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Ford Motor Company
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May 28, 2024

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 24S29
Certain 2017 - 2019 Model Year Transit Connect
Panoramic Roof Panel Repair**

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect	2017 - 2019	Valencia Assembly Plant	October 2, 2016 through June 13, 2019

US population of affected vehicles: 1,310. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, an improper bond may exist between the panoramic roof panel and the vehicle. A panoramic roof panel with an improper bond may result in wind noise, water leak, and in some cases, separation from the vehicle. A separated roof can create a road hazard for other road users, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to remove, clean, and reinstall the panoramic roof panel. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 3, 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
- Mobile Service Repair Assessment
- Vehicle Pick-Up & Delivery Record
- Owner Notification Letters
- Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.


Sincerely,

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

Safety Recall 24S29

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

OASIS ACTIVATION

OASIS has been activated since April 29, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists has been made available through <https://web.fsavinlists.dealerconnection.com> since April 29, 2024. Owner names and addresses will be available by June 21, 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.

Safety Recall 24S29**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 panoramic roof.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

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 24S29**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 24S29 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 24S29 - 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.
- **Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Sublet Repairs:** Sublet repairs performed entirely by an outside vendor can be submitted for the cost of the sublet repair labor using the misc. expense code FSAOSL. Sublet documentation must be retained.
 - Program Code: 24S29
 - Misc. Expense: FSAOSL
 - Misc. Expense: Claim up to \$650 per panoramic roof including parts and labor (excluding provision for locally obtained supplies)
- **Provision for Locally Obtained Supplies:** Cleaning supplies and either Dow® or Sika® brand automotive glass bonding materials, and Grade #0000 Steel Woold. Submit on the same line as the repair.
 - Program Code: 24S29 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$100

Safety Recall 24S29

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove, clean, and reinstall the panoramic roof panel.	MT24S29B	M-Time up to 3.2 Hours
Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24S29PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
DT1Z-5829760-B	14	14	1	Spacers

Obtain the parts below locally:

Part Number	Description	Claim Quantity
All repairs		
Obtain Locally	KIMTECH SCIENCE® Kimwipes® Delicate Task Wipes (or equivalent low-lint tissues for cleaning panoramic roof panel)	Claim as MISC OTHER
	Acetone – bulk (for cleaning panoramic roof panel)	
	Isopropyl Alcohol – bulk (for cleaning panoramic roof panel)	
If using Dow® brand products		
Obtain Locally	Dow® Betaprime™ 5504G primer	Claim as MISC OTHER
	Dow® Betaseal™ Express urethane adhesive	
If using Sika® brand products		
Obtain Locally	Sika® Aktivator Pro primer	Claim as MISC OTHER
Obtain Locally	Steel Wool GRADE #0000	Claim as MISC OTHER

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

Safety Recall 24S29

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 of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

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

CERTAIN 2017-2019 MODEL YEAR TRANSIT CONNECT VEHICLES — PANORAMIC ROOF PANEL REPAIR

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.

NOTE: If this repair is being sublet to an automotive glass repair company, it is important that the correct materials be used explicitly in the manner described in the following steps.

NOTICE: All original spacers, urethane, and primer must be removed from the panoramic roof panel. If unable to be cleaned, the panoramic roof panel must be replaced.

NOTICE: To avoid rust formation, use extreme care not to scratch the paint and primer or damage the pinch weld during glass removal.

NOTICE: Take precautions to prevent damage to other components when cutting urethane.

1. Remove the front overhead console. Please follow the Workshop Manual (WSM) procedures in Section 501-12.
2. Disconnect the panoramic roof panel blind motor connector. See Figure 1.

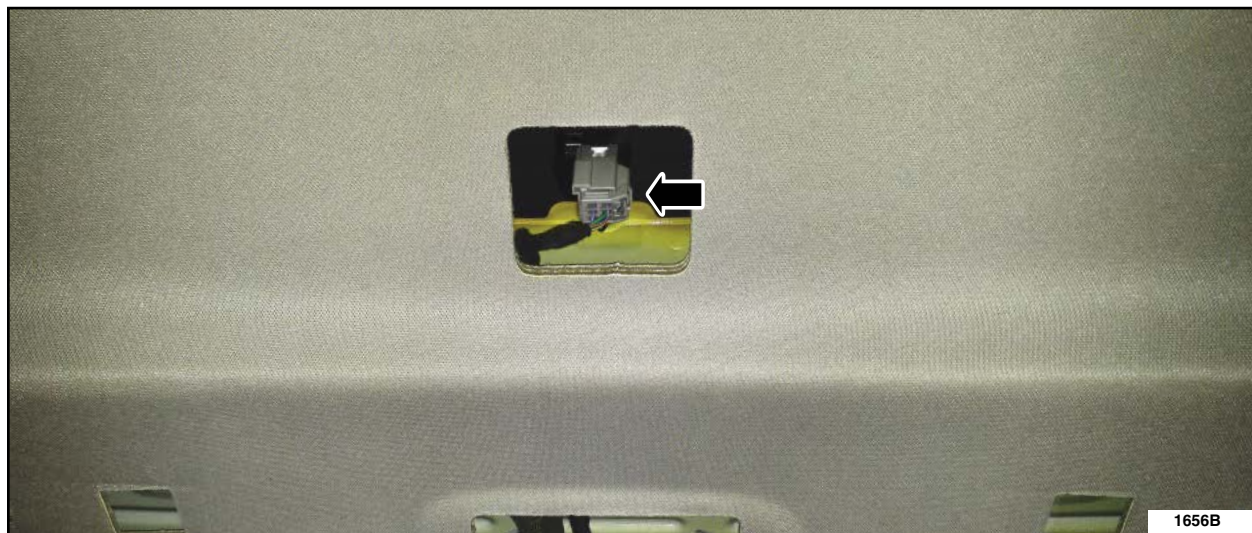


FIGURE 1



3. Remove the sunroof seal. See Figure 2.

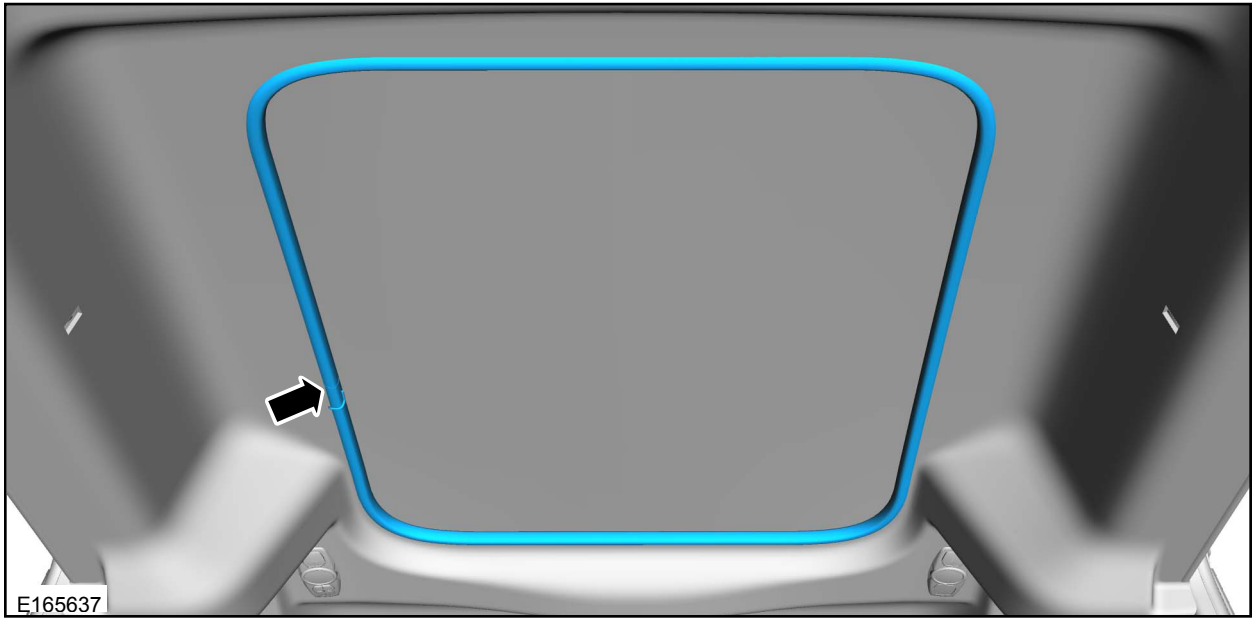


FIGURE 2



NOTICE: When using the cold knife method, apply masking tape to protect the perimeter of the window opening from paint damage. Multiple layers of tape may be required.

4. Using a cold knife, cut the urethane bead between the panoramic roof panel and body. See Figure 3.

IMPORTANT: ATTEMPTING TO CUT THE URETHANE BEAD IN LOW CLEARANCE AREAS CAN LEAD TO GLASS BREAKAGE.

- If the clearance between the panoramic roof panel and body becomes too tight and the cold knife begins to bind, discontinue cutting in that area and resume cutting the remainder of the urethane bead. Lift and reposition the panoramic roof panel slightly to allow the urethane bead in the low clearance area to be cut.

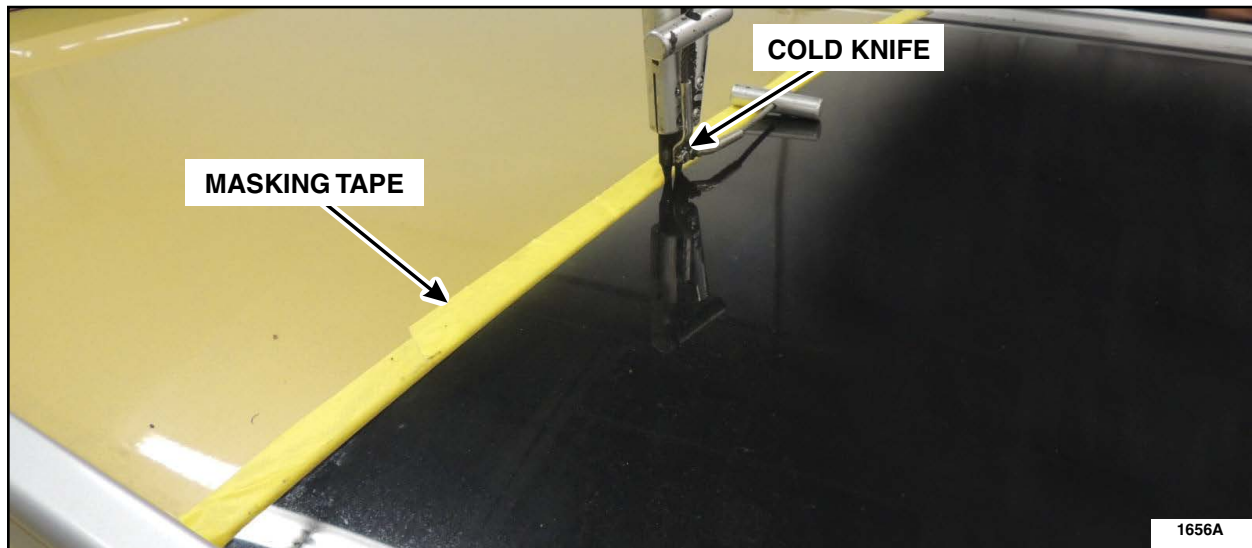


FIGURE 3



5. Remove the panoramic roof panel from the vehicle and place it upside down on a padded surface to prevent damage.

NOTE: Headliner removal is not required for the following step.

6. Remove the roof panel blind from the panoramic roof panel. Please follow the WSM procedures in Section 501-05.
7. Remove and discard the 14 spacers from the panoramic roof panel. Use a lint-free wiping tissue that is well moistened with acetone to remove any adhesive residue. See Figure 4.



FIGURE 4



8. Using a utility knife or razor blade scraper with a new blade at roughly a 30 degree angle, completely remove the urethane and primer from the panoramic roof panel. See Figure 5.

- To ensure best results, use one razor blade per side and cut in a single direction. More than one pass will be required to remove all of the primer and urethane from the surface of the glass.

NOTICE: Do not scrape the razor blade back and forth.

NOTICE: If the urethane and primer cannot be completely removed from the surface of the panoramic roof panel, it must be replaced.



FIGURE 5



9. Prepare the panoramic roof panel for installation. See Figure 6.

NOTE: Use proper Personal Protective Equipment (PPE) during the procedures below.

- a. Using Steel Wool Grade #0000, clean and scuff the highlighted area in Figure 6.
- b. Clean the bonding surface using a *new* lint-free wiping tissue moistened with **acetone** for each edge of the panoramic roof panel. Wipe in a single direction using constant pressure to remove any contaminants. Repeat this step two additional times.
- c. Clean the bonding surface using a *new* lint-free wiping tissue moistened with **isopropyl alcohol** for each edge of the panoramic roof panel. Wipe in a single direction using constant pressure to remove any contaminants. Repeat this step two additional times. Allow the isopropyl alcohol sufficient time to air dry.

NOTE: Do NOT use glass cleaner as it can cause a false positive during the water bead test.

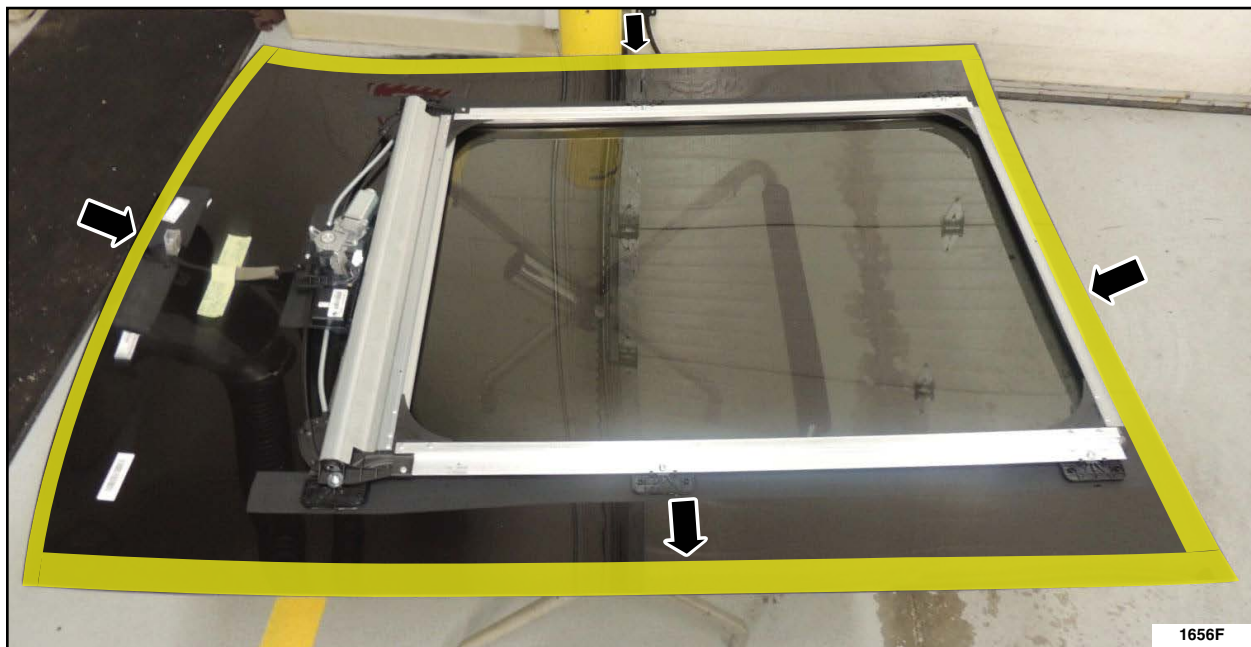
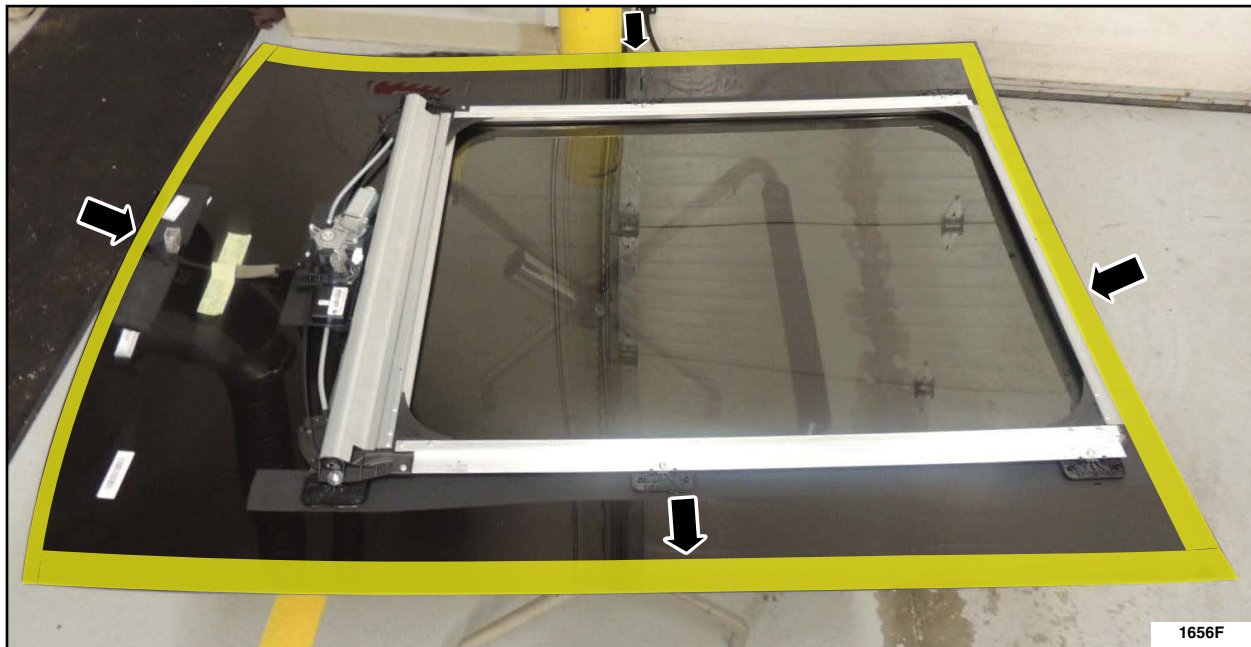


FIGURE 6



10. Using a spray bottle with water, spray the highlighted areas on the panoramic roof panel. See Figure 7.





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FIGURE 7



11. Look for evidence of beading while spraying water on the panoramic roof panel. See Figure 8. Were signs of beading evident?

NOTE: A video of the does NOT pass inspection can be found by clicking the video icon. 

NOTE: A video of the pass inspection can be found by clicking the video icon. 

- Yes - Repeat Steps 9-11.
- No - Continue to Step 12.

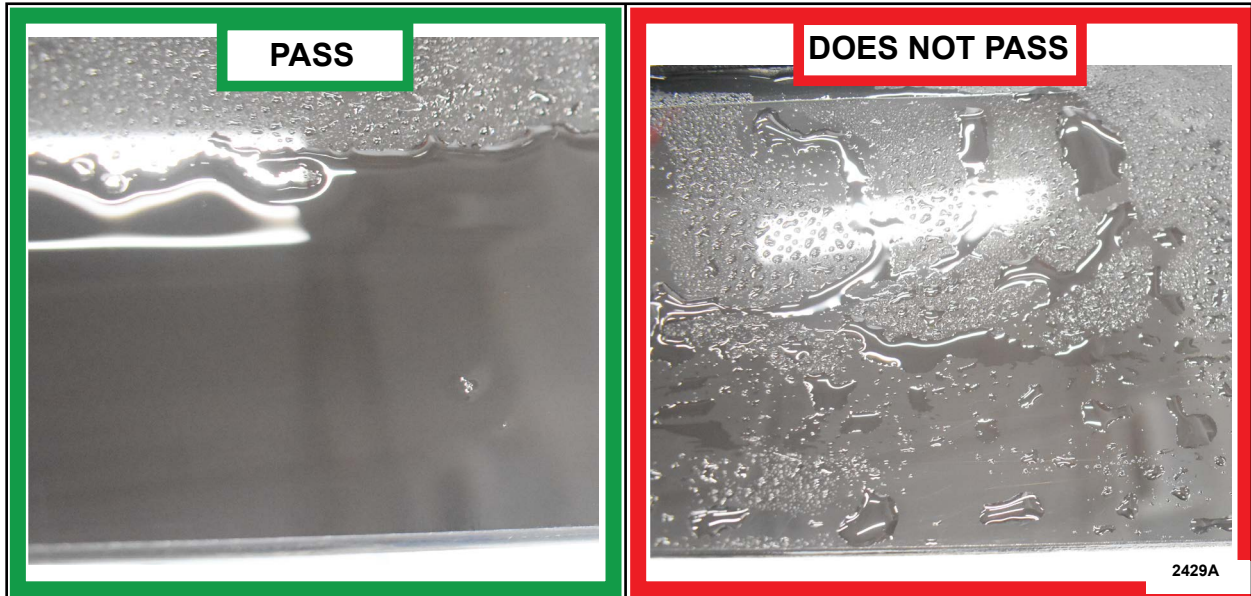


FIGURE 8



NOTICE: The panoramic roof panel must be installed within 2 hours of cutting the urethane adhesive. Cut or scraped urethane becomes oxidized and inactive beyond 2 hours, reducing the effectiveness of the repair bond.

12. Prepare the vehicle pinch weld. See Figure 9.

- a. Trim the original urethane adhesive using a utility knife, leaving a 1 mm to 2 mm (0.04 in to 0.08 in) base on the pinch weld.
- b. Remove any foreign material or dirt from the pinch weld using a soft brush or vacuum.
- c. If any of the pinch weld metal was exposed during panoramic roof panel removal or urethane bead trimming, apply primer to the exposed metal.
 - If using Dow® brand products, apply Dow® Betaprime™ 5504G primer.
 - If using Sika® brand products, apply Sika® Primer-207 primer.

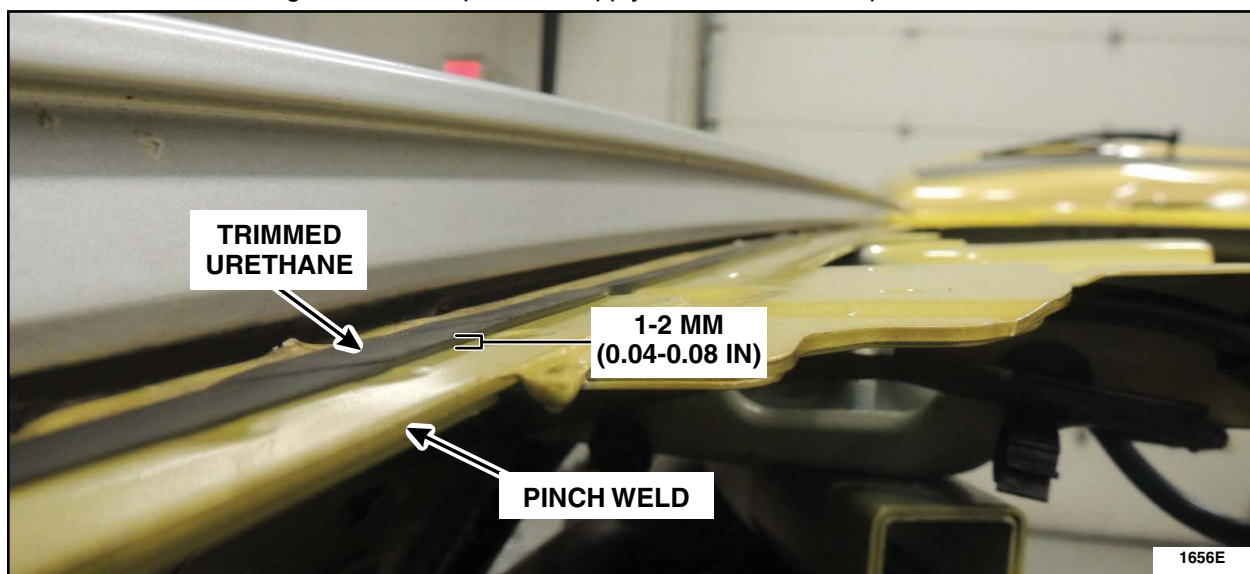


FIGURE 9

13. Install 14 new spacers onto the panoramic roof panel. See Figure 4.

NOTE: Headliner removal/installation is not required for the following step.

14. Install the roof panel blind onto the panoramic roof panel. Please follow the WSM procedures in Section 501-05.

15. Apply primer to glass surface. See Figure 7.

- If using Dow® brand products, apply Dow® Betaprime™ 5504G primer.
- If using Sika® brand products, apply Sika® Aktivator Pro primer.



NOTICE: Make sure the urethane bead is uniform to prevent air and water leaks.


NOTE: The fixed glass must be installed within 10 minutes of applying the urethane adhesive.

16. Using a suitable power caulk gun, apply urethane to the vehicle pinch weld.

- If using Dow® brand products, apply Dow® Betaseal™ Express urethane adhesive.
- If using Sika® brand products, apply SikaTack® MACH 30 or MACH 60 urethane adhesive.
 - Start and end at the original overlap points to prevent air and water leaks.
 - Apply a urethane adhesive bead 14 mm (0.551 in) high and 8 mm (0.314 in) wide on top of the existing trimmed urethane adhesive bead on the pinch weld.
 - Make sure there are no gaps in the bead.

NOTICE: Open the vehicle windows to prevent the air pressure of closing doors from compromising the urethane adhesive bond.

NOTICE: The door windows must be left open during the adhesive curing time.

 **WARNING: Do not drive vehicle until the urethane adhesive seal has cured. Follow urethane adhesive manufacturer's curing directions. Inadequate or incorrect curing of the urethane adhesive seal will adversely affect glass retention. Failure to follow these instructions may result in serious injury to vehicle occupant(s).**

17. Install the panoramic roof panel, pressing firmly by hand to ensure a good bond.

18. Secure the panoramic roof panel in the correct position with tape until the urethane adhesive has cured.

19. Install the sunroof seal. See Figure 2.

20. Reconnect the panoramic roof panel blind motor connector. See Figure 1.

21. Install the front overhead console. Please follow the WSM procedures in Section 501-12.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 24S29**

Certain 2017 - 2019 Model Year Transit Connect

Panoramic Roof Replacement













Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 24S29**

Certain 2017 - 2019 Model Year Transit Connect
Panoramic Roof Replacement

 – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock may be required.

 – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

Safety Recall 24S29

Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 24S29 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 24S29

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 # 24S29, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before June 14, 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.