



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

February 7, 2025

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 24C35
Certain 2024 Model Year Mustang Vehicles
Black Instrument Panel Cluster (IPC) Screen**

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2024	FLATROCK ASSEMBLY PLANT - USA	May 10, 2024 through August 20, 2024

US population of affected vehicles: 6,193. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

The affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 101, 102, 108, 126, 135, 138 and 208. Customers may experience a black (i.e., non-functioning) Instrument Panel Cluster (IPC) screen while driving or upon vehicle start-up. This black IPC screen may occur randomly and persist until the next time the vehicle is turned on. A black IPC screen does not display vehicle speed, fuel level, engine status, and other critical safety information, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to program the Instrument Cluster to the latest level. 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 when parts are available, 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 should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OVER-THE-AIR (OTA) UPDATES (FORD / LINCOLN SOFTWARE UPDATE):

- In addition to you being able to update vehicles now using FDRS, Ford is planning to deploy an OTA software update in Q1 2025.
- Before scheduling service for an OTA-capable vehicle, please verify through PTS that the FSA is still open (OASIS) and that the vehicle has not already received the OTA update.
 1. Verify FSA is still open by viewing the “Outstanding Field Service Actions” on the OASIS results page on PTS. (Note: If the OTA update was recently downloaded onto the vehicle the FSA may still show as open)
 2. If the FSA is still open in the Outstanding Field Service Actions section, proceed to the tab titled “Connected Vehicle”. In the “Over The Air Update 60 Day History”, you can determine if an OTA update occurred on the affected module by viewing the “Completion Status”, which should show “Campaign Successful”. The “Release Notes” will also indicate that the campaign was successfully downloaded onto the vehicle. (Note: the FSA may still show as open in the Outstanding Field Service Actions section of PTS even though the OTA update was successfully downloaded onto the vehicle. This FSA will eventually be removed from the Outstanding Field Service Actions screen of PTS.)

OWNER NOTIFICATION MAILING SCHEDULE

Owners' letters are expected to be mailed the week of February 10, 2025 or sooner. Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

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 Repair/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.

Customer Service Division

Compliance Recall 24C35

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

OASIS ACTIVATION

OASIS was activated on October 28, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on October 28, 2024. Owner names and addresses were available on November 2, 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 compliance 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.

Compliance Recall 24C35

OWNER REFUNDS

- **This Compliance 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 reprogramming the Instrument Cluster due to a black screen.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2025 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.

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.

Compliance Recall 24C35**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15332 for more details.
- **Software Validation Approval Code Requirement:** The software validation approval code requirement will be enforced starting with repair orders opened on or after January 15, 2025. FSA repairs will reject, and the claim will not be paid if a repair validation code is not entered to the FSA claim. See EFC16087 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 24C35 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: 24C35 - 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.
- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC16075, Announcing the 2025 Remote Experience Program 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.

Compliance Recall 24C35

LABOR ALLOWANCES

Instrument Cluster (IPC) – Technical Support Request (TSR) - Dealer Software Support Hotline (DSSH)

- **If you experience IPC software programming errors, multiple programming failures, or IPC module replacement, and require assistance - submit a Technical Support Request (TSR) and request the following:**
- IPC programming assistance or IPC replacement from DSSH
 - *A Repair Validation Code (RVC) is only required for IPC Replacement*
 - *RVC Codes are not required for additional labor hours.*
 - *Use labor operation code MT24C35D for additional labor hours required for programming failures.*
 - *Clock times should be consistent with vehicle history on PTS and may be requested for review.*
- **For this program it is NOT necessary to contact the SSSC for additional approvals, this includes the following:**
 - additional labor hours
 - module replacement
 - related damage

Description	Labor Operation	Labor Time
Program the Instrument Cluster to the latest level.	MT24C35B	Up to 5.0 Hours
IPC software failed and/or IPC module replacement required: <ul style="list-style-type: none"> ○ <u>TSR/DSSH contact required.</u> ○ RVC provided for IPC module replacement only. SSSC approval is not required.	MT24C35D	Up to 1.5 Hours
Time to Obtain a Software Validation Approval Code	SRVZZ	0.2 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 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.	24C35PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2024 MODEL YEAR MUSTANG VEHICLES — SOFTWARE UPDATE - INSTRUMENT PANEL CLUSTER

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.

Module Programming

NOTE: The following modules may each require more than one software update:
Gateway Module (GWM), Accessory Protocol Interface Module (APIM) and/or Telematic Control Unit (TCU)

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Check the vehicle's **State Of Charge Parameter Identification Data (PID)** by performing the following:
 - a. Launch the Ford Diagnostic and Repair System (FDRS) and navigate to toolbox tab > datalogger > BCM and select **BATT SOC PID**.
 - b. Ensure that the **BATT_SOC PID** reads over **50%**. If the PID is less than **50%**, fully recharge the vehicle's 12-volt battery using the appropriate Rotunda GRX-3590 or DCA-8000 testers to verify battery condition.
 - c. Remove the charger from the vehicle once the battery is fully charged. Using FDRS, navigate to toolbox tab > BCM > **Reset Battery**. Monitor Sensor Learned Values application. Perform the BMS reset.
2. Reconnect the Rotunda battery tester and charger and set it to maintain 12.6 to 13.6 volts. Monitor the voltage real time using the indicator at the bottom right corner of FDRS to ensure that it is within this range. A low battery state of charge, while performing a software update to any module, may result in a repeated "Restart Required" message in the vehicle center display screen or a message on the FDRS saying "Part Number Validation Failed" or "DID Validation Failed".

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

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).



3. Log into Ford Diagnostic and Repair System (FDRS).

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.

4. 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.

NOTE: A 64GB or larger USB flash drive is required for APIM, TCU, GWM and IPC software updates. USB 3.0 or higher is recommended. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

- To format the USB flash drive:
 - a. Right click on the USB flash drive.
 - b. Select Format, select exFAT for the File System.
 - c. Select Default Allocation Size for the Allocation Unit Size.
 - d. De-selecting Quick Format is not necessary and will result in a lengthier operation. See Figure 1.

NOTE: For the fastest file transfer speed, the use of a USB 3.2 flash drive with a compatible Gen 2 USB 3.2 laptop is recommended.

5. Start a new FDRS session.

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.

6. Select **Toolbox** tab.

7. From the list on the LH side of the screen, select the **GWM**. Is there a software update available for the Gateway Module A (GWM)?

- Yes - Continue to Step 8.
- No - Continue to Step 17.

8. From the list on the RH side of the screen, select **GWM - Gateway Module A (GWM) Software Update**.

9. Click RUN. Follow all on-screen instructions carefully.

10. Within 10 minutes of inserting the USB into the vehicle, the software update should begin. Did the update begin?

- Yes - Continue to Step 16.
- No - Continue to Step 11.



11. Remove the USB flash drive.
12. Press and hold down the round volume button for 10 seconds. After releasing the button a system reset will take place.
13. Once the screens go black, re-insert the USB flash drive into the vehicle's media hub.
14. After the system resets, it should recognize the USB drive and begin updating. This could take approximately 5 minutes.
15. Continue to Step 16.
16. Update will be confirmed on center screen. See Figure 1.

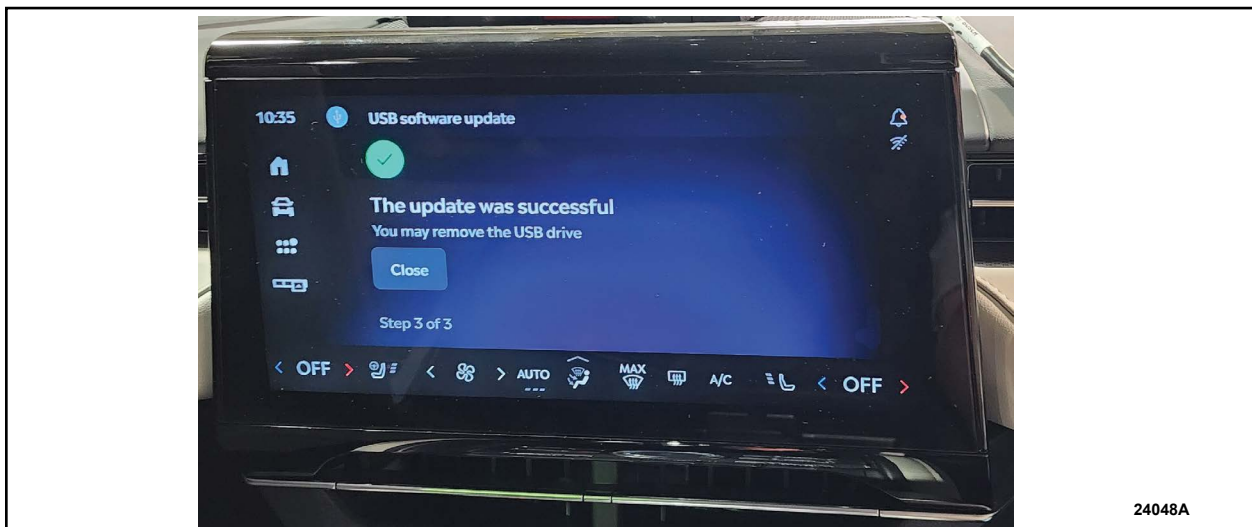


FIGURE 1

17. From the Toolbox screen, click on **Rerun Network Test**. See Figure 2.



FIGURE 2



18. From the list on the LH side of the screen, select the **APIM**. Is there a software update available for the APIM?

Yes - Continue to Step 19.

No - APIM may not be at the latest, and a TCU update may be available. Continue to Step 27.

19. From the list on the RH side of the screen, select **APIM - Accessory Protocol Interface Module [APIM] Software Update**.

NOTE: Transfer time from computer to USB could take up to 90 minutes. However, no technician interaction is needed once the transfer has started.

20. Click **RUN**. Follow all on-screen instructions carefully.

21. Within 10 minutes of inserting the USB into the vehicle, the software update should begin. Did the update begin?

Yes - Continue to Step 27.

No - Continue to Step 22.

22. Remove the USB flash drive.

23. Press and hold down the round volume button for 10 seconds. After releasing the button a system reset will take place.

24. Once the screens go black, re-insert the USB flash drive into the vehicle's media hub.

25. After the system resets, it should recognize the USB drive and begin updating. This could take approximately 5 minutes.

26. Continue to Step 27.

NOTE: Once USB has been returned to the computer and the software update continues, there will be verification that the update was successful while FDRS checks the part numbers. See Figure 3.

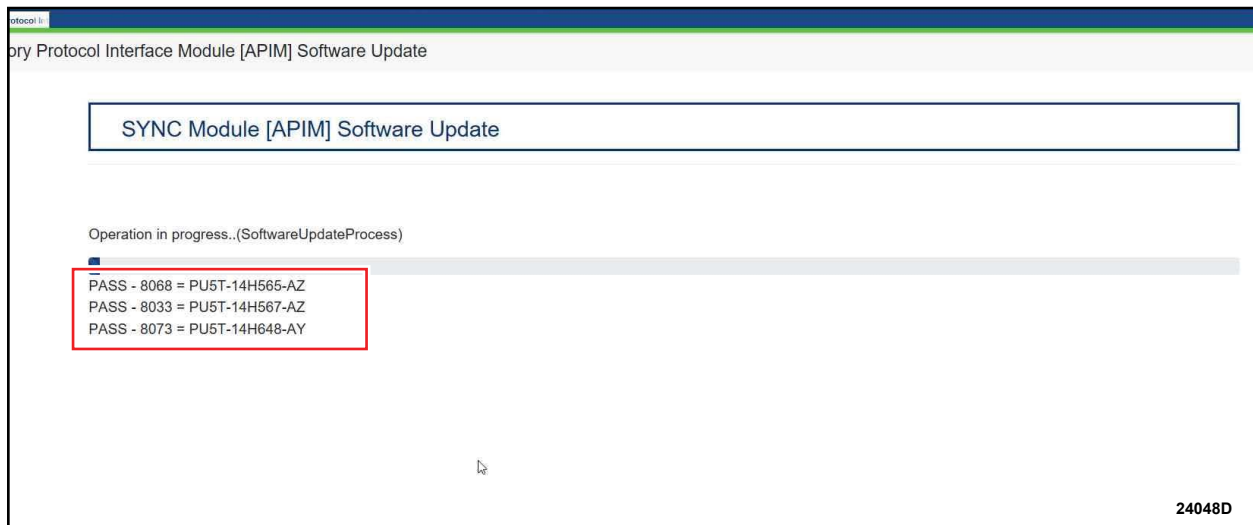


FIGURE 3



27. Using FDRS, from the list on the LH side of the screen, select the **TCU**.
28. From the list on the RH side of the screen, select **TCU - Telematics Control Unit**.
29. Turn off the engine time-out feature in the center display.
 - a. From the center display settings menu, press Vehicle.
 - b. Switch 30 min Max Idle to OFF.
30. Click **RUN**. Follow all FDRS and vehicle instructions carefully.
31. Within 10 minutes of inserting the USB into the vehicle, the software update should begin. Did the update begin?
 - Yes - Continue to Step 37.
 - No - Continue to Step 32.
32. Remove the USB flash drive.
33. Press and hold down the round volume button for 10 seconds. After releasing the button a system reset will take place.
34. Once the screens go black, re-insert the USB flash drive into the vehicle's media hub.
35. After the system resets, it should recognize the USB drive and begin updating. This could take approximately 5 minutes.
36. Continue to Step 37.
37. Is the vehicle screen stuck on the 10 minute wait?
 - Yes - Wait 5 minutes. Then remove the USB flash drive from the vehicle. Proceed to the next step by selecting YES to the FDRS prompts.
 - No - Remove the USB flash drive from the vehicle. Proceed to the next step following FDRS prompts.
38. Using FDRS, from the list on the LH side of the screen, select the **IPC**. Is there a software update available for the IPC?
 - Yes - Continue to Step 28.
 - No - Return to Step 7.
39. From the list on the RH side of the screen, select **IPC - Instrument Panel Cluster (IPC) Software Update**.
40. Click **RUN**. Follow all FDRS and vehicle instructions carefully.
41. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
42. Click the **Run Selected Tests** button in the lower right.



43. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

44. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions in EFC 16087 to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided.

45. Disconnect the battery charger from the 12V battery once the programming has completed.

Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.
- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



Ford Software Updates

How to turn on Automatic Updates and Set a Recurring Schedule

Ford software updates are downloaded and installed over-the-air using either an external Wi-Fi or FordPass™ Connect (vehicle modem). Most software updates will happen seamlessly in the background, if both of the following have been done on your vehicle:

1. Automatic Updates is turned ON.
2. A Recurring Schedule has been set.

We recommend scheduling updates for overnight or at a time that you will not need to enter or use the vehicle.

To set a recurring schedule:

1. Tap Settings on your vehicle's SYNC screen.
2. Choose System (or Software) Updates.
3. Press Schedule Updates (or Recurring Update Schedule).

Depending on your vehicle you will either:

4. Choose Schedule.
 5. Choose your preferred days and times.
 6. Press Save.
- or**
4. Select one of the Preset options OR Select Custom Schedule.
 5. If Custom Schedule choose your preferred days (minimum of 2) and time.
 6. Exit the screen (Schedule is auto saved).

To confirm Automatic Updates is turned ON:

1. Tap Settings on your vehicle's SYNC screen.
2. Choose System (or Software) Updates.
3. Confirm Automatic Updates is toggled to ON.

Prior to software download and installation, you will receive a reminder in your vehicle (24 hours prior) and in your FordPass® App. You can reschedule up to 2 mins before the update begins.

Important Notes:

- Ford software updates are not deployed to all vehicles at the same time.
- If you choose to turn Automatic Updates OFF, you will not receive this software update unless you have previously consented to all prior updates.
- To confirm that this recall is included in the software update and is available or successfully installed in your vehicle, tap Settings on your vehicle's SYNC screen, select System (or Software) Updates and select Update Details to view the latest release notes. You will also get an Update Successful alert in the message center of your FordPass® app.

If you are unsure if you have received the software update for this recall or have any questions regarding software updates, please call our specially trained Software Update Customer Relationship Center at:

1-833-389-0848.

24C35

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 24C35 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 24C35

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 # 24C35, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before February 28, 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 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.