



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

October 30, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 25SB7

Certain 2021-2022 Model Year Expedition and Navigator, 2022 Model Year F-Super Duty and 2021-2023 Model Year F-150 Vehicles – Equipped with a Roof Opening Panel
Air Deflector Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Navigator	2021	Kentucky Truck	August 10, 2021 through December 23, 2021
	2022		September 22, 2021 through November 12, 2022
Expedition	2021		August 15, 2021 through December 27, 2021
	2022		September 22, 2021 through November 22, 2022
F-Super Duty	2022		July 30, 2021 through November 29, 2022
F-150	2021		Dearborn
	2022	September 14, 2021 through April 27, 2022	
	2023	November 1, 2022 through November 26, 2022	
	2021	Kansas City	June 21, 2021 through December 13, 2021
	2022		October 18, 2021 through November 18, 2022
	2023		November 18, 2022 through November 26, 2022
	2022	Rouge Electrical	October 14, 2021 through April 27, 2022
	2023		November 1, 2022 through November 26, 2022

U.S. population of affected vehicles: 175,494 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.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, the roof opening panel air deflector may become partially or fully detached. Customers may visually notice the air deflector starting to separate from the front of the roof opening panel when opening or closing the roof opening panel. Customers may also hear wind noise or rattle noises as they drive with the roof opening panel open. A roof opening panel air deflector that detaches while driving can create a road hazard for other road users, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers will inspect and, if necessary, repair the roof opening panel air deflector, confirming all 13 air deflector clips are fully secured. 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.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 3, 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

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters
- Recall Reimbursement Plan



QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
  - Light Mobile Service

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended specialty tools: None Applicable

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on October 30, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 30, 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 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.

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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.
- 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 air deflector inspection and repair.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

MOBILE SERVICE CLAIMING QUESTIONS

- Dealers participating in the Remote Experience Program:
 - Ford and Lincoln Dealers - refer to EFC16913, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.
 - Work with the Dealership warranty administrator to create an SSSC contact ID#.
 - Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16913, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

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LINCOLN PICK-UP & DELIVERY

- Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service, from their dealership. For details, reference EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement.
- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16913, Announcing the 2025 Remote Experience Program.
- Retailers NOT participating in the 2025 Remote Experience Program:
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

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 that have a Damaged or Missing Air Deflector Assembly:**
 - Submit an Approval Request to the SSSC Web Contact Site, using an Approval Request Contact, before completing the repair. Include:
 - Clearly show or upload the open repair order.
 - Clearly show the vehicle VIN.
 - Clearly show the odometer reading.
 - Clearly show the damaged or missing air deflector.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 25SB7 is the subcode.

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CLAIMS PREPARATION AND SUBMISSION (continued)

- For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.
IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25SB7 - 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.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery should be submitted on a separate line from the FSA. Refer to EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement for details.
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16913, Announcing the 2025 Remote Experience Program
 - Retailers NOT participating in the 2025 Remote Experience Program
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.
- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC16913, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Mobile Repair:**
 - Dealers participating in the 2025 Remote Experience Program:
 - Ford and Lincoln - Refer to EFC16913, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program:
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a signed copy of the Mobile Repair/Vehicle Pick-Up & Delivery Record with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 25SB7MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

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CLAIMS PREPARATION AND SUBMISSION (continued)

- **Provision for Locally Obtained Supplies:** Submit on the same line as the repair.
 - Program Code: 25SB7
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$10.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<p>All Vehicle Lines: Inspection: PASS</p> <ul style="list-style-type: none"> • All 13 Clips are fully Seated/Secured per FSA Technical Instructions. <p>NOTE: Roof opening panel re-initialization is not required or included for this inspection.</p> <p>This Labor Operation cannot be combined with labor operation 25SB7B.</p> <p>This Labor Operation Closes Safety Recall 25SB7.</p>	25SB7A	0.3 Hours
<p>All Vehicle Lines: Inspection: FAIL – DOES NOT PASS</p> <ul style="list-style-type: none"> • One or All 13 Clips are Not fully Seated/Secured. • Using the Technical Instructions Resecure ALL Air Deflector clips to the roof opening panel frame. <p>NOTE: Roof opening panel re-initialization is not required or included for this inspection.</p> <p>This Labor Operation cannot be combined with labor operation 25SB7A.</p> <p>This Labor Operation Closes Safety Recall 25SB7.</p>	25SB7B	0.3 Hours
<p>Mobile Service: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</p> <p>Can be used when the repair takes place away from the dealership.</p> <p>If additional time is required due to travel, please submit an SSSC approval form.</p>	25SB7MM	0.5 Hours
<p>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.</p> <p>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.</p>	25SB7LL	0.5 Hours
<p>Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</p> <p>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.</p>	25SB7PP	0.5 Hours

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<p>Time allowed to submit photos: ONLY to be used when contacting the SSSC Center for a damaged or missing air deflector per Step 6 of the Technical Instructions. This Labor Operation cannot be combined with Labor Operations 25SB7A or 25SB7B. This Labor Operation does not close this FSA. SSSC prior approval is required, if air deflector is damaged or missing.</p>	<p>25SB7ZZ</p>	<p>0.2 Hours</p>

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021-2022 MODEL YEAR EXPEDITION AND NAVIGATOR, 2022 MODEL YEAR F-SUPER DUTY AND 2021-2023 MODEL YEAR F-150 VEHICLES — EQUIPPED WITH A ROOF OPENING PANEL - AIR DEFLECTOR INSPECTION

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.

SERVICE PROCEDURE

1. Open the roof opening panel completely and verify that the air deflector is present.

- Is the air deflector present?
 - Yes - Proceed to Step 2.
 - No - Proceed to Step 6.

2. Visually inspect the air deflector fabric and plastic edge for damage such as rips and/or deformation.

- Is any damage present?
 - Yes - Proceed to Step 6.
 - No - Proceed to Step 3.

3. Visually inspect the plastic edge of the air deflector fabric material and verify that the plastic edge is secured to the roof opening panel frame tabs in all 13 locations. See Figures 1 and 2.

- Is the plastic edge of the air deflector fabric material secured to the frame tabs in all 13 locations?
 - Yes - Proceed to Step 5.
 - No - Proceed to Step 4.

NOTE: Super Duty shown, all others similar.

1. Front of Vehicle.

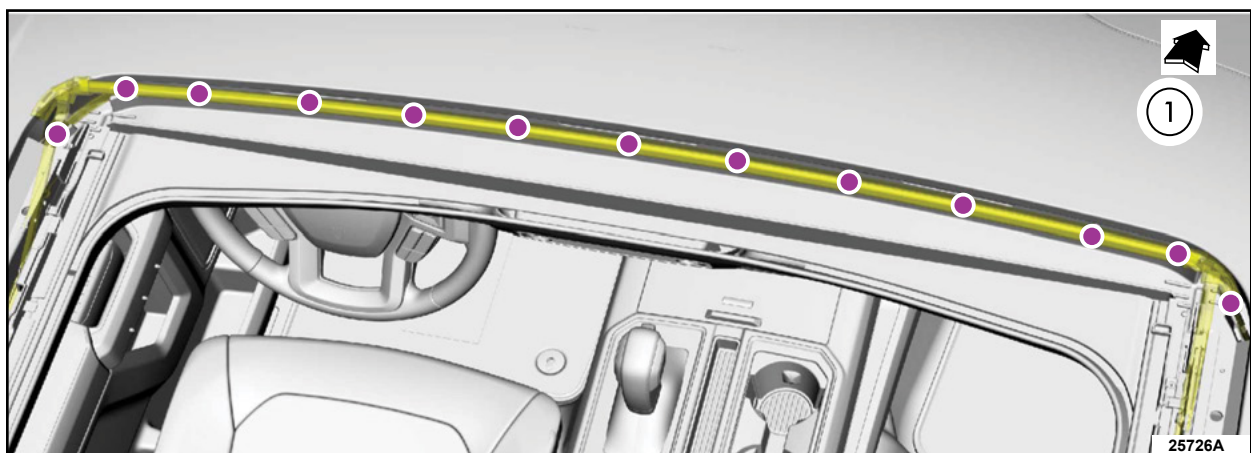


FIGURE 1



NOTE: The left image shows the air deflector plastic edge properly secured to the roof opening panel frame tab - PASS. The right image shows the air deflector plastic edge **not** properly secured to the roof opening panel frame tab - DOES NOT PASS.

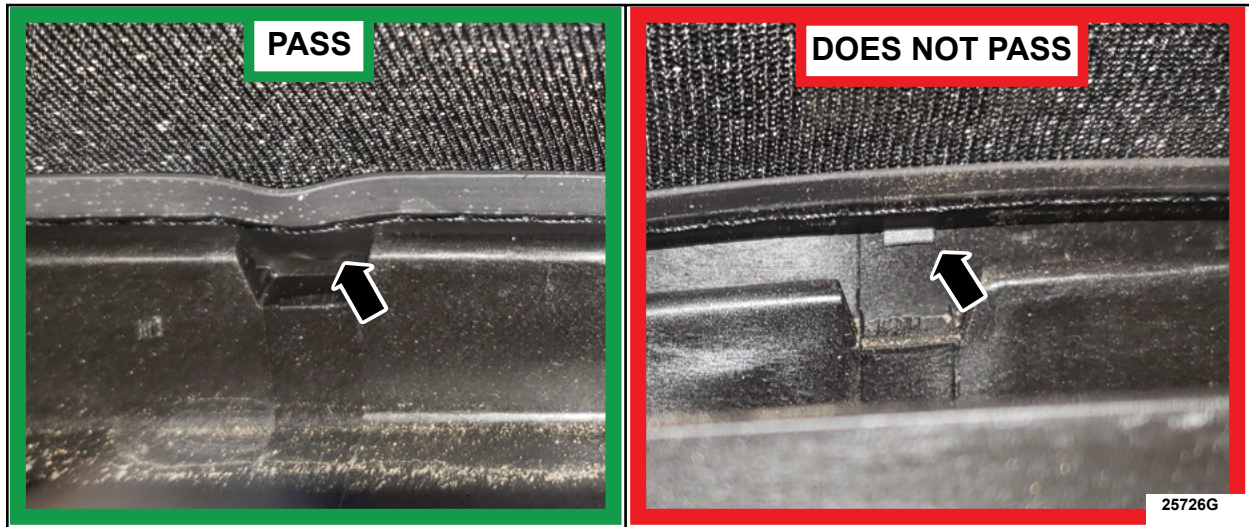


FIGURE 2

4. In the locations that are not secured, attach the plastic edge of the air deflector fabric material to the roof opening panel frame tabs. See Figure 3.

NOTE: Using a plastic trim tool may aid in installation of the Air Deflector fabric material. Figure 3 shows the Front of the Air Deflector pushing down on the plastic edge of the Air Deflector fabric material.

1. Front of Vehicle.
2. Moonroof Frame.
3. Air Deflector Fabric

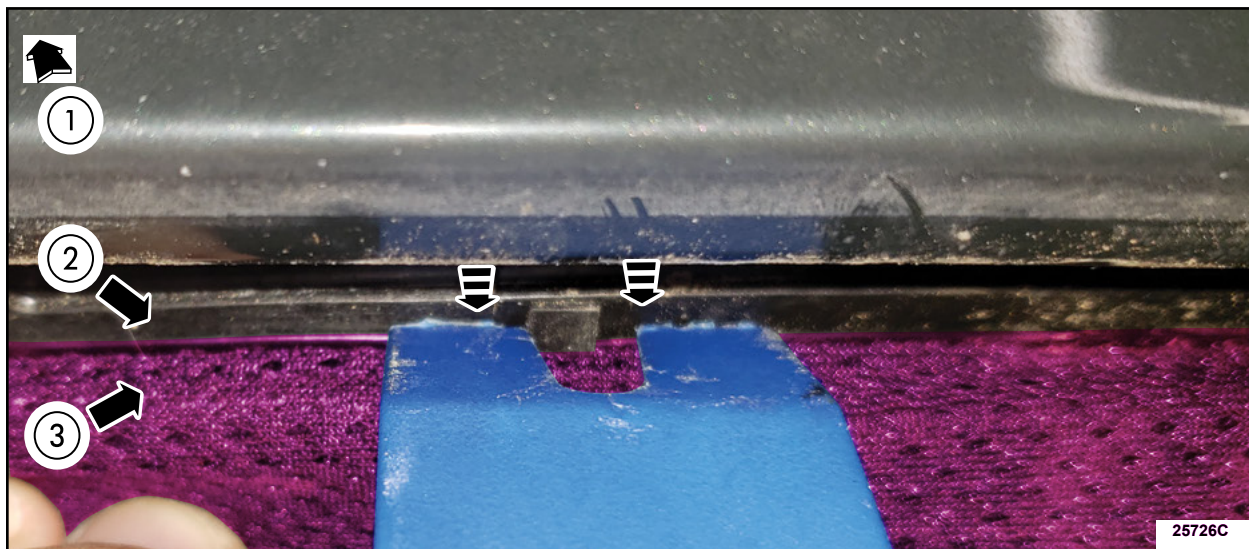


FIGURE 3



5. Using light pressure, press on the front of the air deflector fabric near all 13 tab locations to verify that it is properly attached to the roof opening panel frame. See Figure 4.

- Is the plastic edge of the air deflector fabric material secured to the roof opening panel frame tabs in all 13 locations?

Yes - This completes this FSA.

No - If required, repeat Step 4 to make secure the plastic edge of Air Deflector fabric material is in place.

NOTE: If the plastic edge of the Air Deflector fabric material does not properly secure in place, proceed to Step 6.

NOTE: F-150 shown, all others similar.



FIGURE 4

Ford has requested photo evidence for further repair information.

6. For damaged or missing air deflector assembly, contact the SSSC using an Approval Request Contact, and upload the necessary photos or copy of documentation as an attachment for review.

- Clearly show or upload the open repair order.
- Clearly show the vehicle VIN.
- Clearly show the odometer reading.
- Clearly show the damaged or missing air deflector, if applicable.

7. There are two ways to submit the requested items to SSSC.

- a. Directly in the SSSC contact request form while submitting your contact on your desktop.
- b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the items by selecting the appropriate FSA with the option to use a prior contact ID. The items will be associated with your SSSC contact during submission.

NOTE: If you have not submitted an SSSC contact yet, then you can still upload the items via PTS mobile, and the items will be available when opening your SSSC contact for this VIN and recall.



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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Certain 2021-2022 Model Year Navigator, Expedition, 2022 Model Year F-Super Duty and 2021-2023 Model Year F-150 Vehicles – Equipped with a Roof Opening Panel Air Deflector Inspection








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)

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Certain 2021-2022 Model Year Navigator, Expedition, 2022 Model Year F-Super Duty and 2021-2023 Model Year F-150 Vehicles – Equipped with a Roof Opening Panel Air Deflector Inspection

   – 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.**

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Certain 2021-2022 Model Year Expedition and Navigator, 2022 Model Year F-Super Duty Vehicles and 2021-2023 Model Year F-150 Vehicles – Equipped with a Roof Opening Panel -
Air Deflector Inspection

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 **25SB7** 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 25SB7

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 # 25SB7, 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.