



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

TO: All U.S. Ford and Lincoln Dealers

November 7, 2025

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 25C53**

Certain 2024-2025 Model Year Lincoln Corsair
Rear Combination Lamp Inspection/Replacement

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice
Compliance Recall 25C53
October 14, 2025**

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 84):

Vehicle	Model Year	Assembly Plant	Build Date Range
Corsair	2024	Louisville	December 15, 2023 through February 12, 2024
	2025		January 31, 2025 through August 15, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have been repaired or are in the process of being repaired at the assembly plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in the FSA Policy Document for more information.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 108, Lamps, reflective devices, and associated equipment. The left or right rear combination lamp (RCL) may have been damaged during vehicle assembly, which may allow water leakage into the lamp. This could result in inoperative exterior lamp functions, including the backup lamp, stop lamp, and tail lamp. Loss of these lighting functions reduces the vehicle's visibility and may not fully alert other drivers that the vehicle is braking, turning, or reversing, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect and/or replace the left or right rear combination lamp (RCL) with the center applique lamp. 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.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	Yes	See Mobile Repair Assessment Level section below.

Over-the-Air (OTA) Update	No	OTA not available.
Rentals	No	Rentals are not approved.
Alternative Transportation	No	Alternate Transportation is not approved.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	Towing is not approved.
Essential Special Service Tools (ESST)	No	ESST not required for this program.
Administrative Allowance	No	Administrative Allowance is not approved.
Owner Refunds	No	Owner Refunds are not approved.
Photo Submission	Yes	See Repair Photo Submission section below.

Note: For further information on any Service Item above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 7, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Technical Instructions
- Lincoln Owner Notification Letter
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Mobile Service Assessment
- Recall Reimbursement Plan

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDdealer Warranty Portal Page):
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
- 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.

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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 will be activated on October 14, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists are available through <https://web.fsavinlists.dealerconnection.com> on October 14, 2025. Owner names and addresses will be available by November 21, 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 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.

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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 Rear Combination Lamp Inspection/Replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence of the feeler gauge surpassing 15mm prior to performing the repair for this FSA. See technical instructions.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review.
- Attach a photo of the RO.
- Attach a photo of vehicle mileage.
- Attach a photo of door tag showing VIN.
- This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.

Upon approval, the SSSC will provide an approval code that must be used for claiming.

- **Note:** If you have never used the Web-Based report a vehicle concern, you will need to create your User Profile before accessing "Report a Vehicle Concern" on Mobile PTS. Instructions on how to create a user profile and submit photos can be found in the Global Concern Reporting (GCR) Video Snack on FMCDealer.

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Note: Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at:

<https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>;

After completing the report entry form you can upload a maximum of 5 attachments at once.

- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, before submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report.

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.
 - 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.
This program is exempt from the Software Verification Approval Code Requirement.
- **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 (25C53) 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.

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- **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: (25C53) - 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.
- **Provision for Locally Obtained Supplies:** Includes Plastic Feeler Gauge. Submit on the same line as the repair. Can only be claimed once per dealer.
 - Program Code: 25C53
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$50.00 to purchase a Plastic feeler gauge set.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Inspection Pass	25C53A	0.3 Hours
Inspection / Fail: Replace one tail lamp and center liftgate lamp	25C53B	0.7 Hours
Inspect / Fail: Replace both tail lamps and the center lift gate lamp.	25C53C	0.7 Hours
360 Camera alignment (if equipped)	25C53D	0.5 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2025 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.	25C53MM	0.5
Lincoln Vehicle Pick-Up & Delivery Allowance: <u>Only</u> vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program. 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.	25C53LL	0.5
Time allowed to submit photos. If VOR is required and vehicle must be present in dealership to complete repair: 1. Attach a photo of vehicle mileage. 2. Attach a photo of door tag showing VIN. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.	25C53ZZ	0.2

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PARTS REQUIREMENTS / ORDERING INFORMATION**(Inspection Required)** Inspection may be required; see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LJ7Z-13405-G	1	1	1	RCL Tail Lamp Assembly Left
LJ7Z-13404-G	1	1	1	RCL Tail Lamp Assembly Right
W713297-S300	13	4	4	Lift Gate Lower Trim Panel One-time use push pins
YL8Z-13A457-AA	2	1	4	RCL Grommet - outboard (Round)
YL8Z-13A457-BA	5	2	4	RCL Grommet - inboard (Oval) (2) Center Applique Grommet (Oval) (3) This part is used in two different locations on the vehicle.
LJ7Z-9923550-A	2	2	1	RCL Nut Cover
LJ7Z-13A565-H	1	1	1	Center Applique Lamp - tail function only
LJ7Z-13A418-A	1	1	1	Center Applique Lamp - chrome strip only
PJ7Z-13B482-G	1	1	1	Center Applique Lamp - bottom close out with license plate lamps, liftgate request switch, and wiring harness

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

Plastic Feeler Gauge Set:

ASSEMBLY TOOL Feeler Gauge: 0.25 mm to 2 mm, Metric, Long Blade, 100 mm Blade Lg, 12 mm Blade Wd. Available at Granger.

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 2024-2025 MODEL YEAR CORSAIR VEHICLES — TAIL LAMP WATER INTRUSION

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.

NOTE: Do not use a metal feeler gauge for this procedure.

NOTE: Refer to dealer bulletin for the recommended tool or similar and for cost reimbursement. See Figure 1.

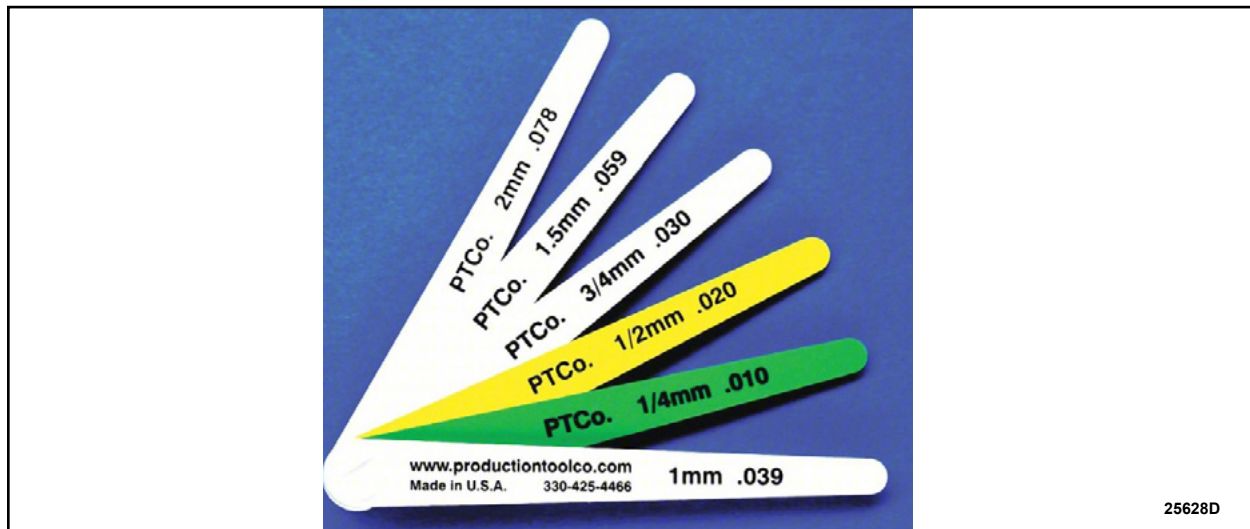


FIGURE 1



NOTE: If a 2mm (.078 in) plastic feeler gauge will not fit, a 1.5mm (.059 in) plastic feeler gauge is acceptable, for this recall the target is the depth measurement and not gap measurement.

1. Using a 2mm (.078 in) plastic feeler gauge, measure out 15mm (0.59 in) and make a mark.
See Figure 2.

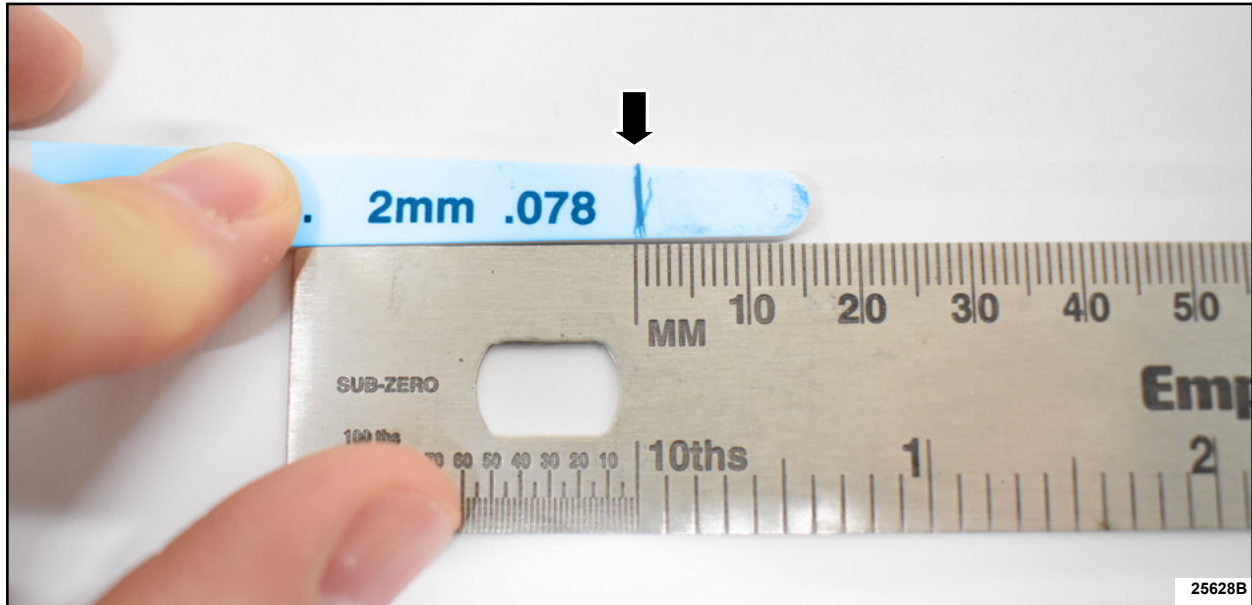


FIGURE 2



2. Insert the plastic feeler gauge between the left hand (LH) and right hand (RH) side, of the liftgate moulding. See Figures 3 and 4.

NOTE: LH Side shown, RH side is similar.

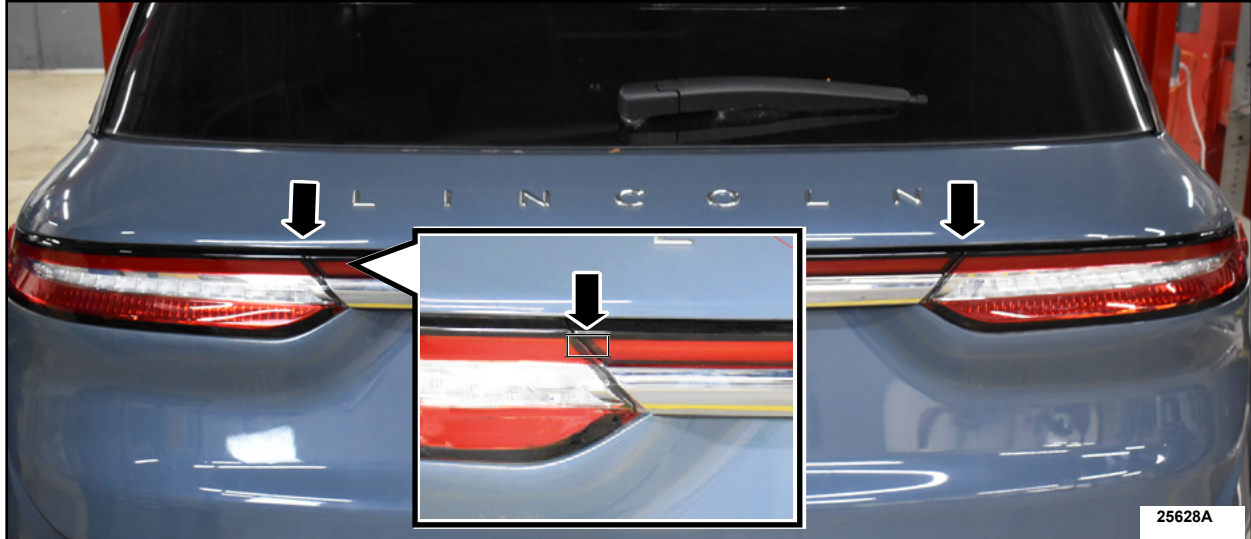


FIGURE 3



FIGURE 4



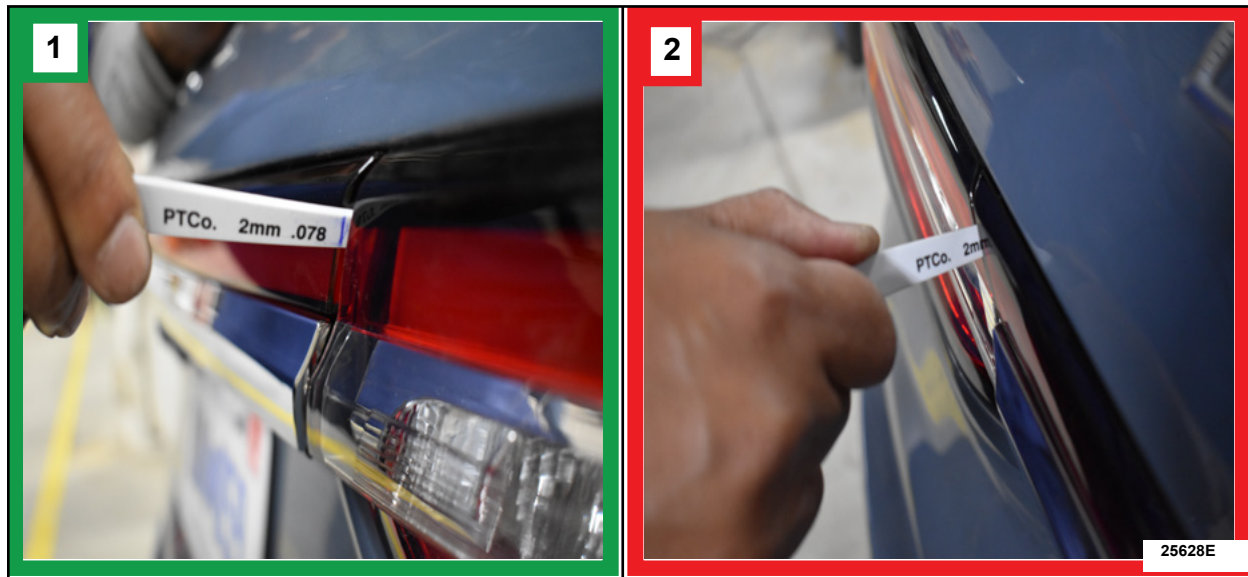


FIGURE 5

NOTE: LH side shown, RH side similar.

3. Does the depth of the plastic feeler gauge surpass 15mm (0.59 in) on the LH or RH side of the liftgate moulding? See Figure 5.

NO- (1) - Passes Inspection - Proceed to Step 4.

YES- (2) - Does Not Pass Inspection - Proceed to Step 5.

4. Recall Complete.

5. Contact Special Service Support Center (SSSC). Provide pictures of the VIN and of the Plastic Feeler Gauge fail condition, Vehicle mileage, and Repair Order (RO) for approval.

NOTE: Photos must clearly depict a fail condition has been met using a 2mm (.078 in) or a 1.5mm (.059 in) plastic feeler gauge.



6. Once approved, replace the liftgate moulding and the affected LH **OR** RH side rear lamp assembly. Follow the workshop manual procedures found in Section 501-08.

IMPORTANT!: 501-08 will direct you to 417-01 Rear Lamp Assembly. In 417-01 follow the procedure for **Liftgate Mounted Rear Lamp Assemblies**.

Note: Removal of the rear bumper cover is not required.

7. Recall complete.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information



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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 25C53 Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pick-up – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**Compliance Recall 25C53**

Certain 2024-2025 Model Year Lincoln Corsair
Rear Combination Lamp Inspection/Replacement

Mobile Service Repair Assessment

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

Dealer Bulletin

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

Assessment Levels

-  - Mobile Reprogramming (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

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

-  – Mobile Reprogramming (MRA1)
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service (MRA2)
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**Compliance Recall 25C53**

Certain 2024-2025 Model Year Lincoln Corsair
Rear Combination Lamp Inspection/Replacement

 – Enhanced Mobile Service (MRA3)

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

Note: Wheel lock may be required.

 – Advanced Mobile Service (MRA4)

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

 – Not a Mobile Service Repair (MRA5)

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

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

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

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

Ford Motor Company
Recall Reimbursement Plan for 25C53

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 # 25C53, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before November 21, 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.