



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

February 20, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 25S05 - Supplement #1
 Certain 2020-2022 Model Year Corsair, 2021-2022 Super Duty, 2021 Expedition
 Rear-View Camera Improper Function - Replacement

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 25S05
 Dated September 12, 2025

New! REASON FOR THIS SUPPLEMENT

- *Technical Instructions: The Corsair service procedure has been added.*
- *Parts List Update: Added one time use parts for Super Duty and Corsair. Added Rear-View camera and liftgate wiring harness part information for Corsair.*
- *Labor Allowances: Added Pick-Up and Delivery, repair labor operation for Corsair.*

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 92,229):

Vehicle	Model Year	Assembly Plant	Build Date Range
Expedition	2021	Kentucky Truck	January 4, 2021 through March 31, 2021
F-Super Duty	2021-2022	Kentucky Truck	February 1, 2021 through May 30, 2021
F-Super Duty	2021-2022	Ohio	February 1, 2021 through May 19, 2021
Corsair	2020-2022	Louisville	October 1, 2020 through August 31, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

On some of the affected vehicles, customers may experience an intermittent rear-view video image, no rear-view video image, or poor image quality (blurry, foggy, hazy) when the vehicle is in Reverse gear. A rear-view camera that intermittently displays or displays a poor image quality while in reverse can reduce or distort the driver's view of what is behind the vehicle, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the rear-view camera. 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 for a mobile repair at the owner's location, or:
- 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.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	Yes	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	No	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	No	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.

New! OWNER NOTIFICATION MAILING SCHEDULE

Remedy owner letters were previously mailed the week of September 15, 2025 for the Expedition and Super Duty vehicles.

Remedy owner letters for the Corsair vehicles will be mailed the week of February 23, 2026 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.

New! ATTACHMENTS

- *Technical Instructions*
- *Owner Notification Letters*
- Mobile Repair/Vehicle Pickup & Delivery Record
- 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 25S05 – Supplement #1**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location.
- All Vehicles Affected:
 -   - Light Mobile Service (MRA2)

OASIS ACTIVATION

OASIS was activated on February 3, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on February 3, 2025. Owner names and addresses were available on September 26, 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 25S05 – Supplement #1**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 replacement of the rear-view camera or the jumper harness for the camera (Corsair Only).

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - 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.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

Safety Recall 25S05 – *Supplement #1*

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hours
Expedition - Replace Rear-View Camera. -This labor operation code closes the FSA	25S05B	0.6
Super Duty - Replace Rear-View Camera. -This labor operation code closes the FSA	25S05D	0.7
<i>Corsair - Replace Rear-View Camera and Liftgate Wiring Harness. -This labor operation code closes the FSA</i>	<i>25S05E</i>	<i>0.9</i>

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

Description	Labor Operation	Labor Time Hours
Expedition: (If equipped with 360 Degree Cameras or Pro Trailer Backup Assist Only) Additional time to set up calibration mats and complete the necessary alignment.	25S05C	0.5
Mobile Service: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	25S05MM	0.5
<i>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.</i>	<i>25S05LL</i>	<i>0.5</i>
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.	25S05PP	0.5

Safety Recall 25S05 – **Supplement #1**

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JL1Z-19G490-G	1	1	1	Expedition - Rear-View Camera (Equipped with 360 Cameras or Pro Trailer Back-Up Assist)
LL1Z-19G490-B	1	1	1	Expedition - Rear-View Camera (Rear-View Camera only)
JC3Z-19G490-F	1	1	1	Super Duty - Rear-View Camera (Equipped with Rear-View Camera WITHOUT Prep Kit)
JC3Z-19G490-E	1	1	1	Super Duty - Rear-View Camera (Equipped with Rear-View Camera and WITH Prep Kit)
<i>HC3Z-9941018-AC</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Super Duty - Tailgate Moulding (WITH Tailgate Step)</i>
<i>HC3Z-9941018-AD</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Super Duty - Tailgate Moulding (WITHOUT Tailgate Step)</i>
<i>LJ7Z-19G490-G</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Corsair - Rear-View Camera</i>
<i>LJ7Z-13234-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Corsair - Liftgate Wire Harness</i>
<i>W720618-S300</i>	<i>1</i>	<i>1</i>	<i>4</i>	<i>Corsair – Liftgate Lower Trim Panel Clip One package can repair 4 vehicles</i>

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

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

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 2020-2022 MODEL YEAR CORSAIR, 2021-2022 SUPER DUTY, 2021 EXPEDITION — REAR-VIEW CAMERA IMPROPER FUNCTION- REPLACEMENT

NEW! 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)15396 for more details.

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Super Duty

1. Remove the rear parking aid camera. Follow the Workshop Manual (WSM) procedures in Section 413-13B.
2. Write down and include the *new* camera manufacture date and serial number onto the repair order. The *new* camera manufacture date serial number should also be included in the warranty claim submission in the technician comments section. See Figure 1.

- (1) Manufacture Date.
- (2) Serial Number.
- (3) New Camera.

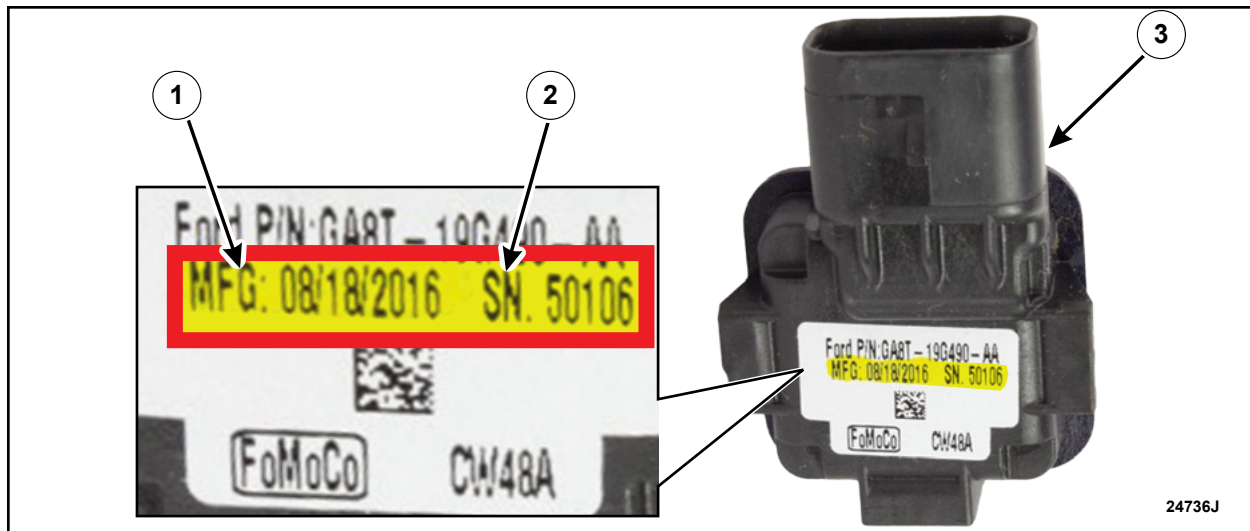


FIGURE 1

3. Install the *new* rear parking aid camera. Follow the WSM procedures in Section 413-13B.
4. Using a diagnostic scan tool, Select the Body Control Module (BCM), Run the Local Interconnect Network (LIN) New Module Initialization app.

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.



Expedition

1. Remove the rear parking aid camera. Follow the Workshop Manual (WSM) procedures in Section 413-13B.
2. Write down and include the *new* camera manufacture date and serial number onto the repair order. The *new* camera manufacture date serial number should also be included in the warranty claim submission in the technician comments section. See Figure 2.

- (1) Manufacture Date.
- (2) Serial Number.
- (3) New Camera.

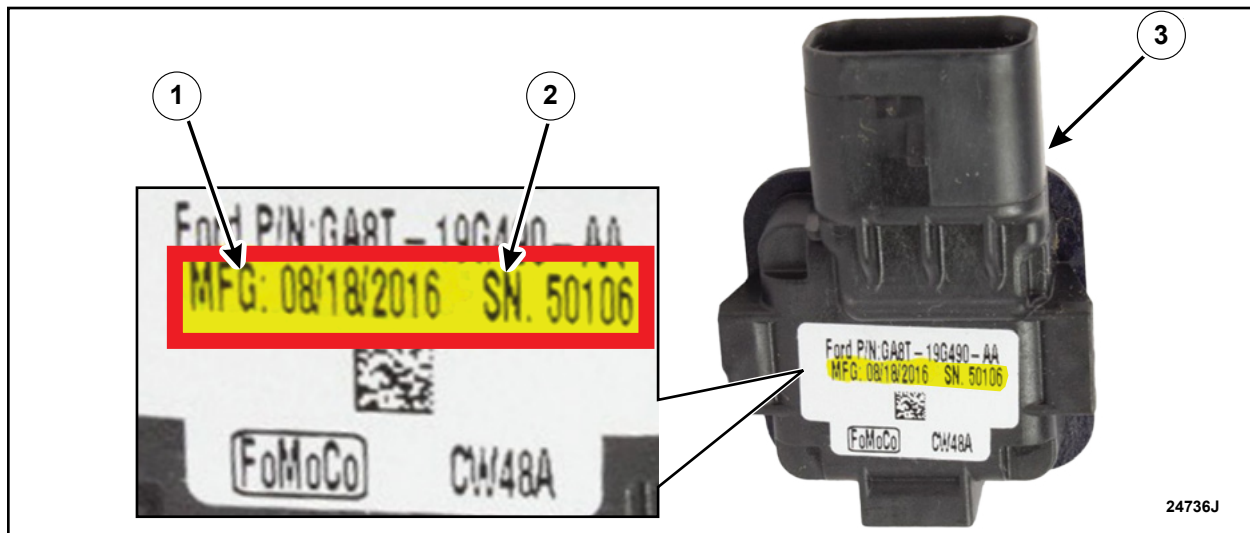


FIGURE 2

3. Install the *new* rear parking aid camera. Follow the WSM procedures in Section 413-13B.

Vehicles equipped with Rear View Cameras ONLY

4. Using a diagnostic scan tool, Select the Body Control Module (BCM), Run the Local Interconnect Network (LIN) New Module Initialization app.

Vehicles equipped with Rear-View Camera and Pro Trailer Backup Assist

5. Using a diagnostic scan tool, Select the Image Processing Module B (IPMB), Run the Local Interconnect Network (LIN) New Module Initialization app.
6. Proceed to the **Pro Trailer Backup Assist Camera Alignment Procedure** on Page 11.

Vehicles equipped with 360 Degree Cameras

7. Using a diagnostic scan tool, Select the Image Processing Module B (IPMB), Run the Local Interconnect Network (LIN) New Module Initialization app.



8. Using a diagnostic scan tool, perform the 360 Degree View Camera Alignment. Follow the WSM procedure in Section 413-13B.

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.



Corsair

1. Remove the liftgate moulding. Follow the Workshop Manual (WSM) procedures in Section 501-08.
2. Disconnect the electrical connector and position the wiring harness aside. See Figure 3.

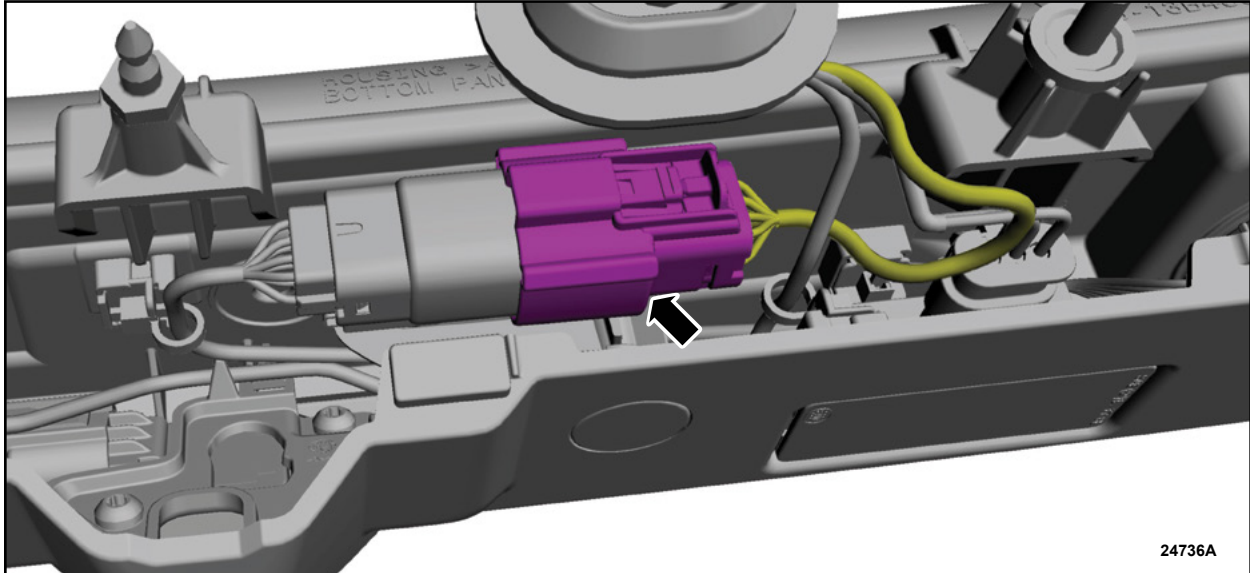


FIGURE 3

3. Release the electrical connector, separate the wiring guide and position the connector aside. See Figure 4.

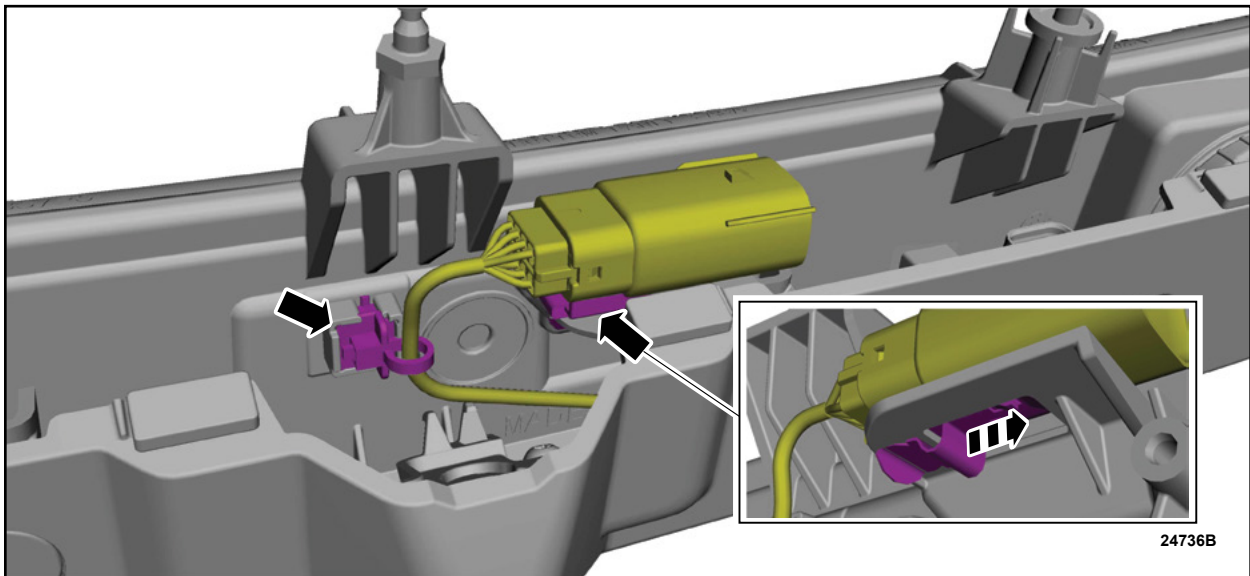


FIGURE 4



4. Disconnect the camera electrical connector and position the wiring harness aside. See Figure 5.

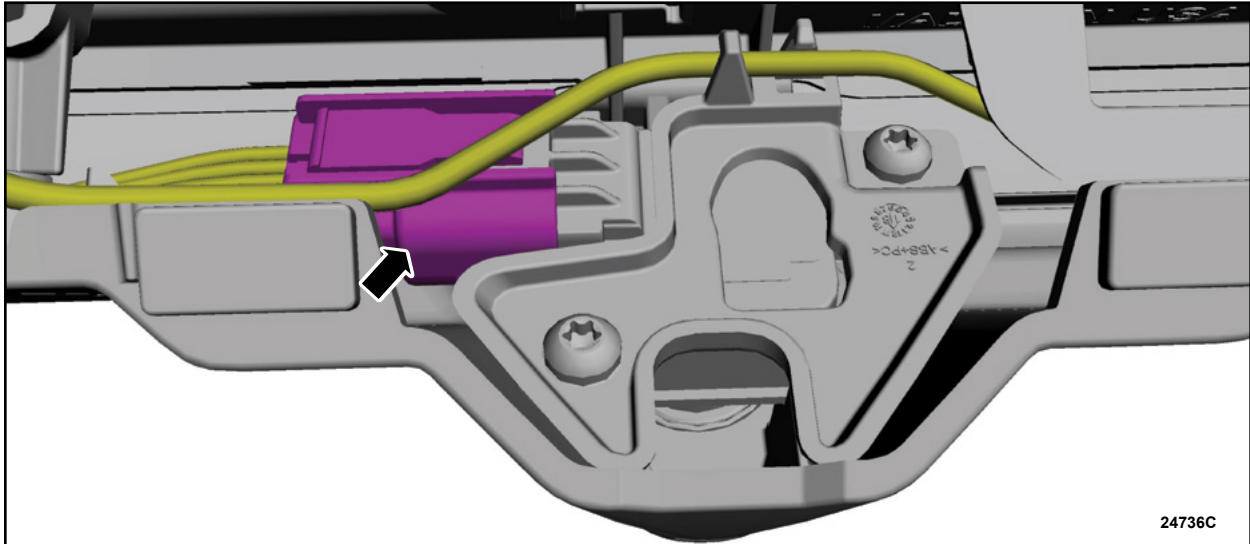


FIGURE 5

5. Remove the screw caps on the liftgate moulding. See Figure 6.



FIGURE 6



6. Remove the liftgate moulding screws. See Figure 7.



FIGURE 7

7. Separate the two halves of the liftgate moulding. See Figure 8.

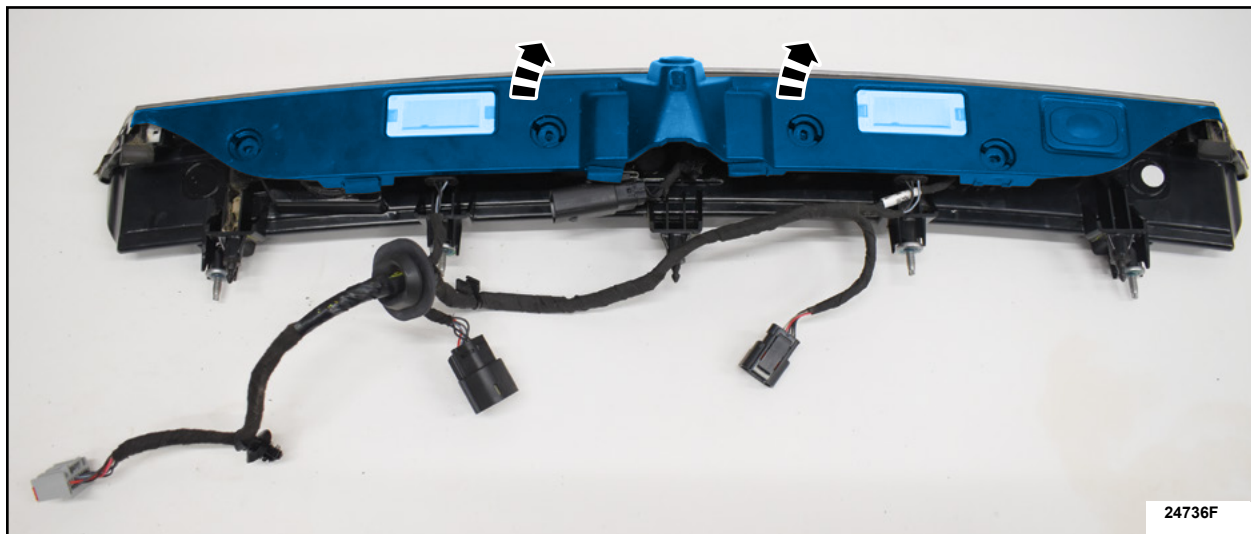


FIGURE 8



8. Remove the liftgate wire harness. See Figure 9.

- a. Disconnect the liftgate release switch electrical connector.
- b. Separate the wiring guide.
- c. Disconnect the license plate light electrical connectors.
- d. Remove the liftgate wire harness.

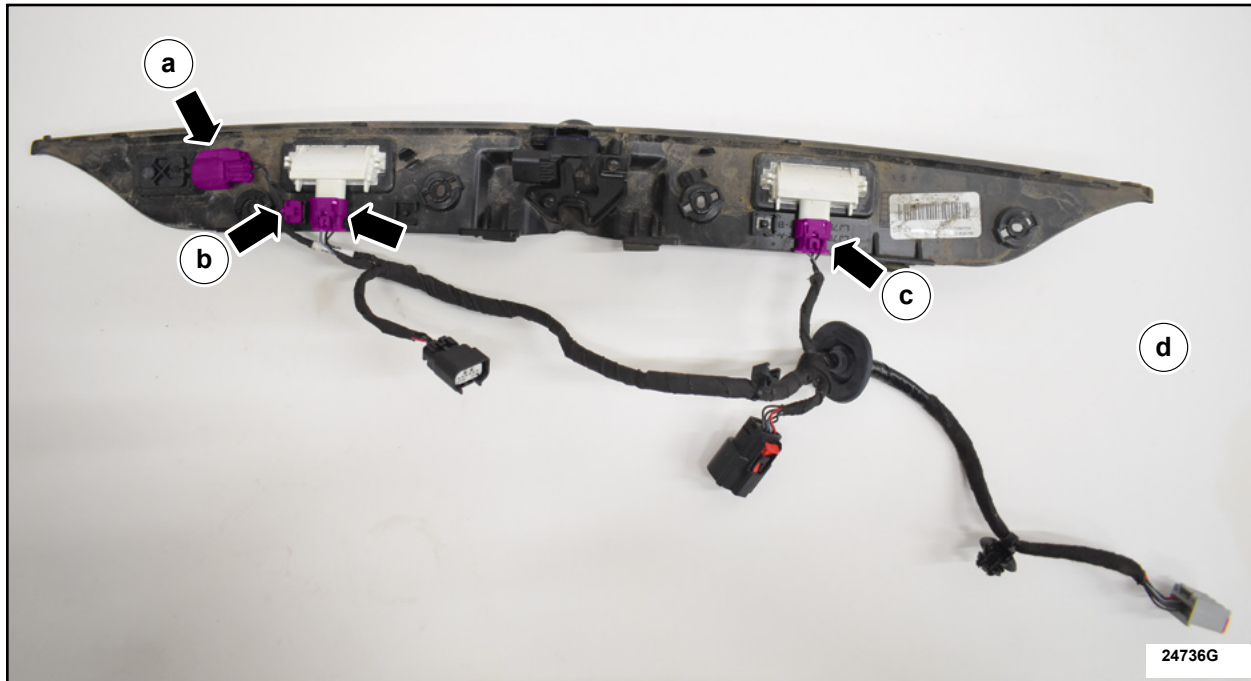


FIGURE 9

9. Remove the screws and the retaining plate. See Figure 10.

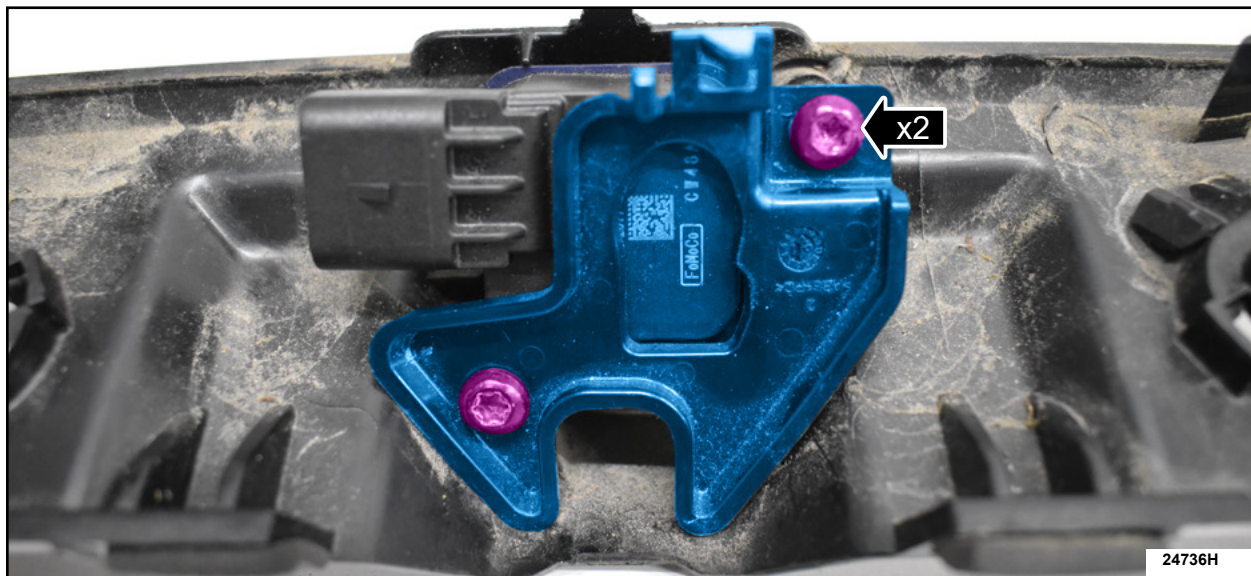


FIGURE 10



10. Remove the rear parking aid camera. See Figure 11.

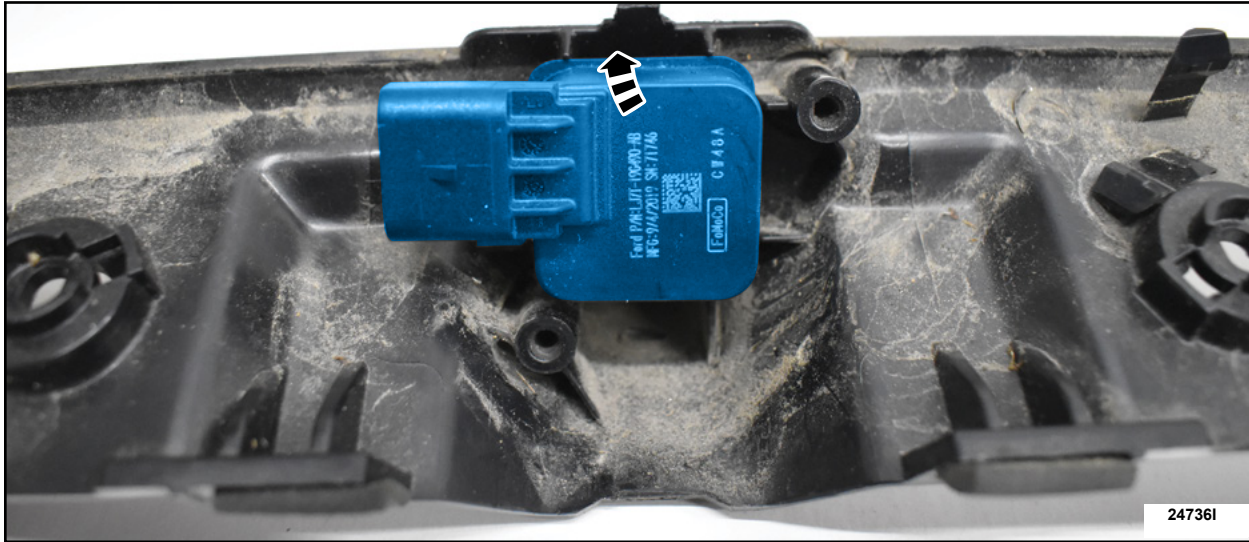


FIGURE 11

11. Write down and include the new camera manufacture date and serial number onto the repair order. The new camera manufacture date serial number should also be included in the warranty claim submission in the technician comments section. See Figure 12.

- (1) Manufacture Date.
- (2) Serial Number.
- (3) New Camera.

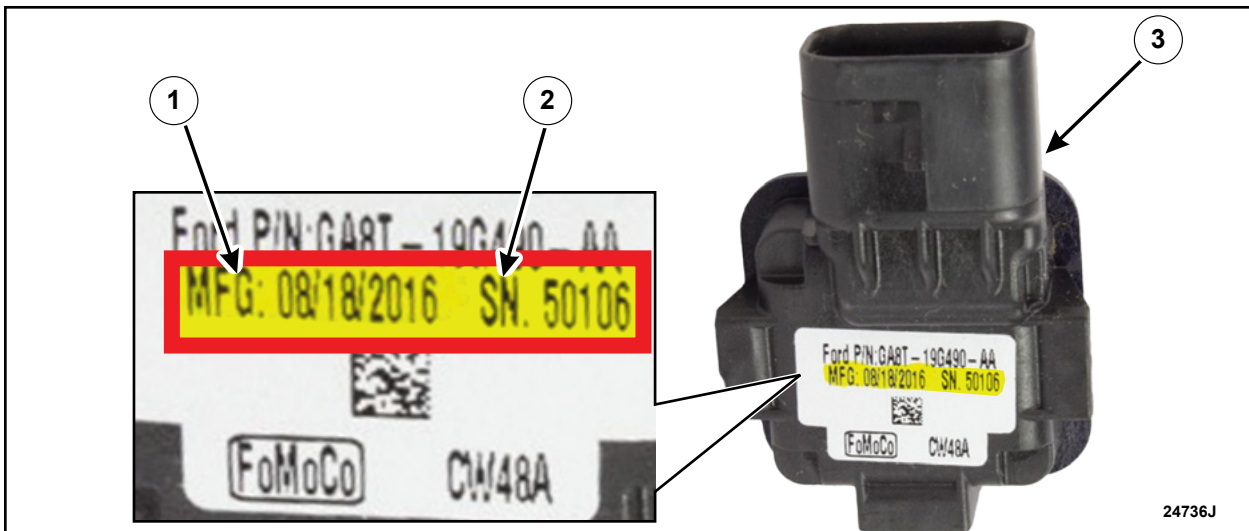


FIGURE 12



12. Install a new rear parking aid camera and wire harness by reversing the removal procedure.

13. Perform parking aid camera initialization. Follow the WSM procedures in Section 413-13B.

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.



Pro Trailer Backup Assist Camera Alignment Procedure

NOTE: Prior to beginning this procedure, perform the following:

1. Inspect the exterior rear view mirrors to make sure they are not folded (if equipped).
2. Using a scan tool retrieve and if necessary repair any IPMB Diagnostic Trouble Codes (DTCs).
3. Clean the camera lenses. Inspect all cameras (except center high-mounted stoplamp camera and trailer camera, if equipped), the associated mounting hardware and body components for damage.

NOTE: Damage to or misalignment of any of these components can cause the camera alignment to be unsuccessful.

4. Park the vehicle in a flat, open area (preferably indoors) with the front wheels straight ahead, steering wheel centered, and with a minimum of 6 feet of open space to each side, 7 feet of open space in front, and 11 feet of open space behind the vehicle. The area where the vehicle is parked must be flat (total height variation of less than 1"), have uniform lighting of good quality, and be free of debris or obstacles.

NOTE: The area where the alignment is performed **must** be free of shadows and glare. Areas of shadow or bright light will degrade the ability of the cameras to see the target pattern on the calibration mats. Facing the front of the vehicle towards the light source may reduce glare on the calibration mats.

5. Obtain the mat spacing specification and note this as measurement "A". For additional information, refer to: Specifications (413-13B).
6. With the help of an assistant, measure the distance between the outer edge of the right hand (RH) rear tire tread block and the outer edge of the left hand (LH) rear tire tread block. Note this measurement of tire width as "B".



NOTE: Make sure the measurement is taken at the same location on both tires.

7. Calculate the mat spacing distance from the tire: $(A-B)/2=C$. See Figure 3.

1. Subtract the tire width (measurement "B") from the mat spacing specification (measurement "A").
2. Divide the result by 2. Note this measurement as "C". This is the mat spacing distance from the outer edge of the tire block.

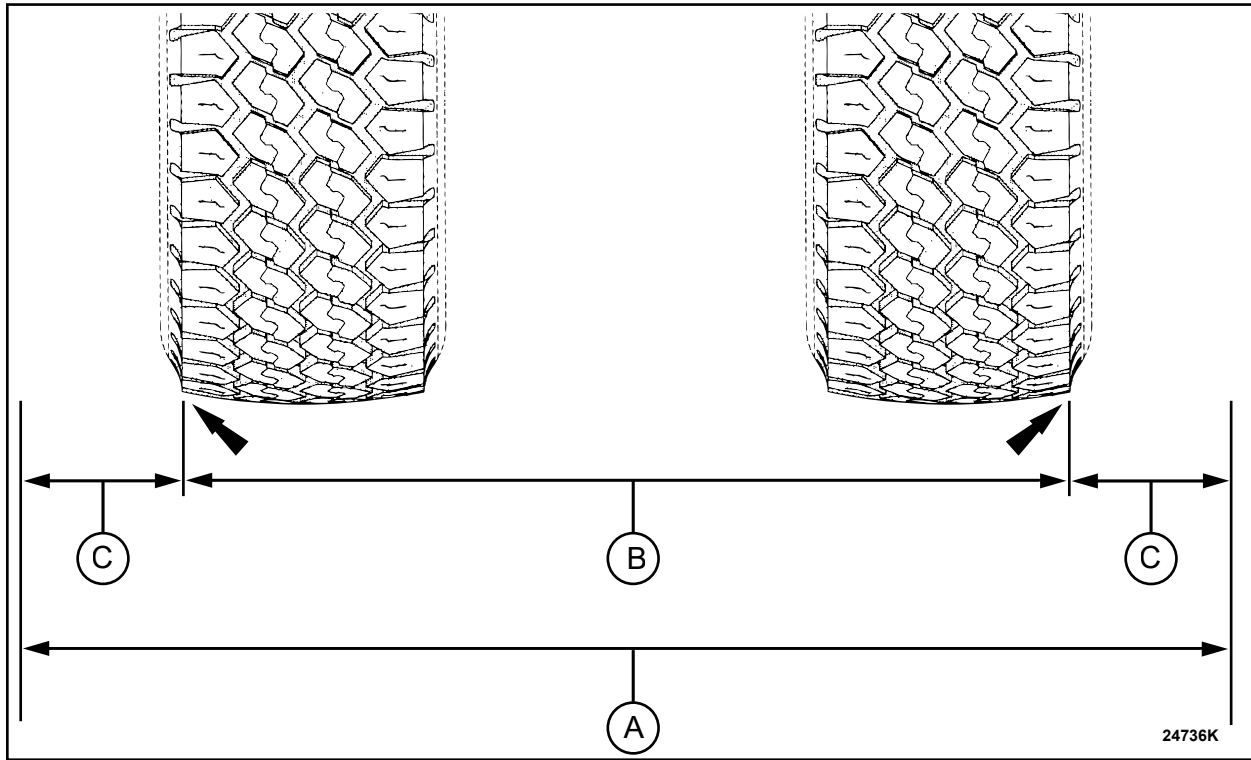


FIGURE 3



8. Create mat spacing guidelines at all 4 tires. See Figure 4.

1. Measure distance "C" from the outer edge of the tire tread block.
2. Using chalk, at distance "C" for each tire, draw a line on the ground parallel to the side of the vehicle that is several inches long and roughly aligned with the center of the axle.

NOTE: F-series shown, other vehicles similar.

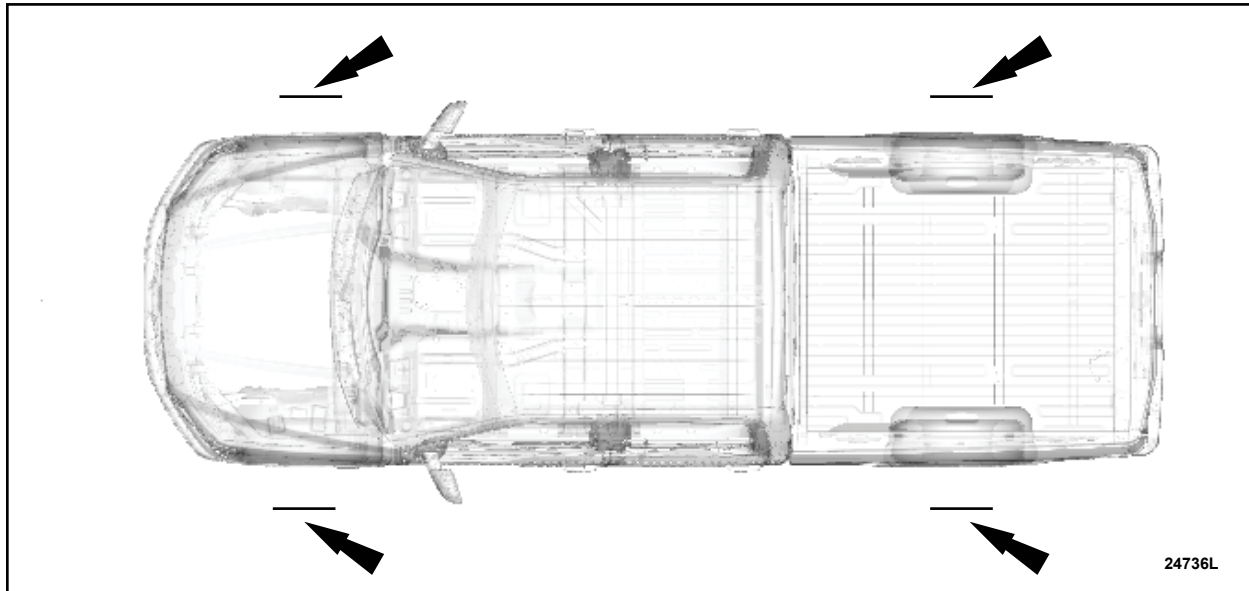


FIGURE 4

9. Create front axle alignment guidelines. See Figure 5.

1. Locate the centerline of the front axle.
2. Using chalk, draw a line on the ground extending outwards from the center of the front axle, perpendicular to the wheel.

NOTE: F-series shown, other vehicles similar.

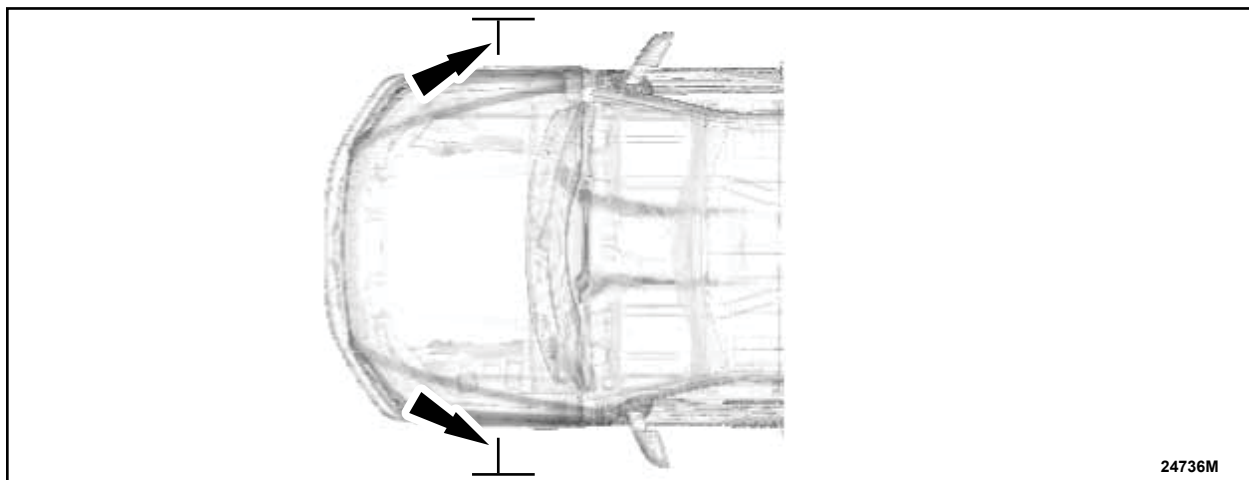


FIGURE 5



10. Position the calibration mats on both sides of the vehicle. See Figure 6.

1. Align the front axle alignment mark on each mat with the front axle alignment guideline created in Step 7.
2. Align the inside edge of each mat with the respective front and rear mat spacing guidelines created in Step 6.
3. Verify the spacing between the target pattern blocks matches measurement "X" from the specification. For additional information, refer to: Specifications (413-13B).

NOTE: F-series shown, other vehicles similar.

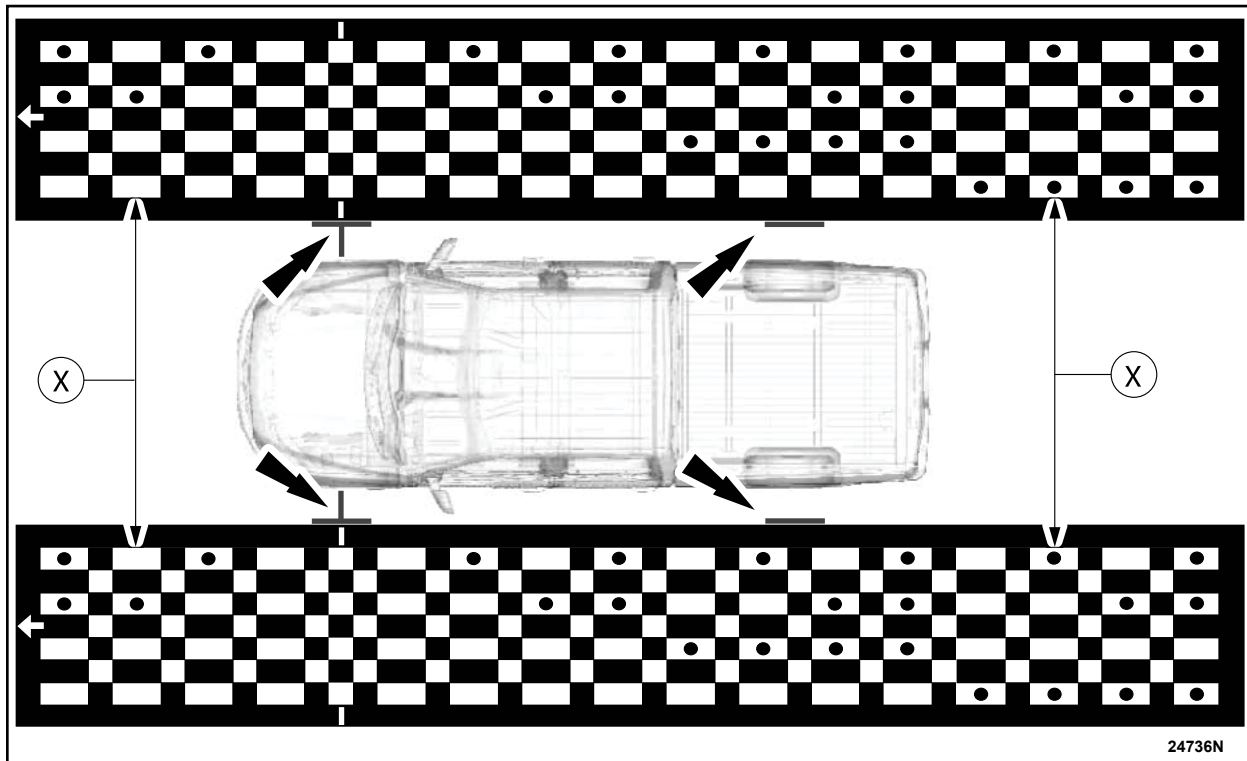


FIGURE 6

11. Verify all vehicle doors and tailgate/luggage compartment lid are fully closed.
12. Connect a battery charger. A battery voltage of greater than 11 volts must be maintained throughout the calibration procedure. A battery charger can be used to maintain the battery voltage. Make sure any extension cords that are used do not obstruct the calibration mats.
13. Turn the ignition ON. Do not start the engine.
14. Using a diagnostic scan tool, select the IPMB, then select the Pro Trailer Backup Assist Camera Alignment application, following the on screen instructions.
 - The camera alignment success is indicated by the diagnostic scan tool.
 - If the camera alignment is unsuccessful, refer to the 360 camera alignment WSM procedure Section 413-13B for the table of fault conditions.



Safety Recall 25S05

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 25S05 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 25S05

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 # 25S05, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before September 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 non-compliances 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.