



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

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

March 27, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S68**
 Certain 2023 Model Year E-Series
 Rear Axle Rotor to Wheel Hub Assembly Bolt Inspection and Torque

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 22S68**
 Dated October 21, 2022

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
E-Series	2023	OHAP	July 28, 2022 through August 3, 2022

US Population of affected vehicles is 612.

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles may have an improperly torqued bolt that secures the rear axle rotor to the wheel-hub. An improperly torqued bolt in the rotor/ hub assembly can potentially result in slippage at this joint. This can lead to a loss of wheel attachment during hard acceleration or hard brake application events, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect and repair the rear axle assembly bolt. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 10, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: List of Suspect Differential Serial Numbers
- 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 listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S68

Certain 2023 Model Year E-Series

Rear Axle Rotor to Wheel Hub Assembly Bolt Inspection and Torque

OASIS ACTIVATION

OASIS was activated on October 21, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available on <https://web.fsavinlists.dealerconnection.com> since October 21, 2022. Owner names and addresses were available since January 5, 2023.

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

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their 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.

TITLE BRANDED / SALVAGED VEHICLES

Affected title-branded and salvaged vehicles are eligible for this recall.

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OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with rear axle rotor to wheel hub assembly bolt inspection and torque.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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.

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Rear Axle Rotor to Wheel Hub Assembly Bolt Inspection and Torque

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
The following scenarios describe the labor necessary to do the repair. Claim only one labor operation based on the axle condition.		
Inspect the tag on top of the rear differential-- part number does not match part numbers listed in Appendix IV. Close FSA	22S68A	0.3 hours
Inspect tag on top of rear differential and part number matches what is listed in Appendix IV. Remove both rear hubs and rotor assy. (includes ABS speed sensor) Check rotor to hub torque and they both pass : replace axle seals, replace hub seals and re-assemble.	22S68B	2.4 hours
Inspect tag on top of rear differential and part number matches what is listed in Appendix IV. Remove both rear hubs and rotor assy. (includes ABS speed sensor) Check rotor to hub torques— only one side passes : on both side, replace hub seals, tone ring and bolts, axle shaft gaskets and brake rotors. On the side that did not pass, replace hub and inspect bearing.	22S68C	2.7 hours
Inspect tag on top of rear differential and part number matches what is listed in Appendix IV. Remove both rear hubs and rotor assy. (includes ABS speed sensor) Check rotor to hub torques— both sides do not pass : on both sides, replace hub seals, tone ring and bolts, axle shaft gaskets, brake rotors and hubs. Inspect both bearings.	22S68D	2.7 hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection Parts Requirements:

Parts are not required if the vehicle does not match the part number listed in Appendix IV.

Special Program Part Ordering:

To place an order for the wheel hub, submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC10642.

Part Number	Description	Order Quantity	Claim Quantity
NC2Z-1109-A	Hub (order one per failed side)	As required	

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

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Rear Axle Rotor to Wheel Hub Assembly Bolt Inspection and Torque

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
NC2Z-2C026-A	Rotor	As required	
PC3Z-1107-A	Hub to Rotor Bolts – 8 required per side	As required	
CC3Z-1S175-A	Hub Seal	2	2
C7TZ-1240-A	Inner Bearing Cone	As required	
C7TZ-1244-A	Outer Bearing Cone	As required	
LC2Z-2C189-B	Tone Ring Kit	2	2
E0TZ-1001-A	Axle Shaft Gasket	2	2

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.

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 that 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.

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Rear Axle Rotor to Wheel Hub Assembly Bolt Inspection and Torque

- 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.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

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

CERTAIN 2023 MODEL YEAR ECONOLINE VEHICLES — REAR WHEEL HUB

SERVICE PROCEDURE

1. Inspect the part number tag located on top of the rear differential. See Figure 1. Compare that number to the list of suspect part numbers in Attachment IV. Does the number on the differential match a number listed in Attachment IV?

YES - Proceed to Step 2.

NO - This completes the Field Service Action (FSA).

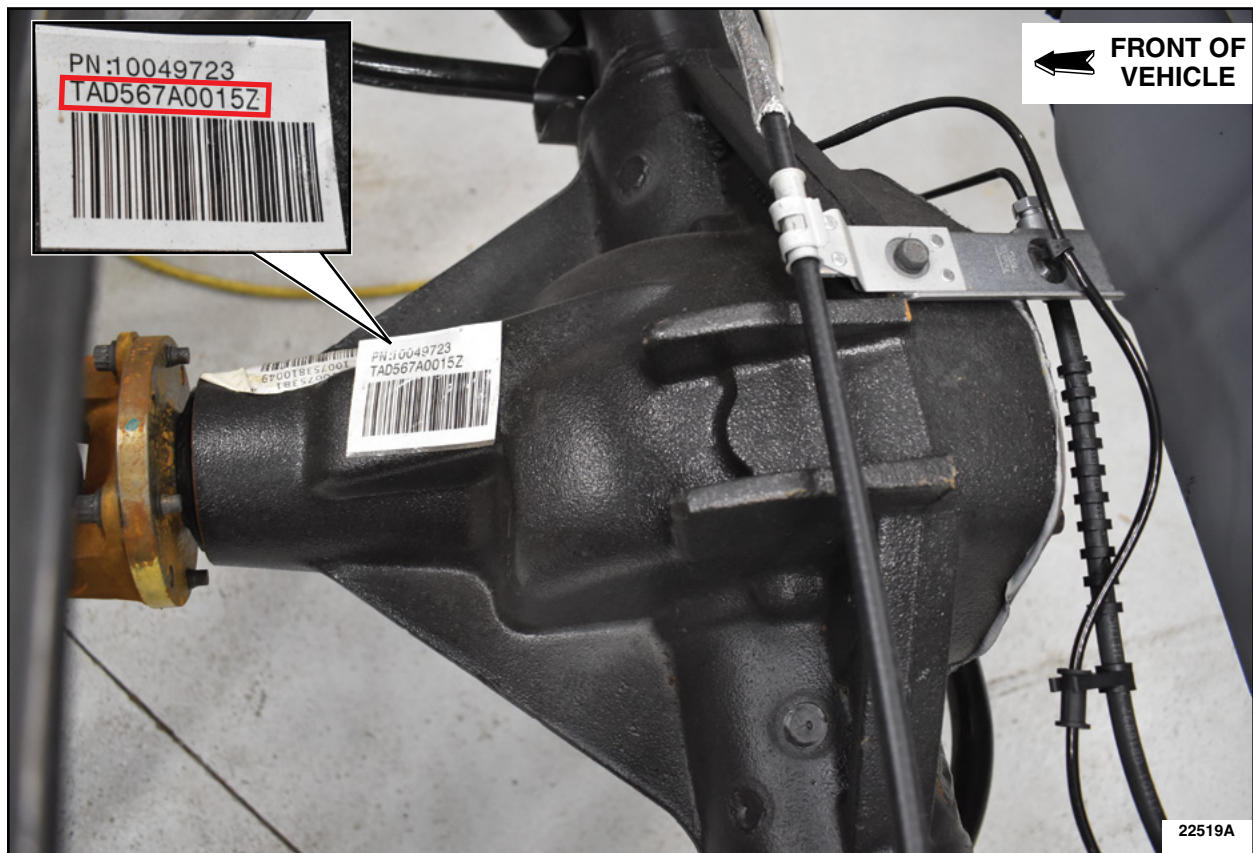


FIGURE 1

2. Remove both rear wheels and tires. Follow the Workshop Manual (WSM) procedures in Section 204-04A.



3. Using compressed air, clean both rear wheel speed sensor housing areas. See Figure 2.

NOTE: Left Hand (LH) side shown, Right Hand (RH) side similar.

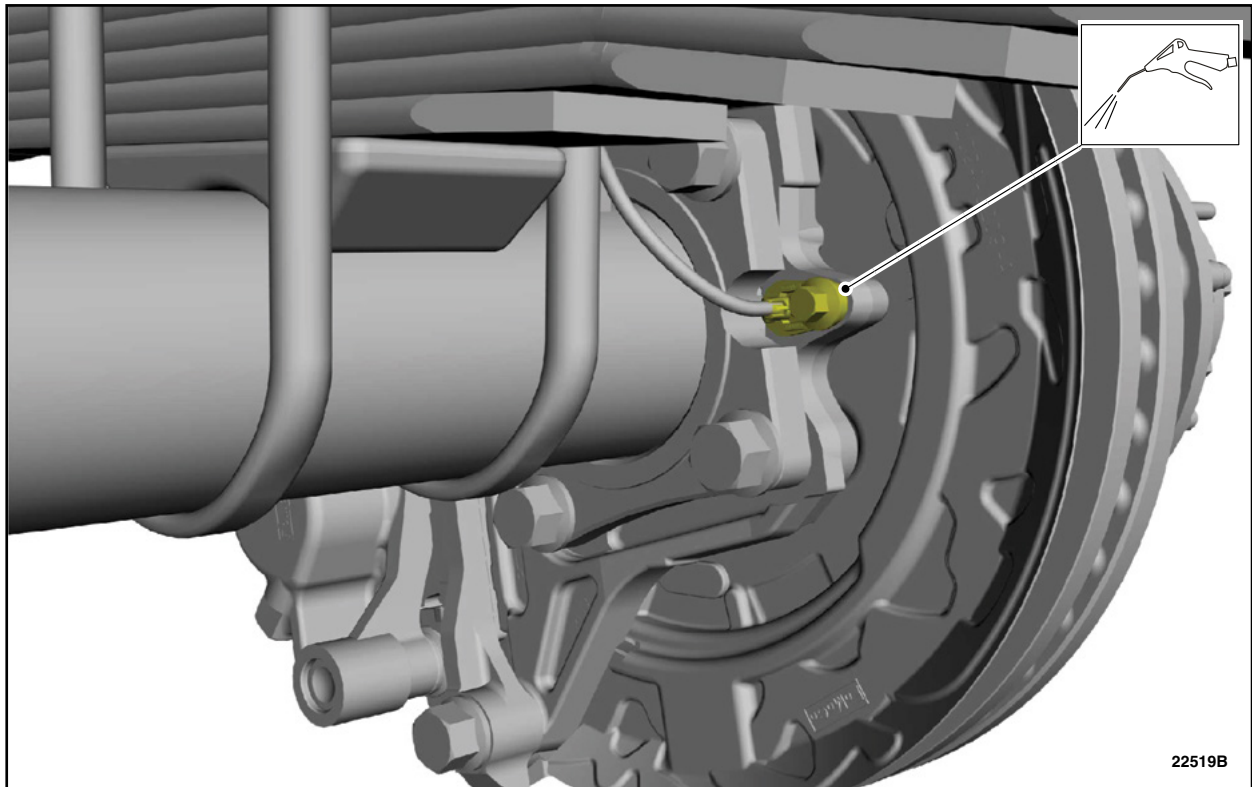


FIGURE 2

4. Remove the rear wheel speed sensor bolt, spacer and the sensor on both sides of the vehicle. See Figure 3.

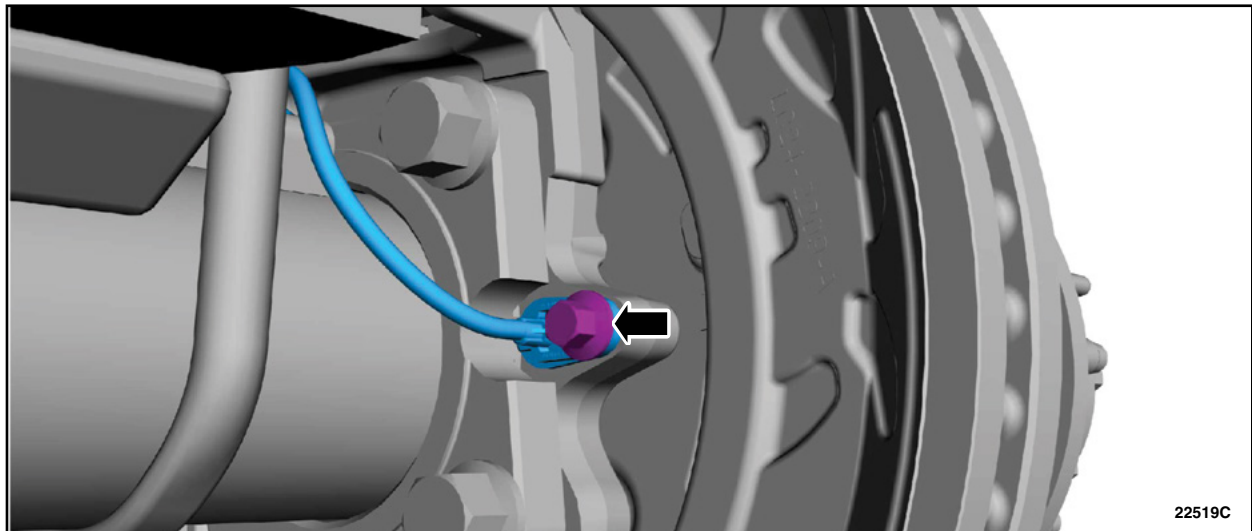


FIGURE 3



5. Remove both wheel hubs. Follow the WSM procedures in Section 205-02B.

- Discard the axle shaft gasket. See Figure 4.

NOTE: The outer wheel bearing is to be replaced if dropped on the ground on removal. See Figure 5.

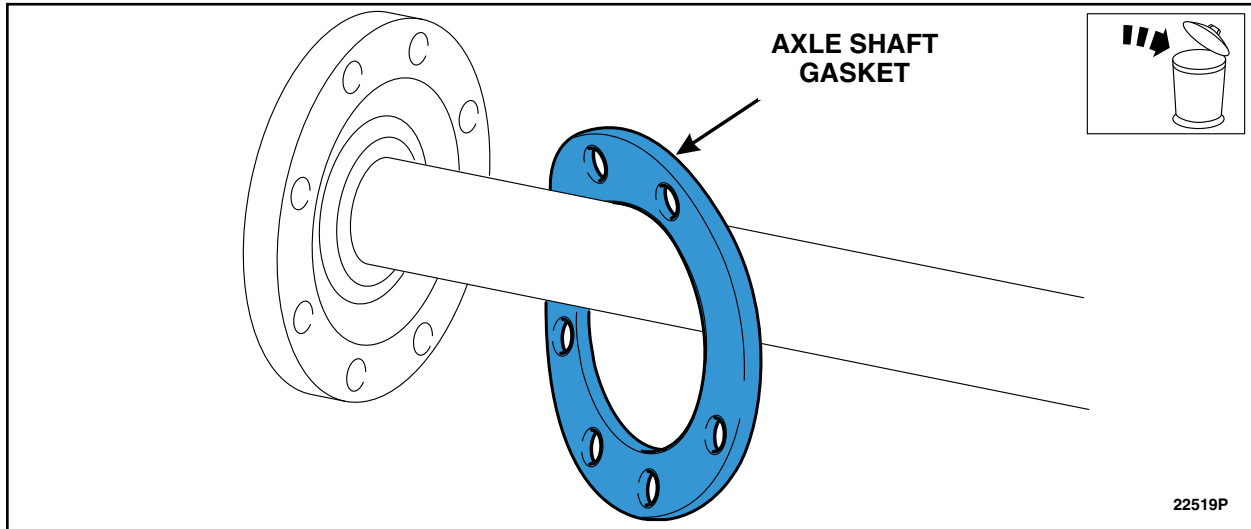


FIGURE 4

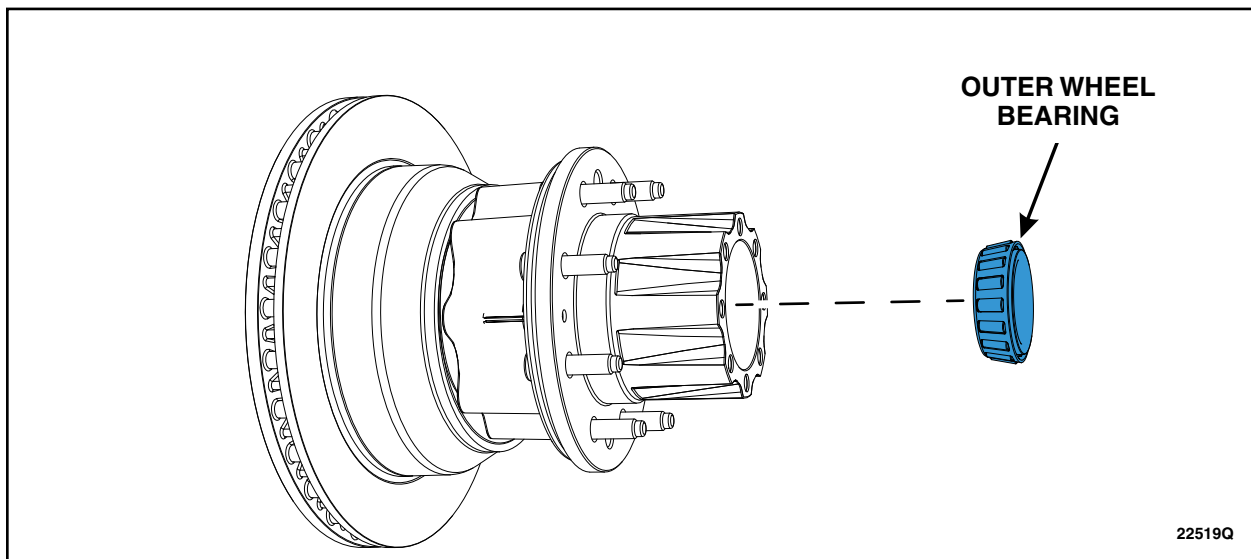


FIGURE 5



6. Remove and discard the rear wheel speed sensor bolts and the rear wheel speed sensor rings on both sides of the vehicle. See Figure 6.

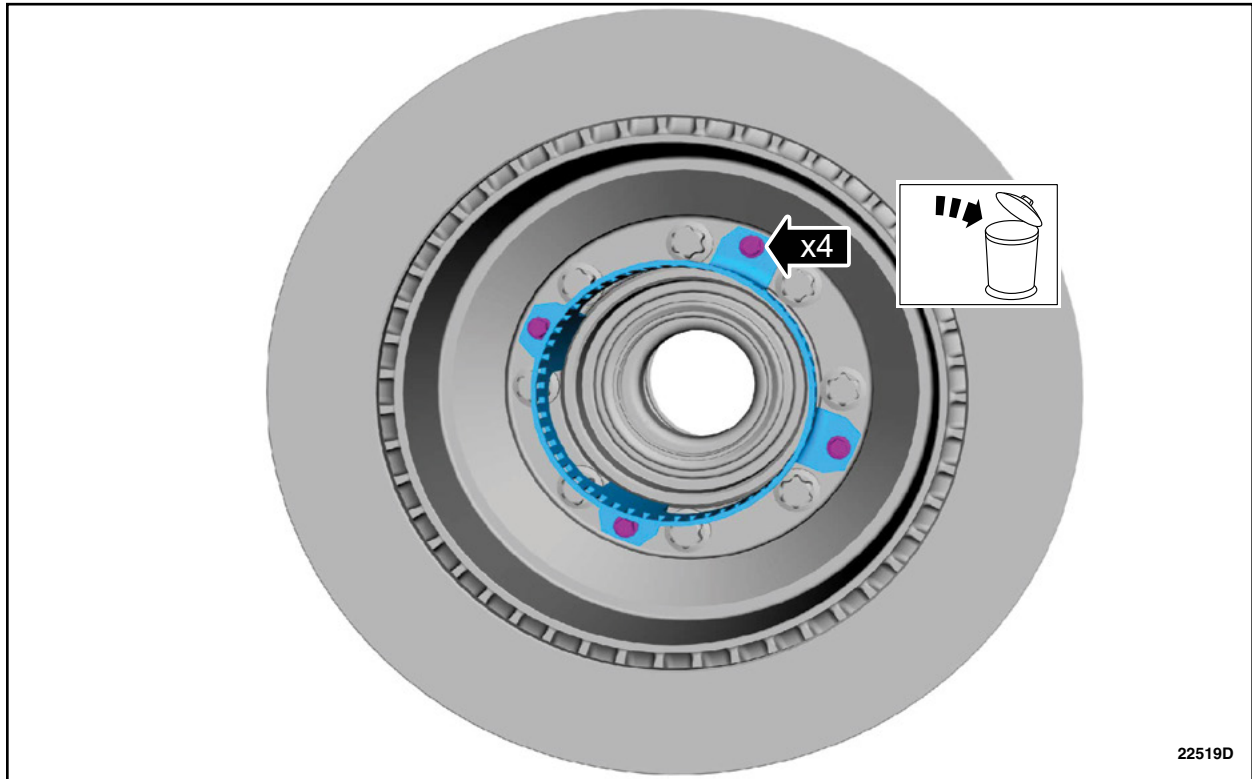


FIGURE 6



7. Using a torque wrench set at 86 lb. ft (117 Nm), check the torque of each rotor to wheel hub bolts (8 per side) on both sides of the vehicle. See Figure 7. Any movement on a bolt before the torque was reached does not pass inspection on that wheel hub and rotor assembly. Did either wheel hub and rotor assembly not pass inspection?

YES - For **ONE** side - Proceed to Step 10.
For **BOTH** sides - Proceed to Step 12

NO - Both wheel hub and rotor assemblies pass inspection. Proceed to Step 8.

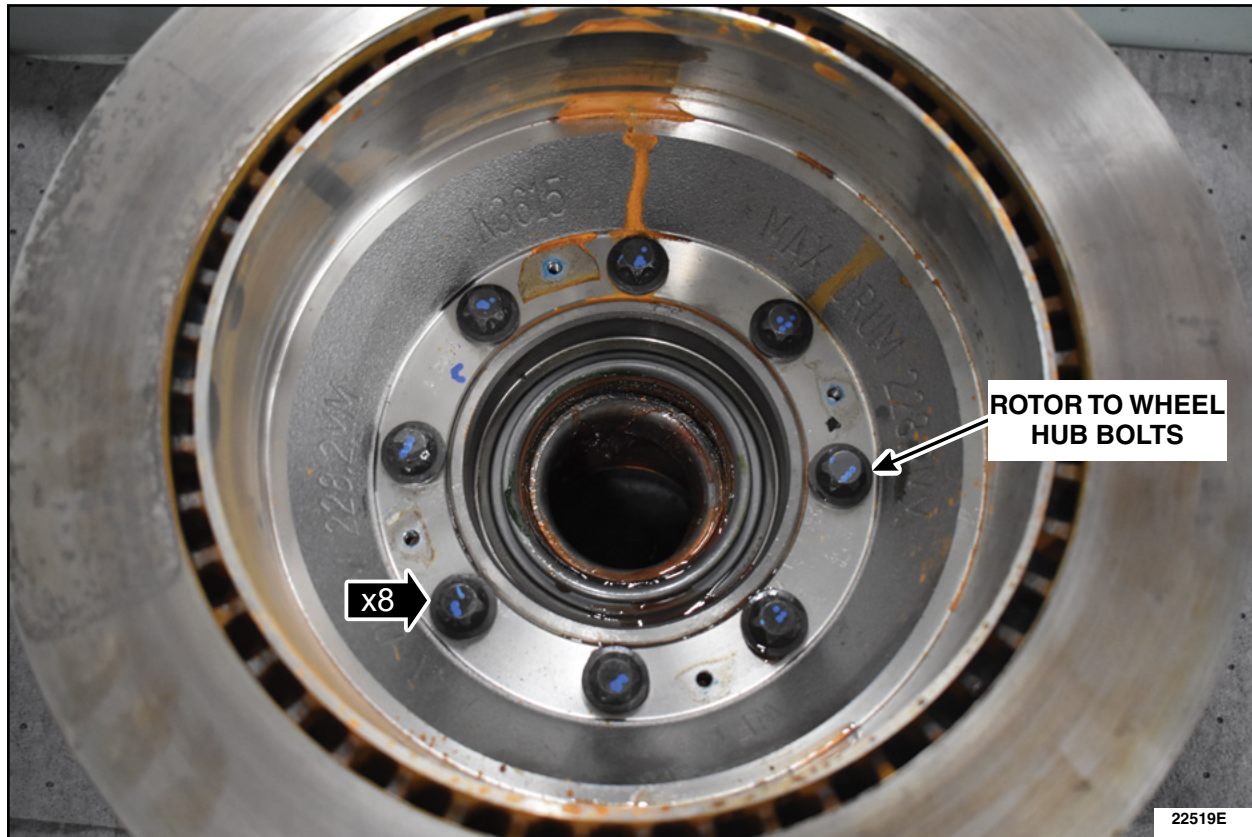


FIGURE 7



8. On both wheel hub and rotor assemblies that **PASSED** inspection, remove and discard the rear hub seals. See Figure 8.

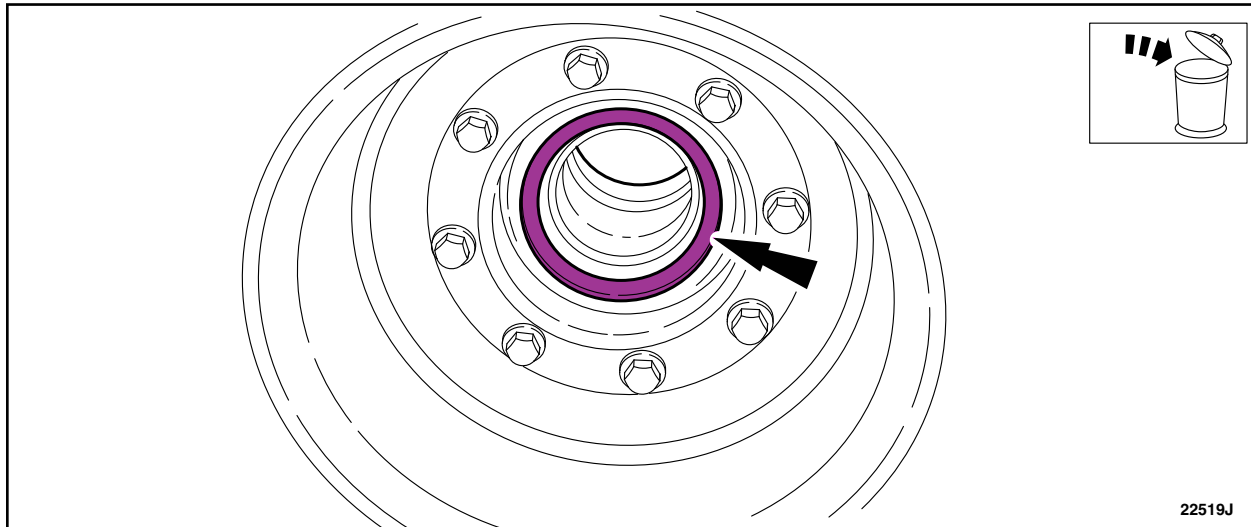


FIGURE 8

9. Using the special tools 205-153 and 205-422 Wheel Hub Oil Seal installer, install the *new* seal in the rear hubs. See Figure 9. Proceed to Step 16.

NOTE: Rotor removed for clarity.

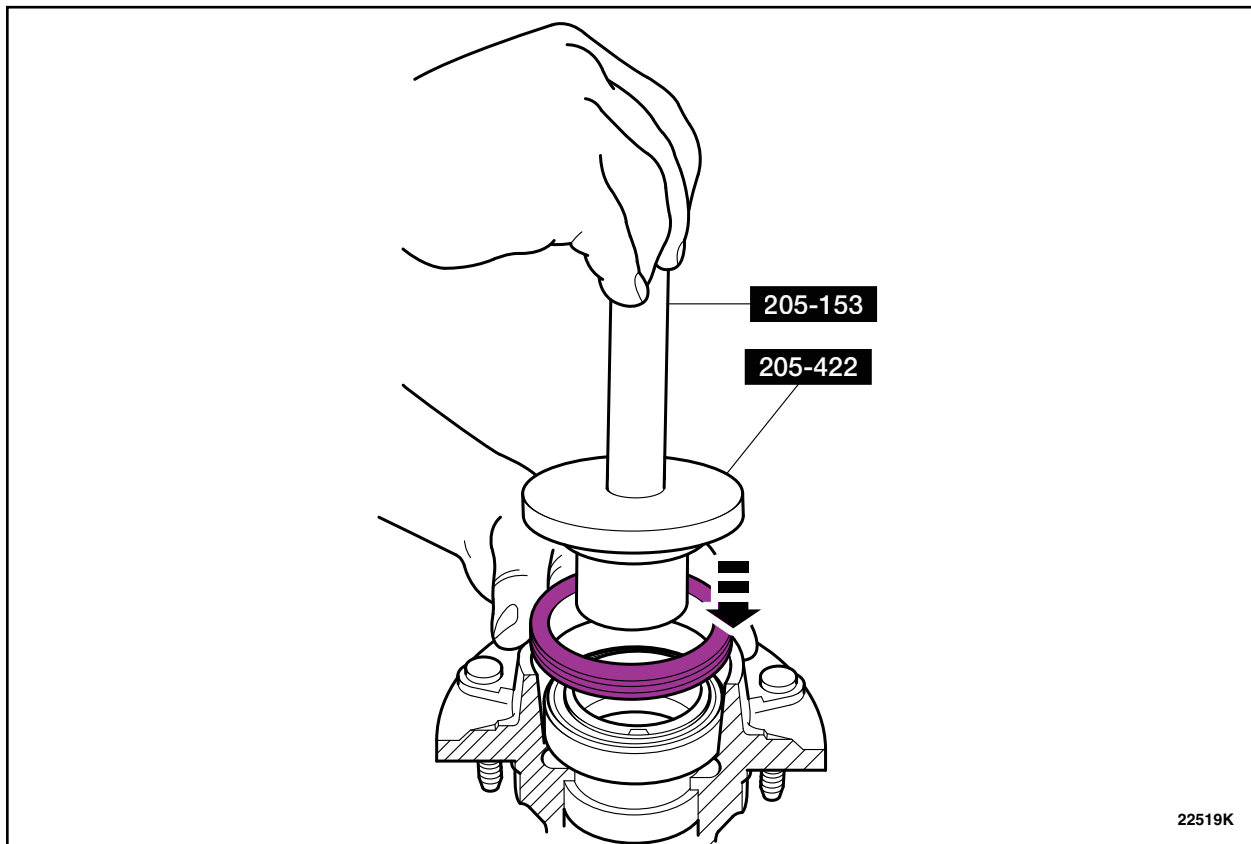


FIGURE 9



10. On the wheel hub and rotor assembly that **PASSED** inspection, remove the rear hub seal and inner rear wheel bearing. Discard the rear hub seal. See Figure 10.

NOTE: Save the inner rear wheel bearing(s) for installation.

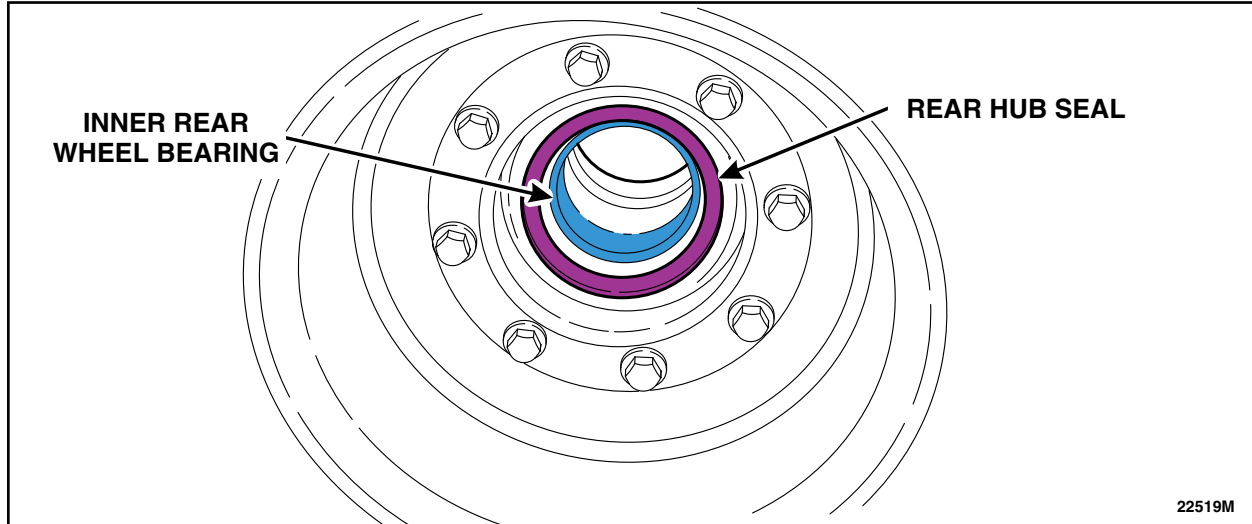


FIGURE 10

11. On the wheel hub and rotor assembly that **PASSED** inspection, remove the 8 bolts and separate the rotor from the wheel hub. Discard the rotor and rotor bolts. See Figure 11.

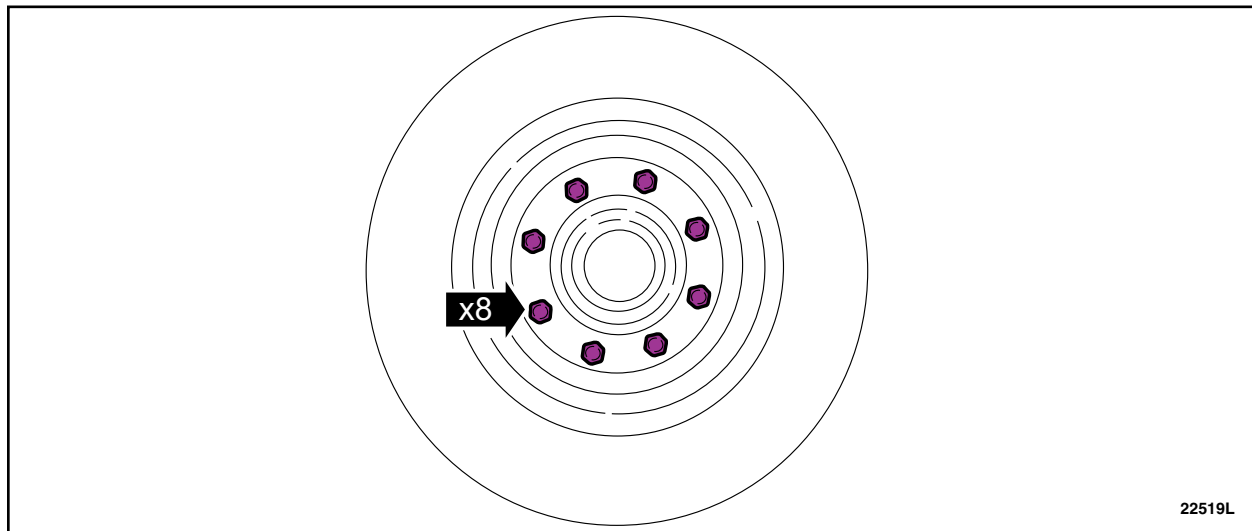


FIGURE 11



12. On the wheel hub and rotor assembly or assemblies that **DID NOT PASS** inspection, remove the rear hub seal(s) and the inner rear wheel bearing(s). Discard the rear hub seal(s) and the wheel hub/rotor assembly or assemblies that **DID NOT PASS** inspection. See Figure 12.

NOTE: Save the inner rear wheel bearing(s) for installation.

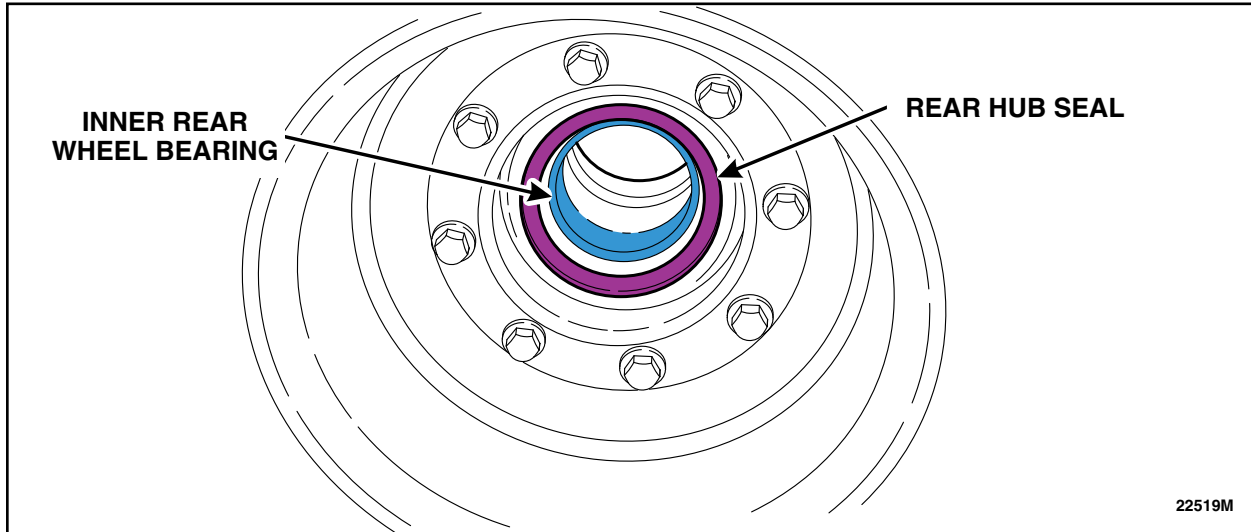
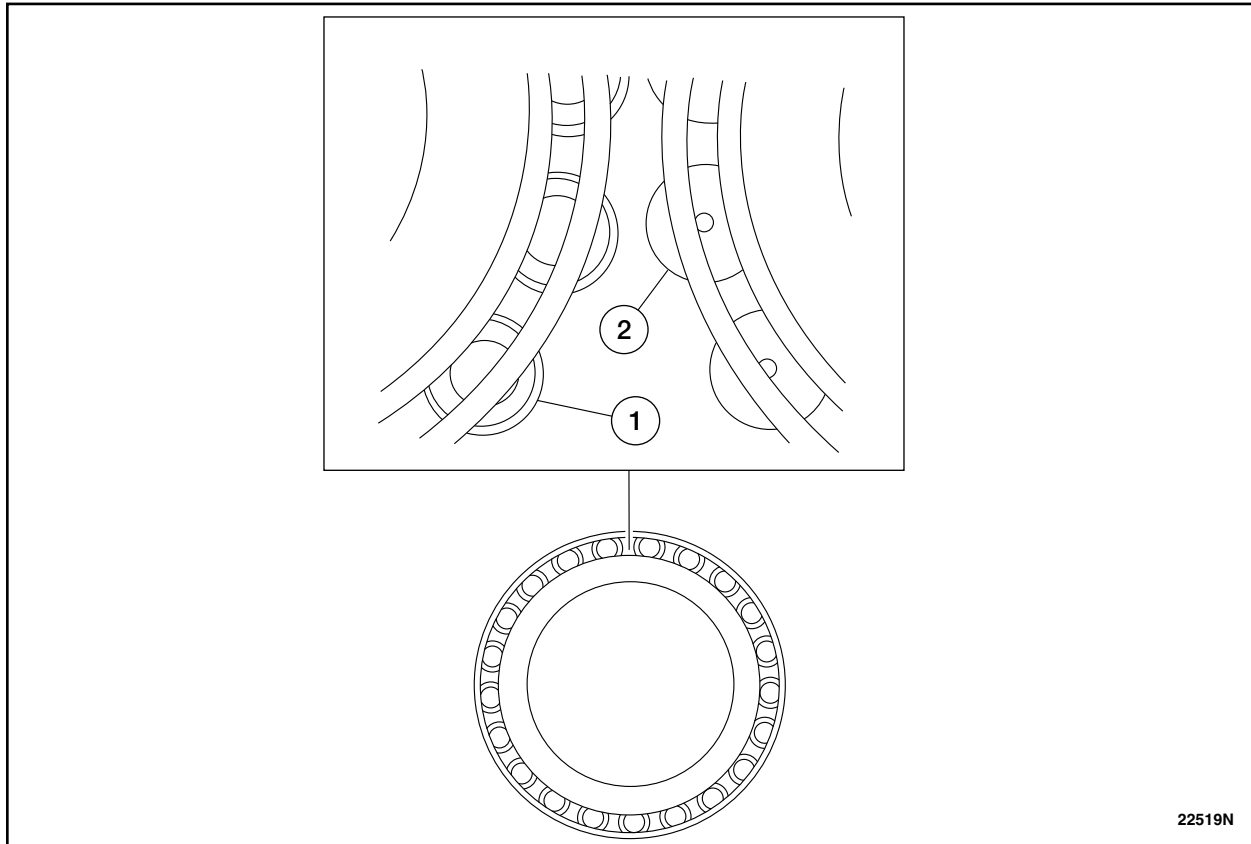


FIGURE 12



13. On the rear wheel bearing(s) that were removed from a wheel hub and rotor assembly, inspect the bearing races and rollers for pitting, galling or erratic wear patterns. Check the rollers for end wear. Replace the bearings, if necessary. See Figure 13.

1. A typical new bearing roller.
2. A worn bearing roller.



22519N

FIGURE 13



14. For a wheel hub and rotor assembly that **PASSED** inspection, install the rear inner wheel hub bearing and the *new* rear hub seal in the original rear wheel hub using special tools 205-153 and 205-422 Wheel Hub Oil Seal installer. See Figure 14.

For a wheel hub and rotor assembly or assemblies that **DID NOT PASS** inspection, install the inner rear wheel bearing(s) and a *new* rear hub seal(s) into the *new* wheel hub(s) using special tools 205-153 and 205-422 Wheel Hub Oil Seal installer. See Figure 14.

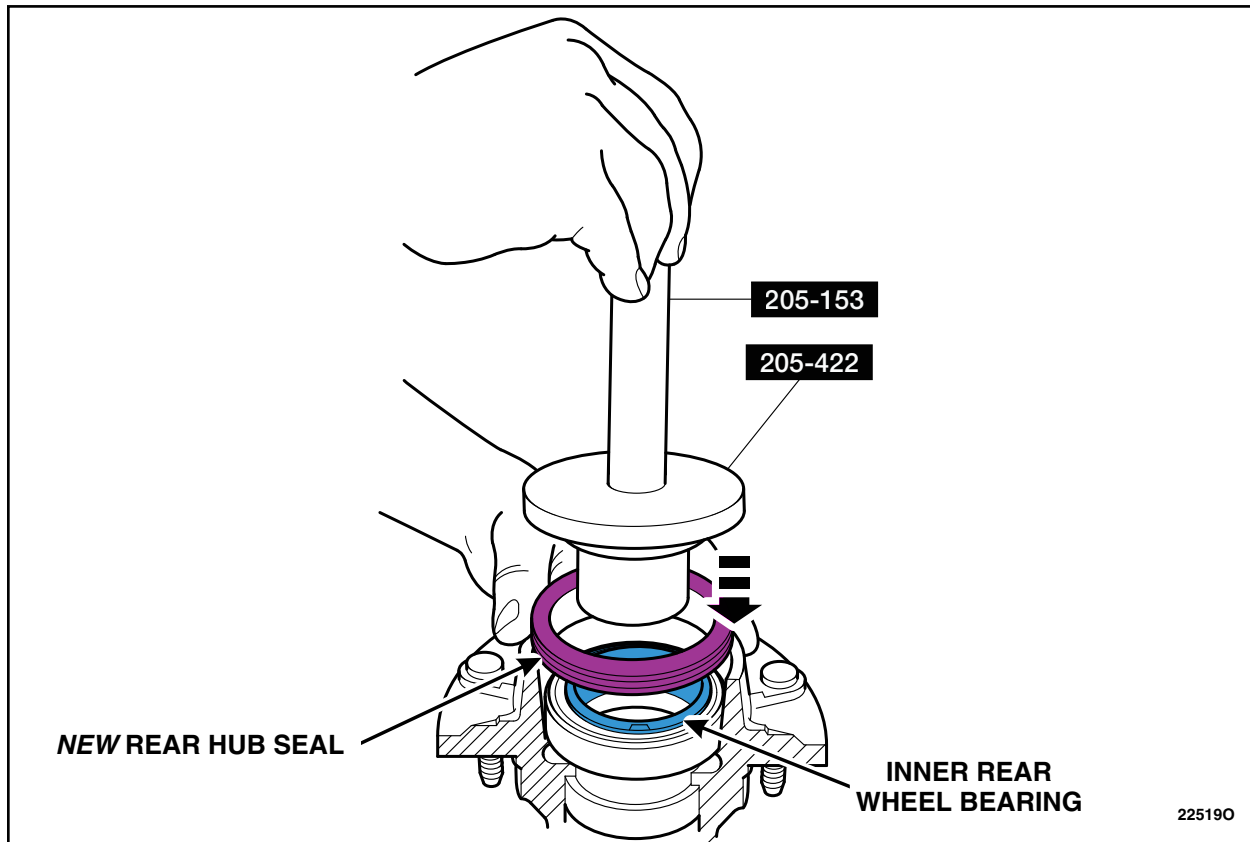


FIGURE 14



NOTE: For a wheel hub that **PASSED** inspection, install a *new* rotor and bolts to the passed wheel hub.

15. Position the *new* rotor(s) on the *new* rear wheel hub(s) and install the *new* bolts. See Figure 15.

- Torque: 94 lb. ft (128 Nm)

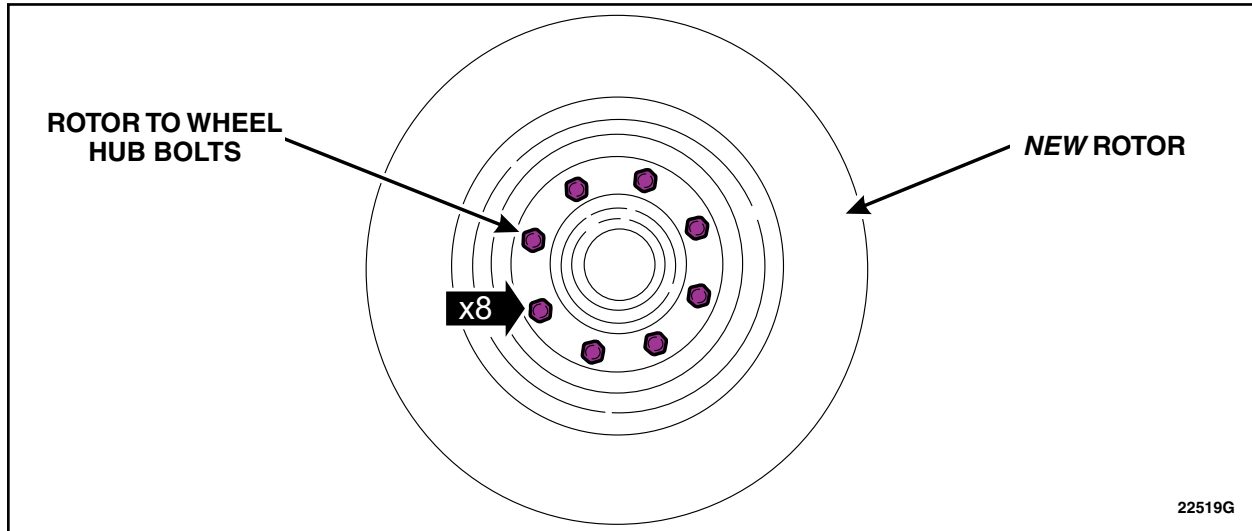


FIGURE 15

16. Position the *new* rear wheel speed sensor ring(s) and install the *new* rear wheel speed sensor bolts. See Figure 16.

- Torque: 133 lb.in (15 Nm)

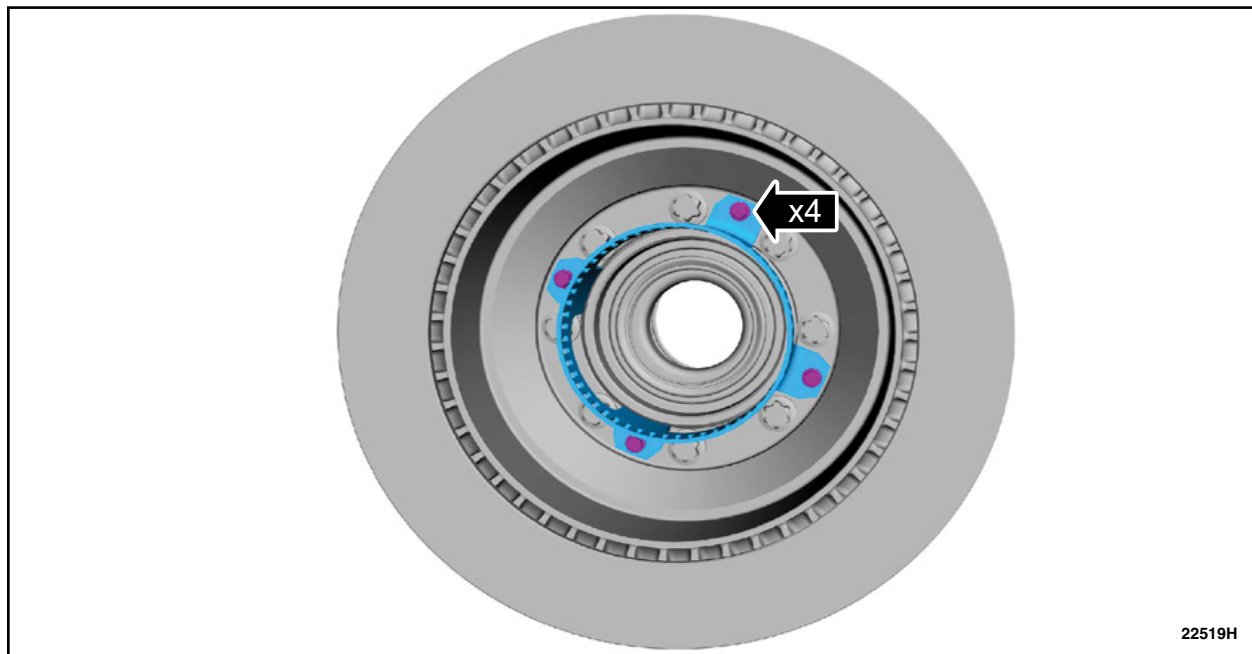


FIGURE 16



17. Install both wheel hubs. Follow the WSM procedures in Section 205-02B.

- Install *new* axle shaft gaskets.

NOTE: The axle bearing is to be replaced if dropped on the ground on removal.

NOTICE: Before installing the sensor, inspect the sensor housing to make sure the sensor cavity is clean and free of foreign material or damage to the sensor may occur.

18. Clean the sensor cavity with Motorcraft® Metal Brake Parts Cleaner / PM-4-A, PM-4-B.
See Figure 17.

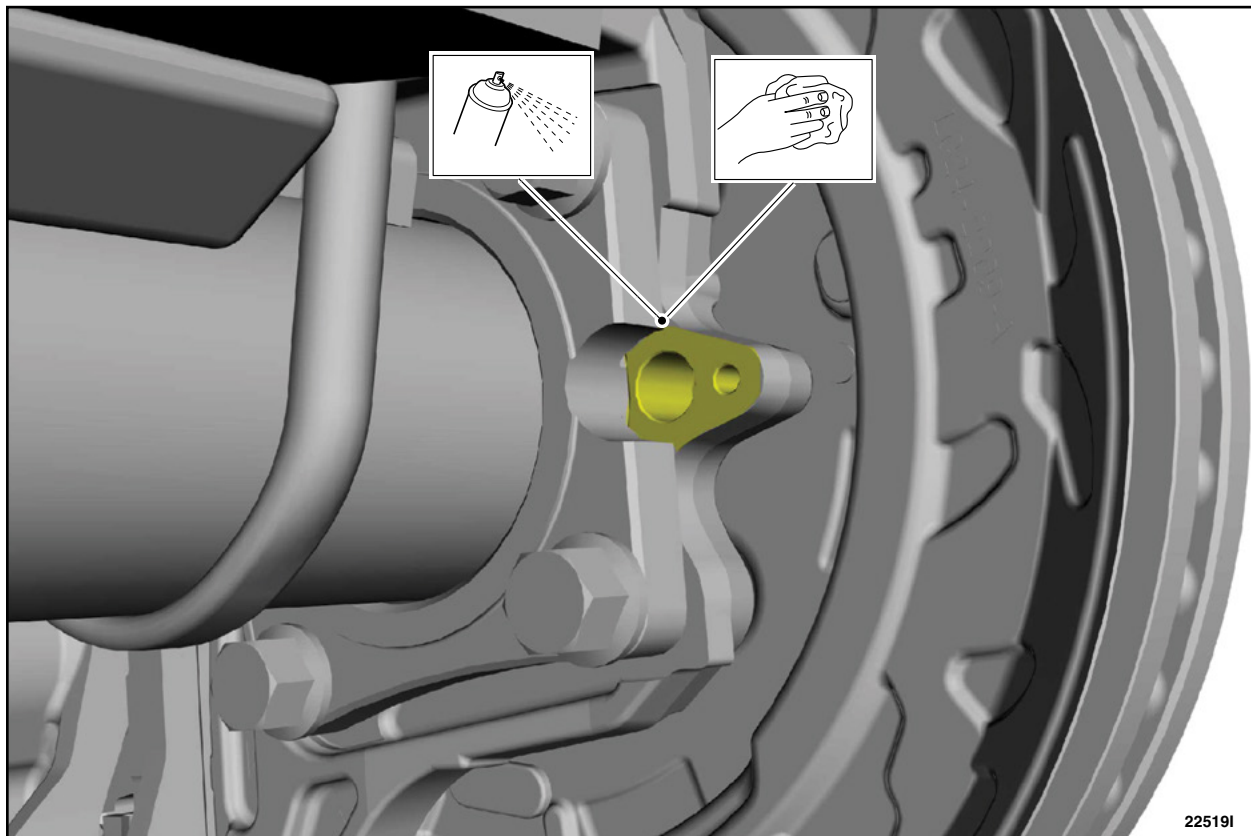


FIGURE 17



19. Install the rear wheel speed sensor, spacer and bolt on both sides of the vehicle. See Figure 18.

- Torque: 18 lb.ft (25 Nm)

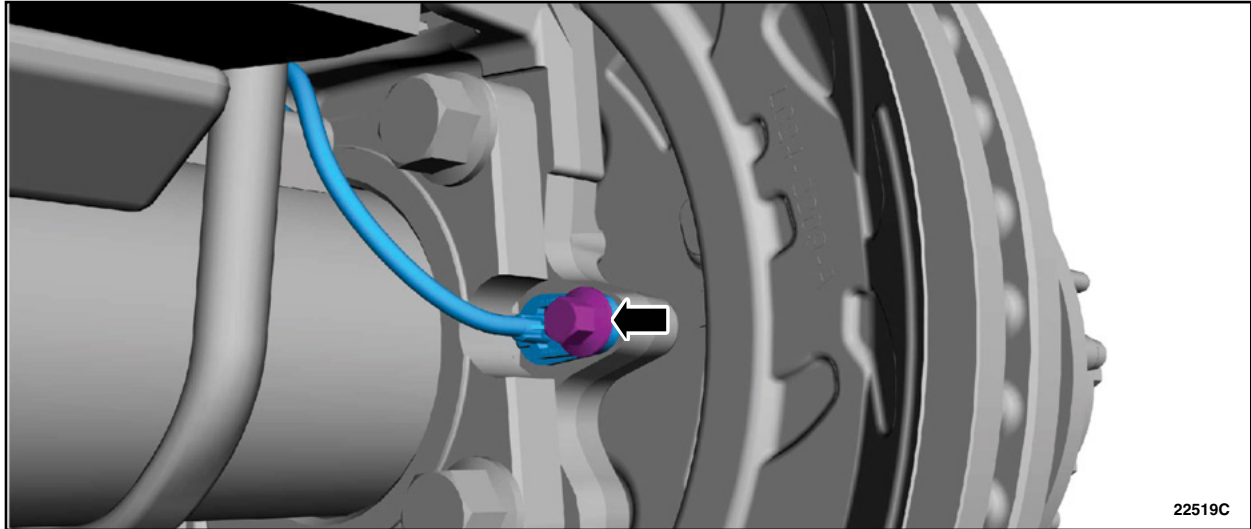


FIGURE 18

20. Install both rear wheels and tires. Follow the WSM procedures in Section 204-04A.

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.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S68
Certain 2023 E-Series
Rear Axle Hub-Rotor Bolt Inspection

List of Suspect Differential Serial Numbers

The table below contains a list of serial numbers to be used for checking for a suspect axle. Vehicles with a matching serial number on the rear axle will require additional verification.

Note: These serial numbers may contain the letters O and I and the numbers 0 and 1. Make sure to correctly identify the characters used on the differential tag before searching this list.

Follow the instructions outlined in Attachment III to locate the correct serial number of the axle. Perform a lookup in this attachment using the “ctrl” + “F” keys on your computer’s keyboard. Accurately type in the serial number (without spaces) to see if it is on this list.

SUSPECT REAR AXLE SERIAL NUMBERS

Line #/Column	A	B	C	D	E
1	T9D566A02Y4U	T9D566A02YHB	T9D566A02YOB	TAD567A02YQU	TAD567A02YS9
2	T9D566A02Y56	T9D566A02YHD	T9D566A02YNO	TAD567A02YR1	TAD567A02YS7
3	T9D566A02Y57	T9D566A02YHE	T9D566A02YNP	TAD567A02YQY	T9D566A02CG0
4	T9D566A02Y58	T9D566A02YHF	T9D566A02YNQ	TAD567A02YR0	T9D566A02YHX
5	T9D566A02Y5A	T9D566A02YHA	T9D566A02YNS	TAD567A02YQZ	T9D566A02YT7
6	T9D566A02Y5B	T9D566A02YHQ	T9D566A02YNT	TAD567A02YR4	T9D566A02YT4
7	T9D566A02Y5O	T9D566A02YHG	T9D566A02YO7	TAD567A02YR3	T9D566A02YT2
8	T9D566A02Y59	T9D566A02YHH	T9D566A02YO6	TAD567A02YR5	T9D566A02YT3
9	T9D566A02Y5N	T9D566A02YHK	T9D566A02YO3	TAD567A02YR2	T9D566A02YSW
10	T9D566A02Y5P	T9D566A02YHI	T9D566A02YO2	TAD567A02YR6	T9D566A02YSX
11	T9D566A02Y5Q	T9D566A02Y7J	T9D566A02YO5	TAD567A02YRB	T9D566A01W3G
12	T9D566A02Y5S	T9D566A02Y7K	T9D566A02YNR	TAD567A02YRA	T9D566A02CEZ
13	T9D566A02Y5R	T9D566A02Y6H	T9D566A02YNX	TAD567A02YR9	T9D566A021ME
14	T9D566A02Y5V	T9D566A02Y7H	T9D566A02YNU	TAD567A02YPR	T9D566A02VKW
15	T9D566A02Y5T	T9D566A02Y6G	T9D566A02YNW	TAD567A02YRD	T9D566A02VIX
16	T9D566A02Y5Y	T9D566A02Y7I	T9D566A02YO4	TAD567A02YR8	T9D566A02RG7
17	T9D566A02Y5X	T9D566A02YHP	T9D566A02YNZ	TAD567A02YR7	T9D566A02VHM
18	T9D566A02Y5W	T9D566A02YHO	T9D566A02YO0	TAD567A02YRE	T9D566A02ILC
19	T9D566A02Y5Z	T9D566A02YHN	T9D566A02YNY	TAD567A02YRG	T9D566A02YIM
20	T9D566A02Y60	T9D566A02YHL	T9D566A02YO1	TAD567A02YRH	T9D566A02YIN
21	T9D566A02Y61	TAD567A02YIL	T9D566A02YPE	TAD567A02YRF	T9D566A02YHS
22	T9D566A02Y64	TAD567A02YIK	T9D566A02YPD	TAD567A02YRC	T9D566A02YHU

SUSPECT REAR AXLE SERIAL NUMBERS, continued

Line #/Column	A	B	C	D	E
23	T9D566A02Y62	TAD567A02YIH	T9D566A02YPC	TAD567A02YRI	T9D566A02YHT
24	T9D566A02Y63	TAD567A02YIJ	T9D566A02YPH	TAD567A02YRJ	T9D566A02YIO
25	T9D566A02Y67	TAD567A02YIG	T9D566A02YPF	TAD567A02YRN	T9D566A02YHW
26	T9D566A02Y66	TAD567A02YII	T9D566A02YPA	TAD567A02YRO	T9D566A02YSR
27	T9D566A02Y65	TAD567A02YIF	T9D566A02YP9	TAD567A02YRP	T9D566A02YT1
28	T9D566A02Y68	TAD567A02YIE	T9D566A02YPG	TAD567A02YRK	T9D566A02YSZ
29	T9D566A02Y69	TAD567A02YID	T9D566A02YP6	TAD567A02YRL	T9D566A02YT0
30	T9D566A02Y6X	TAD567A02YI4	T9D566A02YP7	TAD567A02YQ3	T9D566A02YSV
31	T9D566A02Y6V	TAD567A02YI6	T9D566A02YPB	TAD567A02YRM	T9D566A02YST
32	T9D566A02Y6T	TAD567A02YI5	TAD567A02YQG	TAD567A02YPY	T9D566A02YSQ
33	T9D566A02Y6S	TAD567A02YIC	TAD567A02YQK	TAD567A02YQ2	T9D566A02YSN
34	T9D566A02Y6R	TAD567A02YIB	TAD567A02YQH	TAD567A02YQ1	T9D566A02YSP
35	T9D566A02Y6Q	TAD567A02YIA	TAD567A02YQL	TAD567A02YQ0	T9D566A02YSK
36	T9D566A02Y6P	TAD567A02YI7	TAD567A02YQI	TAD567A02YQ5	T9D566A02YSJ
37	T9D566A02Y6O	TAD567A02YI8	TAD567A02YPV	TAD567A02YQ6	T9D566A02YSI
38	T9D566A02Y6W	TAD567A02YI9	TAD567A02YPO	TAD567A02YQ8	T9D566A02YSU
39	T9D566A02Y6C	T9D566A02YHM	TAD567A02YPX	TAD567A02YQ4	T9D566A02YSE
40	T9D566A02Y6A	T9D566A02YI3	TAD567A02YPW	TAD567A02YPZ	T9D566A02YSG
41	T9D566A02Y6B	T9D566A02YI2	TAD567A02YPN	TAD567A02YQ9	T9D566A02YSF
42	T9D566A02Y6F	T9D566A02YI1	TAD567A02YPS	TAD567A02YQ7	T9D566A02YTL
43	T9D566A02Y6D	T9D566A02YOF	TAD567A02YPM	TAD567A02YQF	T9D566A02YTM
44	T9D566A02Y6E	T9D566A02YNV	TAD567A02YPT	TAD567A02YQD	T9D566A02YTO
45	T9D566A02Y6L	T9D566A02YOE	TAD567A02YPP	TAD567A02YQE	T9D566A02YTQ
46	T9D566A02Y6N	T9D566A02YOH	TAD567A02YPQ	TAD567A02YQB	T9D566A02YTP
47	T9D566A02Y6M	T9D566A02YO8	TAD567A02YQV	TAD567A02YQC	T9D566A02YTF
48	T9D566A02Y6I	T9D566A02YOC	TAD567A02YQQ	TAD567A02YS4	T9D566A02YTH
49	T9D566A02Y6J	T9D566A02YOA	TAD567A02YQS	TAD567A02YQA	T9D566A02YTG
50	T9D566A02YHC	T9D566A02YO9	TAD567A02YQT	TAD567A02YRV	T9D566A02YTK
51	T9D566A02YTI	T9D566A02YHR			

Ford Motor Company
Recall Reimbursement Plan for 22S68

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 # 22S68, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before January 9, 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)

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

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance according to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 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 before 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 before 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's 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 from 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's 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 period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in the 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 according to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.