentals	Yes	See the <b>Rental Vehicles</b> section below, if applicable.
Alternative Transportation Available	No	See the <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See the <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	Yes	See <b>Claims Preparation and Submission</b> section below, if applicable.
Essential Special Service Tools (ESST)	Yes	See <b>Technical Instructions</b> and/or <b>Workshop Manual (WSM)</b> as needed.
Administrative Allowance	Yes	See the <b>Administrative Allowance</b> section in the FSA Policy Document, and if applicable, the <b>Labor Allowances</b> table below.
Owner Refunds	Yes	See <b>Owner Refunds</b> section below, if applicable.
Photo Submission	Yes	See <b>Repair Photo Submission</b> section below, if applicable.

**Note:** For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of August 11, 2025, or sooner. 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**

- Technical Instructions
- Owner Notification Letter
- Recall Reimbursement Plan

## **REFERENCE MATERIAL**

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/wty.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html)
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/fsa/rsc.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html)
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):  
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

## **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 #3****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- ⑤ - Not a Mobile Service Repair (MRA5)

**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.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering, or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law, effective June 2016, prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**BRANDED / SALVAGED TITLE VEHICLES**

Affected branded/salvaged title vehicles are eligible for this recall.

**OWNER REFUNDS**

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at 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 the engine oil pump drive belt and the oil pump drive belt tensioner.

**Safety Recall 23S64 – Supplement #3****RENTAL VEHICLES**

Dealers are pre-approved for up to 3 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 3 rental day(s) is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- If the vehicle is off-road, then refer to EFC14236. VOR escalation is required in DOW.

The CRC Dealer Portal Job Aid can be referenced at:

[fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts\\_service/cust\\_sat/GCCT/Pages/FSALoanerProgram.pdf](https://fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf)

**RENTAL VEHICLES – Engine Failure Long-Term**

- 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.
- 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 are 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 #3****REPAIR PHOTO SUBMISSION**

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

- The SSSC must provide approval prior to 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 a SSSC contact yet, then 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.

**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.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

**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 be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 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.

**Safety Recall 23S64 – Supplement #3**

- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) 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 engine long-block assembly. To claim the allowance, enter **\$600** as **HANDLG** in the Misc. Expense area of the claim form.
- **Provision for Locally Obtained Supplies:** Includes top-off coolant and RTV sealer. Submit on the same line as the repair.
  - Program Code: 23S64
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$100
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program, 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

**Safety Recall 23S64 – Supplement #3**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time Hour(s)
<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.  <b>Note:</b> SSSC approval code is required to claim this operation.  <b>This labor operation code closes the FSA.</b></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.  <b>Note:</b> SSSC approval code is required to claim this operation.  <b>This labor operation code closes the FSA.</b></p>	MT23S64C	M-time up to 10.2 Hours
<p><b>EcoSport:</b> Replace oil pump drive belt/tensioner and timing belt on existing engine in-vehicle.  <b>Note:</b> Can not be claimed with MT23S64B  <b>This labor operation code closes the FSA.</b></p>	23S64E	9.7 Hours
<p><b>Focus/Fiesta:</b> Replace oil pump drive belt/tensioner and timing belt on existing engine in-vehicle.  <b>Note:</b> Can not be claimed with MT23S64C  <b>This labor operation code closes the FSA.</b></p>	23S64F	9.1 Hours

**SUPPLEMENTAL LABOR ALLOWANCES: These labor operation codes DO NOT close the FSA.**

Description	Labor Operation	Labor Time Hour(s)
<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).  <b>Note:</b> Can not be claimed with MT23S64B, MT23S64C, MT23S64D, 23S64E or 23S64F</p>	MT23S64A	M-Time up to 2.8 Hours
<p><b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b>  <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b>  <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up &amp; Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	23S64PP	0.5 Hours
<p>Time allowed to submit photos.                      If VOR is required and the vehicle must be present in the dealership to complete the repair:</p> <ol style="list-style-type: none"> <li>1. Attach a photo of the vehicle mileage.</li> <li>2. Attach a photo of the door tag showing VIN.</li> <li>3. If the vehicle is off-road, then refer to EFC14236. VOR escalation is required in DOW.</li> </ol>	23S64ZZ	0.2

**Safety Recall 23S64 – Supplement #3**

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**Oil Pump Drive Belt and Tensioner Replacement - 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
W716271-S437	4	1	4	Nut - Turbo-to-Cylinder Head, M8
W715474-S437	14	4	4	Bolt - Catalytic Converter Heat Shield, M6 x 11mm

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Following Parts Needed for Focus/Fiesta Only
W520414-S442	2	1	4	Nut - Exhaust Flange, M10

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Additional Parts Below Needed for EcoSport Only
W716271-S437	2	1	4	Nut - Catalytic Converter Lower Bracket, M8
W716271-S437	4	1	4	Nut - Catalytic Converter-to-Turbocharger, M8

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

**Oil Pump Drive Belt and Tensioner Replacement - 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
W711915-S437	1	1	4	Bolt - Balance Shaft
CM5Z-6A345-A	1	1	1	Bolt - Crankshaft Pulley, M16 x 70mm
CM5Z-00812-F	4	4	1	Bolt - Engine Front Cover - M10 X 95mm
CM5Z-00812-H	2	2	1	Bolt - Engine Front Cover - M6 X59mm
CM5Z-00812-E	10	10	1	Bolt - Engine Front Cover - M6 X60mm
W715992-S442	2	1	4	Bolt - Oil Pan M6 x 100MM
W500414-S442	10	5	2	Bolt - Oil Pan M6 X 20MM
W715991-S442	3	1	4	Bolt - Oil Pan M6 x 75MM
W718197-S437	3	1	4	Bolt - Oil Pump Gear M8 X 20MM
CM5Z-6584-B	1	1	1	Gasket - Valve Cover
CM5Z-6378-A	1	1	1	Washer - Crankshaft Front Pulley

**Safety Recall 23S64 – Supplement #3**

**Oil Pump Drive Belt and Tensioner Replacement - Order the parts below through normal order processing channels: (continued)**

<b>Service Part Number</b>	<b>Claim Quantity</b>	<b>Package Order Quantity</b>	<b>Number in Package</b>	<b>Description – The Following Parts Needed for All Affected Vehicles</b>
W500414-S442	2	1	2	Bolt - HP Fuel Pump Mounting, M6 x 20mm
W711508-S442	2	1	4	Bolt and Washer - Upper and Front Cat Converter Shield M6 x 18MM
XO-5W20-Q1SP	5	5	1	Motorcraft® SAE 5W-20 Synthetic Blend Motor Oil
BE8Z-6731-AB or FL910S	1	1	1	Filter Assy - Engine Oil
D2BZ-6781-A	1	1	1	Kit - Gasket - Lower Engine
AA5Z-9E583-A	1	1	1	Seal - HP Fuel Pump
BM5Z-00812-A	1	1	2	Bolt - HP Fuel Pump - Special, 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-6K679-B	1	1	1	Tube Assy - Turbo Oil Feed with Banjo Bolt and Sealing Washers
CM5Z-9229-A	1	1	1	Kit - Seals & Clips - Fuel Injector
F1FZ-6B651-C	1	1	1	Belt - Oil Pump Drive
E3BZ-6268-D	1	1	1	Belt - Timing Kit
F1FZ-6C348-D	1	1	1	Tensioner – Oil Pump Drive
W715141-S442	1	1	4	Bolt - Catalytic Converter Bracket, M8 x 16mm
VC-13-G	1	1	1	Motorcraft® Yellow Concentrated Antifreeze/Coolant
CV6Z-9450-C	1	1	1	Gasket - Cat Converter to Exhaust
W520102-S442	2	1	4	Nut - Axle Shaft Retaining Strap - M8 X 1.25
W702586-S437	4	1	4	Nut - Catalytic Converter-to-Turbocharger, M8
YS4Z-3N324-AA	1	1	1	Retainer - Front Bearing
W702586-S437	2	1	4	Nut - Catalytic Converter Lower Bracket, M8
CM5Z-9J323-A	1	1	1	Tube Assy - HP Fuel Pump-to-Fuel Rail

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

**New! Long-Block Assembly Replacement - 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
<b>G1FZ-6006-H</b>	1	1	1	Long block assembly – <b>All Focus/Fiesta and EcoSport Early Build (on or before 09-06-2020)</b>
<b>JN1Z-6006-E</b>	1	1	1	Long block assembly <b>EcoSport Late Build (on or after 09-07-2020)</b>
CM5Z-6K682-L	1	1	1	Turbo
CM5Z-2A451-B	1	1	1	Vacuum Pump
W716271-S437	4	1	4	Nut - Turbo-to-Cylinder Head, M8
W715474-S437	14	4	4	Bolt - Catalytic Converter Heat Shield, M6 x 11mm

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Additional Parts Below Needed for Focus/Fiesta only
W718806-S437	1	1	1	Bolt - oil sensor blanking plug

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description – The Additional Parts Below Needed for EcoSport Only
W716271-S437	4	1	4	Nut - Catalytic Converter-to-Turbocharger, M8
W716271-S437	2	1	4	Nut - Catalytic Converter Lower Bracket, M8

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

**Safety Recall 23S64 – Supplement #3**

**Long-Block Assembly Replacement - Order the parts below through normal order processing channels:**

<b>Service Part Number</b>	<b>Claim Quantity</b>	<b>Package Order Quantity</b>	<b>Number in Package</b>	<b>Description – The Following Parts Needed for All Affected Vehicles</b>
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 Turbo-to-Catalytic Converter, M8 x 17.5 + M8 x 25
BE8Z-6731-AB or FL910S	1	1	1	Filter Assy - Engine Oil
AA5Z-9E583-A	1	1	1	Seal - HP Fuel Pump
W715618-S437	4	1	4	Nut - Torque Converter-to-Flex plate, M10
VC-13-G	1	1	1	Motorcraft® Yellow Concentrated Antifreeze/Coolant
XO-5W20-Q1SP	5	5	1	Motorcraft® SAE 5W-20 Synthetic Blend Motor Oil
CV6Z-9450-C	1	1	1	Gasket - Cat Converter to Exhaust
W520102-S442	2	1	4	Nut - Axle Bearing Retainer Strap, M8 x 1.25
W702586-S437	4	1	4	Nut - Catalytic Converter-to-Turbocharger, M8
W702586-S437	2	1	4	Nut - Catalytic Converter Lower Bracket, M8
W520204-S442	3	1	4	Nut - Engine Mount-to-Engine, M12 x 1.75mm
W715141-S442	1	1	4	Bolt - Catalytic Converter Bracket, M8 x 16mm
BM5Z-00812-A	1	1	2	Bolt - HP Fuel Pump - Special, 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-6L092-A	1	1	1	Tube Assy - Turbocharger Oil Drain
CM5Z-6K679-B	1	1	1	Tube Assy - Turbo Oil Feed with Banjo Bolt and Sealing Washers

**Safety Recall 23S64 – Supplement #3**

**Long-Block Assembly Replacement - Order the parts below through normal order processing channels: (continued)**

<b>Service Part Number</b>	<b>Claim Quantity</b>	<b>Package Order Quantity</b>	<b>Number in Package</b>	<b>Description – The Following Parts Needed for All Affected Vehicles</b>
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
W520204-S442	3	1	4	Nut - Engine Mount-to-Engine, M12 x 1.75mm

<b>Service Part Number</b>	<b>Claim Quantity</b>	<b>Package Order Quantity</b>	<b>Number in Package</b>	<b>Description – The Additional Parts Below Needed for Focus/Fiesta only</b>
W520414-S442	2	1	4	Nut - Exhaust Flange, M10
CM5Z-9J323-A	1	1	1	Tube Assy - HP Fuel Pump-to-Fuel Rail
H1BZ-00933-A	1	1	1	Plug - Oil Level Sensor

<b>Service Part Number</b>	<b>Claim Quantity</b>	<b>Package Order Quantity</b>	<b>Number in Package</b>	<b>Description – The Additional Parts Below Needed for EcoSport Only</b>
GN1Z-5A215-B	1	1	1	Clamp - Catalytic Converter Flange
CM5Z-9J323-A	1	1	1	Tube Assy - HP Fuel Pump-to-Fuel Rail - <b>Early Build (on or before 08-30-2020)</b>
J1BZ-9J323-A	1	1	1	Tube Assy - HP Fuel Pump-to-Fuel Rail - <b>Late Build (on or after 08-31-2020)</b>

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 engine long-block assembly.

**PARTS RETENTION, RETURN, & SCRAPPING**

Please refer to the FSA Policy Document for any and all questions on parts.

**EXCESS STOCK RETURN**

Please refer to the FSA Policy Document for any and all questions on parts.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Please refer to the FSA Policy Document for any and all questions on parts.

## CERTAIN 2018-2021 MODEL YEAR ECOSPORT, 2016-2018 MODEL YEAR FOCUS AND 2017-2021 FIESTA VEHICLES EQUIPPED WITH A 1.0L FOX ENGINE — ENGINE OIL PUMP DRIVE BELT AND TENSIONER REPLACEMENT

### SERVICE PROCEDURE

**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) 15936 for more details.

**⚠ IMPORTANT!** This procedure was modified from the original Workshop Manual (WSM) procedure. For this Field Service Action (FSA), the engine support method has been modified. Follow these technical instructions carefully.

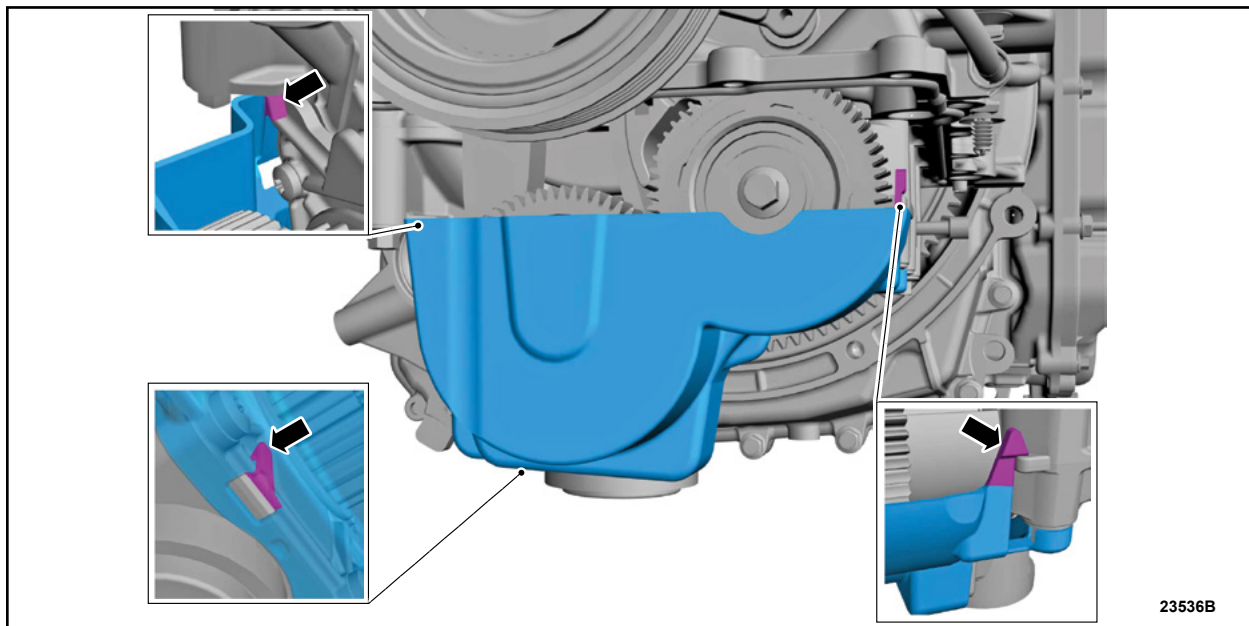
**NOTE:** If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

**NOTE:** When removing the turbo outlet nuts, it may be necessary to use heat, such as the mini inductor, to remove the nuts from the studs.

1. Release the fuel system pressure. Follow the Workshop Manual (WSM) procedure in Section 310-00.
2. Remove the oil pan. Follow the Workshop Manual (WSM) procedure in Section 303-01.

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

3. Remove the oil pump cover. See Figure 1.



**FIGURE 1**



4. Drain the engine coolant. Follow the WSM procedures in Section 303-03.
5. Remove the crankshaft front seal. Follow the WSM procedures in Section 303-01.
6. Remove the valve cover. Follow the WSM procedures in Section 303-01.
7. Install the special service tool. Use Special Service Tool 303-1605 Alignment Tool, Camshaft. See Figure 2.
  - a. Install the special service tool mounting bolts loosely.
  - b. Tighten the camshaft alignment tool camshaft bolts until each camshaft is held securely.
  - c. Tighten the camshaft alignment tool mounting bolts.
    - Torque: 89 lb.in (10 Nm).

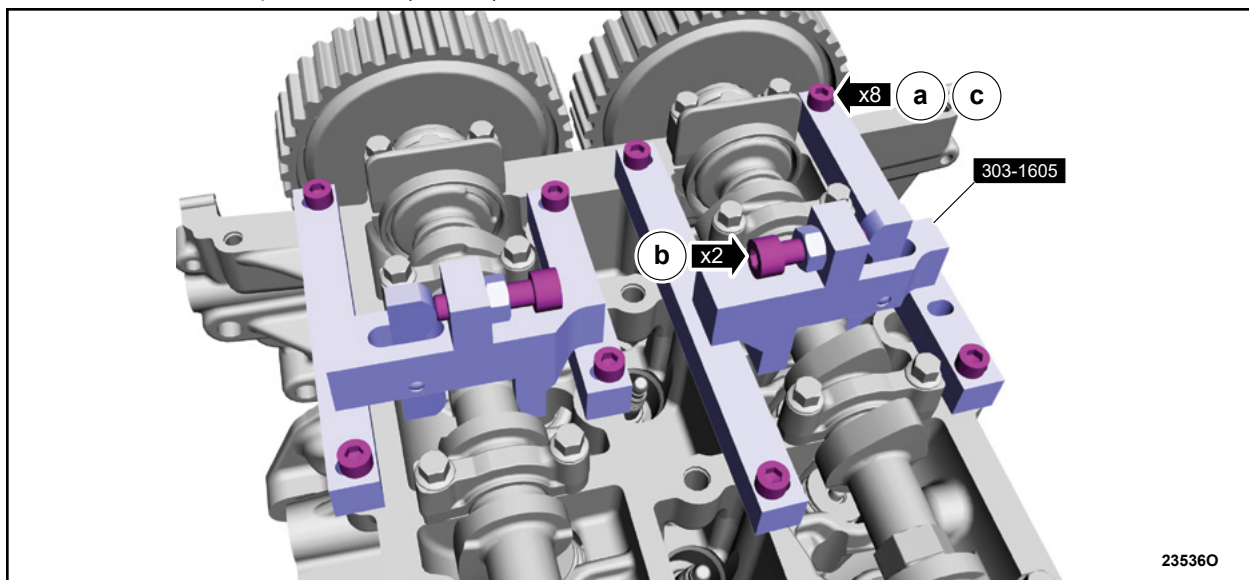


FIGURE 2



8. Remove the generator. Follow the WSM procedures in Section 412-02.

**NOTICE:** The turbocharger compressor vanes can be damaged by even the smallest particles. When removing any turbocharger or engine air intake system component, ensure that no debris enters the system. Failure to do so may result in damage to the turbocharger.

9. Remove the charge air cooler (CAC) inlet pipe. See Figure 3.

a. Remove the bolt.

b. Loosen both of the clamps and remove the CAC inlet pipe.

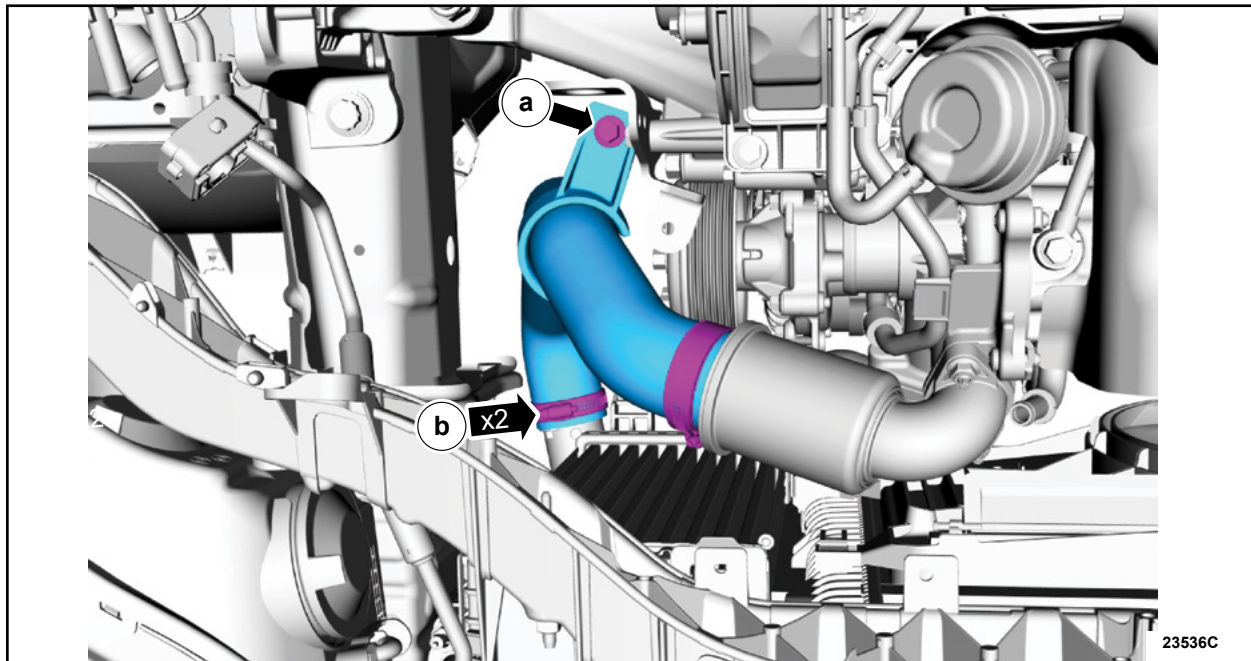


FIGURE 3



10. Remove the throttle body/bracket assembly. See Figure 4.

- a. Loosen the clamp.
- b. Remove the fasteners and the throttle body/bracket assembly.

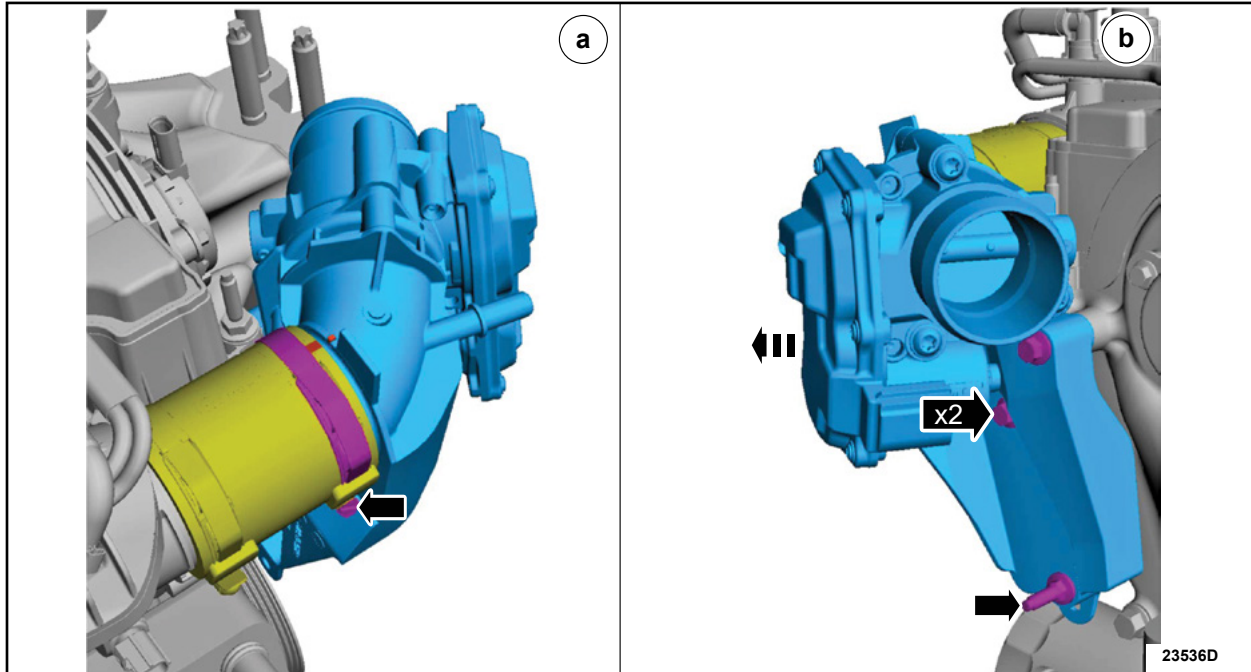


FIGURE 4

11. Remove the bolts and the lifting eye. See Figure 5.

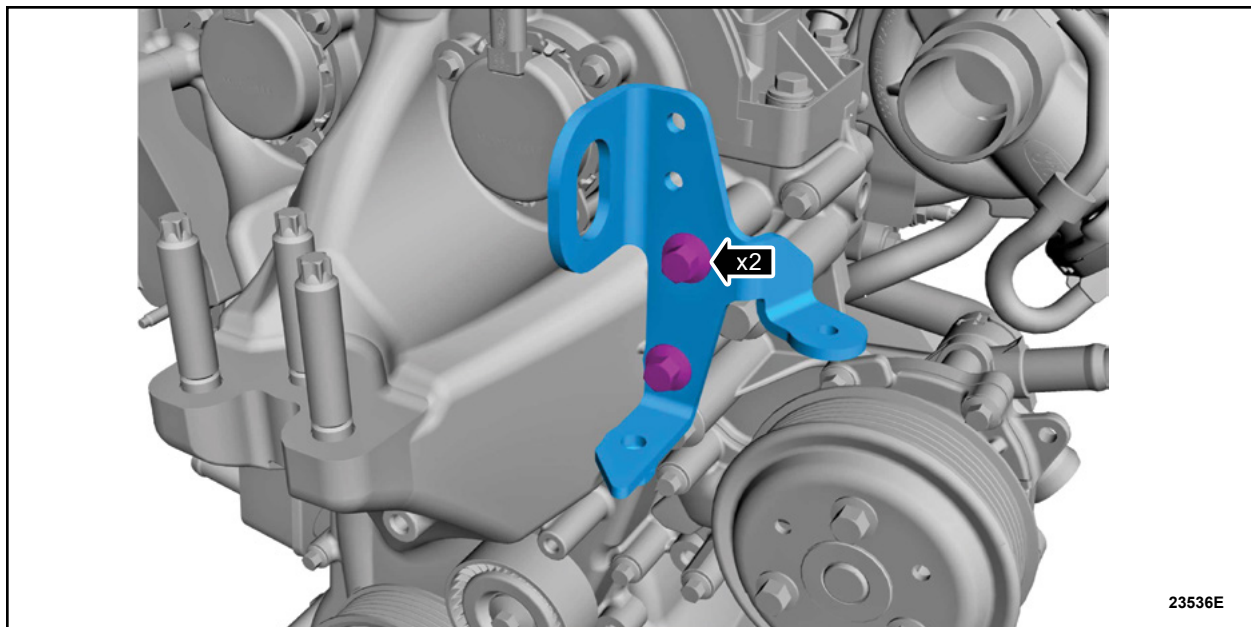


FIGURE 5



12. Disconnect the crankshaft position (CKP) sensor electrical connector. Then, detach the wiring harness retainer as shown in Figure 6.

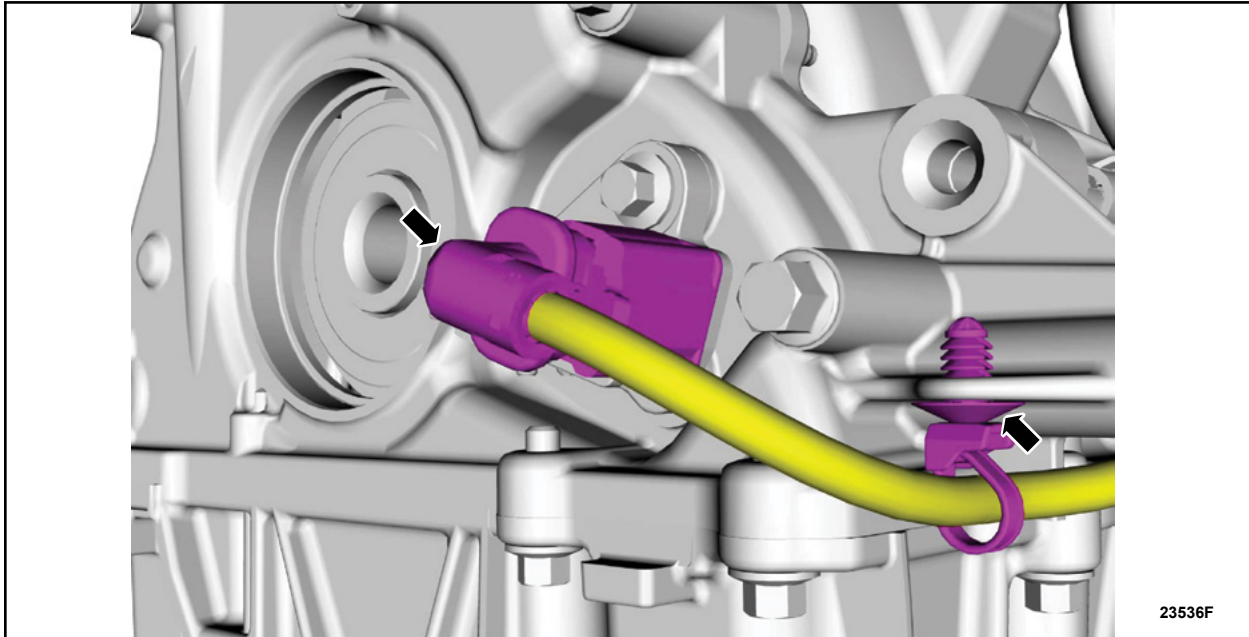


FIGURE 6

13. Remove the bolts and separate the thermostat housing from the engine front cover. See Figure 7.

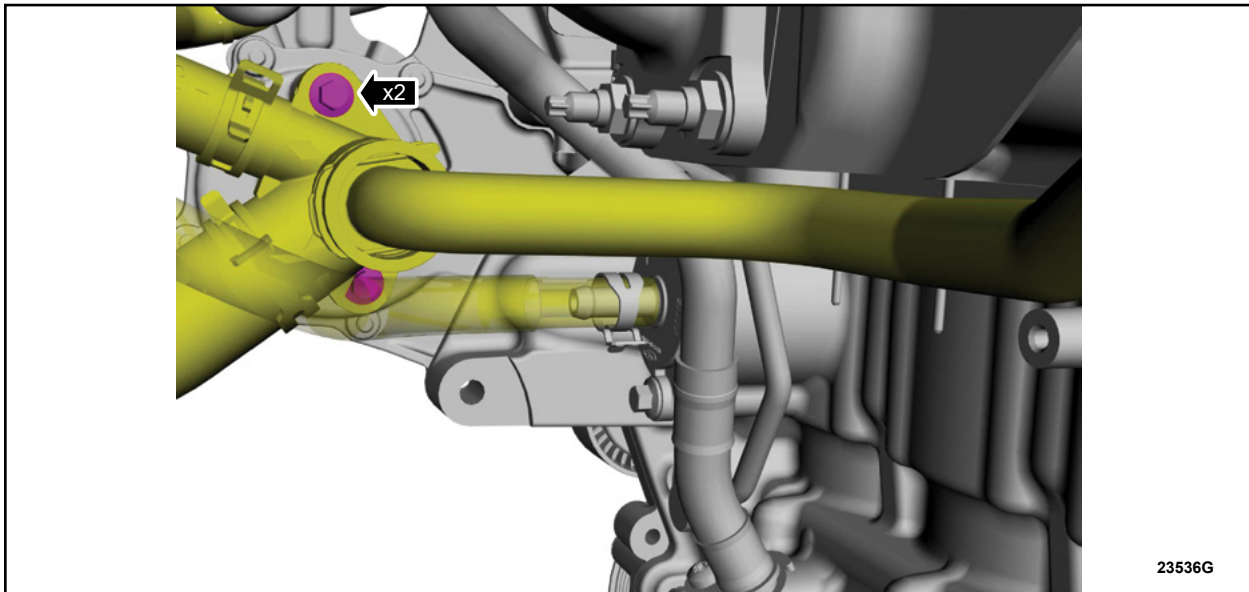


FIGURE 7



14. Install Special Service Tool 303-F072 Support Bar, Engine. Set up the engine support bar over the engine timing belt, as shown in Figure 8.



FIGURE 8

**NOTE:** Once the engine is supported Do Not raise/lower or use excessive force removing or installing components.

15. Install the J hook tool under the first fuel rail retainer boss as shown in Figure 9. Then, tighten the J hook clamp just until the weight of the engine is fully supported.

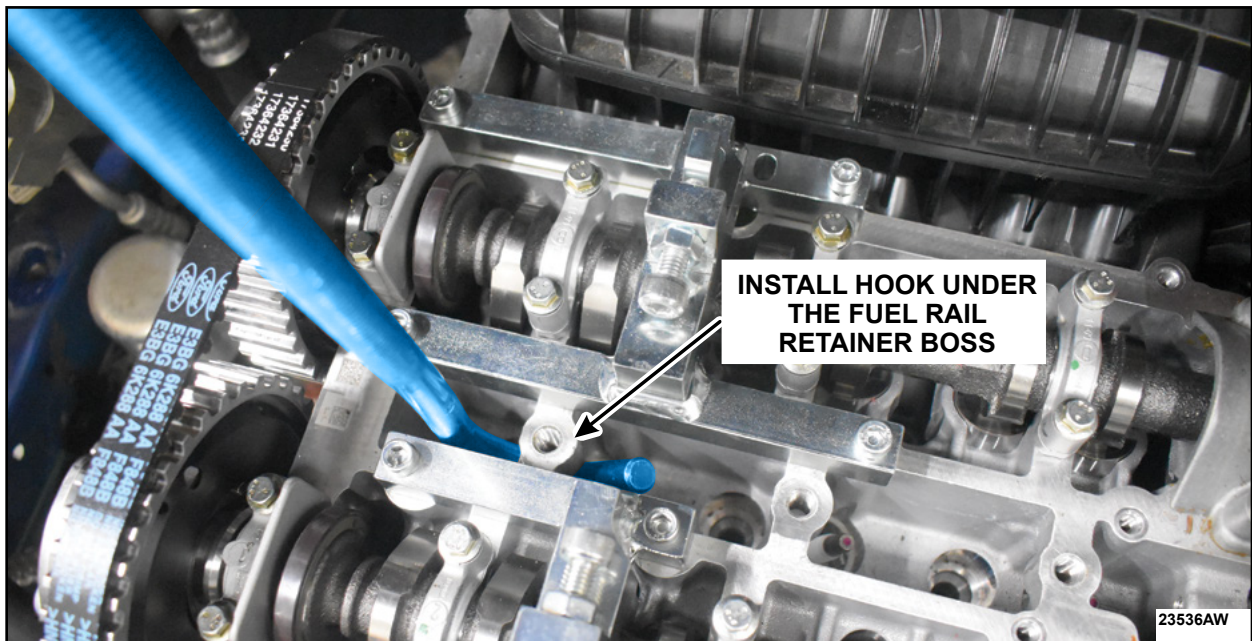
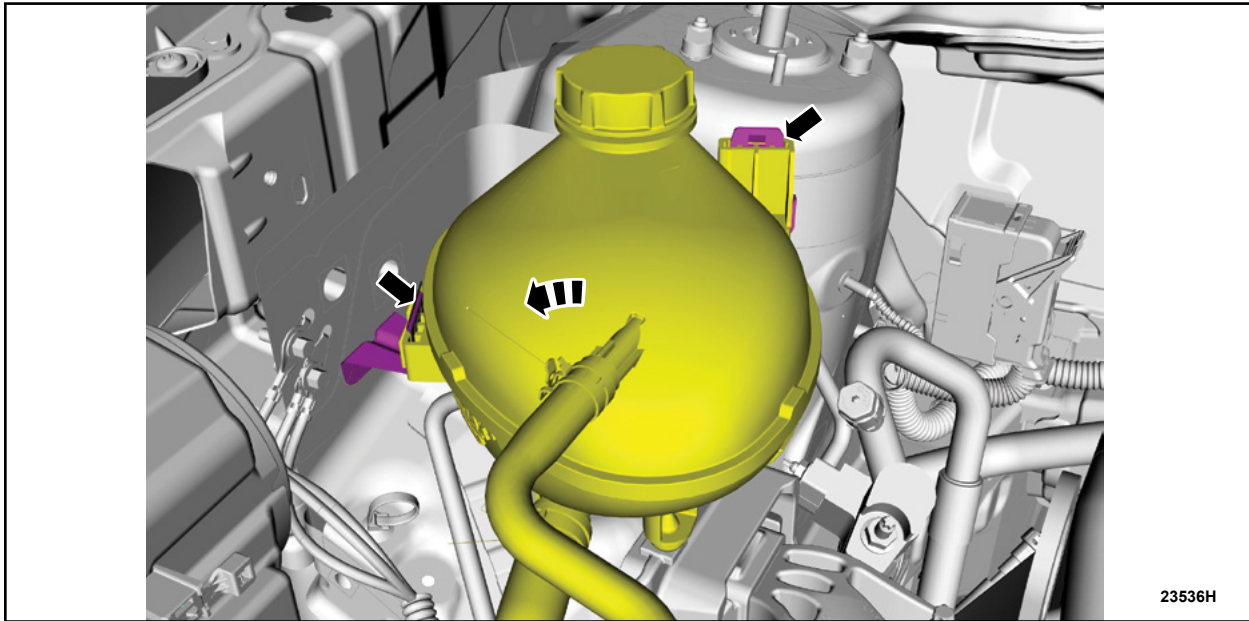


FIGURE 9



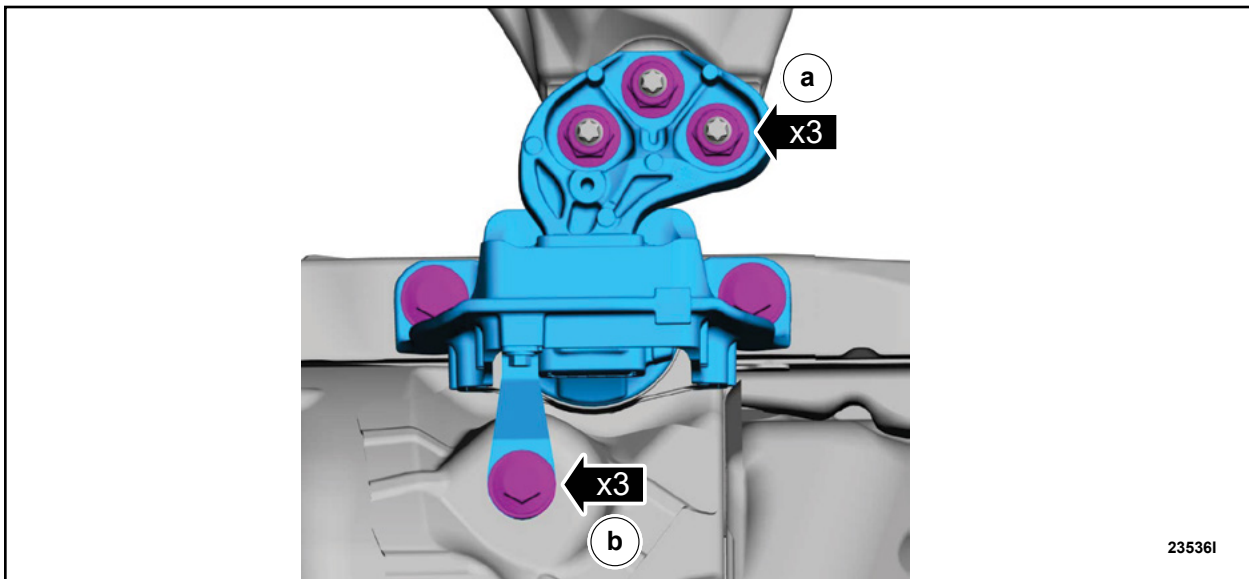
16. Release the tabs and position the degas bottle aside. See Figure 10.



**FIGURE 10**

17. Remove the engine mount. See Figure 11.

- a. Remove the nuts.
- b. Remove the bolts and the engine mount.



**FIGURE 11**



18. Remove the Variable Camshaft Timing Locking Tool: Special Service Tool 303-1606. See Figure 12.

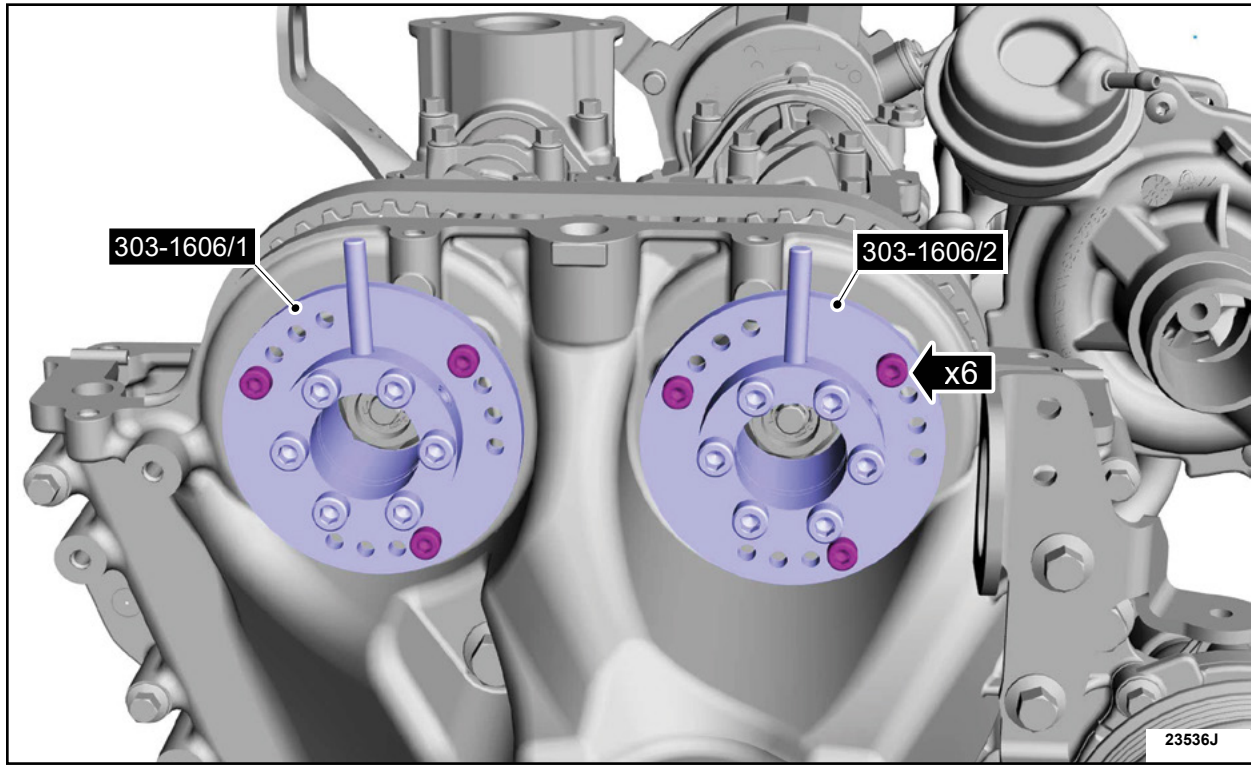


FIGURE 12



19. Remove and discard all 20 fasteners. Then, remove the engine front cover. See Figure 13.

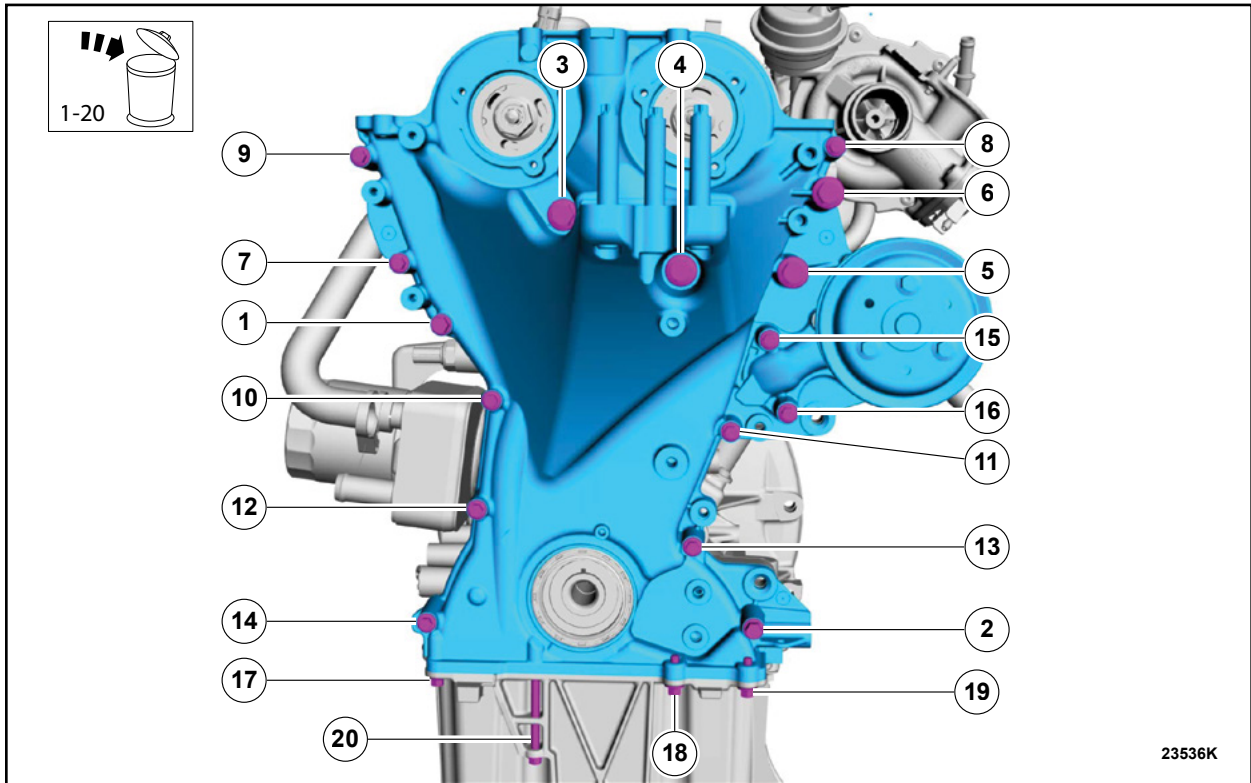


FIGURE 13

20. Remove and discard the gasket. See Figure 14.

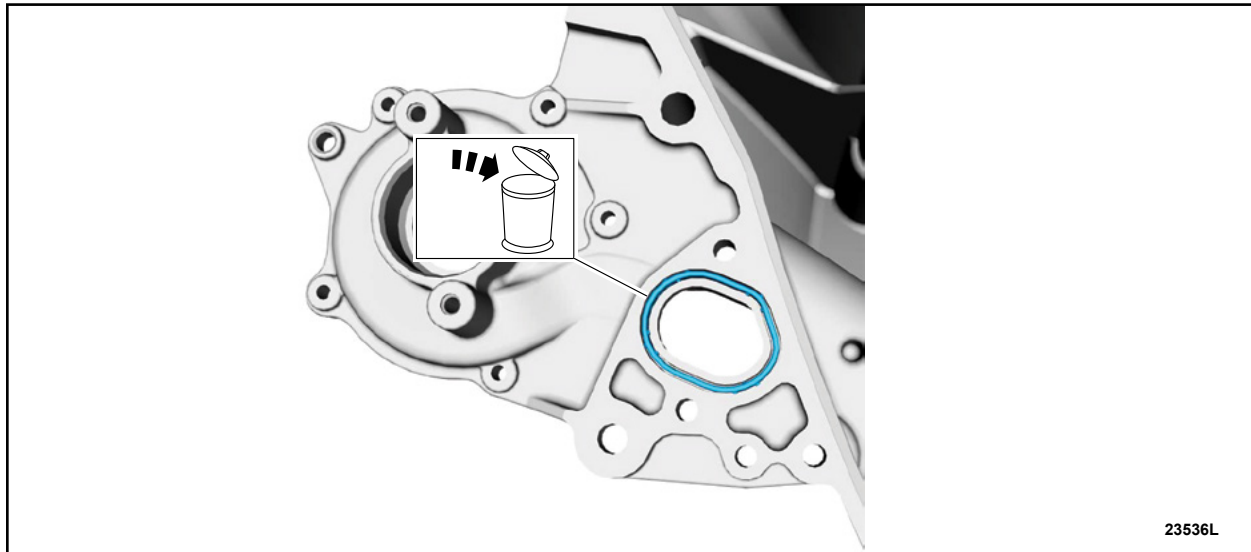


FIGURE 14



21. Clean and prepare the RTV sealing surface. Follow the WSM procedures in Section 303-00.  
See Figure 15.

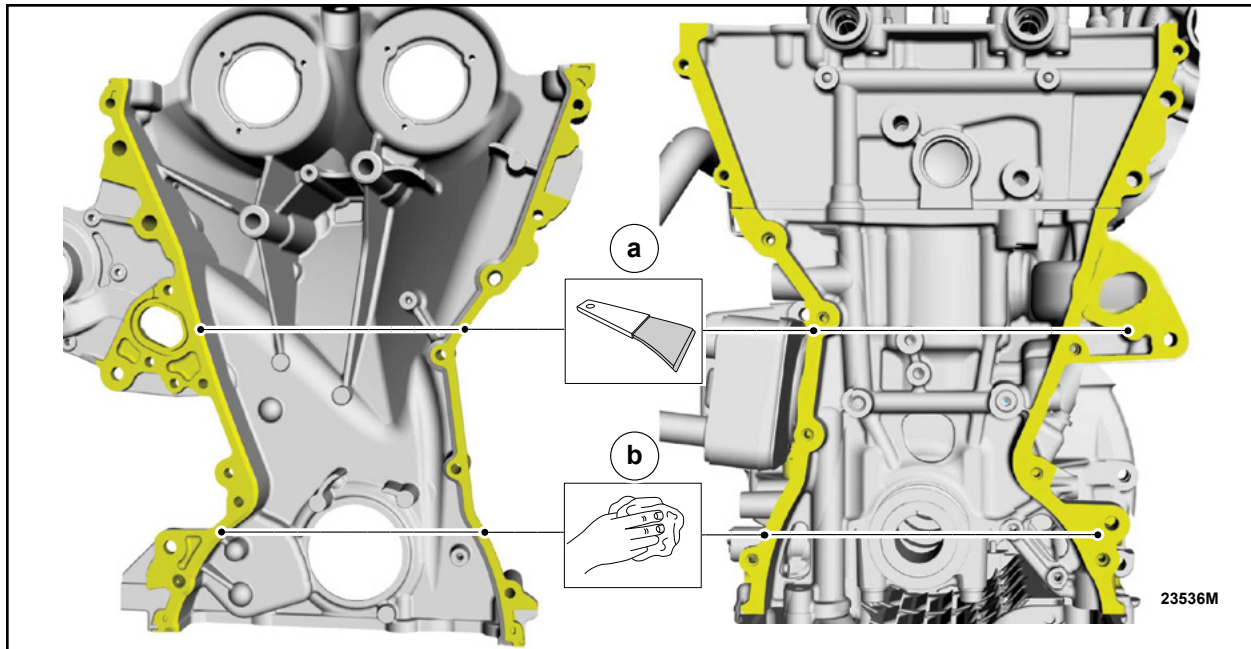


FIGURE 15



22. Remove and discard the oil supply tube and washers. See Figure 16.

- a. Remove the bolts.
- b. Remove and discard the banjo bolt.
- c. Remove and discard the oil supply tube and sealing washers.

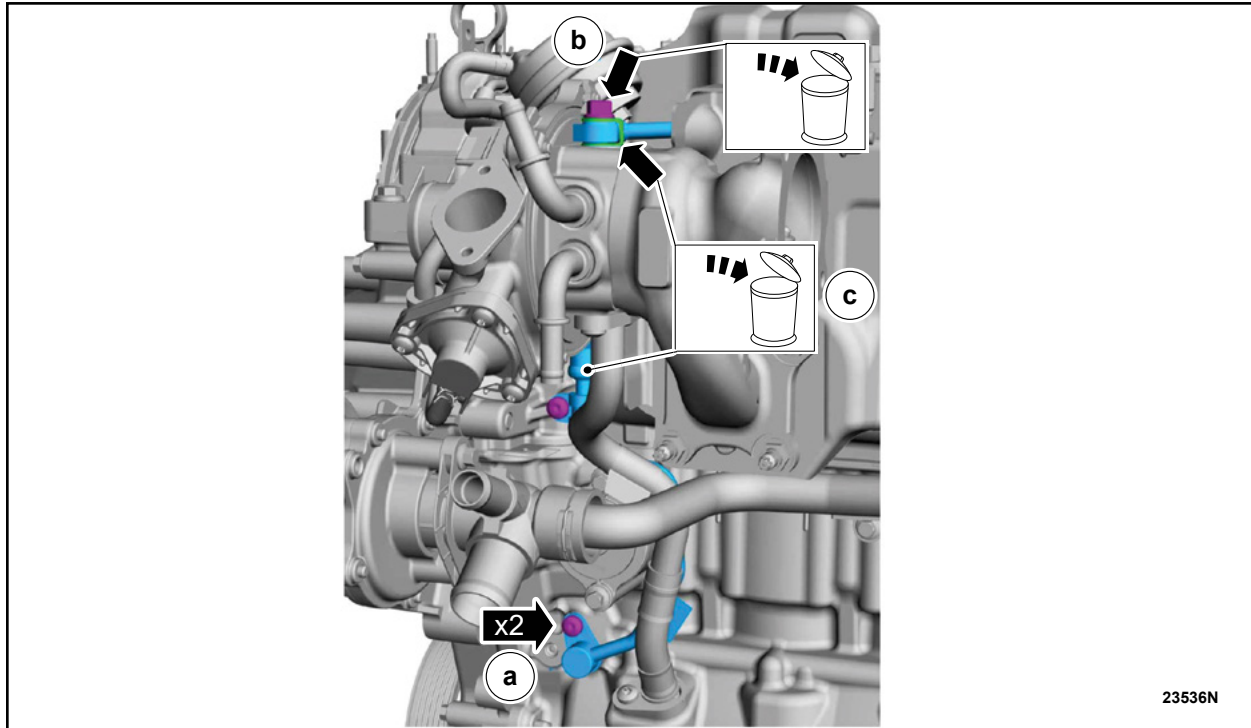


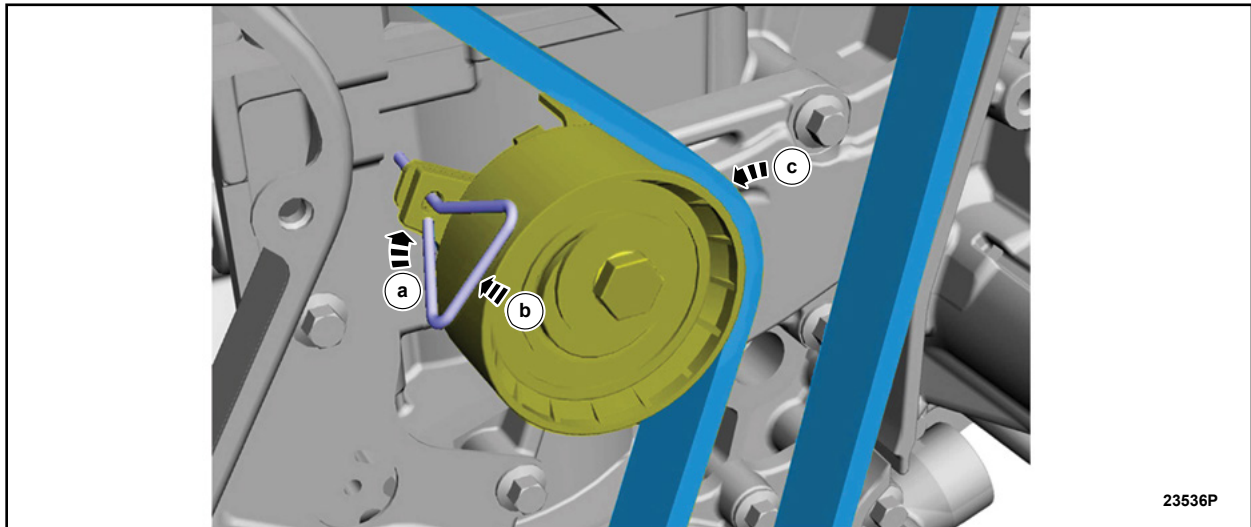
FIGURE 16



**⚠ WARNING:** The tensioner is under spring tension. Be careful when handling the tensioner. Failure to follow this instruction may result in personal injury.

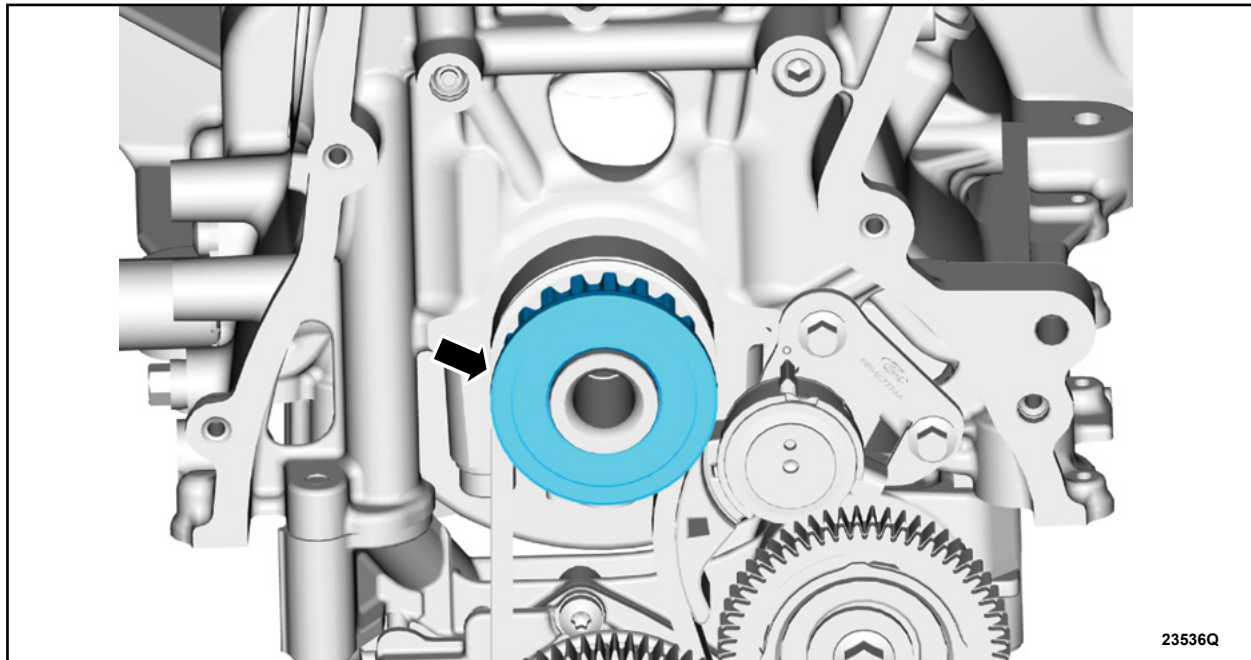
23. Remove the engine timing belt. See Figure 17.

- a. Rotate the timing belt tensioner clockwise.
- b. Install a suitable locking pin.
- c. Remove timing belt.



**FIGURE 17**

24. Remove the timing belt sprocket. See Figure 18.



**FIGURE 18**



25. Install a 4 mm drill bit into the balance shaft gear as shown in Figure 19.

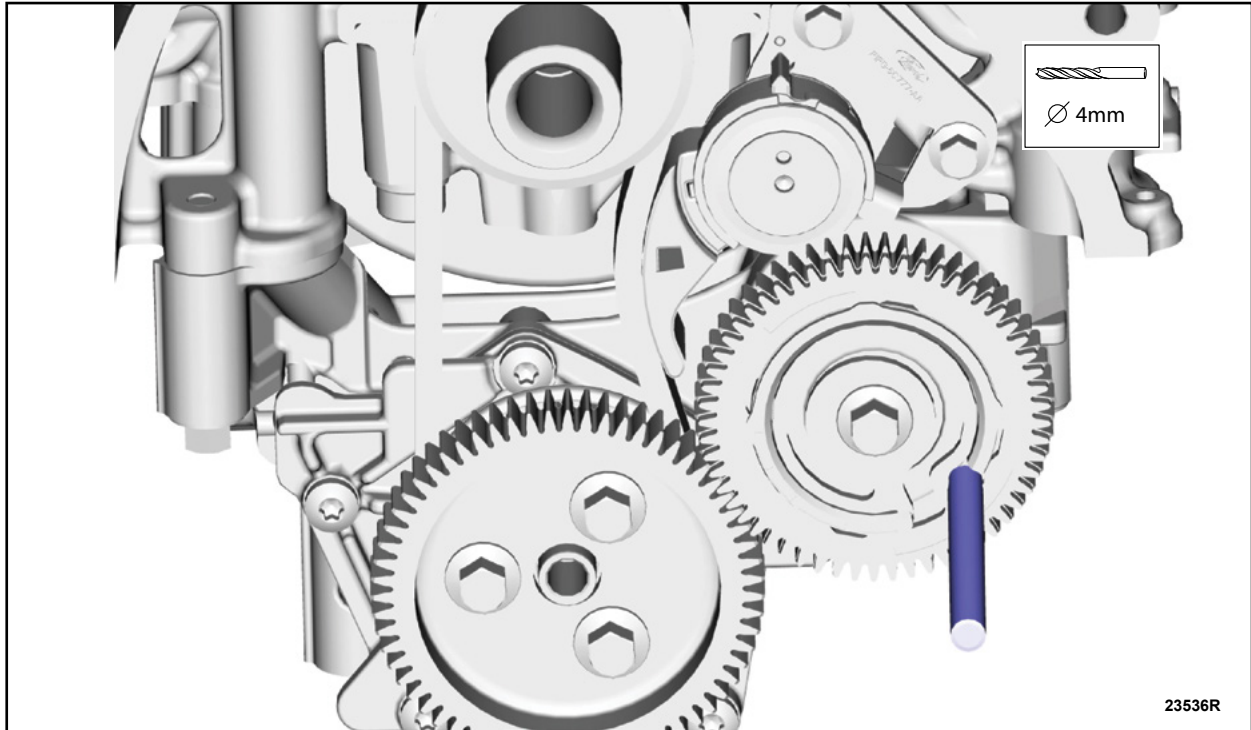


FIGURE 19

26. Remove and discard the bolts. Then, remove the oil pump gear. See Figure 20.

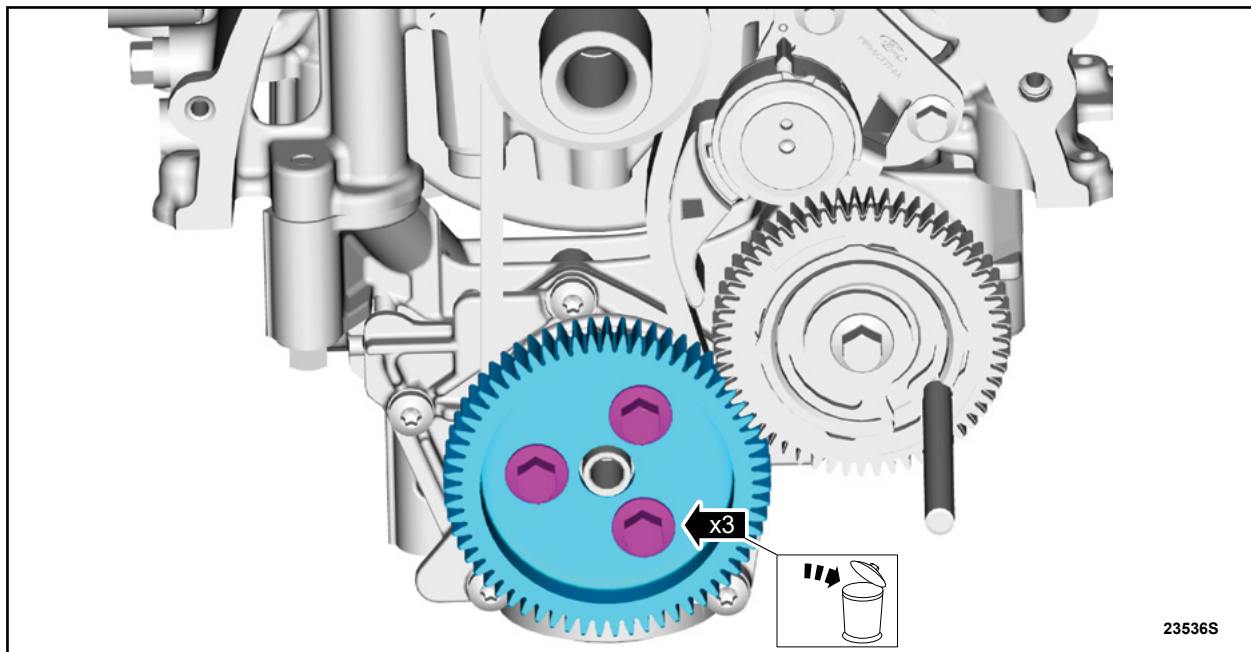


FIGURE 20



27. Using a suitable tool, rotate the oil pump belt tensioner. Then, remove and discard the oil pump belt.  
See Figure 21.

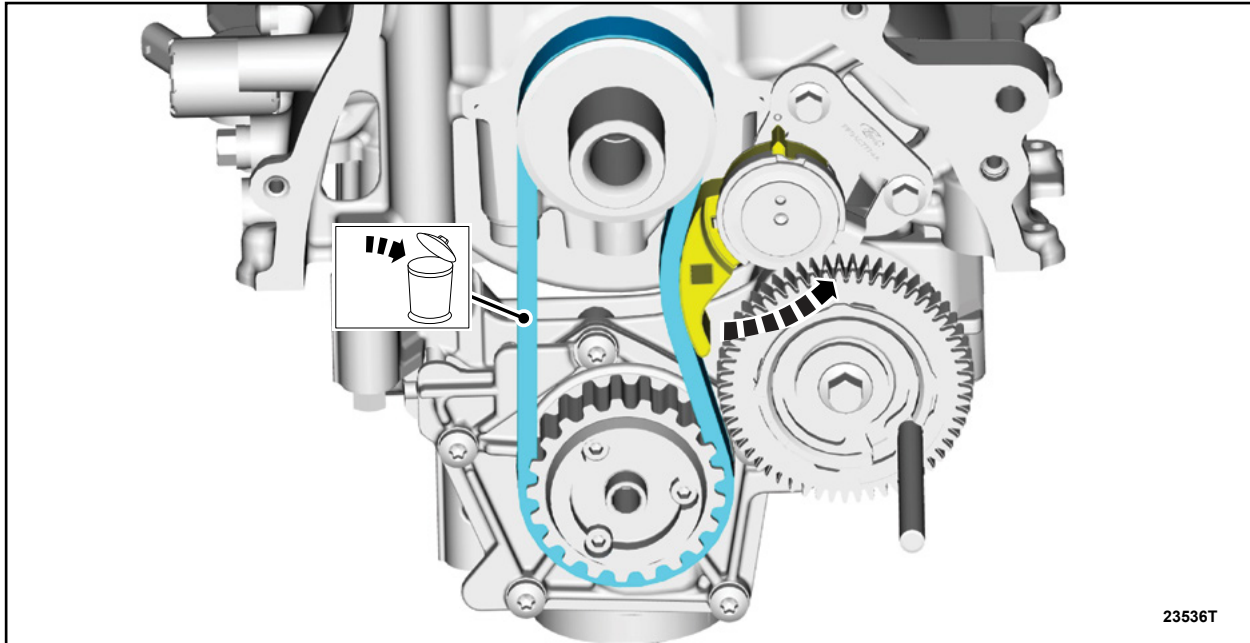


FIGURE 21

28. Remove and discard the oil pump drive belt tensioner. See Figure 22.

29. Install a *new* oil pump drive belt tensioner.

• Torque: 89 lb.in (10 Nm)

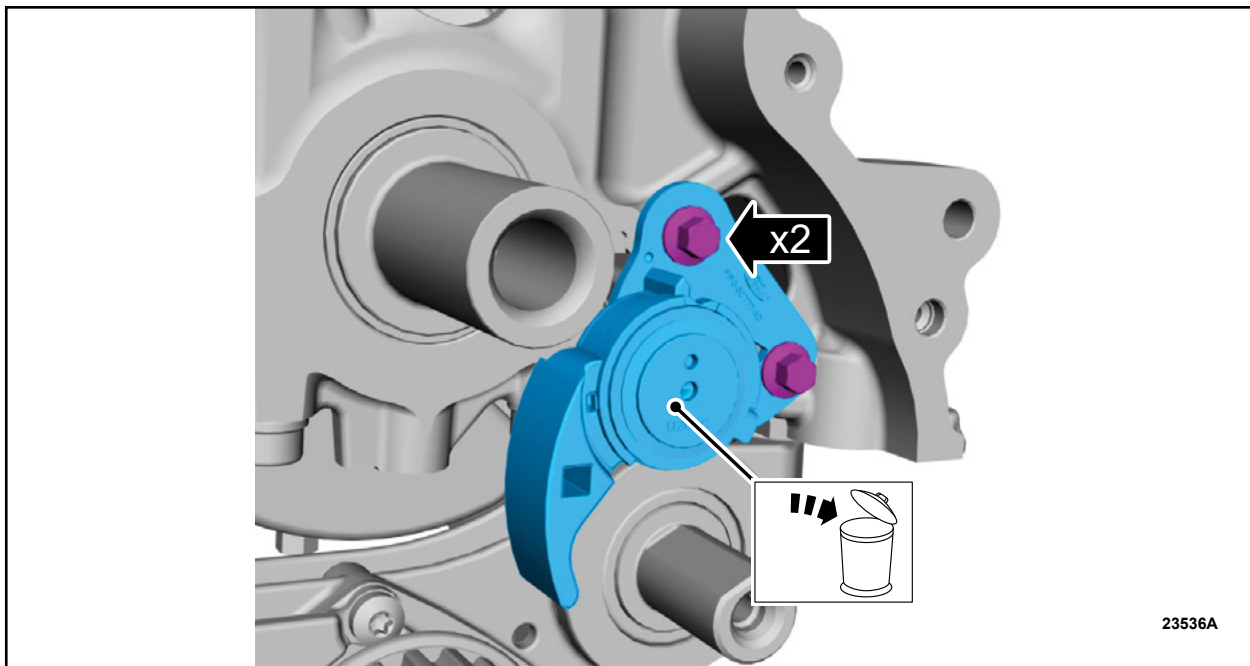
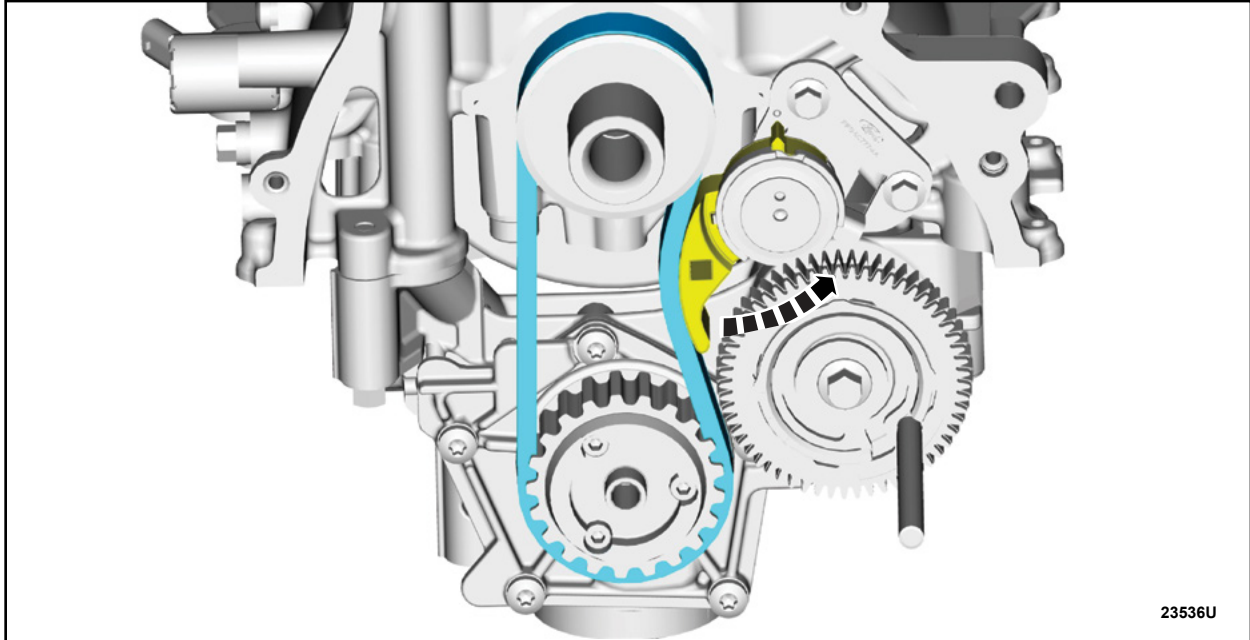


FIGURE 22

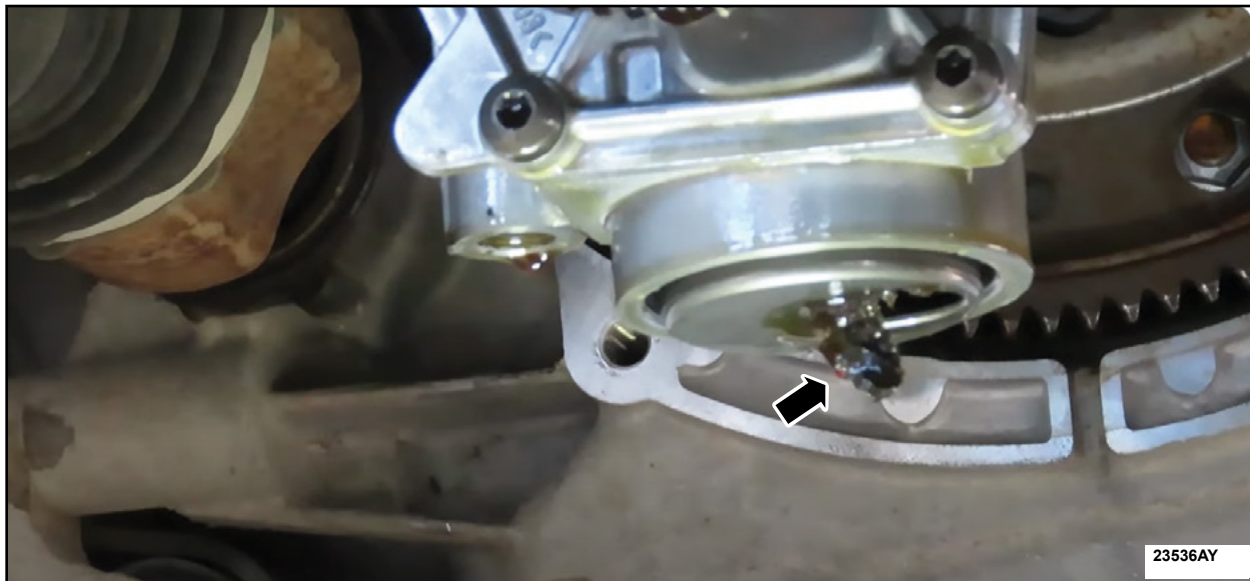


30. Using a suitable tool, rotate the oil pump belt tensioner and install a *new* oil pump belt. See Figure 23.



**FIGURE 23**

31. Using a suitable tool and brake clean, clean the oil pump sump screen of any debris or belt material. See Figure 24.



**FIGURE 24**



32. Install the oil pump gear. Install *new* bolts. See Figure 25.

- Torque: 26 lb.ft (35 Nm).

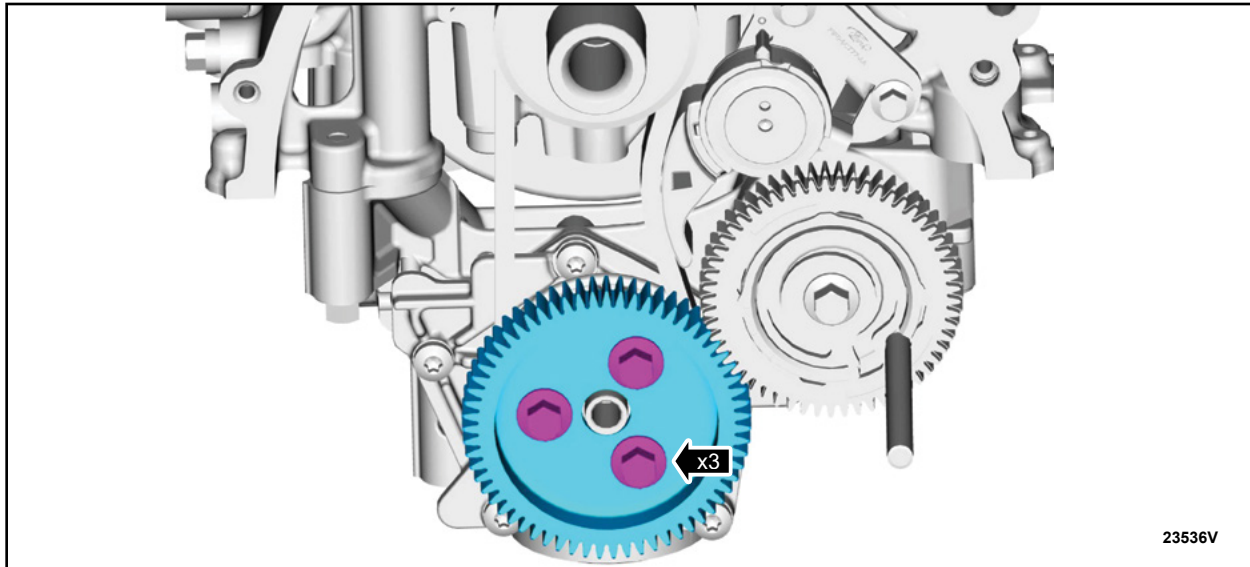


FIGURE 25

33. Remove the 4 mm drill bit from the balance shaft gear. See Figure 26.

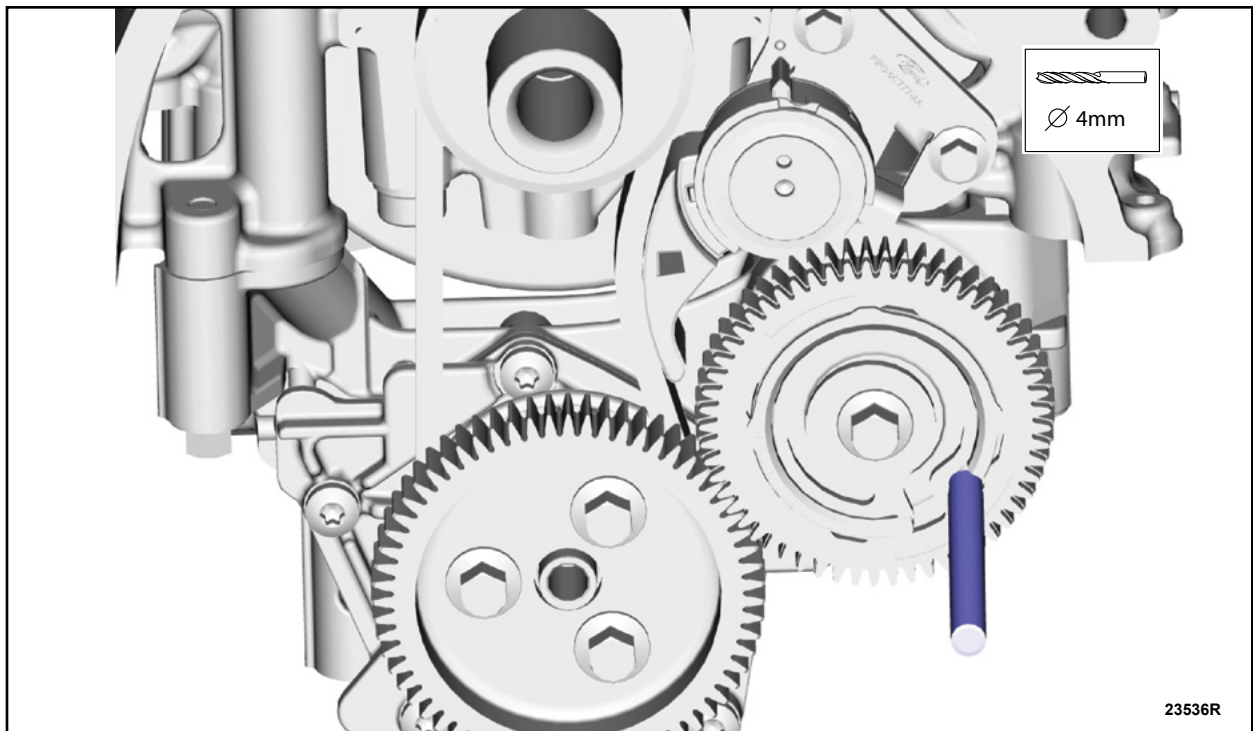


FIGURE 26



34. Install the timing belt sprocket. See Figure 27.

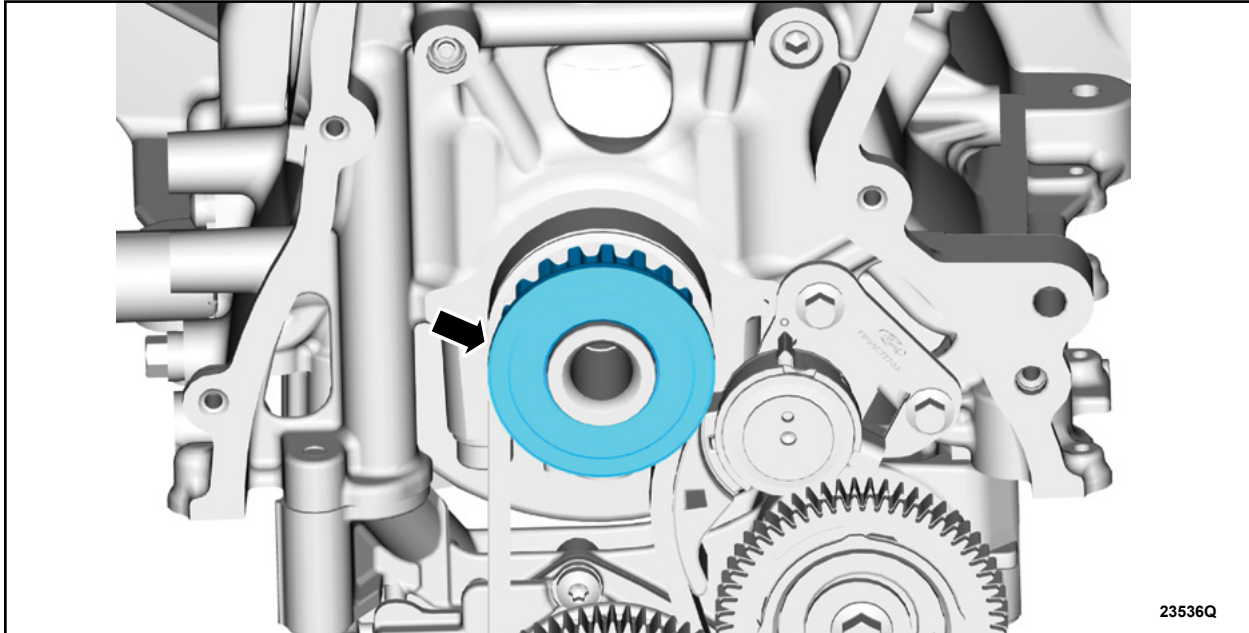


FIGURE 27

**⚠ WARNING:** The tensioner is under spring tension. Be careful when handling the tensioner. Failure to follow this instruction may result in personal injury.

35. Install the timing belt. Then, remove the locking pin. See Figure 28.

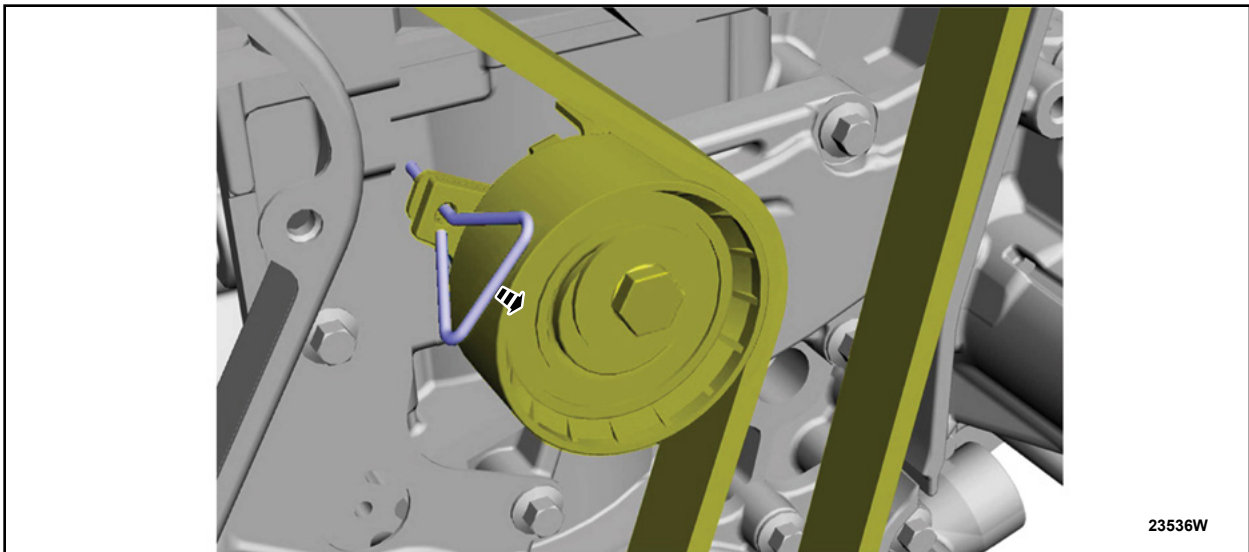


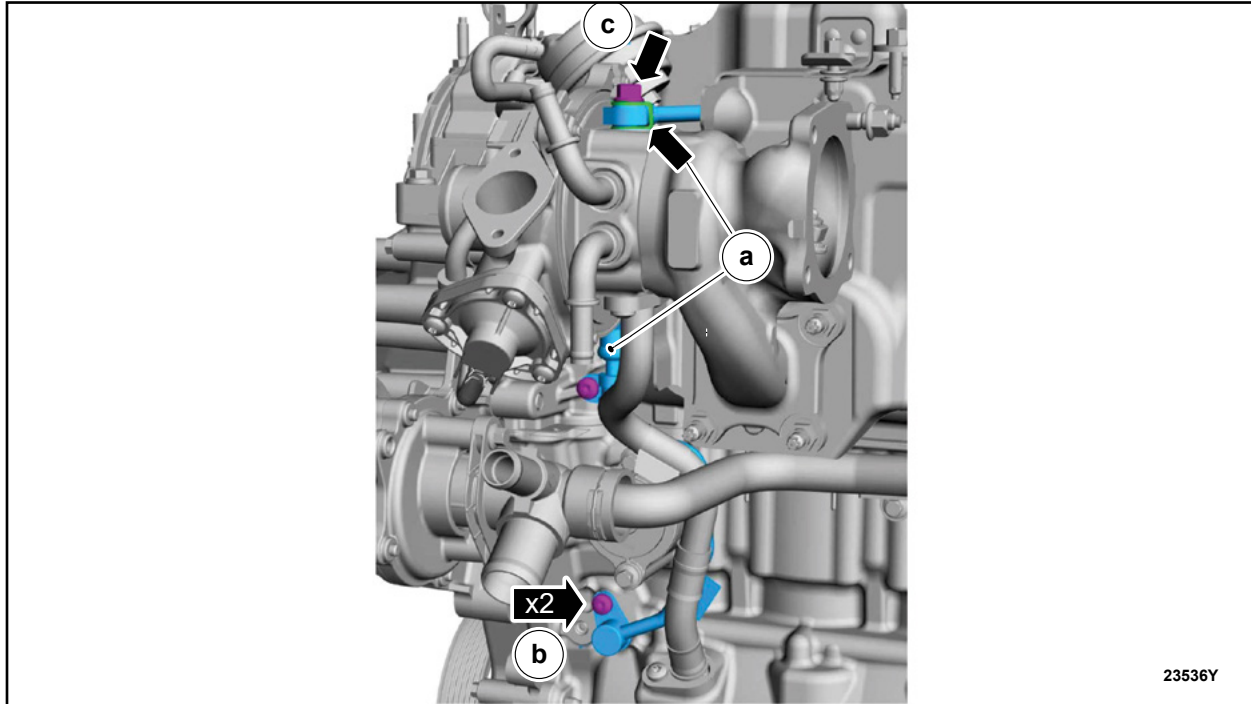
FIGURE 28



**NOTE:** Make sure that a new component is installed.

36. **Only tighten the bolts finger tight at this stage.** See Figure 29.

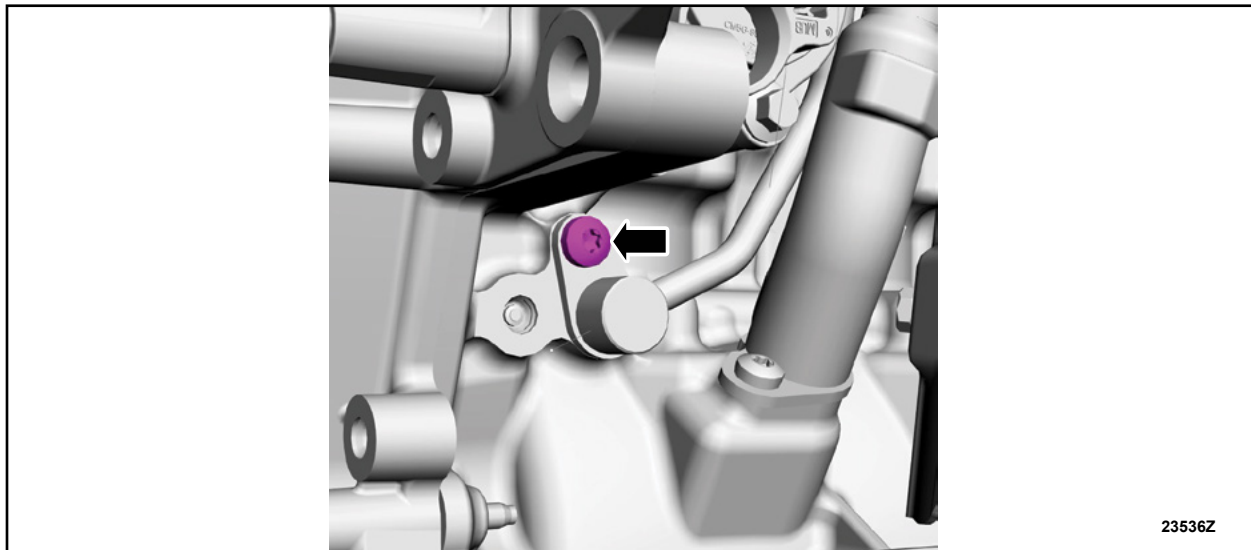
- a. Install a new oil supply tube and sealing washers.
- b. Install the bolts finger tight.
- c. Install a new banjo bolt finger tight.



**FIGURE 29**

37. Tighten the bolt. See Figure 30.

- Torque: 89 lb.in (10 Nm).

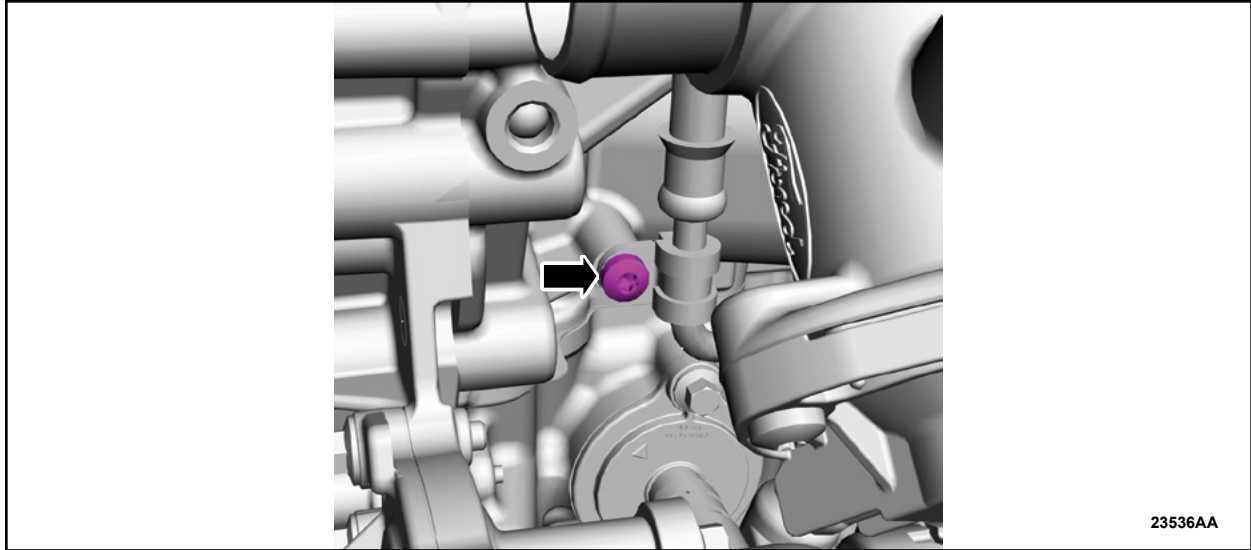


**FIGURE 30**



38. Tighten the bolt. See Figure 31.

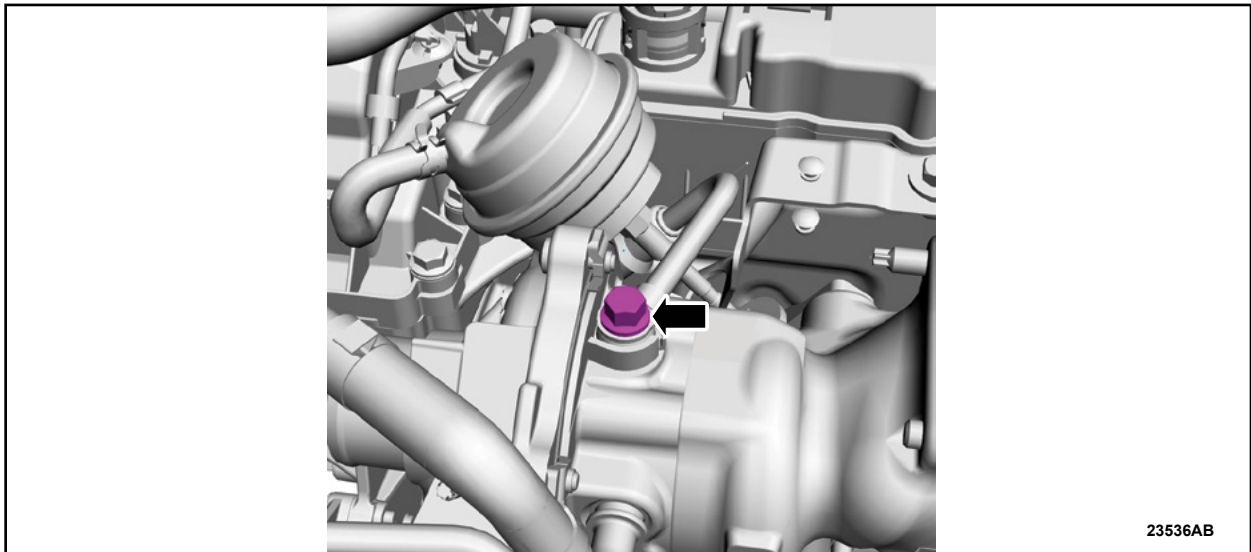
- Torque: 89 lb. in (10 Nm).



**FIGURE 31**

39. Tighten the banjo bolt. See Figure 32.

- Torque: 22 lb.ft (30 Nm).



**FIGURE 32**



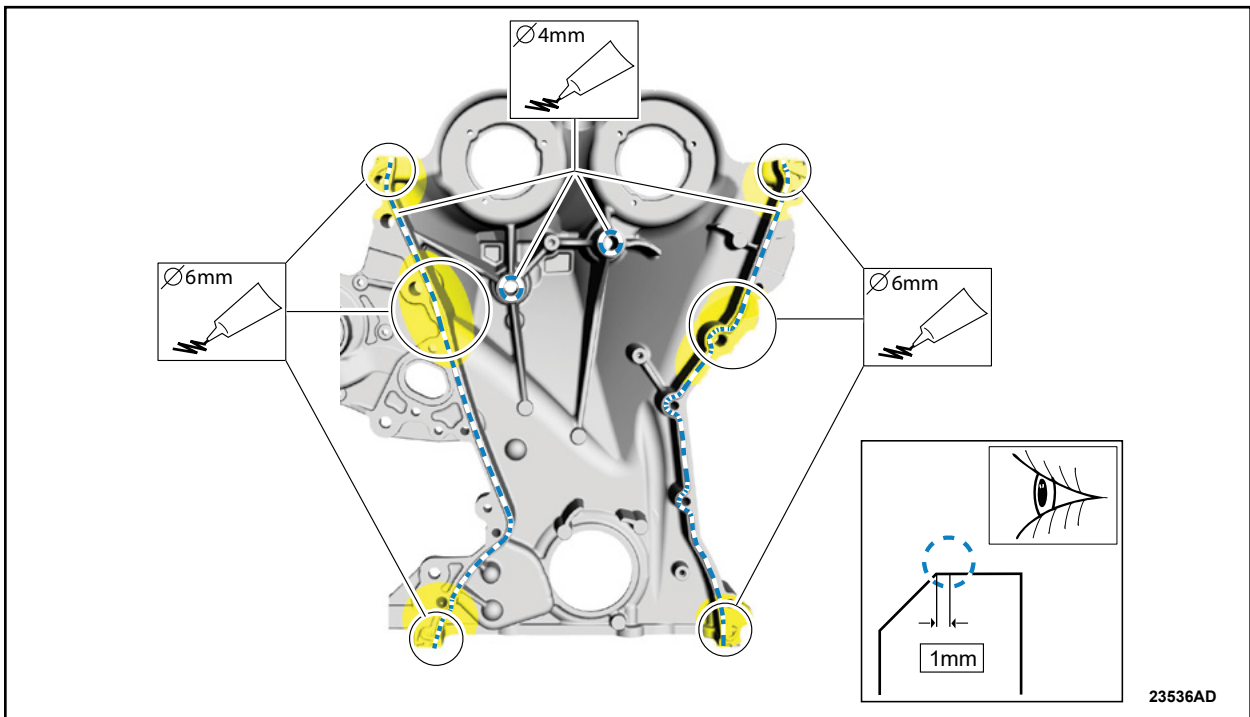
40. Install a new gasket. See Figure 33.



**FIGURE 33**

**NOTE:** The component must be installed within 10 minutes of applying the sealant.

41. Apply beads of silicone sealant that are 4 mm (0.157 in) and 6 mm (0.236 in) as shown in Figure 34. Use Motorcraft® High Performance Engine RTV Silicone / TA-357 (WSE-M4G323-A6).



**FIGURE 34**



**NOTE:** Make sure that *new* bolts are installed.

**NOTE:** Note the different lengths of the bolts.

42. Install the *new* front cover bolts following the torque sequence below. See Figure 35.

1. Torque:

- 1-2: 44 lb.in (5 Nm).
- 3-6: 89 lb.in (10 Nm).
- 7-16: 44 lb.in (5 Nm).

2. Torque:

- 3-6: 30 lb.ft (40 Nm).
- 3-4: 52 lb.ft (70 Nm).
- 5-6: 52 lb.ft (70 Nm).
- 1-2: 80 lb.in (9 Nm).
- 7-16: 133 lb.in (15 Nm).

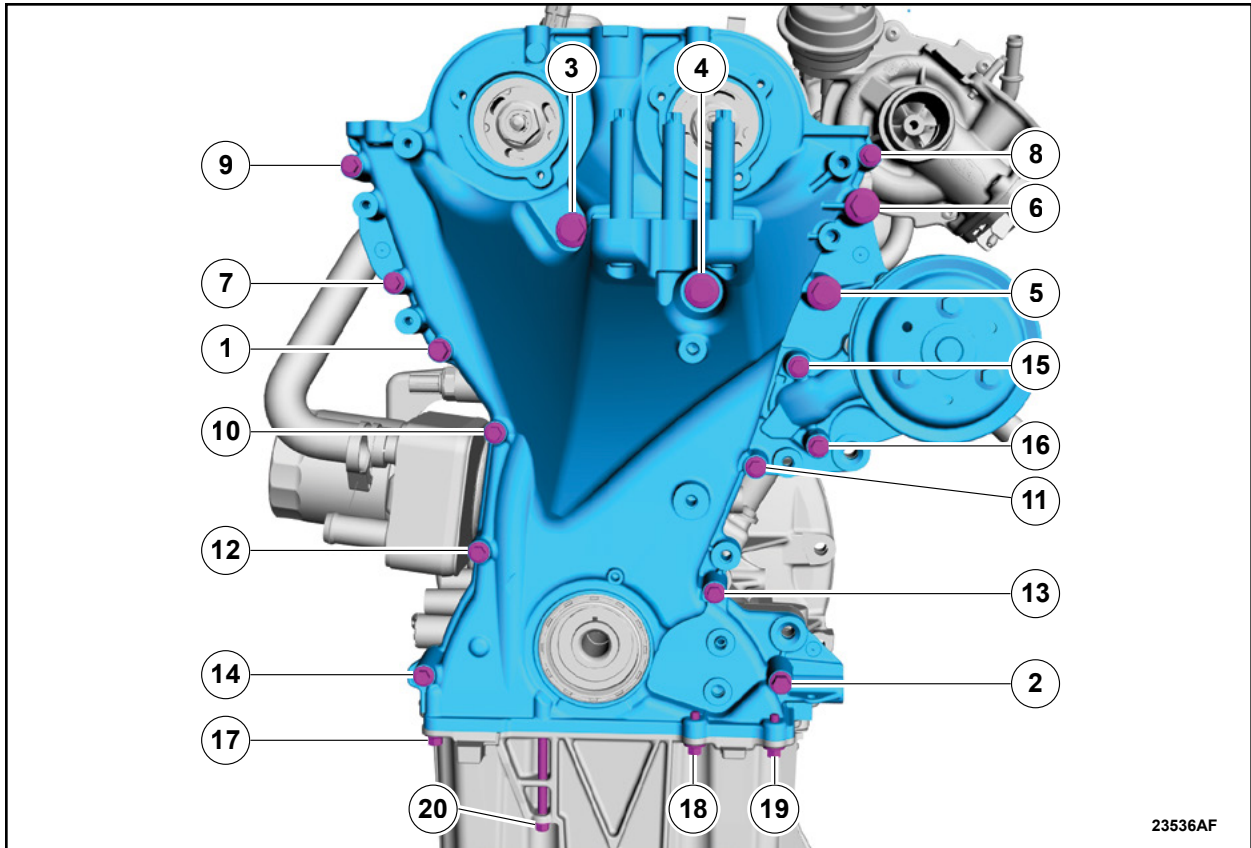
3. Torque:

- 3-4: 90°.
- 5-6: 90°.
- 1-2: 90°.
- 7-16: 90°.
- 17-19: 89 lb.in (10 Nm).
- 20: 89 lb.in (10 Nm).

4. Torque:

- 17-19: 89 lb.in (10 Nm).
- 20: 89 lb.in (10 Nm).





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FIGURE 35



43. Install the Variable Camshaft Timing Locking Tool: Special Service Tool 303-1606. See Figure 36.

- Torque: 89 lb.in (10 Nm).

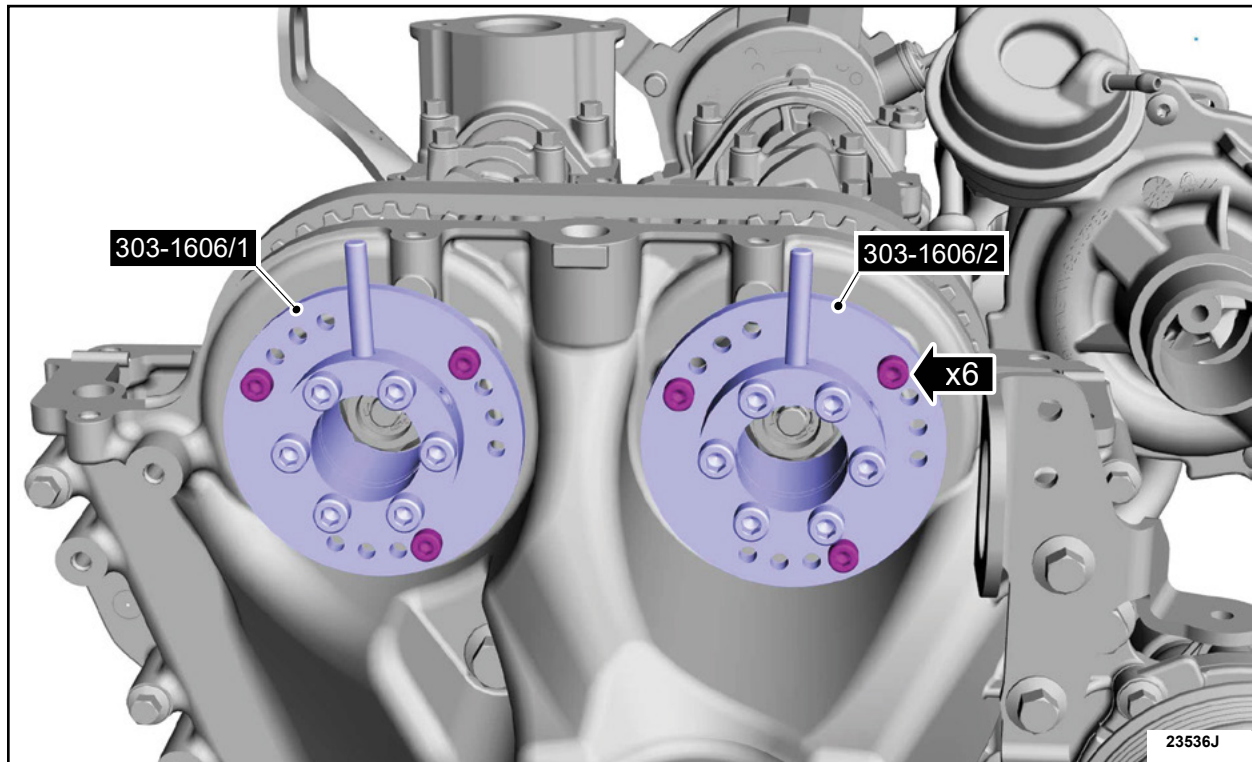
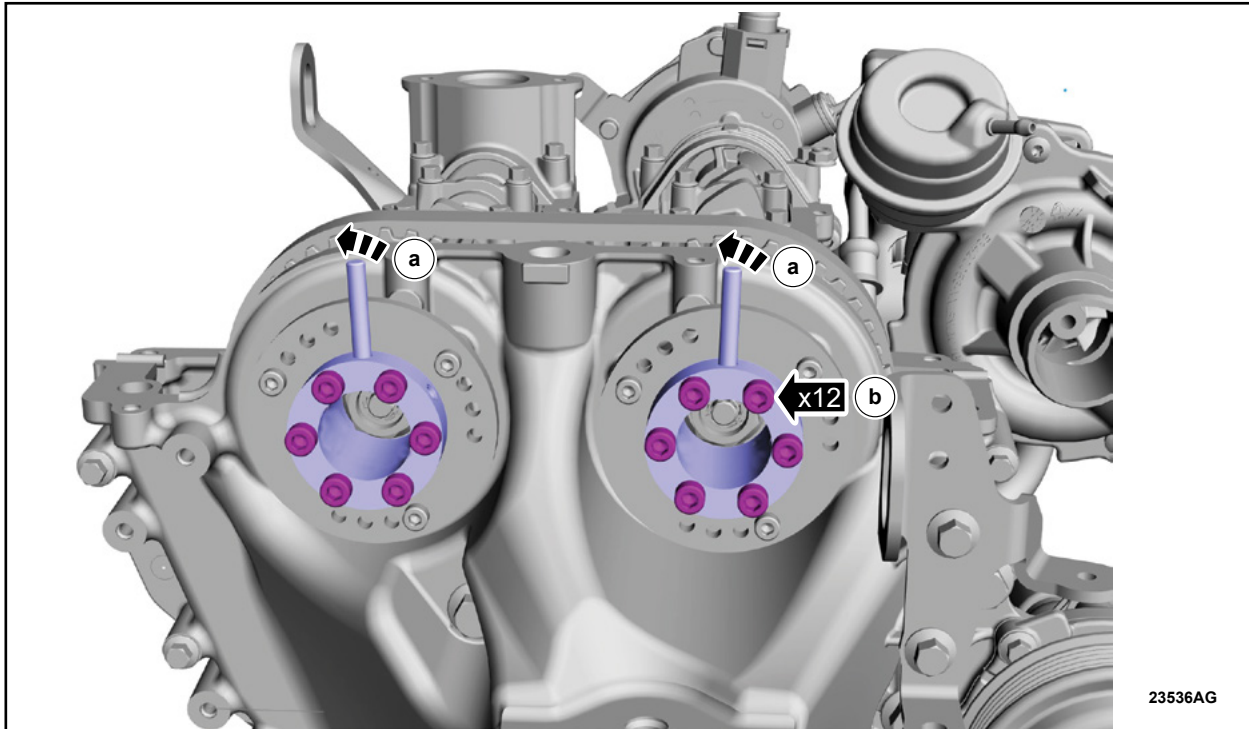


FIGURE 36



44. Lock down the Variable Camshaft Timing Locking Tool: Special Service Tool 303-1606. See Figure 37.

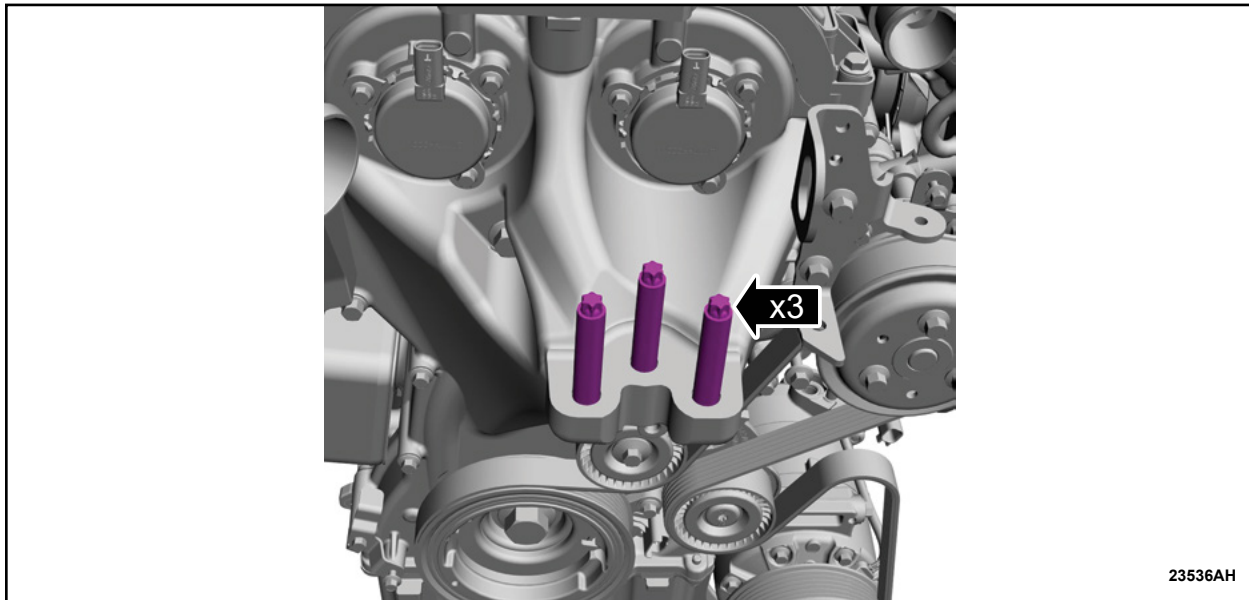
- a. Turn until resistance is felt.
- b. Torque: 133 lb.in (15 Nm).



**FIGURE 37**

45. Tighten the RH engine mount studs. See Figure 38.

- Torque: 89 lb.in (10 Nm).



**FIGURE 38**



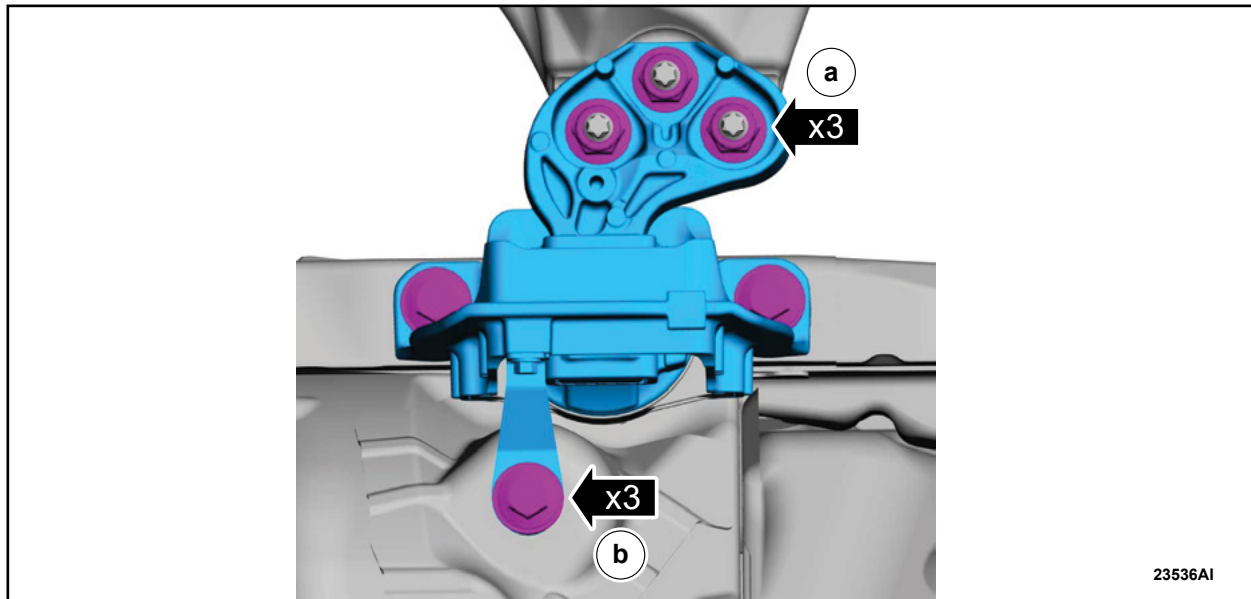
46. Install the engine mount.

a. Install the engine mount and the nuts. See Figure 39.

• Torque: 85 lb.ft (115 Nm).

**NOTE:** Only tighten the bolts finger tight at this stage.

b. Install the engine mount bolts finger-tight. See Figure 39.

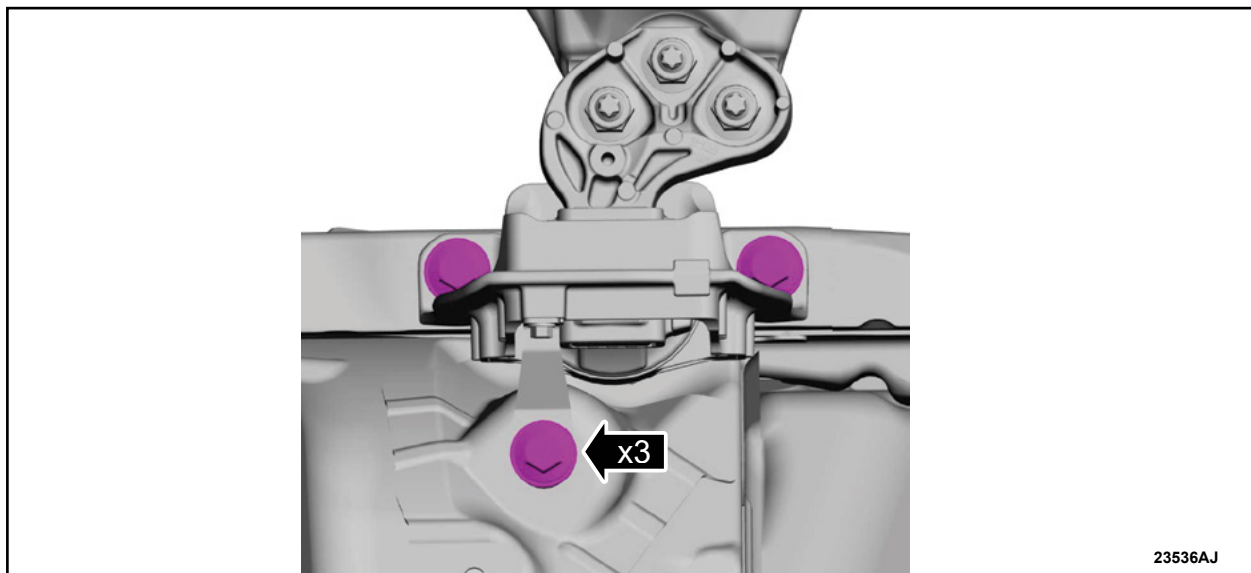


**FIGURE 39**

47. Release the tension on the engine and remove the engine support special tools.

48. Tighten the engine mount bolts. See Figure 40.

• Torque: 35 lb.ft (48 Nm).



**FIGURE 40**



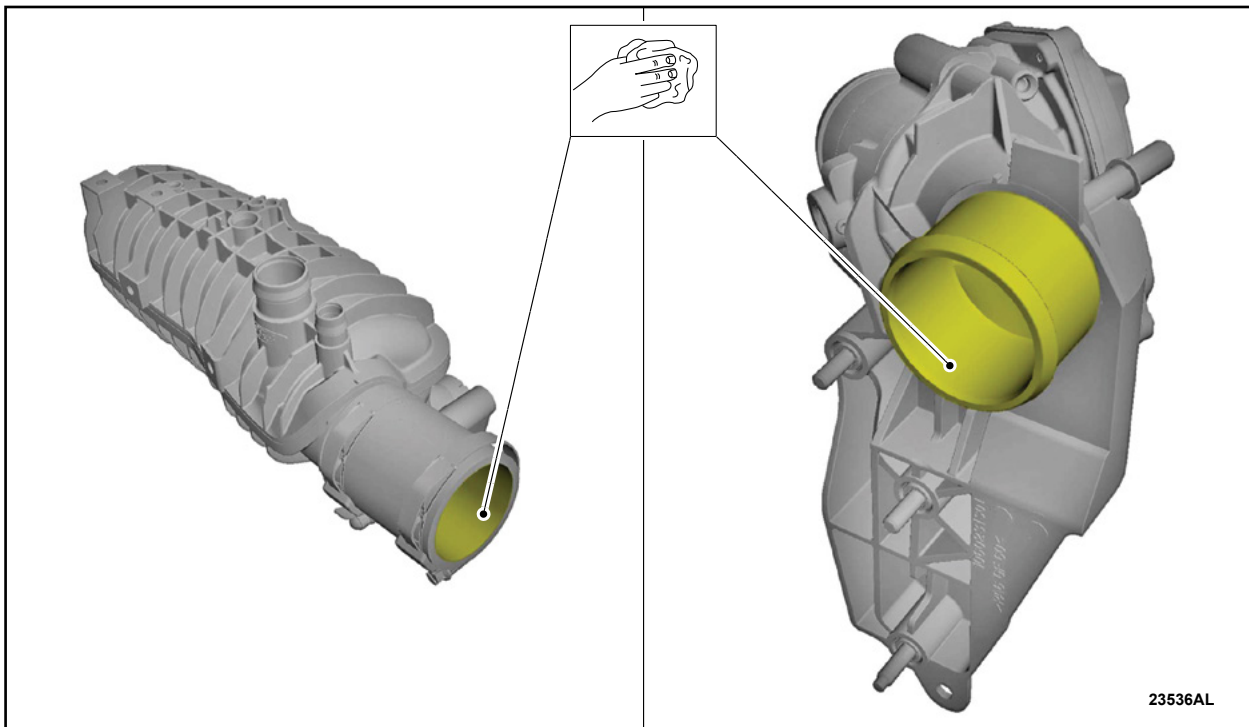
49. Install the degas bottle onto the tabs. See Figure 41.



**FIGURE 41**

**NOTE:** Make sure that the mating faces are clean and free of foreign material.

50. Wipe clean the mating surfaces. See Figure 42.



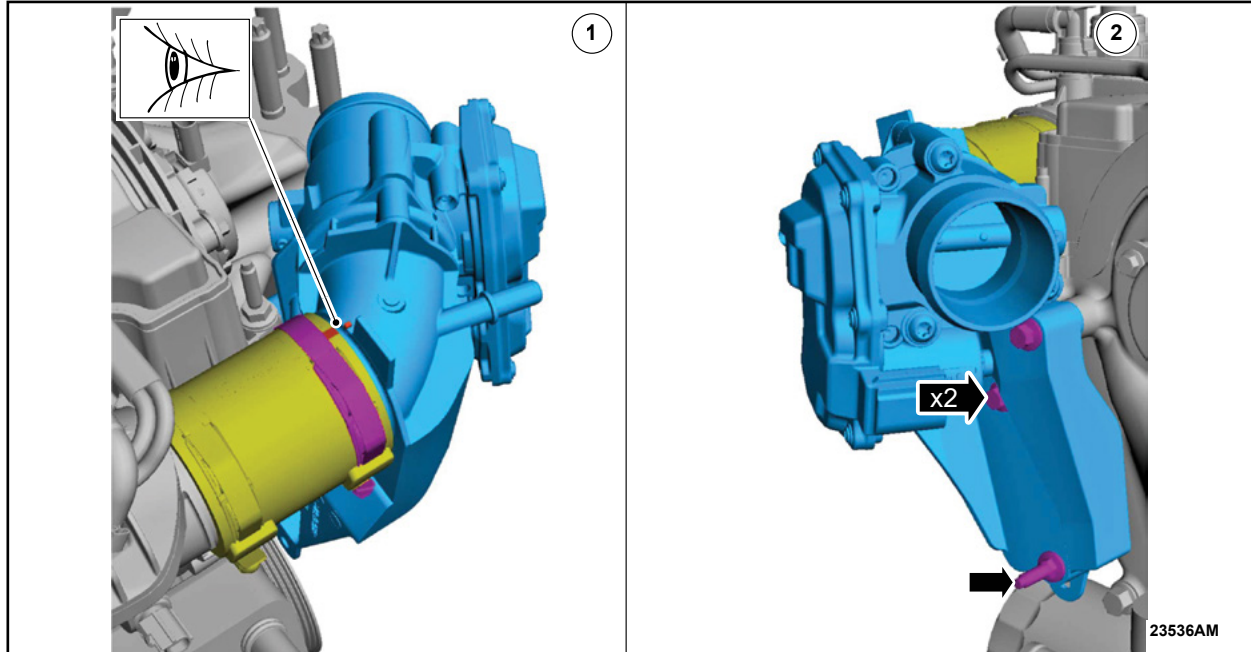
**FIGURE 42**



**NOTE:** Make sure that the component is correctly installed.

**NOTE:** Only tighten the bolts finger tight at this stage.

51. Install the throttle body/bracket assembly. Then, install the fasteners finger tight. See Figure 43.



**FIGURE 43**



52. Tighten the fasteners and the clamp. See Figure 44.

Torque:

a-c: 89 lb.in (10 Nm).

d: 27 lb.in (3 Nm).

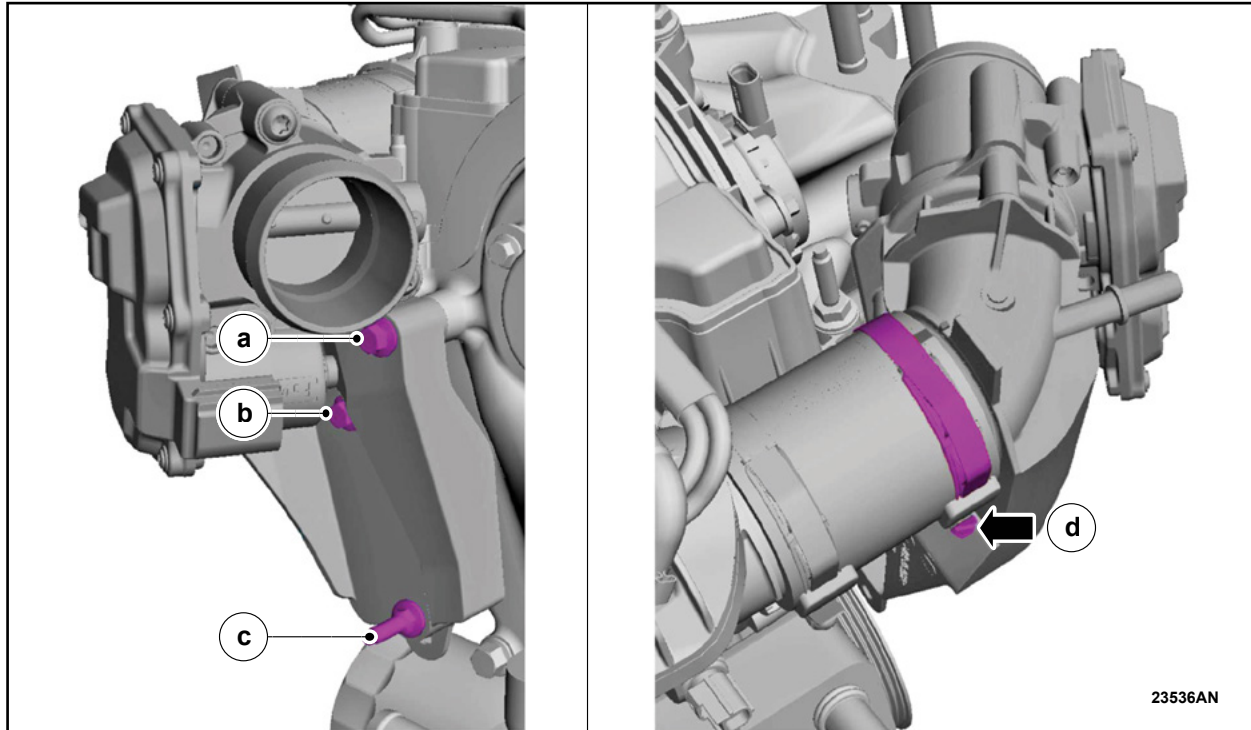
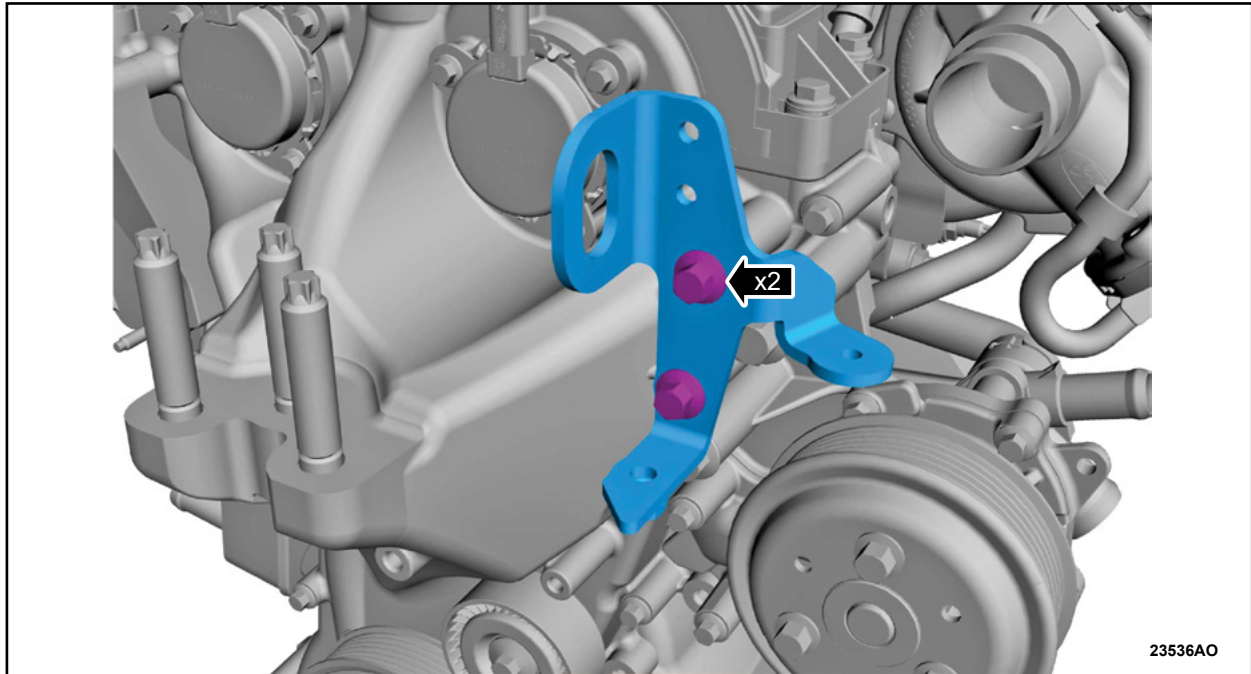


FIGURE 44



53. Install the lifting eye and the bolts. See Figure 45.

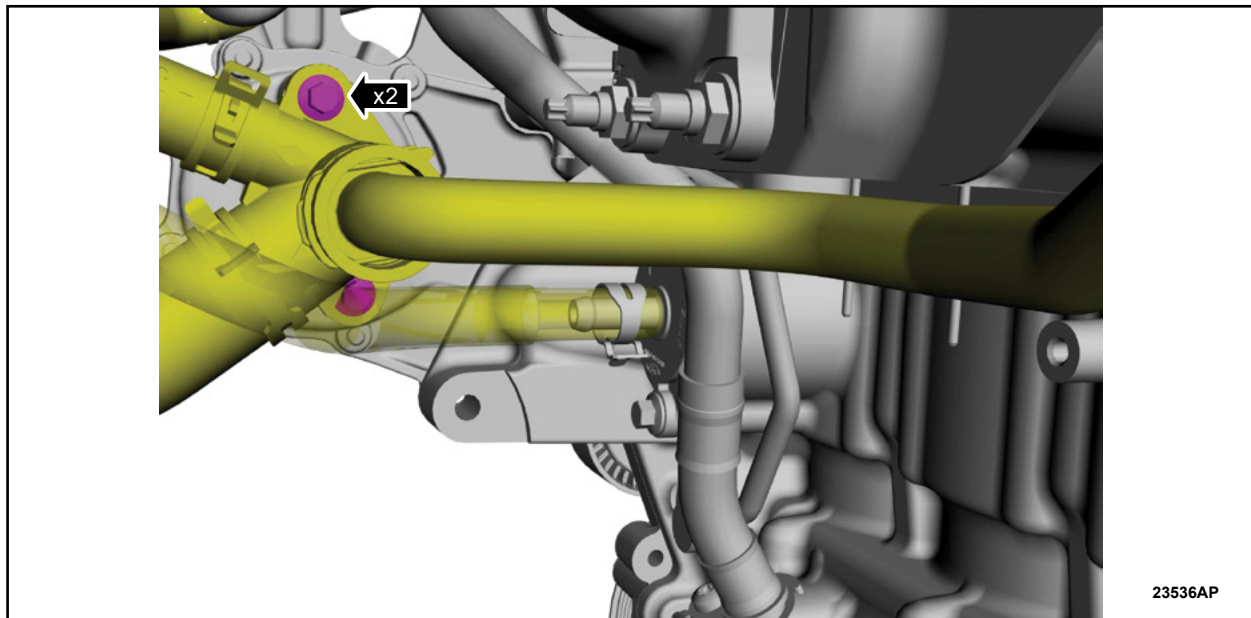
- Torque: 17 lb.ft (23 Nm).



**FIGURE 45**

54. Install the thermostat housing and bolts. See Figure 46.

- Torque: 89 lb.in (10 Nm).



**FIGURE 46**



55. Connect the CKP sensor electrical connector. Then, attach the wiring harness retainer.  
See Figure 47.

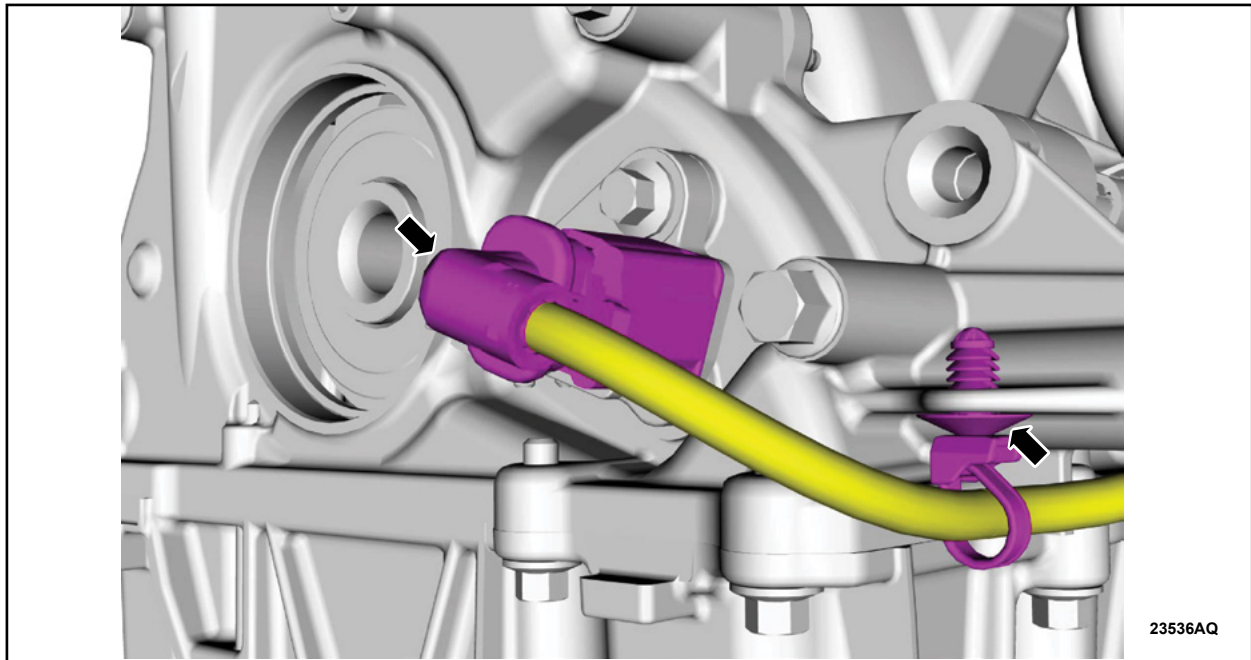


FIGURE 47



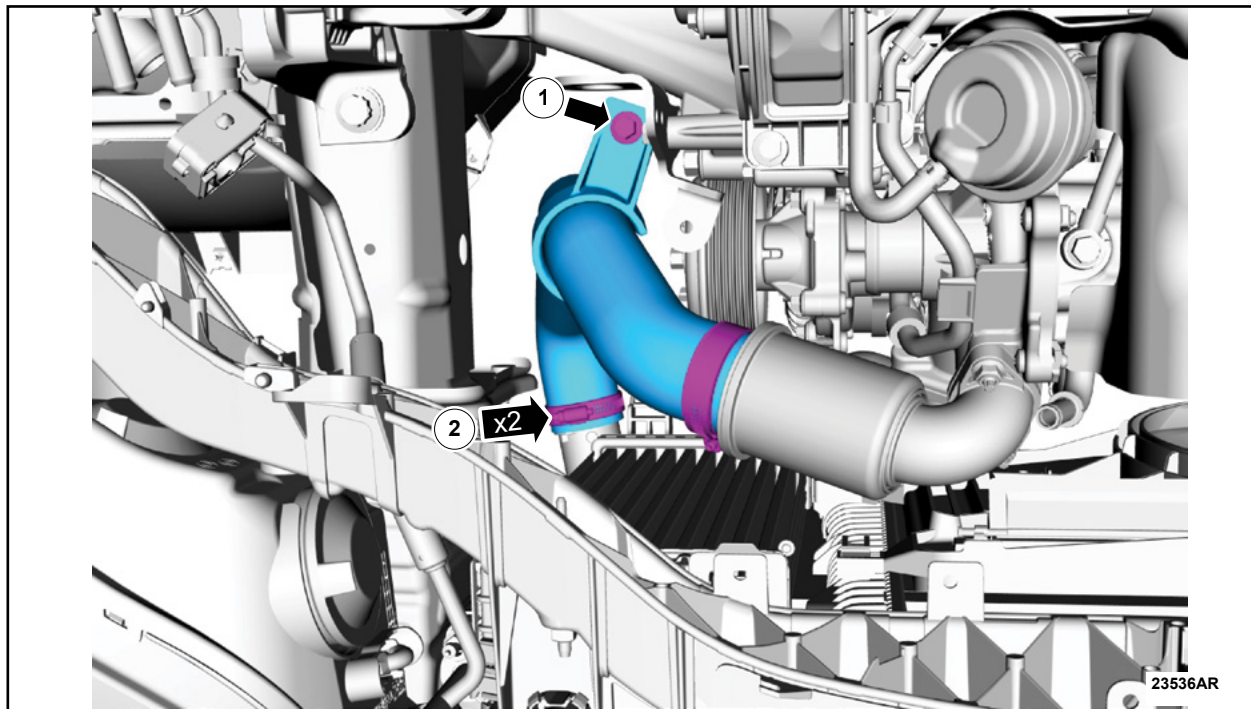
**NOTICE:** The turbocharger compressor vanes can be damaged by even the smallest particles. When removing any turbocharger or engine air intake system component, ensure that no debris enters the system. Failure to do so may result in damage to the turbocharger.

56. Install the CAC inlet pipe and the bolt. See Figure 48.

- Torque: 97 lb.in (11 Nm).

57. Tighten the clamps. See Figure 48.

- Torque: 44 lb.in (5 Nm).



**FIGURE 48**

58. Install the crankshaft front seal. Follow the WSM procedures in Section 303-01.

59. Install the generator. Follow the WSM procedures in Section 412-02.



60. Remove Special Service Tool 303-1605. See Figure 49.

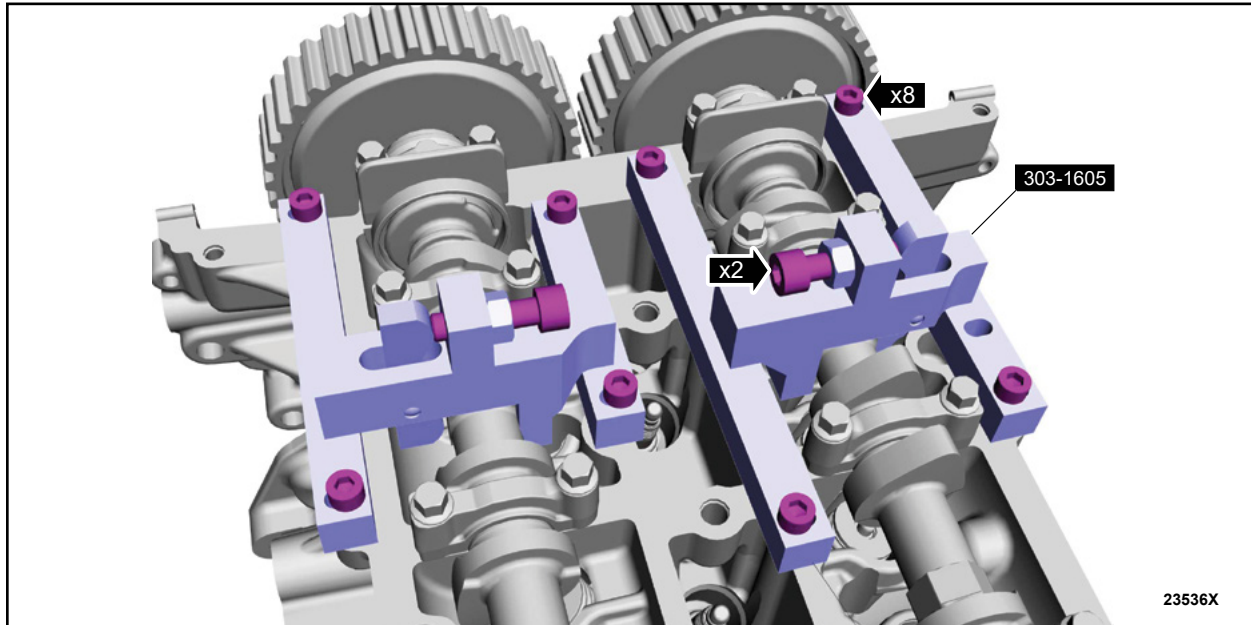


FIGURE 49

61. Install the valve cover. Follow the WSM procedures in Section 303-01.

**NOTE:** Make sure that the component is correctly installed.

62. Install the oil pump cover. See Figure 50.

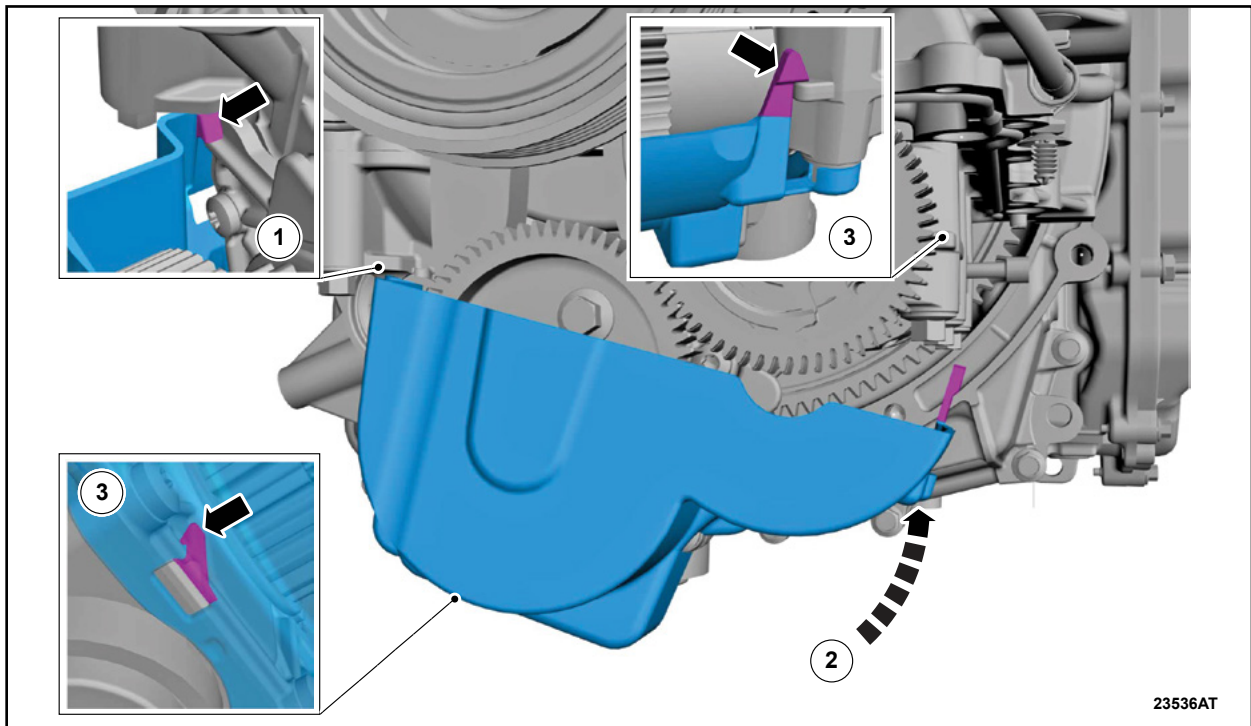


FIGURE 50



63. Install the oil pan. Follow the Workshop Manual (WSM) procedure in Section 303-01.
64. Fill and bleed the cooling system. Follow the WSM procedures in Section 303-03A.
65. Use the Powertrain Control Module (PCM) Misfire Monitor Profile Correction routine in the diagnostic scan tool.
66. Road test the vehicle.

**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.**



## 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 FAILURE DIAGNOSIS

### SERVICE PROCEDURE

**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) 15936 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.

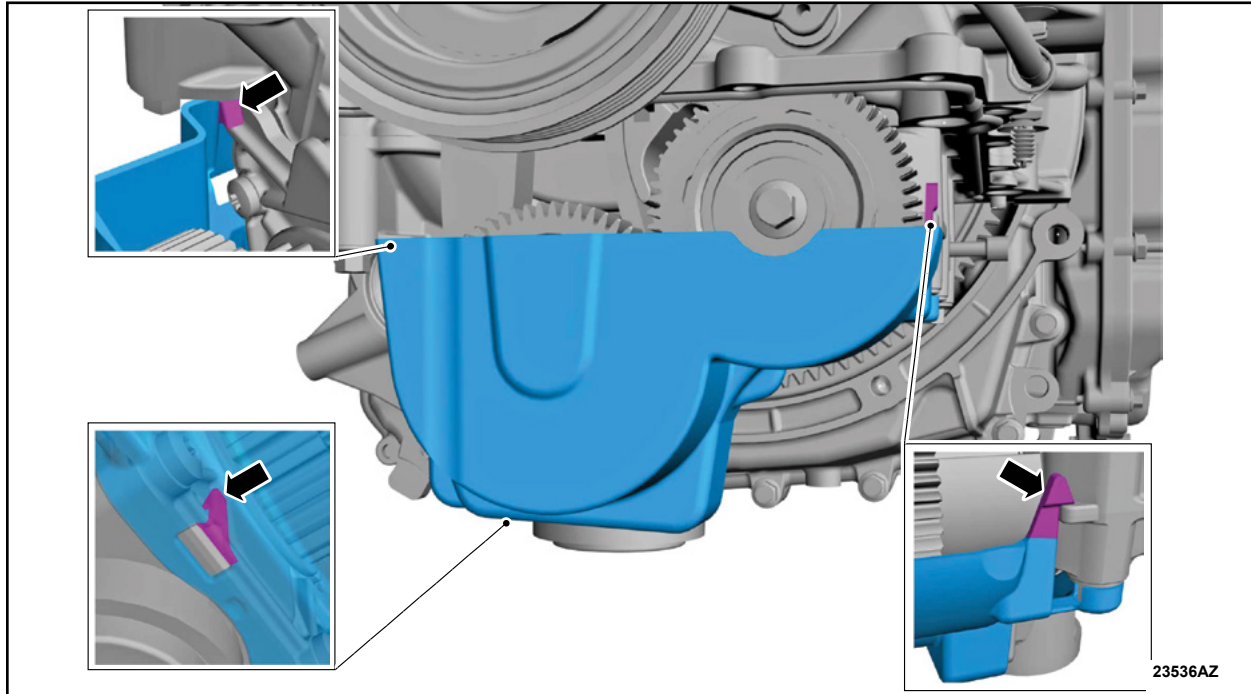
- Is the engine oil pump drive belt broken or damaged?

**Yes** - Submit photos of the damaged oil pump belt and/or the oil pump belt tensioner to the Special Service Support Center (SSSC) for approval, then install a new long block engine and turbocharger. Follow the WSM procedures in Section 303-01. 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 2025. 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 21, 2025 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.