



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 30, 2026

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 24S55 - Supplement #2**
Certain 2021 - 2022 Model Year Various Vehicles
Engine Valve Inspection Test
REF : **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 24S55 - Supplement #1**
Dated: August 19, 2025

New! REASON FOR THIS SUPPLEMENT

- *Reason For This Safety Recall: Updated wording and description.*

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 91,093):

Vehicle	Model Year	Assembly Plant	Build Date Range
Aviator	2021 - 2022	Chicago	June 7, 2021 through October 31, 2021
Aviator	2021 - 2022	Chicago SHO	June 14, 2021 through October 13, 2021
Bronco	2021 - 2022	Michigan	May 1, 2021 through October 30, 2021
Edge	2021 - 2022	Oakville	May 10, 2021 through October 29, 2021
Explorer	2021 - 2022	Chicago	June 7, 2021 through October 31, 2021
Explorer	2021	Chicago SHO	June 7, 2021 through October 12, 2021
F-150	2021 - 2022	Dearborn	May 1, 2021 through October 31, 2021
F-150	2021 - 2022	Kansas City	June 15, 2021 through October 31, 2021
Nautilus	2021 - 2022	Oakville	May 10, 2021 through October 29, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

New! REASON FOR THIS SAFETY RECALL

On some of the affected vehicles, an engine valve may break at the stem, near the valve keeper area, and allow most of the engine valve to fall into the engine cylinder. This leads to engine failure. An engine failure causes a loss of motive power, which can increase the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to complete the engine valve inspection test. 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.

To assist vehicle owners to have this repair completed, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

Optional: If desired, the vehicle can be locked with the key fob or a keyless entry keypad during the 55-minute engine running test. Securing the vehicle is not required to complete any part of the FSA and is solely at dealer's discretion.

Vehicles without push button start or keyless entry keypad:

In order to lock the vehicle while the test is running, the customer will need to provide a second key for vehicles not equipped with either push button start or a keyless entry keypad. Please advise the customer at the time of the appointment that 2 keys are required to utilize this option.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Yes	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	Yes	See Owner Refunds section below, if applicable.
Photo Submission	Yes	See Repair Photo Submission 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 were mailed the week of June 16, 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 Letters
- 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
- 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
- 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 24S55 - Supplement #2**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level.
 - Ⓢ - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS was activated on June 10, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on June 10, 2025. Owner names and addresses were available by June 30, 2025.

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 24S55 - Supplement #2**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 long block engine replacements.

RENTAL VEHICLES

Dealers are pre-approved for up to 3 days for a comparable rental vehicle if SSSC approval is received for long block replacement. 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 EFC 14236. Vehicle Off Road (VOR) escalation is required in DOW.

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the engine long block replacement repair for this FSA.

- The SSSC must provide approval prior to performing the engine long block replacement repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Submit borescope photos. 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.

Safety Recall 24S55 - Supplement #2**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
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See 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 24S55 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.
- **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 replacement engine. To claim the allowance, enter \$600 as HANDLG in the Misc. Expense area of the claim form.
- **Provision for Locally Obtained Supplies:** Includes two box fans (*ONLY* one set per dealer) and up-to two gallons of fuel per vehicle. Submit on the same line as the repair.
 - Program Code: 24S55
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$55.00

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LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
FDRS Engine Valve Inspection and Test – Running Test NOT Required. This labor operation code closes 24S55.	24S55B	0.3
FDRS Engine Valve Inspection and Test - Running Test Required - NO Long Block Replacement Required (<i>Oil change required to claim this labor code</i>). REQUIRES FDRS generated process validation code entered in the comments section of the claim submission. This labor operation code closes 24S55.	24S55C	1.3
Aviator AWD - Replace Long Block – CAN ONLY BE CLAIMED WITH SSSC APPROVAL This labor operation code closes 24S55 and 24N12	MT24S55E	Up To 21.2
Aviator RWD - Replace Long Block – CAN ONLY BE CLAIMED WITH SSSC APPROVAL This labor operation code closes 24S55 and 24N12	MT24S55F	Up To 20.5
Explorer AWD - Replace Long Block – CAN ONLY BE CLAIMED WITH SSSC APPROVAL This labor operation code closes 24S55 and 24N12	MT24S55G	Up To 21.5
Explorer RWD - Replace Long Block – CAN ONLY BE CLAIMED WITH SSSC APPROVAL This labor operation code closes 24S55 and 24N12	MT24S55H	Up To 21.2
Edge AWD - Replace Long Block – CAN ONLY BE CLAIMED WITH SSSC APPROVAL This labor operation code closes 24S55 and 24N12	MT24S55J	Up To 17.6
Nautilus AWD - Replace Long Block – CAN ONLY BE CLAIMED WITH SSSC APPROVAL This labor operation code closes 24S55 and 24N12	MT24S55K	Up To 17.6
Nautilus FWD - Replace Long Block – CAN ONLY BE CLAIMED WITH SSSC APPROVAL This labor operation code closes 24S55 and 24N12	MT24S55L	Up To 16.4
Bronco 2.7L - Replace Long Block – CAN ONLY BE CLAIMED WITH SSSC APPROVAL This labor operation code closes 24S55 and 24N12	MT24S55M	Up To 15.1
Bronco 3.0L - Replace Long Block – CAN ONLY BE CLAIMED WITH SSSC APPROVAL This labor operation code closes 24S55 and 24N12	MT24S55N	Up To 15.8

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LABOR ALLOWANCES (Continued)

F-150 4x4 - Replace Long Block – CAN ONLY BE CLAIMED WITH SSSC APPROVAL This labor operation code closes 24S55 and 24N12	MT24S55P	Up To 16.3
F-150 4x2 - Replace Long Block – CAN ONLY BE CLAIMED WITH SSSC APPROVAL This labor operation code closes 24S55 and 24N12	MT24S55Q	Up To 15.8

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

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
FDRS Engine Valve Inspection and Test - Running test Required - Requires Long Block Replacement MUST be claimed with one "Replace Long Block" labor operation above (includes oil change).	24S55D	1.3
Edge and Nautilus ONLY - Fan Set-up Time	24S55R	0.3
Explorer and Aviator ONLY- Time to remove underbody shielding for 55-minute engine running test and reinstall. This labor operation can only be claimed with 24S55C or 24S55D.	24S55S	0.3
Time allowed to submit SSSC contact after FDRS commanded engine shutdown. SSSC may request borescope photos.	24S55ZZ	0.2
Lincoln Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles. 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.	24S55LL	0.5
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 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.	24S55PP	0.5

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PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
RL3Z 6006 A	1	1	1	F-150 Long Block
PB2Z 6006 B	1	1	1	Bronco 2.7L Long Block
N2DZ 6006 B	1	1	1	Bronco 3.0L Long Block
KT4Z 6006 B	1	1	1	Edge ST and Nautilus Long Block
L1MZ 6006 E	1	1	1	Explorer and Aviator Gas Long Block
L1MZ 6006 F	1	1	1	Explorer PHEV and Aviator PHEV Long Block

NOTE: For additional required parts such as gaskets, fasteners, seals, fluids, etc., refer to the Workshop Manual (WSM) procedures.

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

DEALER PRICE

For the latest prices, refer to DOES II.

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 2021-2022 MODEL YEAR VARIOUS VEHICLES — ENGINE VALVE INSPECTION TEST

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.

1. Connect the vehicle and Log into Ford Diagnostic and Repair System (FDRS).

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

2. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

3. Select **Toolbox** tab.

4. From the list on the LH side of the screen, select **PCM**.

5. From the list on the RH side of the screen, select **PCM - Engine Valve Inspection and Test**. See Figure 1.



FIGURE 1



6. Follow the on-screen prompts.

7. Does the application instruct you to run a 55 minute engine valve inspection test?

Yes - Proceed to Step 8.

No - Proceed to Step 22.

8. Does the vehicle have at least 2 gallons of fuel?

Yes - Proceed to Step 9.

No - Add two gallons of fuel. Proceed to Step 9.

9. Change the engine oil and filter. Refer to Workshop Manual (WSM) Section 303-01.

10. Is the vehicle an Explorer or an Aviator?

Yes - Continue to Step 11.

No - Continue to Step 12.

11. While the vehicle is hoisted in the air, remove the underbody shield. See Figure 2.

1. Remove the nuts and washers.

2. Remove a bolt.

3. Remove the push pins.

4. Remove the nuts.



FIGURE 2



12. Make sure FDRS is plugged in or has a sufficient battery life to last a minimum of 60 minutes. An electrical extension cord may be needed.

13. Move the vehicle outside.

14. Is the vehicle an Edge or Nautilus?

Yes - Proceed to Step 15.

No - Proceed to Step 16.

15. Set-up box fans on both the driver and passenger side in front of the rear tires as shown in Figure 3. Box fans should be set to high.

NOTE: Passenger side shown, driver side similar.



FIGURE 3



16. From the vehicle settings menu, disable the 30 minute max idle option. From the center display, press the vehicle settings button and disable the 30 minute max idle setting. See Figure 4.

NOTE: Menus may differ across vehicle lines.

⚠ NOTICE: Once this is disabled do NOT press the gas or brake on the vehicle or perform a key cycle. This will enable the 30 minute max idle and will NOT allow the test to complete.



FIGURE 4

⚠ WARNING: This vehicle may become hot and emit an odor during the 55-minute test.

17. Click **RUN**. Follow all on-screen instructions carefully and start the 55-minute engine valve inspection test.

NOTE: Once the 55 minute engine valve inspection test is started, no technician interaction is needed.

NOTE: If desired, the vehicle can be locked with the key-fob or keyless entry keypad, during the 55-minute engine running test. Securing the vehicle is not required to complete any part of the FSA and is solely at the dealer's discretion. For vehicles without push button start or keyless entry keypad, two keys are required to utilize this option.

NOTE: This test will automatically complete/stop when the test is finished.

NOTE: The FDRS application will provide a message indicating damage is possible when an engine failure condition is detected.

18. Did the test result in an engine shut-down before the 55 minutes was complete?

Yes - Proceed to Step 19.

No - Proceed to Step 22.



19. Attempt to restart the engine.

20. Was the engine successfully restarted?

Yes - Continue to Step 21.

No - Contact the Special Service Support Center (SSSC).

NOTE: FDRS commanded engine shutdowns are recorded and the log files will be reviewed as part of the SSSC process.

21. Does the engine exhibit any signs of noise concerns?

Yes - Contact the Special Service Support Center (SSSC).

No - Return to Step 3 and re-start the application. Another oil change is NOT required.

22. Follow the on-screen prompts to create the process validation code. This should be included in the tech comments of the warranty submission.

23. For Explorer and Aviator vehicles, install the underbody shield. See Figure 5.

1. Install the nuts and washers.

Torque: 53 lb.in (6 Nm)

2. Install a bolt.

3. Install the push pins.

4. Install the nuts.

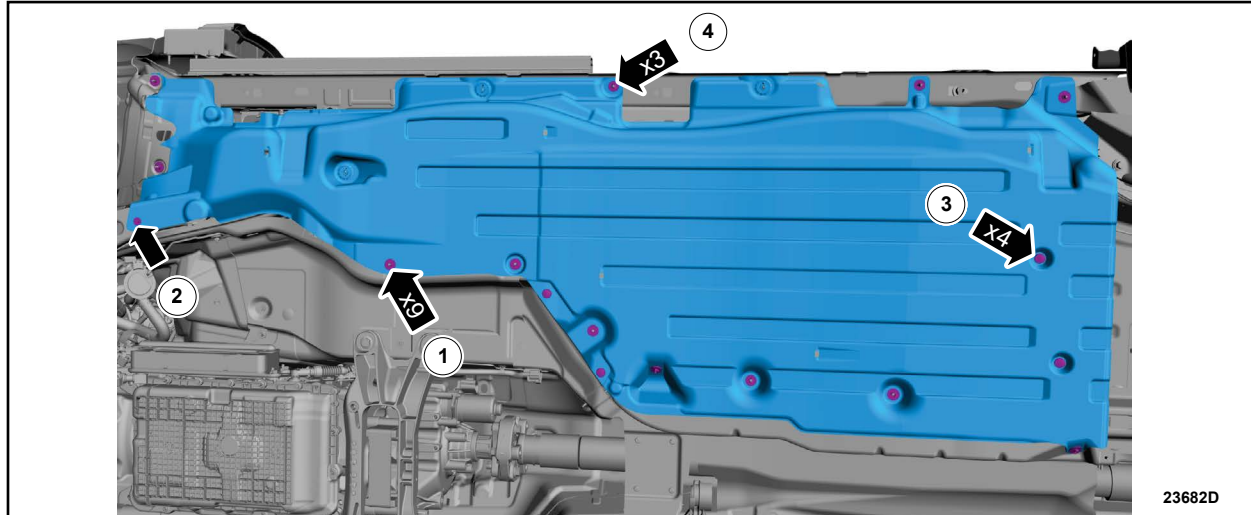


FIGURE 5

24. This FSA is complete.

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.



Safety Recall 24S55

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 24S55 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 24S55

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 # 24S55, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before June 30, 2025. 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.