



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

April 2, 2026

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
Safety Recall 25S09 – Supplement #1**  
Certain 2020-2021 Model Year Aviator and Explorer Vehicles  
Loose or Missing Seat Restraint Fasteners  
**REF :** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
Safety Recall 25S09**  
Dated: May 28, 2025

**New! REASON FOR SUPPLEMENT**

- **FSA Program Options:** Added new section.
- **Reference Material:** Added new section.
- **Additional Repair (Labor Time and/or Parts):** Added direction to reference FSA Policy Document on FMCDdealer.
- **Labor Allowances and Parts Ordering Information:** Update to labor operations descriptions and parts list to include additional part numbers and part clarification.
- **Technical Instructions:** Update to technical instructions to allow for fastener reuse and to add inspection clarification for 2nd row center seatbelt and buckle bolt inspection.

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 240,558):**

Vehicle	Model Year	Assembly Plant	Build Date Range
Aviator	2020	Chicago	October 19, 2018 through July 11, 2020
	2021		June 4, 2020 through June 25, 2020
Explorer	2020		October 19, 2018 through July 11, 2020
	2021		June 4, 2020 through June 17, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, some of the seat restraint fasteners may not be properly secured. Seat restraints with improperly secured fasteners may not properly restrain an occupant during a crash, increasing the risk of injury.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the seat restraint fasteners for being properly secured and replace necessary restraint components if found to be loose. 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.

**New! FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
<i>Mobile Repair</i>	Yes	See <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
<i>Over-the-Air (OTA) Update</i>	No	See <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
<i>Rentals</i>	Yes	See the <b>Rental Vehicles</b> section below, if applicable.
<i>Alternative Transportation Available</i>	No	See <b>Alternate Transportation</b> section in the FSA Policy Document.
<i>Pickup &amp; Delivery (PDL)</i>	Yes	See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
<i>Towing</i>	No	See <b>Towing</b> section below, if applicable.
<i>Essential Special Service Tools (ESST)</i>	No	See <b>Technical Instructions</b> and/or <b>Workshop Manual (WSM)</b> as needed.
<i>Administrative Allowance</i>	No	See <b>Administrative Allowance</b> section in FSA Policy Document, and if applicable, <b>Labor Allowances</b> table below.
<i>Owner Refunds</i>	Yes	See <b>Owner Refunds</b> section below, if applicable.
<i>Photo Submission</i>	No	See <b>Repair Photo Submission</b> 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 2, 2025. 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
- Mobile Repair/Vehicle Pickup & Delivery Record
- Recall Reimbursement Plan

**New! REFERENCE MATERIAL**



- *Warranty & Policy Manual (located on FMCDDealer Warranty Portal Page):*  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/wty.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html)
- *FSA Policy Document (located on FMCDDealer FSA Resources Page for Ford and Lincoln dealerships):*  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/fsa/rsc.html](http://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 25S09 – 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 May 28, 2025.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on May 28, 2025. Owner names and addresses were made available by June 16, 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.

**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.

**Safety Recall 25S09 – Supplement #1****OWNER REFUNDS (continued)**

- 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 loose or missing seat restraint fasteners.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. 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 1 rental day 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.

**New! 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.*

**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 be rejected, 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 25S09 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.

- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code **RENTAL**.

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**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 25S09
  - 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.

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**New! 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)
Seat restraints fastener inspection – <b>Aviator – PASS</b> <b>This labor operation code closes the FSA.</b>	25S09A	0.5
Seat restraints fastener inspection – <b>Explorer – PASS</b> <b>This labor operation code closes the FSA.</b>	25S09B	0.4
Seat restraints fastener inspection – <b>Police – PASS</b> <b>This labor operation code closes the FSA.</b>	25S09C	0.3

**Note:** The following labor operation codes require claiming with one or more supplemental labor allowances.

Description	Labor Operation	Labor Time Hour(s)
Seat restraints fastener inspection – <b>Aviator – FAIL</b> Should be claimed with any of the following - D, E, F, G, H, J, K, L and M <b>This labor operation code will close the FSA when claimed with a supplemental labor operation D, E, F, G, H, J, K and/or L.</b>	25S09AA	0.5
Seat restraints fastener inspection – <b>Explorer – FAIL</b> Should be claimed with any of the following - D, E, F, G, H, J, K, L and M <b>This labor operation code will close the FSA when claimed with a supplemental labor operation D, E, F, G, H, J, K and/or L.</b>	25S09BB	0.4
Seat restraints fastener inspection – <b>Police – FAIL</b> Should be claimed with any of the following - D, E, F, G, H, J, K, L and M <b>This labor operation code will close the FSA when claimed with a supplemental labor operation D, E, F, G, H, J, K and/or L.</b>	25S09CC	0.3

**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)
Driver seat track and seat belt buckle/bolt replacement	MT25S09D	Up to 1.7
Passenger seat track and seat belt buckle/bolt replacement	MT25S09E	Up to 1.7
2nd row left seat frame and seat belt buckle/bolt replacement	MT25S09F	Up to 2.4
2nd row right seat frame and seat belt buckle/bolt replacement	MT25S09G	Up to 2.4
2nd row center seat frame and seat belt buckle/bolt replacement	MT25S09H	Up to 2.4

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**SUPPLEMENTAL LABOR ALLOWANCES (continued)**

Description	Labor Operation	Labor Time Hour(s)
2nd row center seat frame and seat belt replacement	MT25S09J	Up to 2.4
3rd row seat back frame and one seat belt buckle replacement	MT25S09K	Up to 1.0
3rd row seat back frame and two seat belt buckle replacement	MT25S09L	Up to 1.0
Time to remove/adjust Police equipment	MT25S09M	Up to 2.0
<b>Mobile Service:</b> <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers.</b> 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.	25S09MM	0.5
<b>Lincoln Vehicle Pick-Up &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pick-Up &amp; Delivery contract coverage of 4 years/50,000 miles.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25S09LL	0.5
<b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25S09PP	0.5

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

Inspection is required, see Technical Instructions.

\*NOTE: Use VIN to ensure proper parts are ordered.

**Front Row:**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LB5Z-7861203-AA	As Needed		1	Buckle Assembly - Front LH - Black
LB5Z-7861203-AD			1	Buckle Assembly - Front LH - Sandstone
<i>LB5Z-7861203-AC</i>			<i>1</i>	<i>Buckle Assembly - Front LH - Slate</i>
<i>LB5Z-7861203-AB</i>			<i>1</i>	<i>Buckle Assembly - Front LH - Mahogany Red</i>
<i>LB5Z-7861203-AE</i>			<i>1</i>	<i>Buckle Assembly - Front LH - Sandstone Beige</i>

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**New!** PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Front Row (continued):

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
<i>LB5Z-7861203-AF</i>			<i>1</i>	<i>Buckle Assembly - Front LH - Cashmere</i>
KS7Z-5461203-CA	As Needed		1	Buckle Assembly - Front LH - Black <b>Police</b>
LB5Z-7861202-AA			1	Buckle Assembly - Front RH - Black
LB5Z-7861202-AD			1	Buckle Assembly - Front RH - Sandstone
<i>LB5Z-7861202-AC</i>			<i>1</i>	<i>Buckle Assembly - Front RH - Slate</i>
<i>LB5Z-7861202-AB</i>			<i>1</i>	<i>Buckle Assembly - Front RH - Mahogany Red</i>
<i>LB5Z-7861202-AE</i>			<i>1</i>	<i>Buckle Assembly - Front RH - Sandstone Beige</i>
<i>LB5Z-7861202-AF</i>			<i>1</i>	<i>Buckle Assembly - Front RH - Cashmere</i>
L1MZ-9961711-D*			1	Track Assembly - Front Driver <i>10/12/20/30 Way - Aviator</i>
<i>L1MZ-9961711-A*</i>			<i>1</i>	<i>Track Assembly - Front Driver 8/10 Way Power - Explorer</i>
L1MZ-9961711-C*			1	Track Assembly - Front Driver 6/8/10 Way Power - <b>Explorer</b>
L1MZ-9961710-B*			1	Track Assembly - Front Passenger <i>10/12/20/30 Way Power - Aviator</i>
<i>M1MZ-9961710-A*</i>			<i>1</i>	<i>Track Assembly - Front Passenger 10 Way Power - Aviator</i>
<i>L1MZ-9961710-C*</i>			<i>1</i>	<i>Track Assembly - Front Passenger 8/10 Way Power - Explorer</i>
L1MZ-9961710-A*			1	Track Assembly - Front Passenger 4/6/8 Way Power - <b>Explorer</b>
L1MZ-9961704-A*			1	Track Assembly - Front Passenger 2 Way Manual - <b>Explorer</b>

Second Row:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W716109-S901	As Needed		4	2nd Row Center Seat Belt Bolt - Lower
W504776-S451			4	2nd Row Center Seat Belt Bolt - Upper

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**New!** PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Second Row (continued):

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W709566-SS35B	As Needed		4	2nd Row Push Pins for Lower Seat Covers - <b>Police</b>
LB5Z-7860045-AA			1	Buckle Assembly - 2nd Row Center - Black
LB5Z-7860045-AC			1	Buckle Assembly - 2nd Row Center - Sandstone
<i>LB5Z-7860045-AB</i>			<i>1</i>	<i>Buckle Assembly - 2nd Row Center - Slate</i>
<i>LB5Z-7860045-AD</i>			<i>1</i>	<i>Buckle Assembly - 2nd Row Center - Sandstone Beige</i>
<i>LB5Z-7860045-AD</i>			<i>1</i>	<i>Buckle Assembly - 2nd Row Center - Sandstone Beige</i>
<i>LB5Z-7860045-AE</i>			<i>1</i>	<i>Buckle Assembly - 2nd Row Center - Mahogany Red</i>
<i>LB5Z-7860045-AF</i>			<i>1</i>	<i>Buckle Assembly - 2nd Row Center - Cashmere</i>
LB5Z-7860044-AA			1	Buckle Assembly - 2nd Row LH/RH - Black
LB5Z-7860044-AB			1	Buckle Assembly - 2nd Row LH/RH - Sandstone
<i>LB5Z-7860044-AD</i>			<i>1</i>	<i>Buckle Assembly - 2nd Row LH/RH - Slate</i>
<i>LB5Z-7860044-AC</i>			<i>1</i>	<i>Buckle Assembly - 2nd Row LH/RH - Mahogany Red</i>
<i>LB5Z-7860044-AE</i>			<i>1</i>	<i>Buckle Assembly - 2nd Row LH/RH - Sandstone Beige</i>
<i>LB5Z-7860044-AF</i>			<i>1</i>	<i>Buckle Assembly - 2nd Row LH/RH - Sandstone Cashmere</i>
L1MZ-78613A14-H*			1	Frame Assembly - 2nd Row Center 30% Manual Fold No Armrest - <b>Explorer</b>
L1MZ-78613A14-G*			1	Frame Assembly - 2nd Row Center 30% Manual Fold No Armrest - <b>Police</b>
L1MZ-78613A14-F*			1	Frame Assembly - 2nd Row Center 30% Manual Fold with Armrest - <b>Aviator &amp; Explorer</b>

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**New!** PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Second Row (continued):

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
L1MZ-99613A10-BR*			1	Frame Assembly - 2nd Row LH 40% Bench Manual FoldFlat & Power EZ Entry - <b>Aviator &amp; Explorer</b>
L1MZ-99613A10-BN*			1	Frame Assembly - 2nd Row LH Manual FoldFlat - <b>Police</b>
L1MZ-99613A10-CL*			1	Frame Assembly - 2nd Row LH Manual FoldFlat & EZ Entry - <b>Explorer</b>
L1MZ-99613A10-AN*			1	Frame Assembly - 2nd Row LH Manual FoldFlat & EZ Entry with Arm Rest / <b>Quad Seating - Explorer</b>
L1MZ-99613A10-BC*			1	Frame Assembly - 2nd Row LH Power FoldFlat & EZ Entry With Arm Rest / <b>Quad Seating - Explorer</b>
L1MZ-99613A10-CG*			1	Frame Assembly - 2nd Row LH 40% Manual FoldFlat & Power EZ Entry with Arm Rest - <b>Aviator</b>
L1MZ-99613A10-BQ*			1	Frame Assembly - 2nd Row RH 40% Bench Manual FoldFlat & Power EZ Entry - <b>Aviator &amp; Explorer</b>
L1MZ-99613A10-BP*			1	Frame Assembly - 2nd Row RH Manual FoldFlat - <b>Police</b>
L1MZ-99613A10-CH*			1	Frame Assembly - 2nd Row RH Manual FoldFlat & EZ Entry - <b>Explorer</b>
L1MZ-99613A10-AM*			1	Frame Assembly - 2nd Row RH Manual FoldFlat & EZ Entry with Arm Rest / <b>Quad Seating - Explorer</b>
L1MZ-99613A10-BD*			1	Frame Assembly - 2nd Row RH Power FoldFlat & EZ Entry with Arm Rest / <b>Quad Seating - Explorer</b>
L1MZ-99613A10-CF*			1	Frame Assembly - 2nd Row RH 40% Manual FoldFlat & Power EZ Entry with Arm Rest - <b>Aviator</b>

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**New!** PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Second Row (continued):

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LB5Z-78611B64-CA	As Needed		1	Seat Belt Assembly - 2nd Row Center - Black
LB5Z-78611B64-CD			1	Seat Belt Assembly - 2nd Row Center - Sandstone
<i>LB5Z-78611B64-CC</i>			<i>1</i>	<i>Seat Belt Assembly - 2nd Row Center - Slate</i>
<i>LB5Z-78611B64-CB</i>			<i>1</i>	<i>Seat Belt Assembly - 2nd Row Center - Mahogany Red</i>
<i>LB5Z-78611B64-CE</i>			<i>1</i>	<i>Seat Belt Assembly - 2nd Row Center - Cashmere</i>

Third Row:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LB5Z-78613D48-AA	As Needed		1	Buckle Assembly - 3rd Row RH/LH - Black
LB5Z-78613D48-AD			1	Buckle Assembly - 3rd Row RH/LH - Sandstone
<i>LB5Z-78613D48-AC</i>			<i>1</i>	<i>Buckle Assembly - 3rd Row RH/LH - Slate</i>
<i>LB5Z-78613D48-AB</i>			<i>1</i>	<i>Buckle Assembly - 3rd Row RH/LH - Mahogany Red</i>
<i>LB5Z-78613D48-AE</i>			<i>1</i>	<i>Buckle Assembly - 3rd Row RH/LH - Sandstone Beige</i>
<i>LB5Z-78613D48-AF</i>			<i>1</i>	<i>Buckle Assembly - 3rd Row RH/LH - Cashmere</i>
L1MZ-99613A10-AH*			1	Seat Frame Complete - 3rd Row - <b>Explorer</b>
<i>L1MZ-99613A10-AX*</i>			<i>1</i>	<i>Seat Frame Complete - 3rd Row - Explorer</i>
<i>L1MZ-6160693-A*</i>			<i>1</i>	<i>Lower Seat Frame - 3rd Row - Explorer</i>
<i>L1MZ- 6160693-B*</i>			<i>1</i>	<i>Lower Seat Frame - 3rd Row - Aviator</i>

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

**Safety Recall – *Supplement #1***

**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 2020-2021 MODEL YEAR EXPLORER VEHICLES AND 2020-2021 LINCOLN AVIATOR VEHICLES — SEAT BELT BUCKLE BOLT INSPECTION AND 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)15936 for more details.

**NOTE:** ALL seat-to-body fasteners can be reused.

#### FRONT SEAT PROCEDURE:

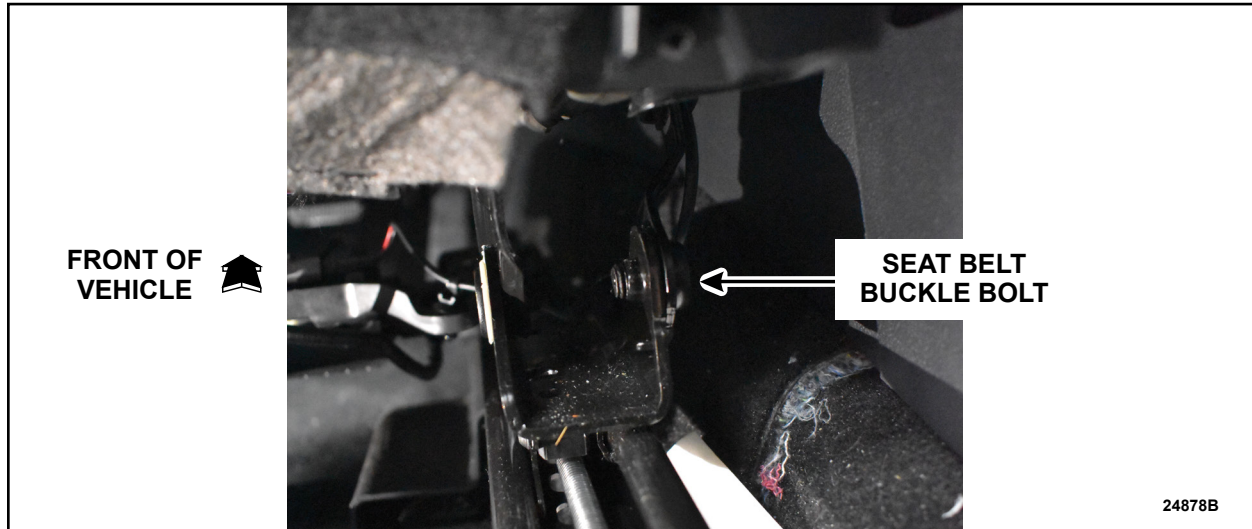
1. Position the driver side seat back in the full forward position. Position the seat fully forward and all the way up. Make sure the head rest is fully down to avoid creasing the headliner. See Figure 1.



FIGURE 1



2. From the second row left-hand (LH) side seat, looking under the rear inboard side of the front LH seat, locate the seat belt buckle bolt. See Figure 2.



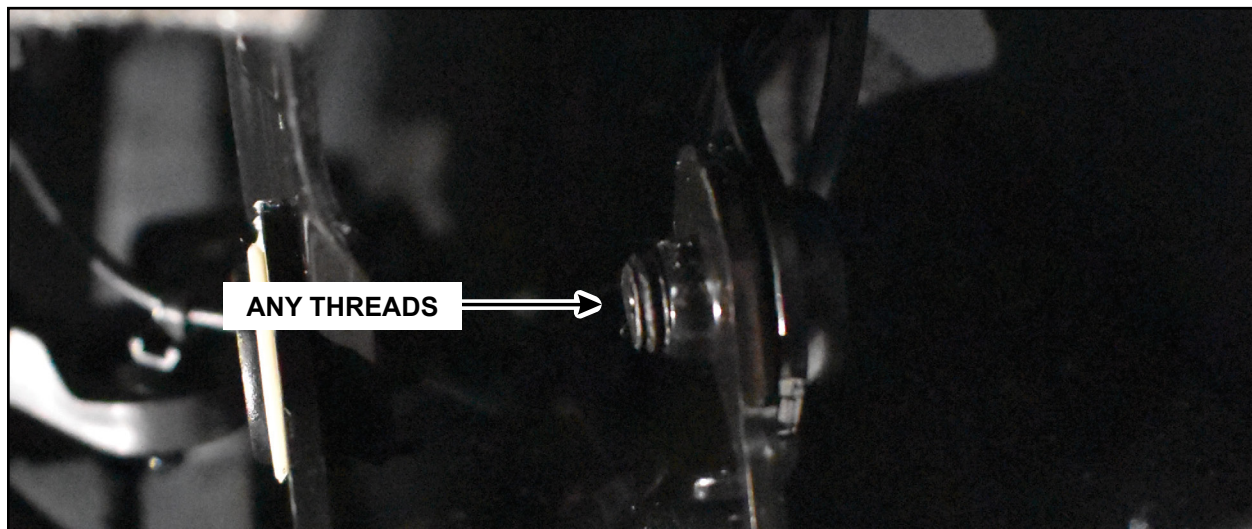
**FIGURE 2**

3. Is the seat belt buckle bolt missing, damaged, or loose?

Yes - Proceed to Step 5.  
No - Proceed to Step 4.

4. Are at least 2 threads (*2mm*) protruding from the back of the bracket? See Figure 3.

Yes - Proceed to Step 8.  
No - Proceed to Step 5.



**FIGURE 3**

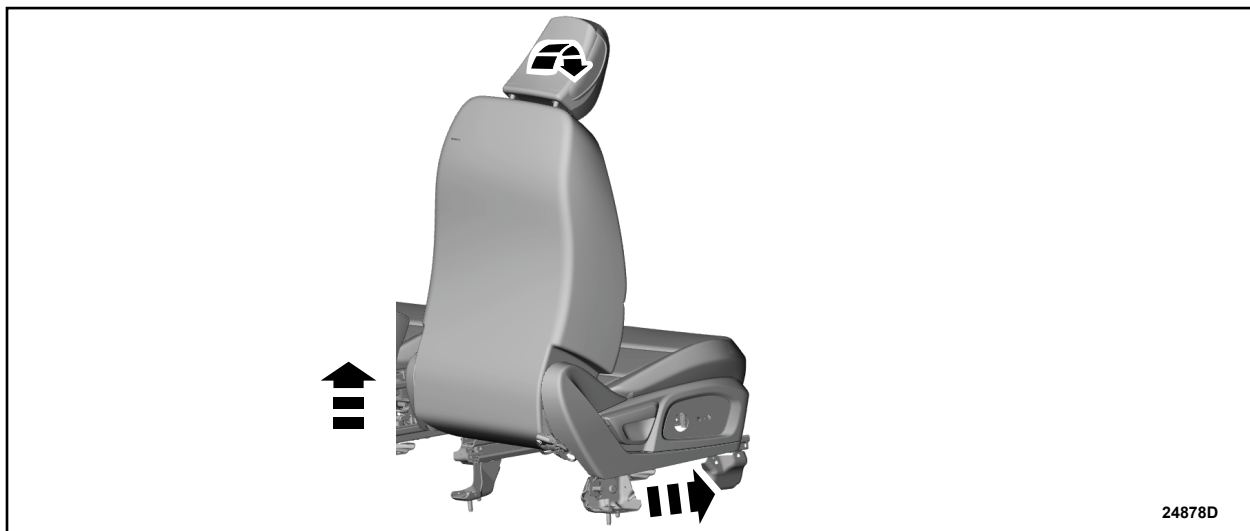


**NOTE:** Do not transfer the front seatbelt buckle or bolt.

5. Remove the Driver Front Seat Track and transfer parts as needed to the new seat track. Follow Workshop Manual (WSM) Procedures in Section 501-10A.
6. Install *new* Front Seatbelt Buckle and a *new* Front Seatbelt Buckle Bolt to the new front seat track. Follow WSM Procedures in Section 501-20A.

**NOTE:** *The seat-to-body fasteners can be reused.*

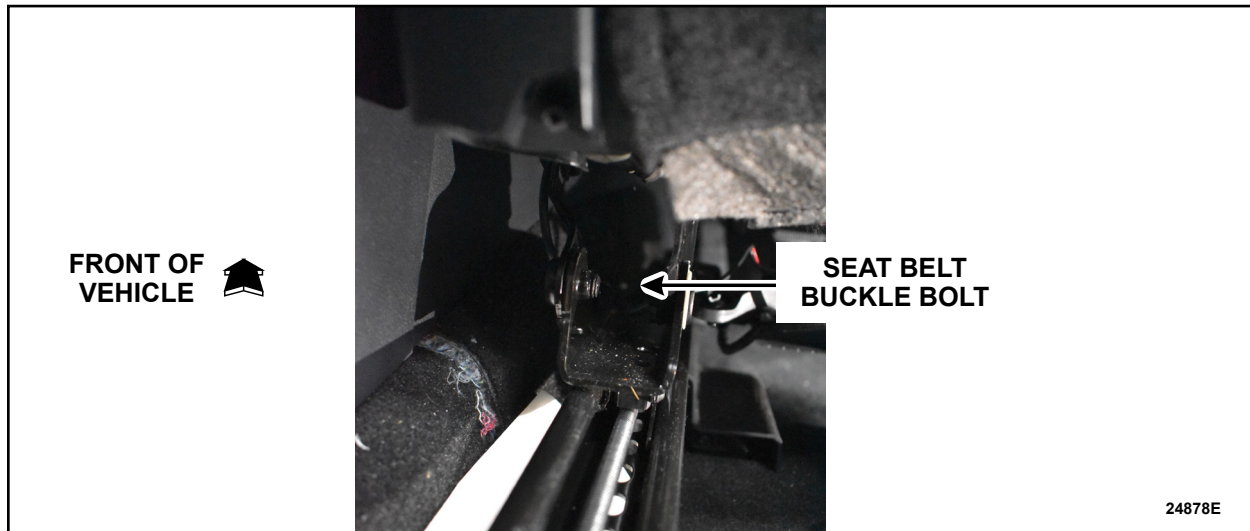
7. Install the *new* Front Seat Track. Follow the WSM Procedures in Section 501-10A.
8. Position the passenger side seat back in the full forward position. Position the seat fully forward and all the way up. Make sure the head rest is fully down to avoid creasing the headliner. See Figure 4.



**FIGURE 4**



9. From the second row right-hand (RH) side seat, looking under the rear inboard side of the front RH seat, locate the seat belt buckle bolt. See Figure 5.



**FIGURE 5**

10. Is the seat belt buckle bolt missing, damaged, or loose?

- Yes - Proceed to Step 12.
- No - Proceed to Step 11.

11. Are at least 2 threads (2 mm) protruding from the back of the bracket? See Figure 6.

- Yes - Proceed to Second Row Seat Procedure on Page 5.
- No - Proceed to Step 12.



**FIGURE 6**



**NOTE:** Do not transfer the front seatbelt buckle or bolt.

12. Remove the Passenger Front Seat Track and transfer parts as needed to the new seat track. Follow Workshop Manual (WSM) Procedures in Section 501-10A.

13. Install a *new* Front Seatbelt Buckle and a *new* Front Seatbelt Buckle Bolt to the new front seat track. Follow WSM Procedures in Section 501-20A.

**NOTE:** *The seat-to-body fasteners can be reused.*

14. Install the *new* Front Seat Track. Follow the WSM Procedures in Section 501-10A.

15. Proceed to Second Row Seat Procedure on Page 6.



**SECOND ROW SEAT PROCEDURE:**

16. Is this a police vehicle?

Yes - Proceed to Step 75, Second Row Seat Procedure (Police Vehicles Only).

No - Proceed to Step 17.

17. If equipped, remove the third row seat cushion. Follow the WSM procedures in Section 501-10C.

18. Position LH seat to the full forward position.

19. From the back of the LH second row seat, look under the seat on the inboard LH side toward the buckle bolt. See Figure 7.



**FIGURE 7**



20. Is the seat belt buckle bolt missing, damaged, or loose?

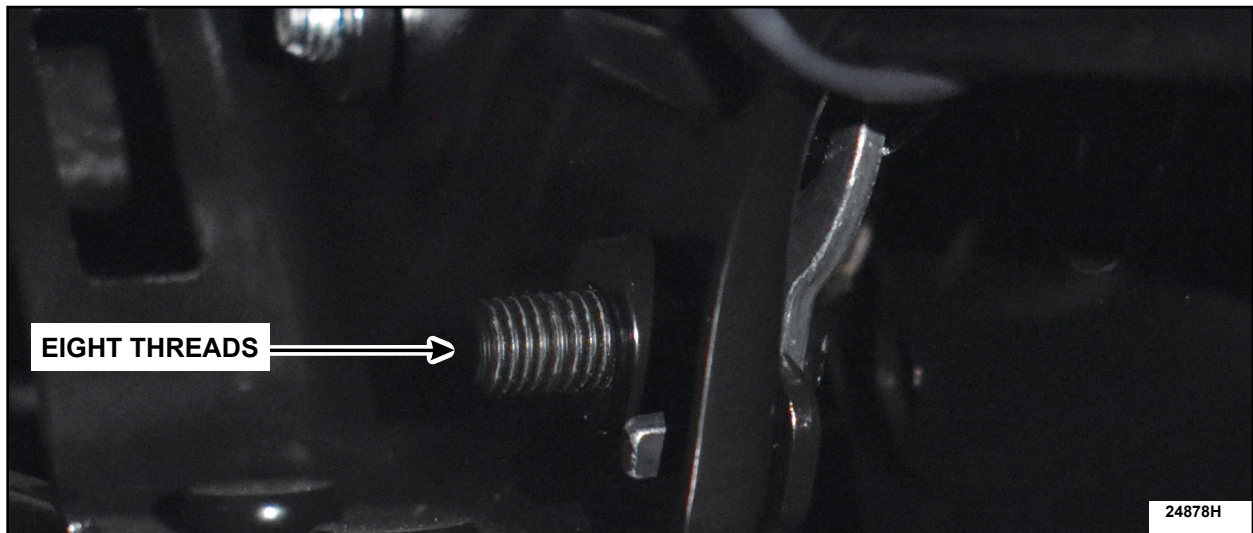
Yes - Proceed to Step 22.

No - Proceed to Step 21.

21. *For bolts with full length threads, are at least 8 threads (13 mm) protruding from the back of the bracket? See Figure 8. If the bolt does not have full length threads, are at least 5 threads (10mm) protruding from the back of the bracket?*

Yes - Proceed to Step 25.

No - Proceed to Step 22.



**FIGURE 8**

22. Remove the LH Second Row Seat and transfer parts as needed to the new seat. Follow WSM Procedures in Section 501-10B.

**NOTE:** Do not transfer the second row seatbelt buckle or bolt.

23. Install a *new* Second Row Seatbelt Buckle and a *new* Second Row Seatbelt Buckle Bolt to the new LH second row seat. Follow WSM procedures in Section 501-20A.

24. Install the *new* LH Second Row Seat. Follow WSM Procedures in Section 501-10B.

**NOTE:** *The seat-to-body fasteners can be reused.*



25. Position RH seat to the full forward position.

26. From the back of the RH second row seat, look under the seat on the inboard RH side toward the buckle bolt. See Figure 9.



**FIGURE 9**

27. Is the seat belt buckle bolt missing, damaged, or loose?

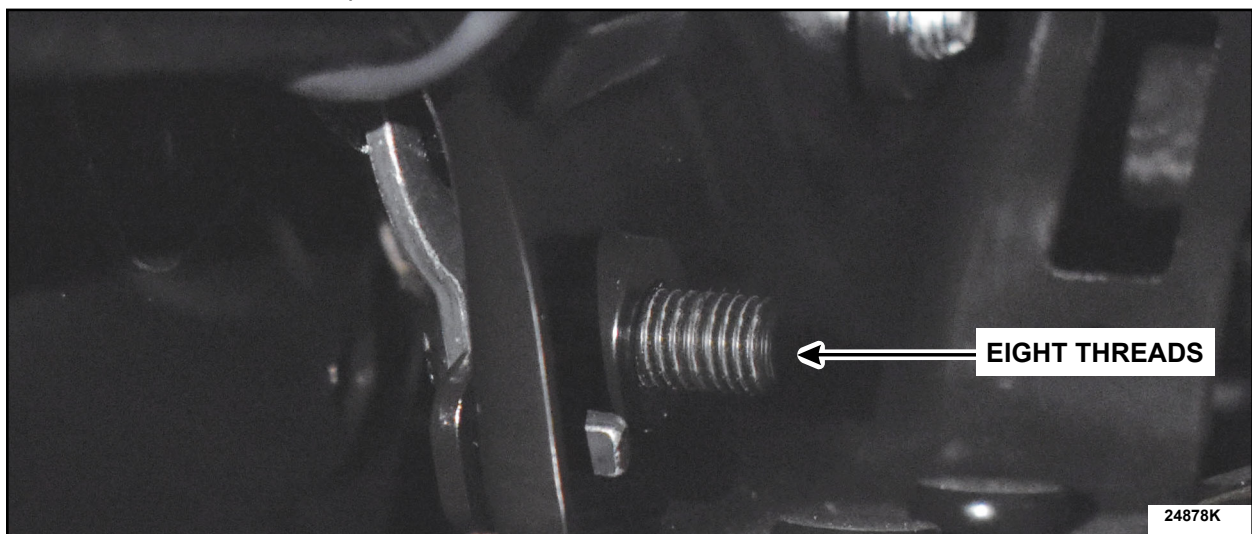
Yes - Proceed to Step 29.

No - Proceed to Step 28.

*28. For bolts with full length threads, are at least 8 threads (13 mm) protruding from the back of the bracket? See Figure 10. If the bolt does not have full length threads, are at least 5 threads (10mm) protruding from the back of the bracket?*

Yes - Proceed to Step 32.

No - Proceed to Step 29.



**FIGURE 10**



**NOTE:** Do not transfer the second row seatbelt buckle or bolt.

29. Remove the RH Second Row Seat and transfer parts as needed to the new seat. Follow WSM Procedures in Section 501-10B.
30. Install a *new* Second Row Seatbelt Buckle and a *new* Second Row Seatbelt Buckle Bolt to the new RH second row seat. Follow WSM procedures in Section 501-20A.
31. Install the *new* RH Second Row Seat. Follow WSM Procedures in Section 501-10B.

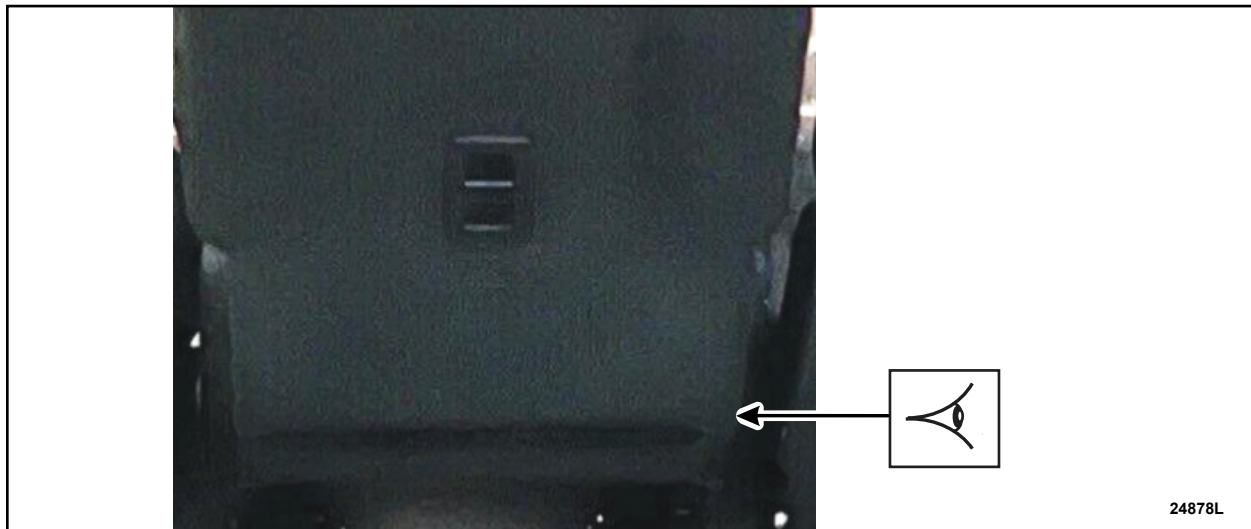
**NOTE:** *The seat-to-body fasteners can be reused.*

32. Is the vehicle equipped with a second row center seat?

Yes - Continue to Step 33.

No - Continue to Step 62.

33. From the back of the seat, inspect the second row center seat buckle bolt on the RH inboard side of the center seat frame. See Figure 11.



**FIGURE 11**



34. Is the seat belt buckle bolt missing, damaged, or loose?

Yes - Proceed to Step 44.

No - Proceed to Step 35.

35. Are at least 3 mm (2 threads) protruding from the back of the bracket? See Figure 12.

Yes - Proceed to Step 36.

No - Proceed to Step 44.

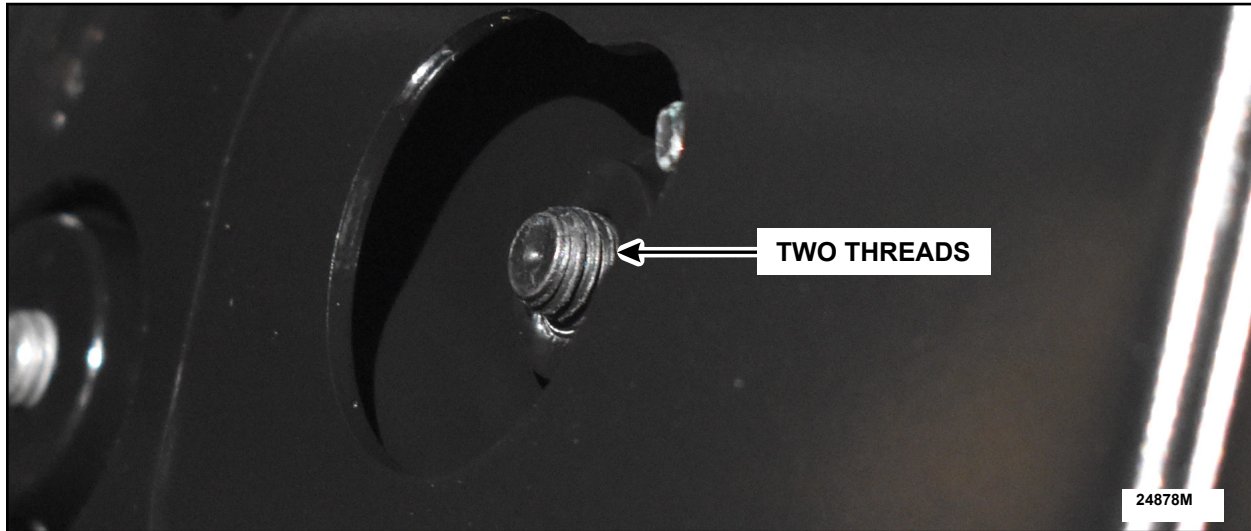


FIGURE 12



36. From the back of the seat, inspect the second row center seat belt anchor bolt on the LH inboard side of the second row center seat frame. See Figure 13.



**FIGURE 13**

37. Is the seat belt anchor bolt missing, damaged, or loose?

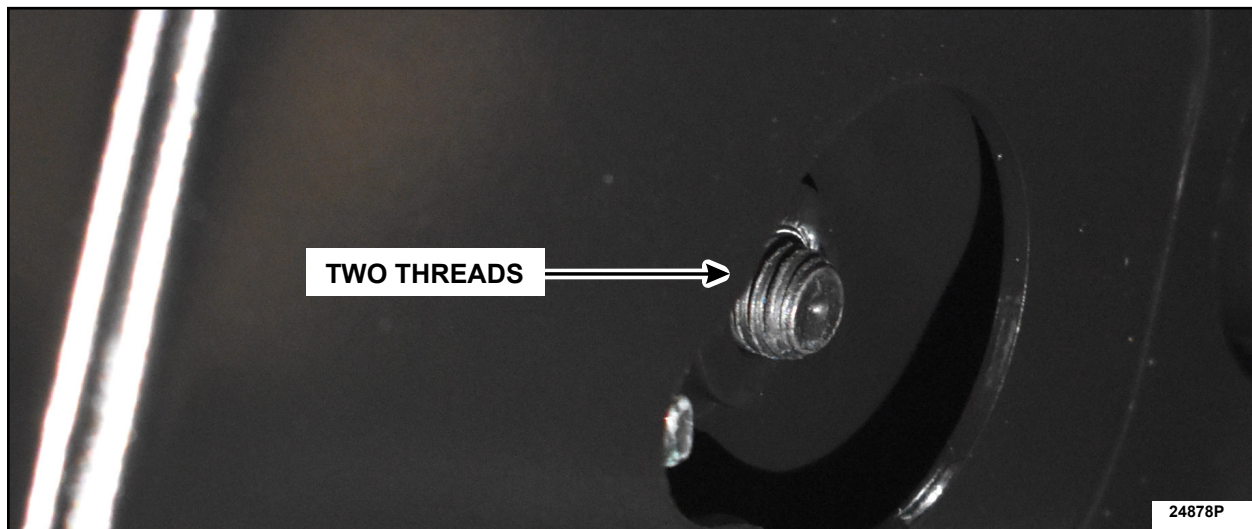
Yes - Proceed to Step 58.

No - Proceed to Step 38.

38. Are at least 3 mm (2 threads) protruding from the back of the bracket? See Figure 14.

Yes - Proceed to Step 39.

No - Proceed to Step 58.

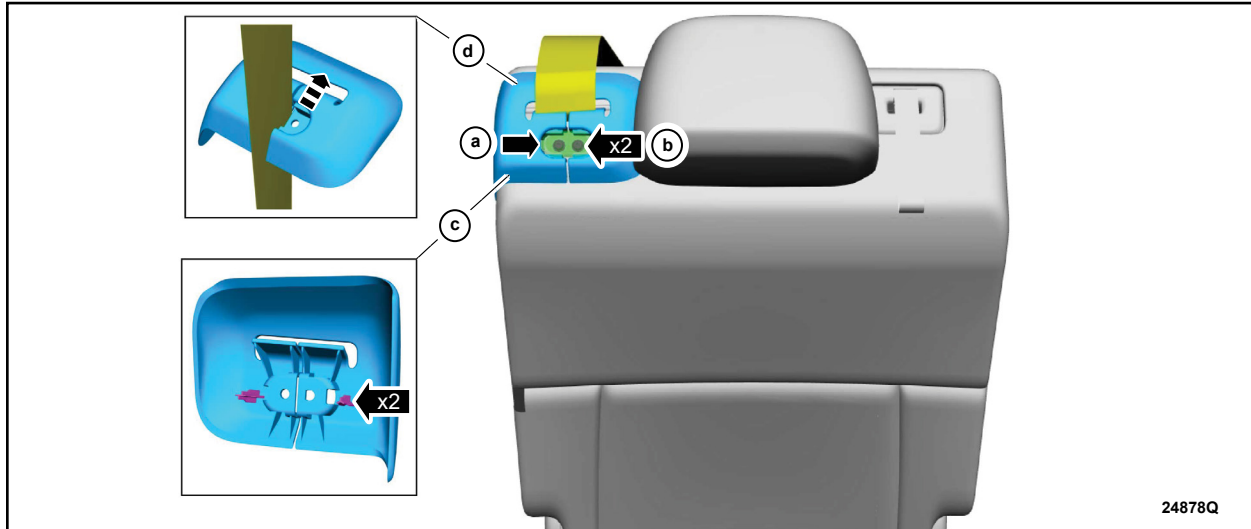


**FIGURE 14**



39. Remove the bezel on the second row center seatbelt. See Figure 15.

- a. Remove the cover.
- b. Remove the screws.
- c. Release the bezel guide pins.
- d. Route the seatbelt through the bezel.



**FIGURE 15**

40. Extend the seatbelt all the way out and secure it out of the way.

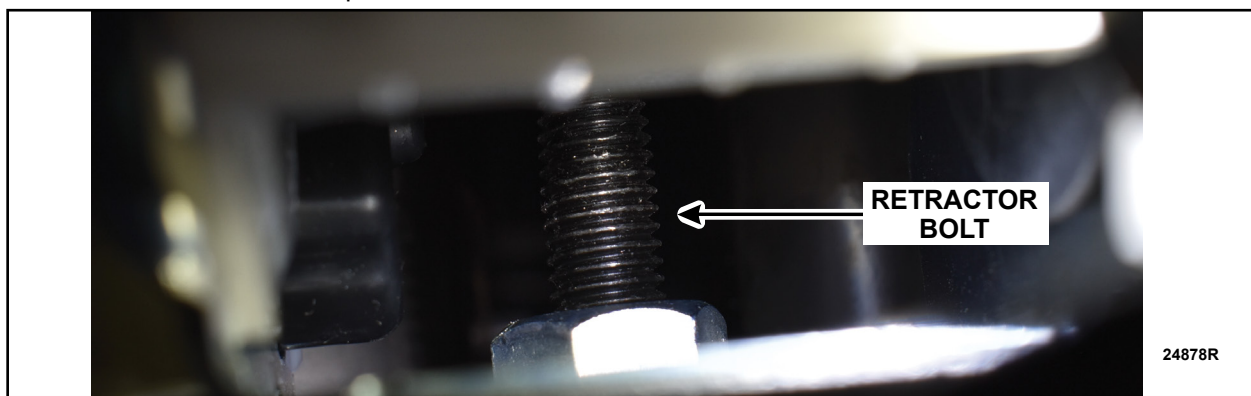
41. Look down in the retractor area. Inspect the retractor bolt.

42. Is the seat belt retractor bolt missing, damaged, or loose?

- Yes - Proceed to Step 58.
- No - Proceed to Step 43.

43. Are at least 20 mm (13 threads) visible? See Figure 16.

- Yes - Proceed to Step 61.
- No - Proceed to Step 58.



**FIGURE 16**



44. From the back of the seat, inspect the LH second row seat belt anchor bolt. See Figure 17.



**FIGURE 17**

45. Is the seat belt anchor bolt missing, damaged, or loose?

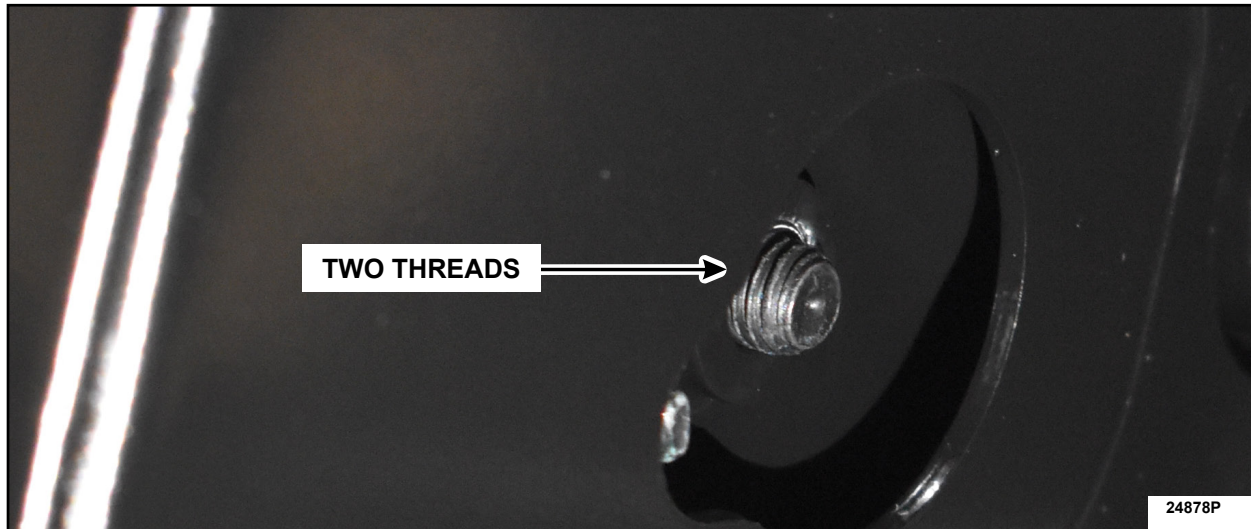
Yes - Proceed to Step 52.

No - Proceed to Step 46.

46. Are at least 3 mm (2 threads) protruding from the back of the bracket? See Figure 18.

Yes - Proceed to Step 47.

No - Proceed to Step 52.



**FIGURE 18**



47. Remove the bezel on the second row center seatbelt. See Figure 19.

- a. Remove the cover.
- b. Remove the screws.
- c. Release the bezel guide pins.
- d. Route the seatbelt through the bezel.

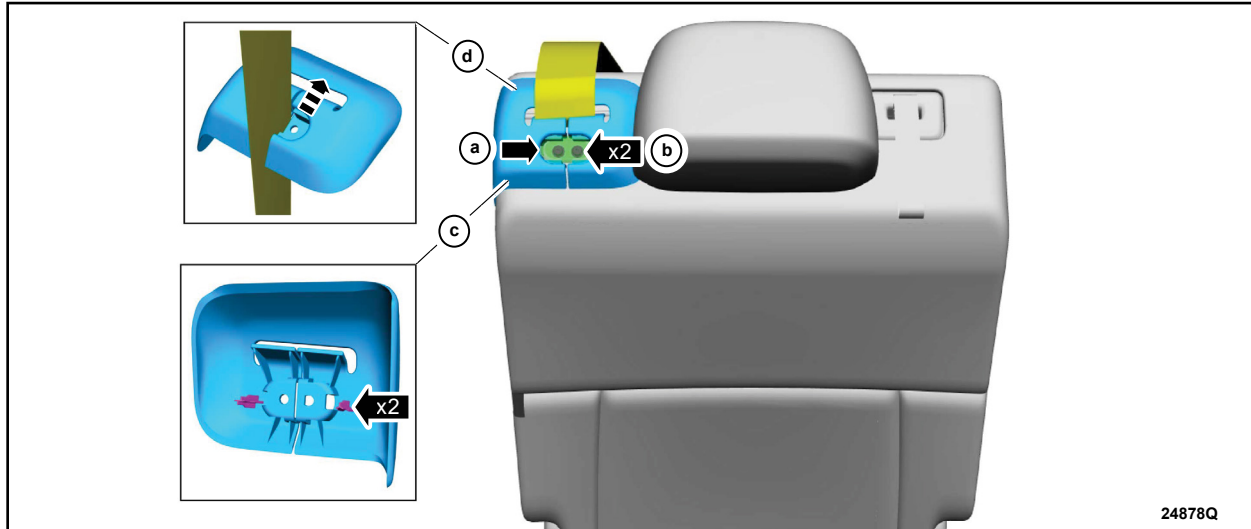


FIGURE 19

48. Extend the seatbelt all the way out and hold it out of the way.

49. Look down in the retractor area. Inspect the retractor bolt.

50. Is the seat belt *retractor* bolt missing, damaged, or loose?

- Yes - Proceed to Step 52.
- No - Proceed to Step 51.

51. Are at least 20 mm (13 threads) visible? See Figure 20.

- Yes - Proceed to Step 55.
- No - Proceed to Step 52.

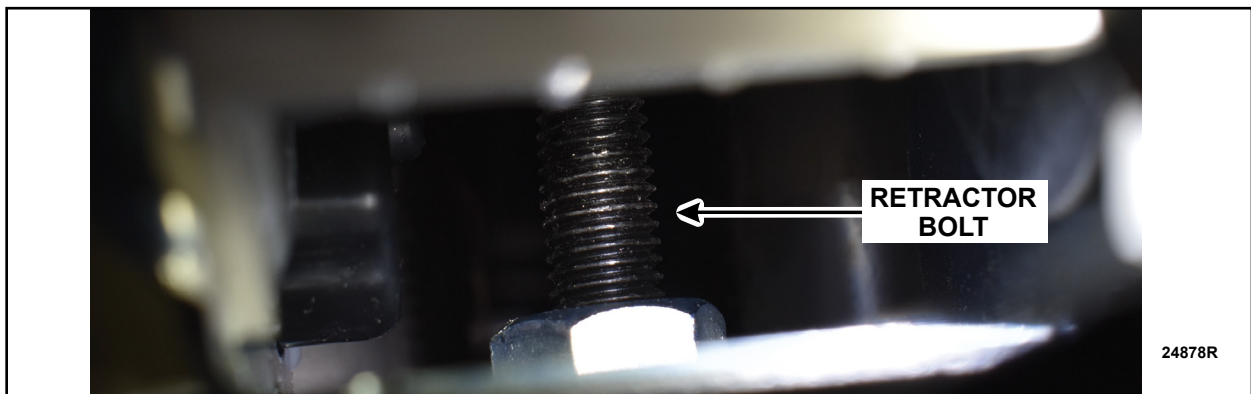


FIGURE 20

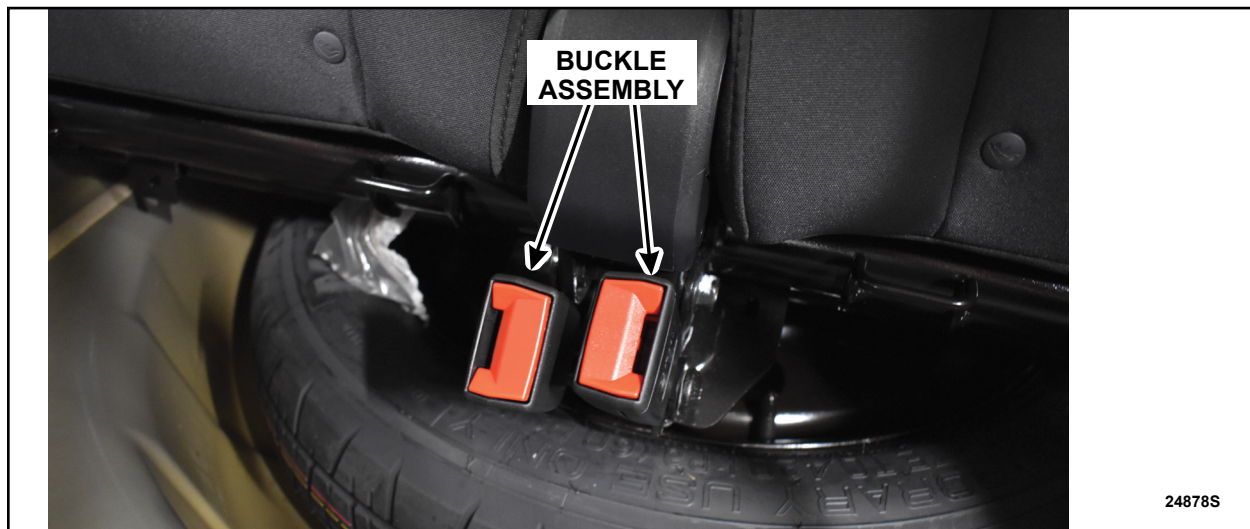


**NOTE:** *The seat-to-body fasteners can be reused.*

52. Remove the Second Row Center Seat. Follow WSM Procedures in Section 501-10B.
53. Install *new* Second Row Center seat belt and *new* Second Row Center Seatbelt Buckle and Bolt to *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10C.
54. Install *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10B. Continue to Step 61.
55. Remove the Second Row Center Seat. Follow WSM Procedures in Section 501-10B.
56. Install *new* Second Row Center Seatbelt Buckle and Bolt to *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10C.
57. Install *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10B. Continue to Step 61.
58. Remove the Second Row Center Seat. Follow WSM Procedures in Section 501-10B.
59. Install *new* Second Row Center Seat Belt to *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10C.
60. Install *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10B. Continue to next step.
61. Is the vehicle equipped with third row seating?  
  
Yes - Continue to Step 62.  
No - This FSA is complete.

**THIRD ROW SEAT PROCEDURE:**

62. Locate the buckle assembly in the third row. See Figure 21.



**FIGURE 21**



63. Wiggle the LH buckle in a side-to-side motion.

**NOTE:** The buckle will have some vertical movement but should not move side-to-side.

64. Does the LH buckle have any side-to-side movement?

Yes - Continue to Step 65.

No - Continue to Step 67.

65. Wiggle the RH buckle in a side-to-side motion.

**NOTE:** The buckle will have some vertical movement but should not move side-to-side.

66. Does the RH buckle have any side-to-side movement?

Yes - Continue to Step 69.

No - Continue to Step 72.

67. Wiggle the RH buckle in a side-to-side motion.

**NOTE:** The buckle will have some vertical movement but should not move side-to-side.

68. Does the RH buckle have any side-to-side movement?

Yes - Continue to Step 72.

No - Install the third row seat cushion. Follow the WSM Procedures in Section 501-10C. This FSA is complete.

**NOTE:** *The seat-to-body fasteners can be reused.*

69. Install *new* Third Row Seat Frame. Follow WSM Procedures in Section 501-10C.

70. Install a *new* LH and RH Third Row Seatbelt Buckle and a *new* LH and RH Third Row Seatbelt Buckle Bolt. Follow WSM procedures in Section 501-20A.

71. Install the third row seat cushion. Follow the WSM Procedures in Section 501-10C. This FSA is complete.

72. Install *new* Third Row Seat Frame. Follow WSM Procedures in Section 501-10C.

73. Install a *new* Third Row Seatbelt Buckle on the affected side and a *new* Third Row Seatbelt Buckle Bolt on the affected side. Follow WSM procedures in Section 501-20A.

74. Install the third row seat cushion. Follow the WSM Procedures in Section 501-10C. This FSA is complete.



**SECOND ROW SEAT PROCEDURE (POLICE VEHICLES ONLY):**

75. Has the second row received any modifications (i.e. fiberglass or transport seats)?

Yes - Second row inspection not necessary. This FSA is complete.

No - Continue to Step 76.

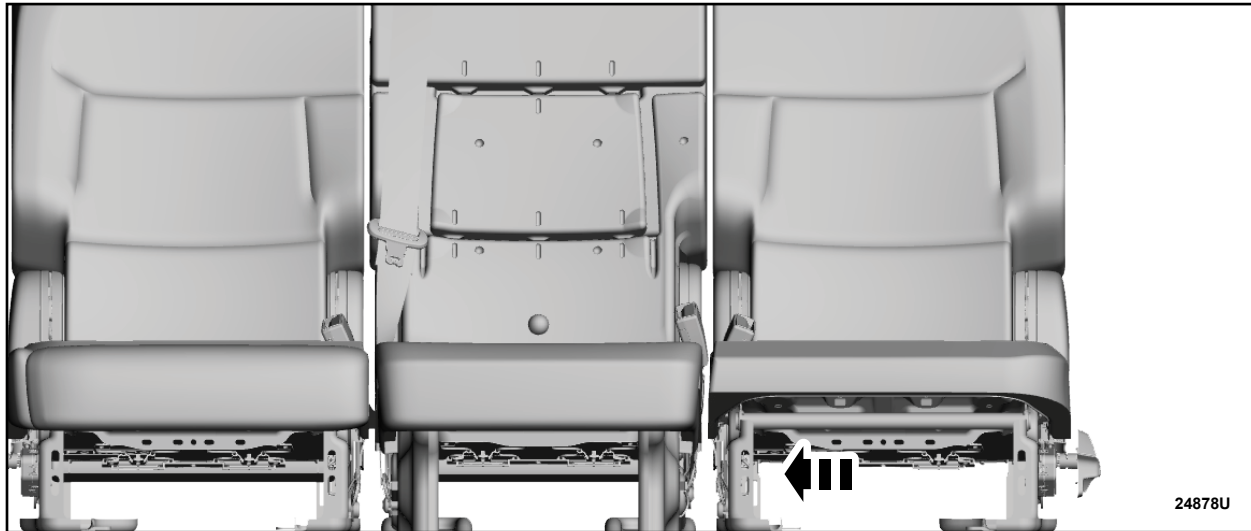
76. Release the pin-type retainers and position the front of the second row seat cover upward. See Figure 22.



**FIGURE 22**



77. Look under the seat on the inboard LH side toward the buckle bolt. See Figure 23.



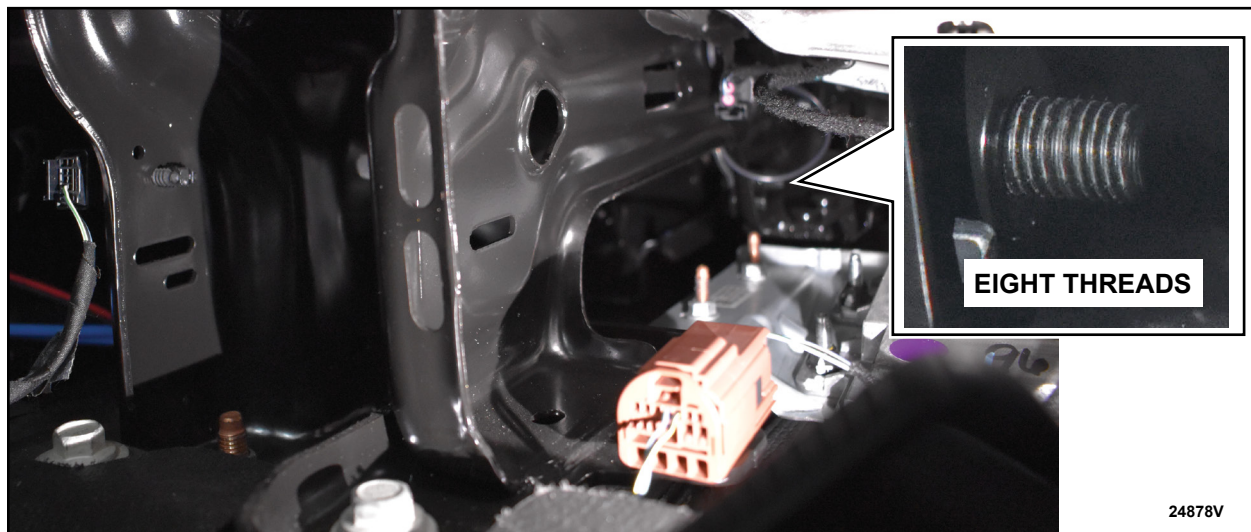
**FIGURE 23**

78. Is the seat belt buckle bolt missing, damaged, or loose?

- Yes - Proceed to Step 80.
- No - Proceed to Step 79.

*79. For bolts with full length threads, are at least 8 threads (13 mm) protruding from the back of the bracket? See Figure 24. If the bolt does not have full length threads, are at least 5 threads (10mm) protruding from the back of the bracket?*

- Yes - Proceed to Step 83.
- No - Proceed to Step 80.



**FIGURE 24**



80. Remove the LH Second Row Seat and transfer parts as needed to the new seat. Follow WSM Procedures in Section 501-10B.

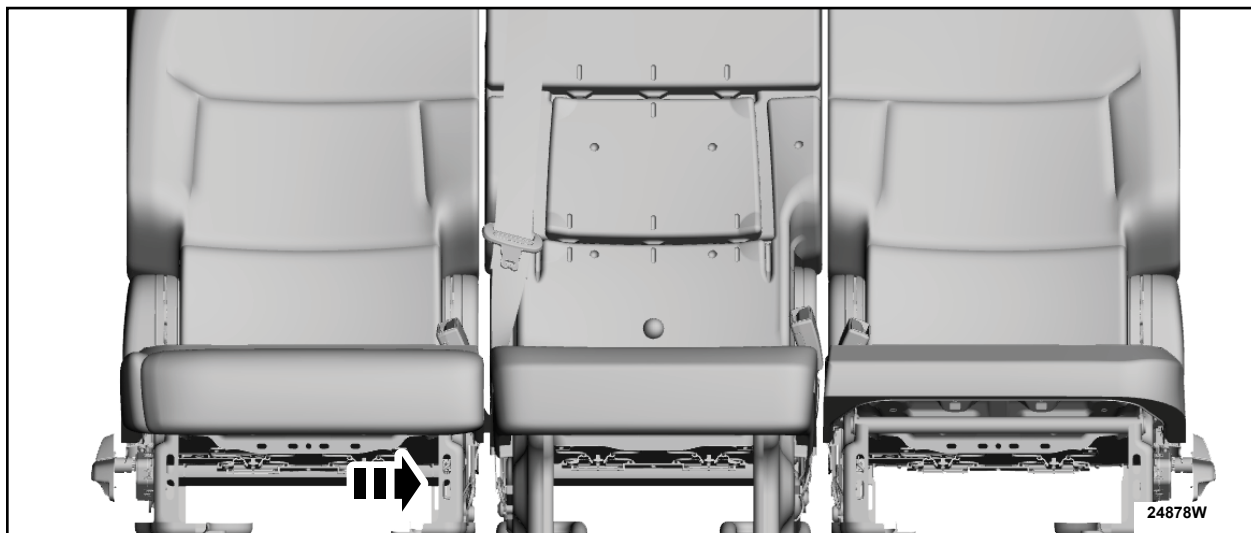
**NOTE:** Do not transfer the front seatbelt buckle or bolt.

81. Install a *new* Second Row Seatbelt Buckle and a *new* Second Row Seatbelt Buckle Bolt to the *new* second row seat. Follow WSM procedures in Section 501-20A.

82. Install the *new* Second Row Seat. Follow WSM Procedures in Section 501-10B.

**NOTE:** *The seat-to-body fasteners can be reused.*

83. Look under the seat on the inboard RH side toward the buckle bolt. See Figure 25.



**FIGURE 25**



84. Is the seat belt buckle bolt missing, damaged, or loose?

Yes - Proceed to Step 86.

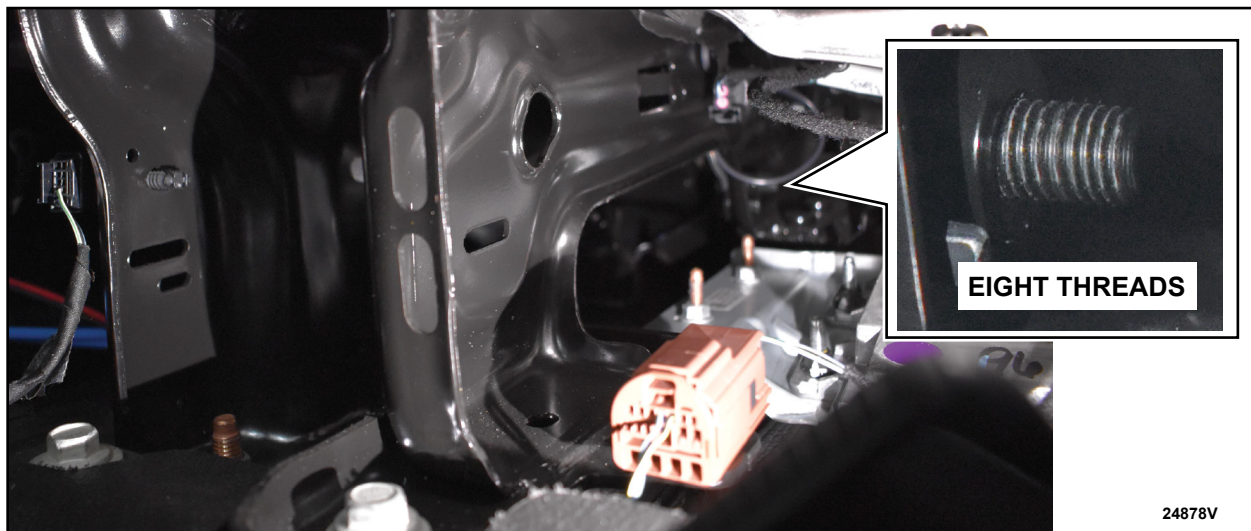
No - Proceed to Step 85.

*85. For bolts with full length threads, are at least 8 threads (13 mm) protruding from the back of the bracket? See Figure 26. If the bolt does not have full length threads, are at least 5 threads (10mm) protruding from the back of the bracket?*

Yes - Proceed to Step 89.

No - Proceed to Step 86.

**NOTE:** Driver side shown, passenger side similar.



**FIGURE 26**

86. Remove the RH Second Row Seat and transfer parts as needed to the new seat. Follow WSM Procedures in Section 501-10B.

**NOTE:** Do not transfer the front seatbelt buckle or bolt.

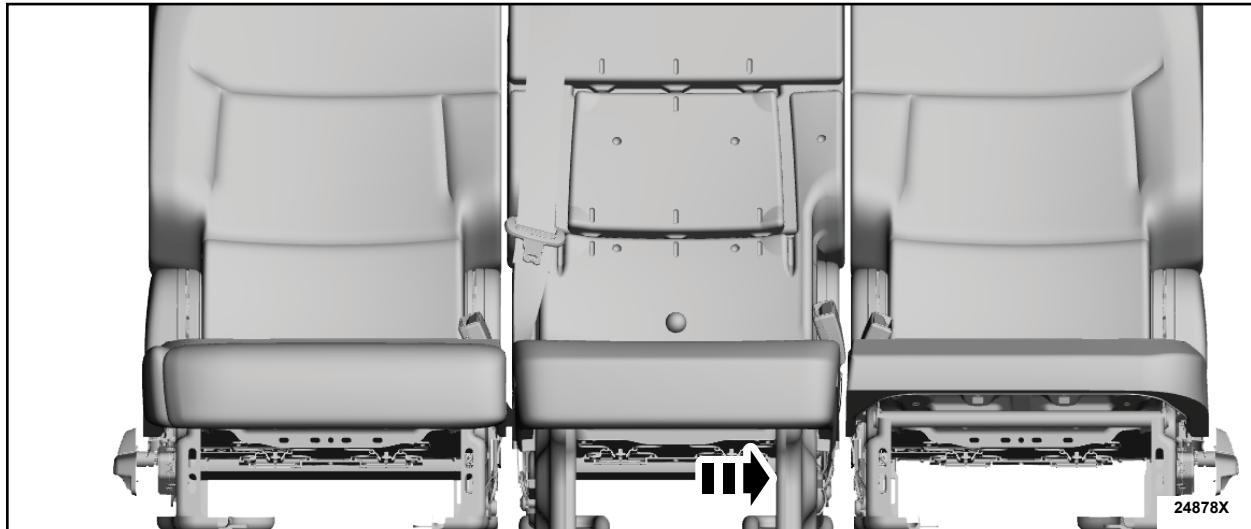
87. Install a *new* Second Row Seatbelt Buckle and a *new* Second Row Seatbelt Buckle Bolt to the new second row seat. Follow WSM procedures in Section 501-20A.

88. Install the *new* Second Row Seat. Follow WSM Procedures in Section 501-10B.

***NOTE:** The seat-to-body fasteners can be reused.*



89. From under the front of the seat, look under the center seat on the inboard RH side toward the buckle bolt. See Figure 27.



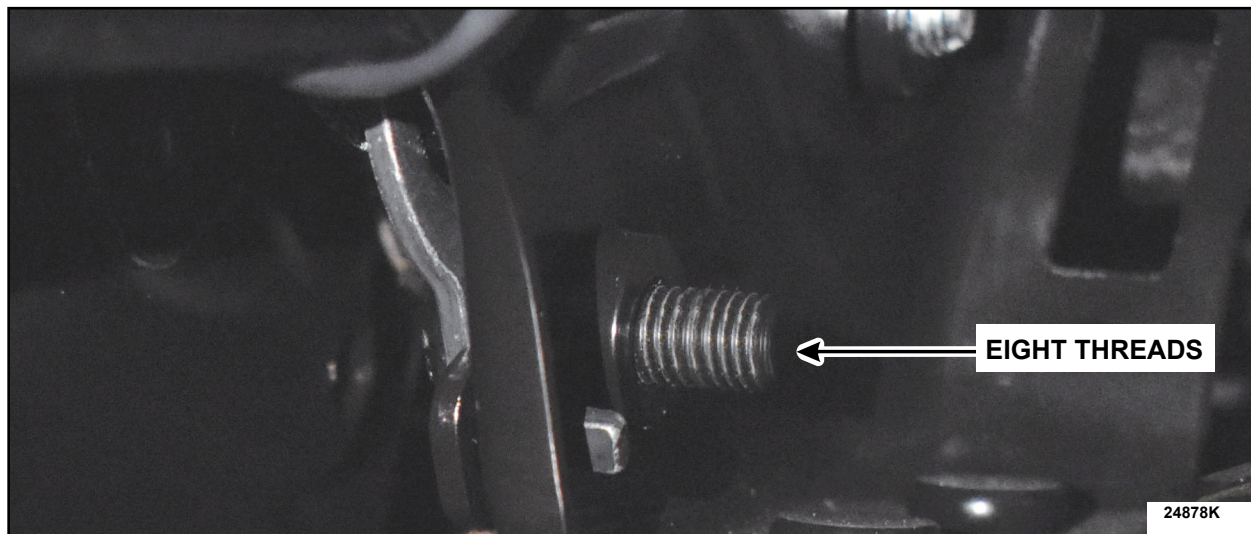
**FIGURE 27**

90. Is the seat belt buckle bolt missing, damaged, or loose?

- Yes - Proceed to Step 100.
- No - Proceed to Step 91.

91. For bolts with full length threads, are at least 8 threads (13 mm) protruding from the back of the bracket? See Figure 28. If the bolt does not have full length threads, are at least 5 threads (10mm) protruding from the back of the bracket?

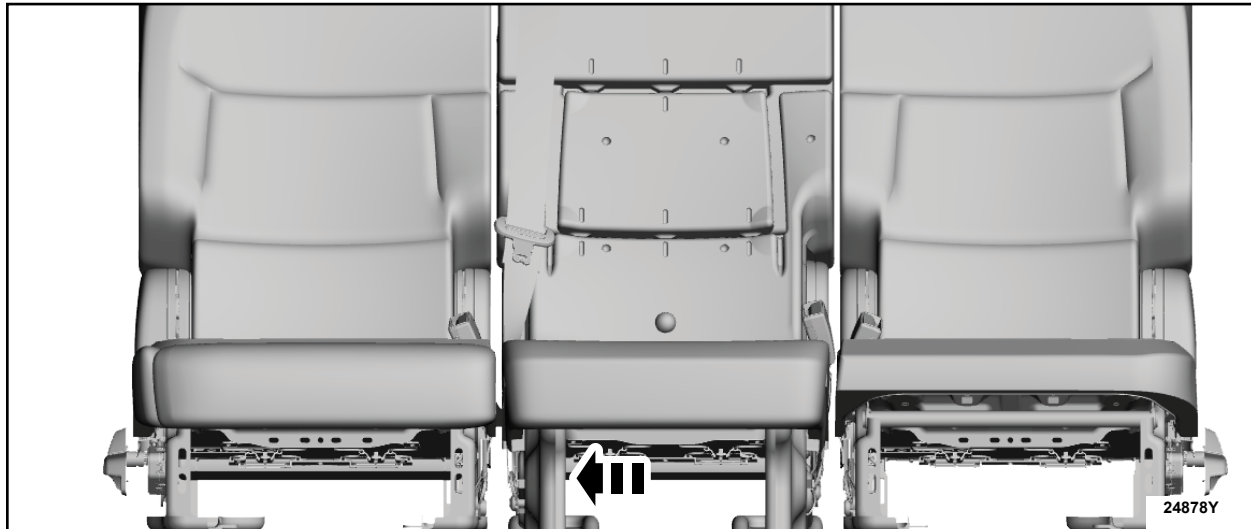
- Yes - Proceed to Step 92.
- No - Proceed to Step 100.



**FIGURE 28**



92. From under the front of the seat, look under the center seat on the inboard LH side toward the buckle bolt. See Figure 29.



**FIGURE 29**

93. Is the seat belt buckle bolt missing, damaged, or loose?

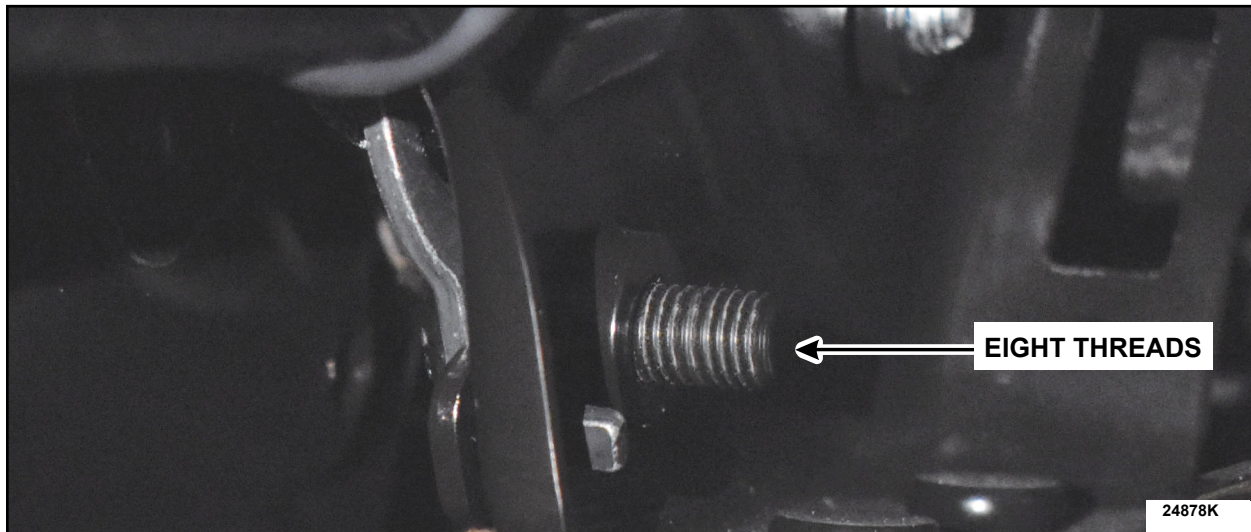
Yes - Proceed to Step 114.

No - Proceed to Step 94.

*94. For bolts with full length threads, are at least 8 threads (13 mm) protruding from the back of the bracket? See Figure 30. If the bolt does not have full length threads, are at least 5 threads (10mm) protruding from the back of the bracket?*

Yes - Proceed to Step 95.

No - Proceed to Step 114.

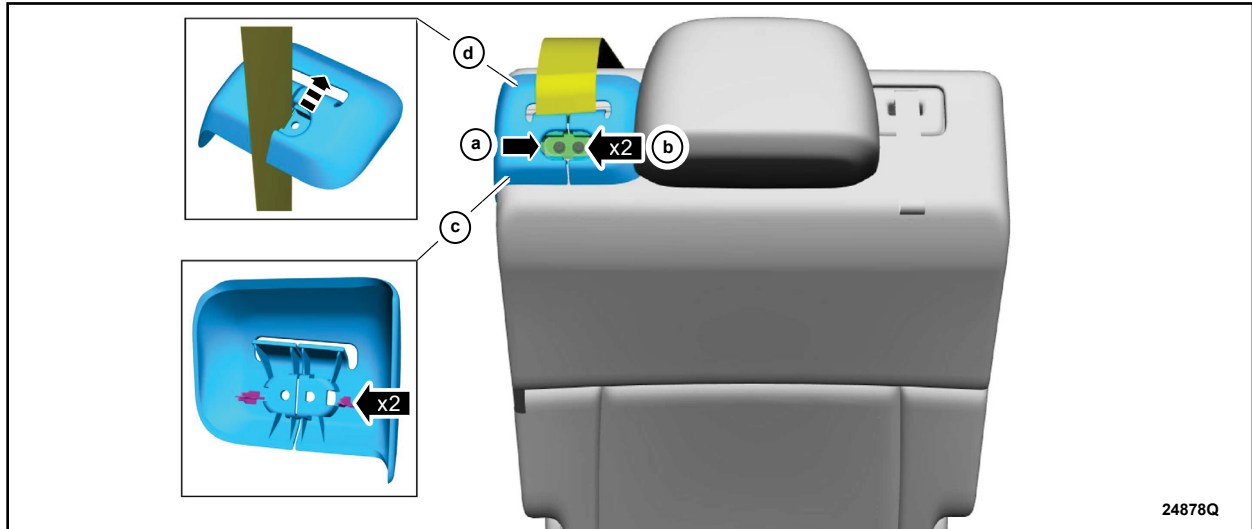


**FIGURE 30**



95. Remove the bezel on the center seatbelt. See Figure 31.

1. Remove the cover.
2. Remove the screws.
3. Release the bezel guide pins.
4. Route the seatbelt through the bezel.



**FIGURE 31**

96. Extend the seatbelt all the way out and hold it out of the way.

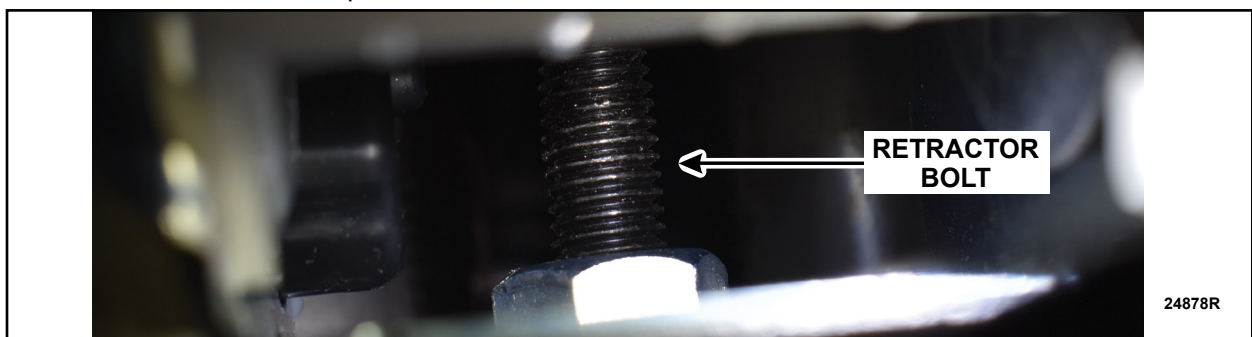
97. Look down in the retractor area. Inspect the retractor bolt.

98. Is the seat belt **retractor** bolt missing, damaged, or loose?

- Yes - Proceed to Step 114.
- No - Proceed to Step 99.

99. Are at least 20 mm (13 threads) visible? See Figure 32.

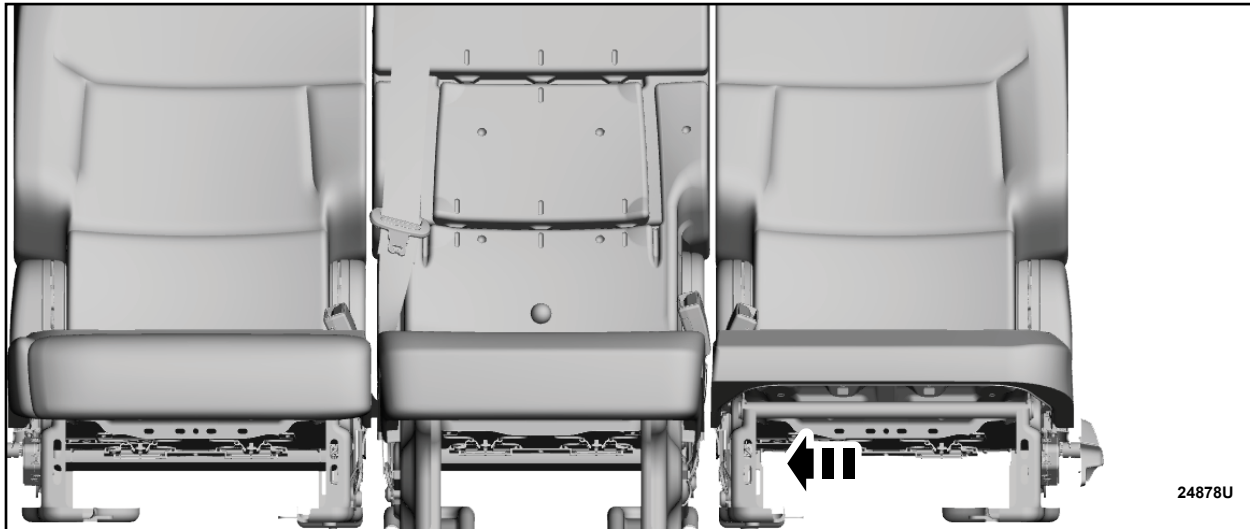
- Yes - This FSA is complete.
- No - Proceed to Step 114.



**FIGURE 32**



100. From under the front of the seat, look under the center seat on the inboard LH side toward the buckle bolt. See Figure 33.



**FIGURE 33**

101. Is the seat belt buckle bolt missing, damaged, or loose?

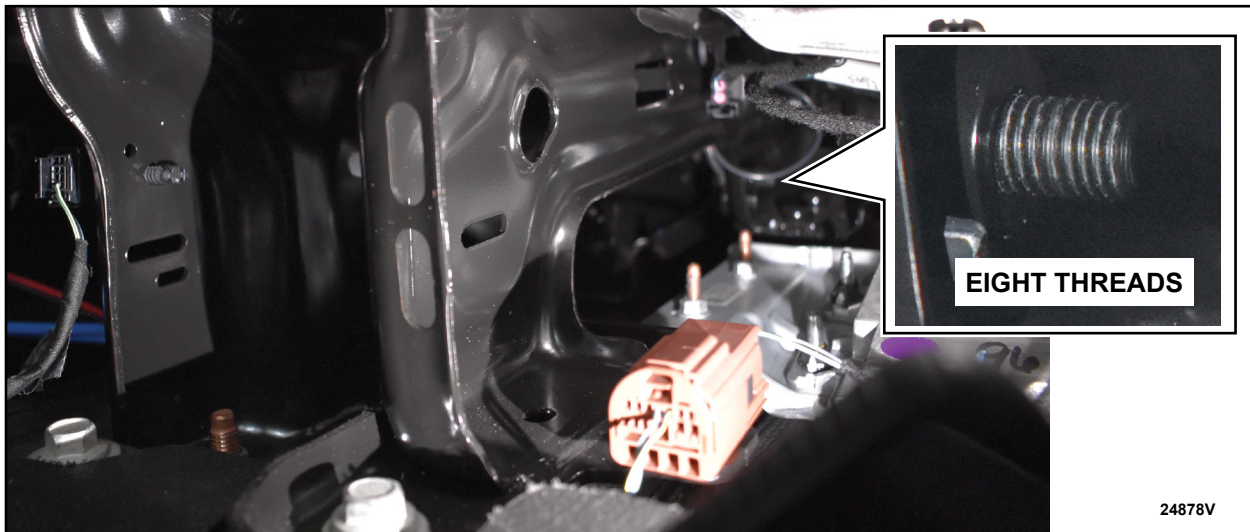
Yes - Proceed to Step 108.

No - Proceed to Step 102.

*102. For bolts with full length threads, are at least 8 threads (13 mm) protruding from the back of the bracket? See Figure 34. If the bolt does not have full length threads, are at least 5 threads (10mm) protruding from the back of the bracket?*

Yes - Proceed to Step 103.

No - Proceed to Step 108.



**FIGURE 34**



103. Remove the bezel on the center seatbelt. See Figure 35.

1. Remove the cover.
2. Remove the screws.
3. Release the bezel guide pins.
4. Route the seatbelt through the bezel.

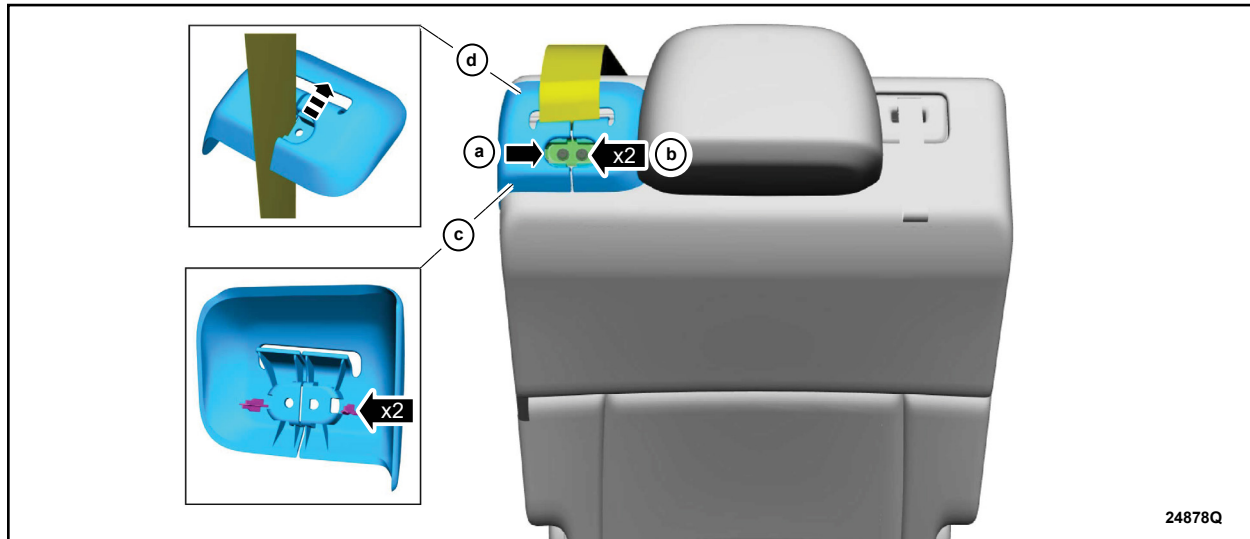


FIGURE 35

104. Extend the seatbelt all the way out and hold it out of the way.

105. Look down in the retractor area. Inspect the retractor bolt.

106. Is the seat belt **retractor** bolt missing, damaged, or loose?

- Yes - Proceed to Step 108.
- No - Proceed to Step 107.

107. Are at least 20 mm (13 threads) visible? See Figure 36.

- Yes - Proceed to Step 111.
- No - Proceed to Step 108.

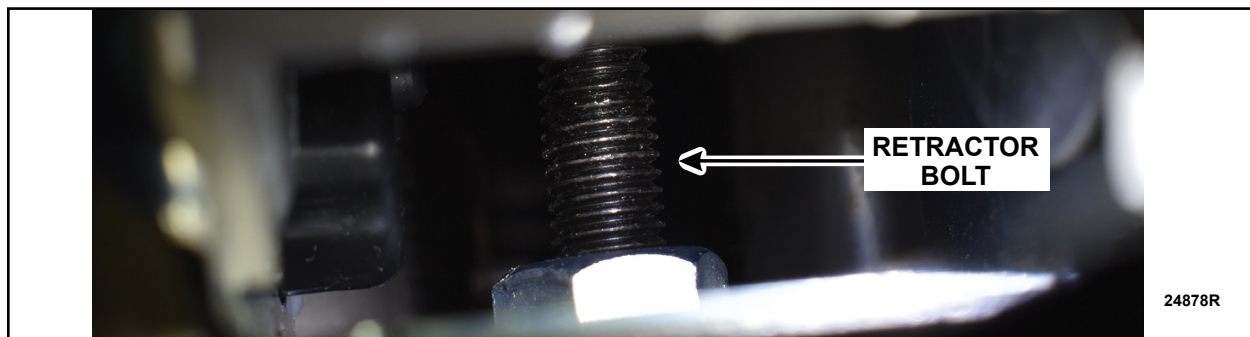


FIGURE 36



**NOTE:** *The seat-to-body fasteners can be reused.*

108. Remove the Second Row Center Seat. Follow WSM Procedures in Section 501-10B.
109. Install *new* Second Row Center seat belt and *new* Second Row Center Seatbelt Buckle and Bolt to *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10C.
110. Install *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10B.
111. Remove the Second Row Center Seat. Follow WSM Procedures in Section 501-10B.
112. Install *new* Second Row Center Seatbelt Buckle and Bolt to *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10C.
113. Install *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10B.
114. Remove the Second Row Center Seat. Follow WSM Procedures in Section 501-10B.
115. Install *new* Second Row Center Seat Belt to *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10C.
116. Install *new* Second Row Center Seat. Follow WSM Procedures in Section 501-10B.

**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 25S09 – **Supplement #1**

**Mobile Repair / Vehicle Pickup and Delivery Record**

VIN \_\_\_\_\_ received (check one):

- Mobile Repair
- Pickup and/or delivery service

As outlined below for the 25S09-**S1** Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pickup – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

**Ford Motor Company**  
**Recall Reimbursement Plan for 25S09**

*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 # 25S09, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before June 20, 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.