



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 27, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

Safety Recall 26S17

Certain 2020 Model Year F-250 – F-550, 2021 Model Year F-250 – F-600, and 2022 Model Year F-250 – F-750 Vehicles

Powertrain Control Module and Transmission Control Module Reprogramming

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

Safety Recall 24S78

Certain 2020-2022 Model Year Super Duty and 2021-2022 Medium Duty Trucks Equipped with a 6.7L Diesel Engine

Powertrain Control Module and Transmission Control Module Reprogramming

Dated: January 16, 2026

AFFECTED VEHICLES (U.S. Population of Affected Vehicles 7,100):

Model Year	Vehicle	Assembly Plant	Build Date Range
2020	F-250	Kentucky Truck	November 3, 2019 through October 27, 2020
2020	F-350	Kentucky Truck	September 30, 2019 through October 28, 2020
2020	F-450	Kentucky Truck	August 23, 2019 through October 24, 2020
2020	F-550	Kentucky Truck	November 30, 2019 through October 22, 2020
2020	F-350	Ohio Assembly	February 17, 2020 through July 22, 2020
2020	F-450	Ohio Assembly	November 4, 2019 through November 6, 2020
2020	F-550	Ohio Assembly	November 27, 2019 through November 5, 2020
2021	F-250	Kentucky Truck	October 28, 2020 through July 10, 2021
2021	F-350	Kentucky Truck	October 28, 2020 through July 9, 2021
2021	F-450	Kentucky Truck	October 28, 2020 through July 7, 2021
2021	F-550	Kentucky Truck	October 28, 2020 through July 7, 2021
2021	F-350	Ohio Assembly	December 8, 2020 through July 13, 2021
2021	F-450	Ohio Assembly	October 28, 2020 through July 1, 2021
2021	F-550	Ohio Assembly	November 13, 2020 through July 27, 2021
2021	F-600	Ohio Assembly	October 27, 2020 through July 20, 2021

AFFECTED VEHICLES (CONTINUED):

Model Year	Vehicle	Assembly Plant	Build Date Range
2022	F-250	Kentucky Truck	May 25, 2021 through August 23, 2021
2022	F-350	Kentucky Truck	July 11, 2021 through August 23, 2021
2022	F-450	Kentucky Truck	July 11, 2021 through August 22, 2021
2022	F-550	Kentucky Truck	July 11, 2021 through August 23, 2021
2022	F-350	Ohio Assembly	August 11, 2021 through August 23, 2021
2022	F-450	Ohio Assembly	August 11, 2021 through August 12, 2021
2022	F-550	Ohio Assembly	August 9, 2021 through August 18, 2021
2022	F-600	Ohio Assembly	August 9, 2021 through August 13 2021
2022	F-750	Ohio Assembly	April 8, 2021 through April 8, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, customers who received a software update for 24S78 may not have received the remedy software intended to address the original concern. The concern was a failure of the high-pressure fuel pump which may result in extended cranking without starting while the vehicle is parked or a loss of motive power while driving. Prior to a loss of motive power, customers may experience a Check Engine Light (CEL), noise, and engine derate. A loss of motive power increases the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to perform the following steps:

Check for Diagnostic Trouble Codes (DTCs) P0087 or P008A or P2291 stored in the Powertrain Control Module (PCM):

- If DTCs P0087 or P008A or P2291 are NOT present, check for available PCM and Transmission Control Module (TCM) software updates and reprogram the PCM and TCM to the latest software levels.
- If DTCs P0087 or P008A or P2291 are present, review the Labor Allowances and Parts Ordering Information and contact the SSSC for approval.

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	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.

Rentals	Conditional	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	Conditional	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	Yes	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	Yes	See Owner Refunds section below, if applicable.
Photo Submission	Yes	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of March 30, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE

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

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter
- Recall Reimbursement Plan

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>


QUESTIONS & ASSISTANCE

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

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All Vehicles Affected:
 -  - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on March 27, 2026

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 27, 2026. Owner names and addresses will be available by April 20, 2026.

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.

IN-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.

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OWNER REFUNDS (Continued):

- Refunds will only be provided for the cost associated with high-pressure fuel system replacement and low-side fuel system flushing, with DTCs P0087 or P008A or P2291 stored in the PCM, and present in an Integrated Diagnostic System (IDS) or Ford Diagnosis and Repair System (FDRS) log viewer file or similar (such as a computer scan from Auto Zone, etc).
Refunds without the proper documentation should not be approved.
- If an affected vehicle has engine/fuel system-related concerns and DTCs P0087 or P008A or P2291 are **NOT** stored in the PCM, 26S17 does not apply and a refund will not be approved; follow standard workshop manual (WSM) diagnostics.

RENTAL VEHICLES

RENTALS NOT APPROVED - SPECIFIC DTCs NOT PRESENT:

- Vehicles receiving **only** PCM and TCM software updates are **not** eligible for rental reimbursement.
- Rental coverage is not approved if DTCs P0087, P008A, or P2291 are absent from the PCM.

RENTALS ARE APPROVED - SPECIFIC DTCs PRESENT:

Rental vehicle reimbursement is only available when **all** of the following conditions are met:

1. **Diagnostic Codes:** DTC P0087, P008A, or P2291 is present or stored in the PCM.
2. **Physical Inspection:** Excessive metal debris is found in the Volume Control Valve (VCV).
3. **Authorization:** The Special Service Support Center (SSSC) has approved the repair.

Rental Coverage Details:

- **Pre-approval:** Dealers are pre-approved for up to four (4) days for a comparable rental vehicle.
- **Reimbursement:** Rentals are only reimbursed for the days the vehicle is at the dealership for the authorized repair. Follow Customer Loyalty Program (CLP) guidelines for daily rates.
- **Extensions:** If the repair requires more than four days, prior approval is required. Contact the **Centralized Loaner Support Team** via the CRC Dealer Portal for consideration.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide verbal approval prior to replacing the high-pressure fuel system components. Please open a Photo Review Contact Type to get approval.
- If DTCs P0087 or P008A or P2291 are stored in the PCM, contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review of the FDRS or IDS log viewer file (attachment must show both the VIN and DTCs P0087 or P008A or P2291), open RO, door tag with VIN, odometer, the results of the fuel quality test, and a picture of the VCV showing large amounts of metal debris. 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.

Safety Recall 26S17**REPAIR PHOTO SUBMISSION (CONTINUED)**

- 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.

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 software module replacement:**
 - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
 - Claiming the MT26sS17RR labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.
- **For modules not requiring an RVC, use normal diagnostics.**
- **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
 - F-650/F-750 trucks – 2 years, regardless of miles driven
- **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.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC17526 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 26S17 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.

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CLAIMS PREPARATION AND SUBMISSION (CONTINUED)

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**.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 26S17
 - 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 Miscellaneous Expenses:** Includes \$5 for Parts Cleaner and \$5 for Anti-Seize Lubricant.
 - Program Code: 26S17
 - Misc Expense: Other
- Misc Expense: Claim up to \$10

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LABOR ALLOWANCES

Note: Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.

Description	Labor Operation	Labor Time Hour(s)
Check for DTCs P0087 or P008A or P2291. No DTCs present, reprogram the PCM and TCM to the latest software levels. This labor operation code closes the FSA.	26S17B	0.6

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)
<u>DTCs P0087 or P008A or P2291 stored in PCM</u> Remove and Inspect the Volume Control Valve (VCV), checking for excessive amounts of metal debris. If metal debris is present, perform a fuel quality check to ensure no water, Diesel Exhaust Fluid (DEF), or gasoline is present. If the fuel quality check passes, contact the SSSC. Claiming this labor op will NOT close the program - must perform PCM and TCM software update and claim labor op 26S17B to close the FSA	MT26S17C	Up to 2.5
<u>DTCs P0087 or P008A or P2291 stored in PCM</u> Replace all high-pressure fuel system components, flush low-pressure fuel system, and clean fuel tank (Only complete this step if given approval from the SSSC). Claiming this labor op will NOT close the program – must perform PCM and TCM software update and claim labor op 26S17B to close the FSA	MT26S17D	Up to 17
Time to Obtain a Software Verification Approval Code (IDS); see EFC17526	SRVIDS2	0.1
Additional time to update dependent modules, if necessary	MT26S17E	Up to 0.8
PCM or TCM software failed and/or PCM or TCM module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT26S17RR	Up to 4.5
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26S17PP	0.5

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SUPPLEMENTAL LABOR ALLOWANCES (CONTINUED) These labor operation codes DO NOT close the FSA.

Description	Labor Operation	Labor Time Hour(s)
Time allowed to submit FDRS/IDS log viewer files to the SSSC: <ol style="list-style-type: none"> 1. Attach a photo of vehicle mileage. 2. Attach a photo of door tag showing VIN. 3. Attach photo of the open RO. 4. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW. 5. Attach FDRS or IDS viewer File with DTCs present. 6. Attach photo evidence showing the results of the fuel quality test. 7. Attach a photo of the VCV with large amounts of metal debris visible. <p>Claiming this labor op will NOT close the program</p>	26S17ZZ	0.2

PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection required. DTCs P0087 or P008A or P2291 stored in the PCM and the SSSC has given approval to proceed with repair.

FOR ALL VEHICLE LINES:

Service Part Number	Claim Quantity	Package Order Quantity	Description
LC3Z-9B246-B	1	1	<u>Fuel Pump Replacement Kit</u> <u>Comes with the following:</u> High Pressure Fuel Pump RH High Pressure Fuel Rail LH High Pressure Fuel Rail RH Fuel Injector Kit LH Fuel Injector Kit High Pressure Fuel Lines Fuel Injector Return Hose Assembly Low Pressure Fuel Line Assembly
LC3Z-9E936-A	1	1	Throttle Body Gasket
BC3Z-9E464-F	2	1	Exhaust Gas Recirculation (EGR) Cooler Outlet Tube Gaskets
LC3Z-9439-B	2	1	Upper Intake Manifold Gaskets (Inspect, replace if necessary)
W716324-S300	1	1	Oil Fill Pipe O-Ring Seal

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Service Part Number	Claim Quantity	Package Order Quantity	Description
BC3Z-8527-A	1	1	Crankcase Vent Oil Separator O-Ring Seal
BC3Z-6A632-A	1	1	Crankcase Vent Oil Separator Gasket
W503275-S437	2	1	Fuel Injection Pump Supply Tube Bolt (HB1)
W500102-S437	1	1	Fuel Injection Pump Supply Tube Bolt (HB2)
BC3Z-8527-N	1	1	Coolant Pipe O-Ring Seal
W716088-S900	1	1	Turbocharger Coolant Return Pipe Bolt
HL3Z-6N652-A	1	1	Turbocharger Collant return O-Ring Seal
FT4Z-6N652-D	1	1	Turbocharger Collant Tube Rubber Gasket
HC3Z-2A572-A	1	1	Vacuum Pump Seal (Inspect, Replace if necessary)
EC3Z-9C334-E	8	8	Fuel Injector Hold-Downs
BC3Z-6C535-A	8	8	Inspector to Valve Cover Seal
4L3Z-9276-AA	1	1	Fuel Pump Sender Unit O-Ring

SUPER DUTY VEHICLES ONLY:

Service Part Number	Claim Quantity	Package Order Quantity	Description
VC-13-G	Up to 32 Quarts	As needed	Motorcraft Yellow Coolant
PC3Z-9N184-C	1	1	Fuel Filter Kit
LC3Z-9N103-B	1	1	Fuel Cooler

MEDIUM DUTY VEHICLES ONLY:

Service Part Number	Claim Quantity	Package Order Quantity	Description
VC-13-G	Up to 36 Quarts	As needed	Motorcraft Yellow Coolant
HC4Z-9N184-B	1	1	Fuel Filter Kit
FC4Z-9N103-A	1	1	Fuel Cooler
W520104-S442	3	1	Nuts for Fuel Tank
W525263-S437	3	1	Cotter Pins for Fuel Tank

FUEL TANK REMOVAL PARTS

40 GALLON FUEL TANK:

Service Part Number	Claim Quantity	Package Order Quantity	Description
W722371-S439	4	1	40 Gallon Fuel Tank Strap Bolts
W719250-S439	4	1	40 Gallon Fuel Tank Strap U-Nuts

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26.5 GALLON FUEL TANK:

Service Part Number	Claim Quantity	Package Order Quantity	Description
W718865-S439	2	1	26.5 Gallon Fuel Tank Bolts

34 GALLON FUEL TANK:

Service Part Number	Claim Quantity	Package Order Quantity	Description
W718865-S439	1	1	Front Bracket Bolt (Passenger Side)
W718908-S439	1	1	Front Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Front Bracket Bolt (Driver Side)
W720664-S439	1	1	Front Bracket U-Nut (Driver Side)
W718912-S439	1	1	Rear Bracket Bolt (Passenger Side)
W720664-S439	1	1	Rear Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Rear Bracket Bolt (Driver Side)
W718908-S439	1	1	Rear Bracket U-Nut (Driver Side)

29 GALLON FUEL TANK:

Service Part Number	Claim Quantity	Package Order Quantity	Description
W718865-S439	1	1	Front Bracket Bolt (Passenger Side)
W718908-S439	1	1	Front Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Front Bracket Bolt (Driver Side)
W720664-S439	1	1	Front Bracket U-Nut (Driver Side)
W720664-S439	1	1	Rear Bracket Bolt (Passenger Side)
W718912-S439	1	1	Rear Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Rear Bracket Bolt (Driver Side)
W718908-S439	1	1	Rear Bracket U-Nut (Driver Side)

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48 GALLON FUEL TANK:

Service Part Number	Claim Quantity	Package Order Quantity	Description
W718865-S439	1	1	Front Bracket Bolt (Passenger Side)
W718908-S439	1	1	Front Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Front Bracket Bolt (Driver Side) 1 of 2
W505466-S439	1	1	Front Bracket Bolt (Driver Side) 2 of 2
W720664-S439	1	1	Front Bracket U-Nut (Driver Side) 1 of 2
W717462-S439	1	1	Front Bracket U-Nut (Diver Side) 2 of 2
W718912-S439	1	1	Mid-Bracket Bolt (Passenger Side)
W718908-S439	1	1	Mid-Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Mid-Bracket Bolt (Driver Side)
W720664-S439	1	1	Mid-Bracket U-Nut (Driver Side)
W718912-S439	1	1	Rear Bracket Bolt (Passenger Side)
W720664-S439	1	1	Rear Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Rear Bracket Bolt (Driver Side)
W718908-S439	1	1	Rear Bracket U-Nut (Driver Side)

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

- All commercially available tools are also available through Rotunda Technician Tool Program (RTTP) such as fluid containers, Transmission jacks, Refrigerant testers/recovering machines, and cooling system vacuum testers and re-fillers.

Less than 4% of the affected vehicle population is expected to require the high-pressure fuel system to be repalced and the low-pressure fuel system to be flushed/fuel tank cleaned.

DEALER PRICE

For the latest prices, 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 MODEL YEAR F-250 – F-550, 2021 MODEL YEAR F-250 – F-600,
AND 2022 MODEL YEAR F-250 – F-750 VEHICLES POWERTRAIN CONTROL
MODULE AND TRANSMISSION CONTROL MODULE REPROGRAMMING**

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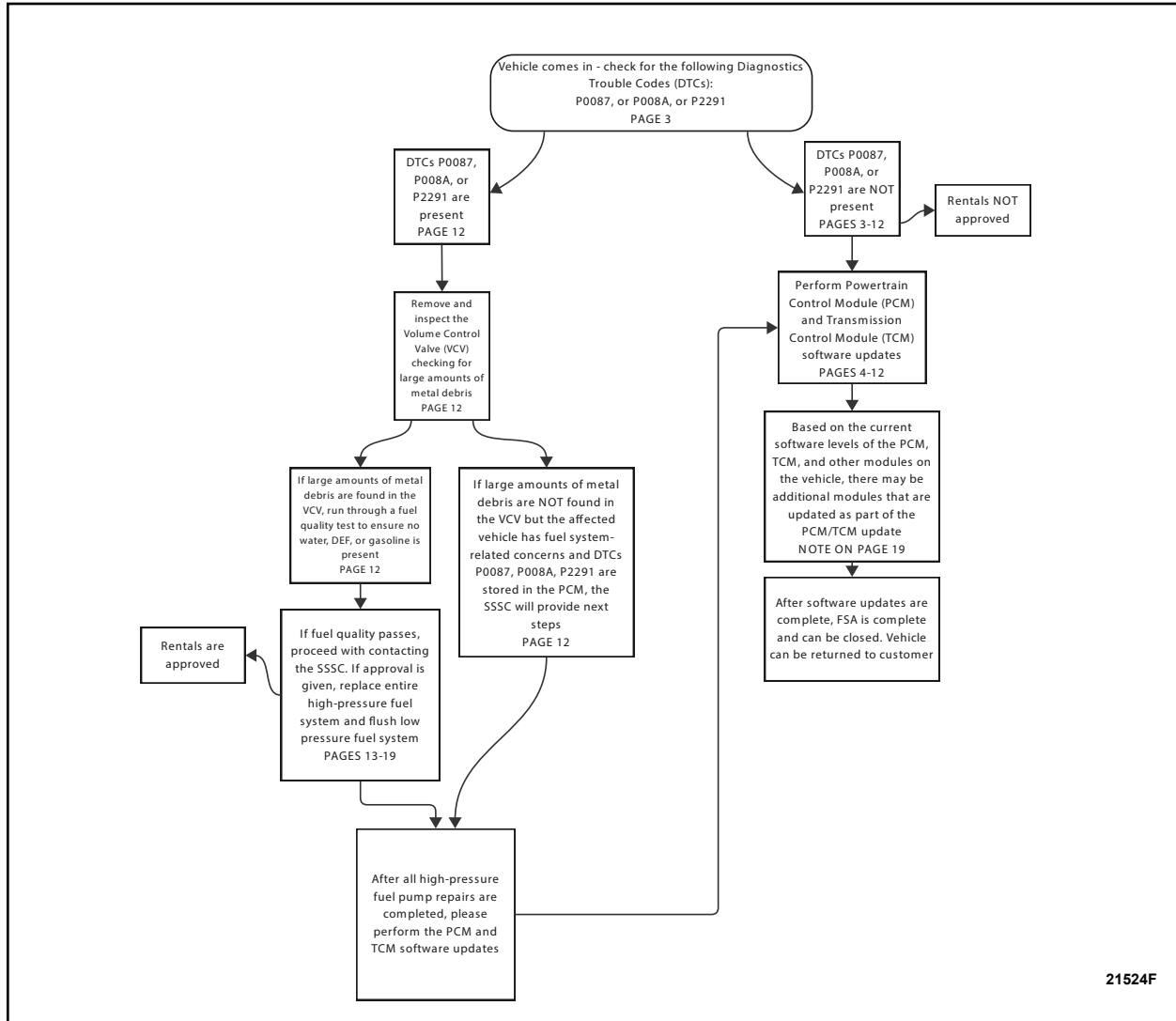
 i. P0087, P008A or P2291 Present and Photos
 Submitted of the Volume Control Valve (VCV)
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PROCEDURE FLOW CHART



21524F

FIGURE 1



SERVICE PROCEDURES

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.

DTCs P0087, P008A, or P2291 are NOT PRESENT — SOFTWARE UPDATES

1. Does the vehicle have any of the following Diagnostic Trouble Codes (DTCs) setting in the Powertrain Control Module (PCM) - P0087, P008A, or P2291?

NOTE: Make sure you save all scan tool sessions showing DTCs present. Proof of DTCs will be required to receive approval from the Special Service Support Center (SSSC).

NOTE: If DTCs P0087, P008A, or P2291 are present, **DO NOT** perform any module software updates until WSM diagnostics have been performed and the high-pressure fuel system has been repaired (if needed).

Yes – Proceed to Page 16.

No – Proceed to your vehicle below and perform the Powertrain Control Module and Transmission Control Module (TCM) Reprogramming.

- For Medium Duty trucks, proceed to Page 4, IDS Module Reprogramming.
- For Super Duty trucks, proceed to Page 9, FDRS Module Reprogramming.



IDS Module Reprogramming and Software Verification

1. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

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

NOTE: Make sure the Integrated Diagnostic Software (IDS) computer does not enter sleep mode during programming.

2. Reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 132.02 or higher. Make sure you are connected to the Internet prior to reprogramming.

NOTE: Follow the IDS on-screen instructions to complete the PCM reprogramming procedure. Then, proceed to the next step/module.

3. Reprogram the Transmission Control Module (TCM) using Integrated Diagnostic Software (IDS) release 132.02 or higher.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

4. Check and clear all DTCs.

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

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.



6. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

7. Select **Toolbox** (1) tab.

8. Select **All**. See Figure 2.

9. Select **Read Vehicle Data** (2) and then **Run** (3). See Figure 2.

NOTE: Steps 5-8 (Read VIN from Vehicle) and Step 9 (Read Vehicle Data) MUST be completed prior to performing Steps 10-14. Failure to complete Steps 5-9 will result in a "Not Complete" or "An Error Occurred" from the Software Update Status Screen.

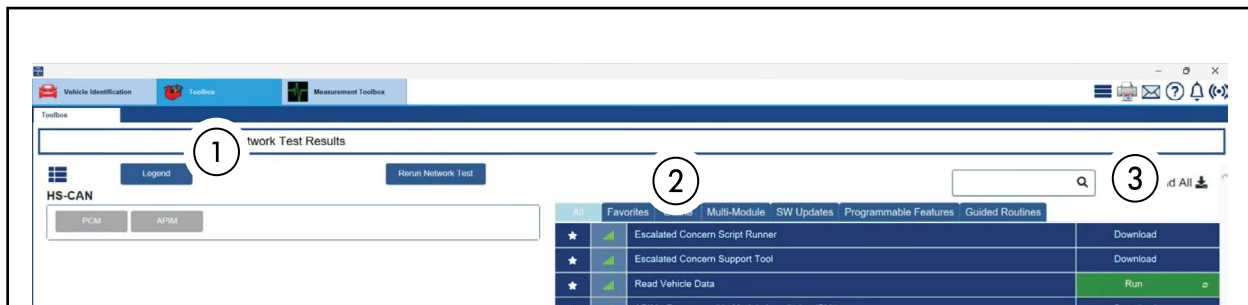


FIGURE 2

10. This FSA requires a **Software Verification Approval Code** after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a **Software Verification Approval Code** is not provided. For more information, see EFC 17526.

11. Select the **SW Updates** tab (1). See Figure 2.

12. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 2.

13. Select the **FSA** (3) from the drop-down menu. See Figure 2.

14. Select **Submit** (4). See Figure 2.



15. Select **Submit** (4). See Figure 3.

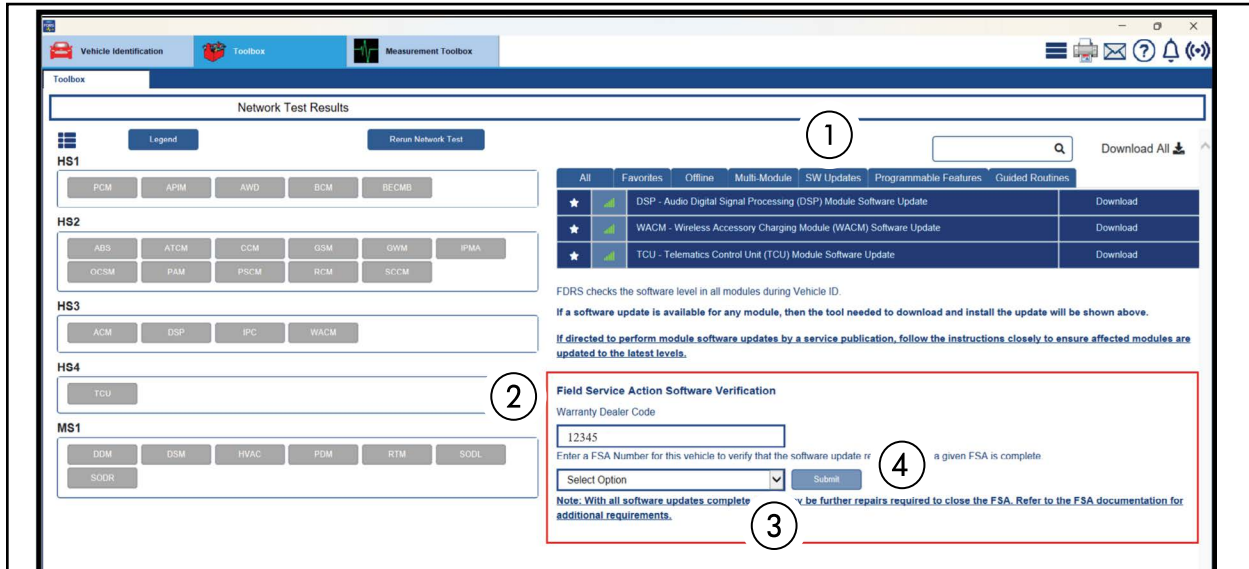


FIGURE 3

16. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
 See Figure 4.

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 17.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 18.

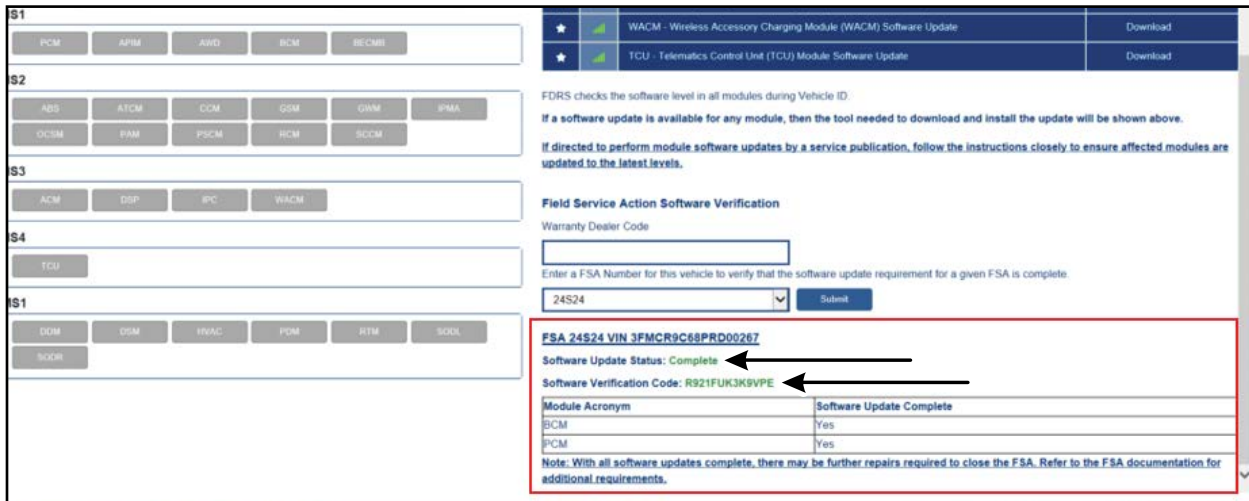


FIGURE 4

17. Repair completed. Do NOT proceed to Step 18.



18. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?
 See Figure 5.

Yes - Proceed to next step.
No - Proceed to Step 22.

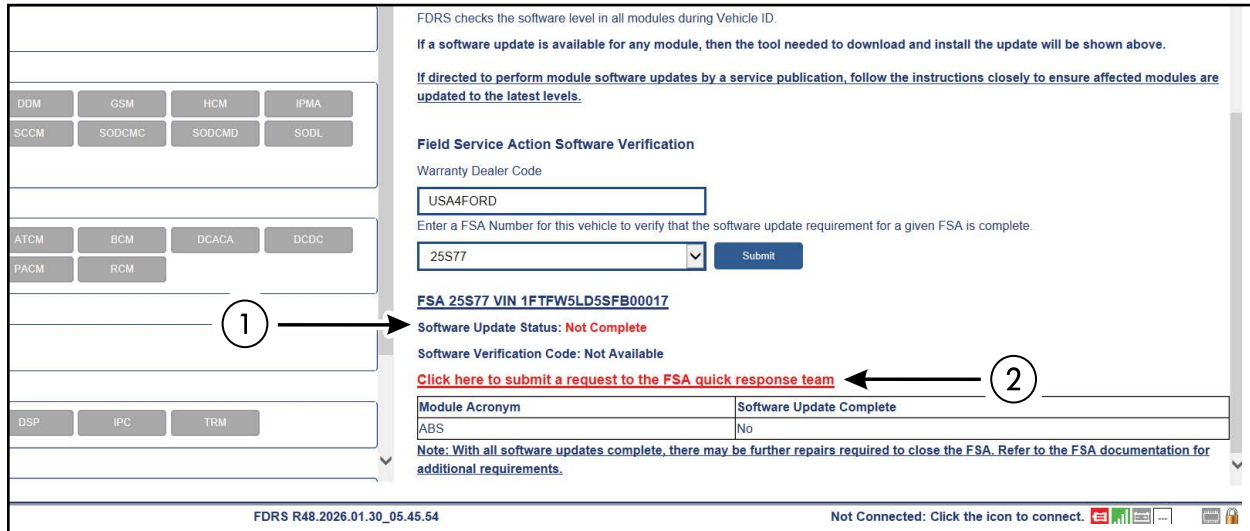


FIGURE 5

19. Have the module software updates in the FSA been reattempted?

Yes - Proceed to Step 20.
No - Reattempt the software update programming steps in the FSA.

20. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 5. Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

21. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA quick response team queue. This team will contact you via phone using the contact information provided in the form. Please follow the recommendations from the FSA quick response team to resolve any issues preventing SVC code generation.



22. If the FDRS Field Service Action Software Verification Status displays **"An error occurred. Unable to retrieve FSA information"**, please reattempt to generate an SVC code. The error can be caused by a connectivity or server issue where the status of the FSA cannot be verified. This is typically resolved upon reattempting to generate an SVC code. See Figure 6.



FIGURE 6

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.



Important Information for Module Programming

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

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key ON Engine OFF (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM II/VCM3 from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM II/VCM3 to IDS and then connect to the DLC. Once reconnected, the VCM II/VCM3 icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM II/VCM3 connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the **Recycle Bin** icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



FDRS Module Reprogramming and Software Verification

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

1. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

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

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

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **PCM**.

6. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

7. Click **RUN**. Follow all on-screen instructions carefully. Then, proceed to the next step.

8. From the list on the LH side of the screen, select the **TCM**.

9. From the list on the RH side of the screen, select **TCM - Transmission Control Module (TCM) Software Update**.

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

11. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

12. Click the **Run Selected Tests** button in the lower right.

13. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules. Then, proceed to the next step.



14. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided. For more information, see EFC 17526.

15. Select the **SW Updates** tab (1). See Figure 6.

16. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 6.

17. Select the **FSA** (3) from the drop-down menu. See Figure 6.

18. Select **Submit** (4). See Figure 6.

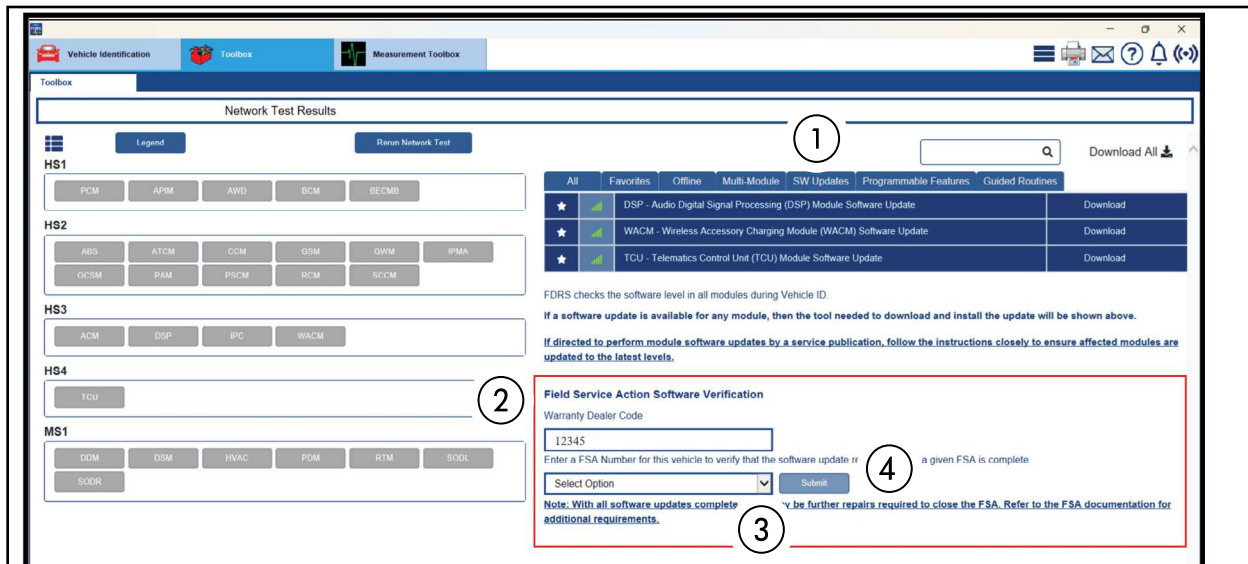


FIGURE 6



19. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
 See Figure 7.

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 20.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 21.

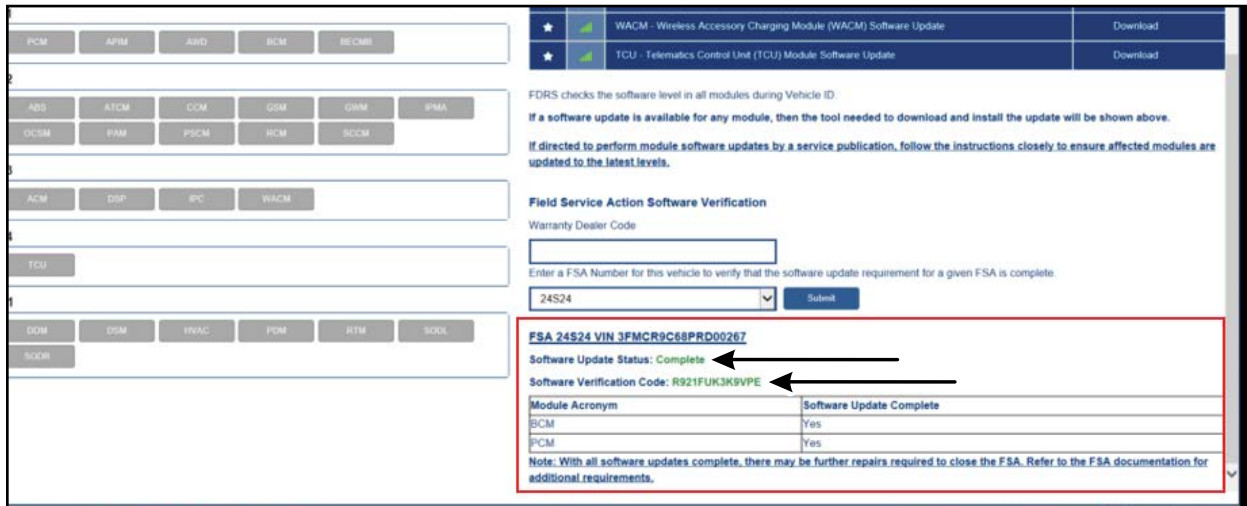


FIGURE 7

20. Repair completed. Do NOT proceed to Step 21.



21. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?
 See Figure 8.

Yes - Proceed to next step.
No - Proceed to Step 24.

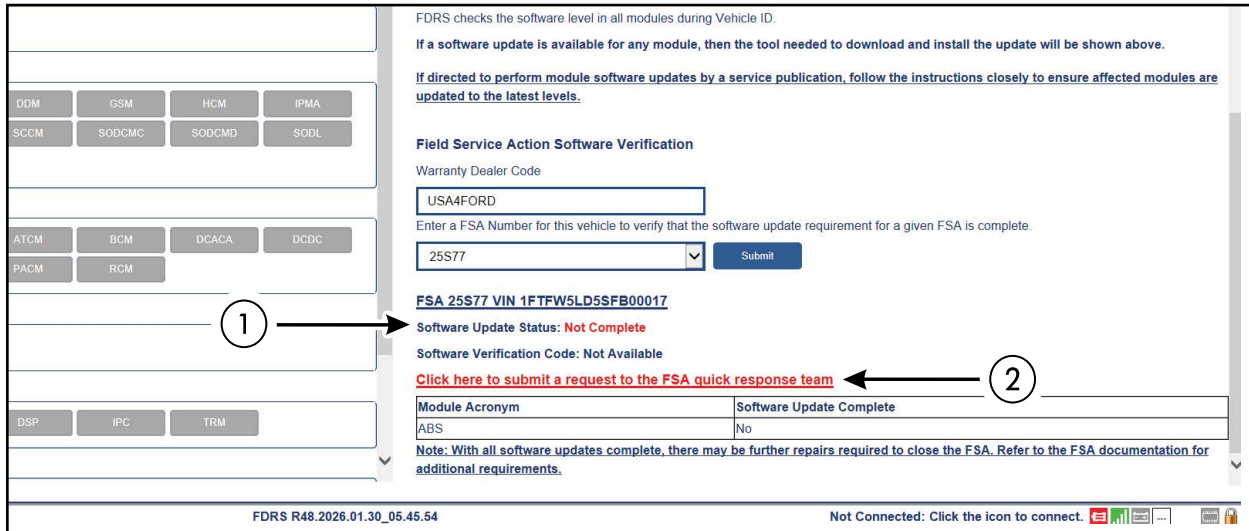


FIGURE 8

22. Have the module software updates in the FSA been reattempted?

Yes - Proceed to Step 23.
No - Reattempt the software update programming steps in the FSA.

23. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 8. Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

24. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA quick response team queue. This team will contact you via phone using the contact information provided in the form. Please follow the recommendations from the FSA quick response team to resolve any issues preventing SVC code generation.



25. If the FDRS Field Service Action Software Verification Status displays "**An error occurred. Unable to retrieve FSA information**", please reattempt to generate an SVC code. The error can be caused by a connectivity or server issue where the status of the FSA cannot be verified. This is typically resolved upon reattempting to generate an SVC code. See Figure 9.

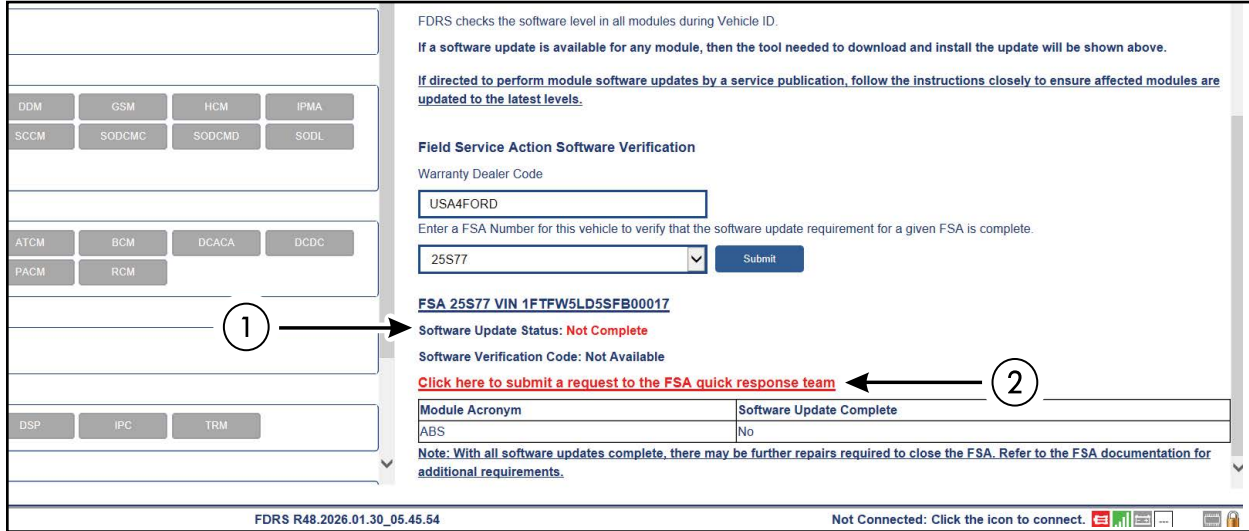


FIGURE 9



Important Information for Module Programming

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

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

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

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



DTCs P0087, P008A, or P2291 ARE PRESENT

1. Remove the Volume Control Valve (VCV) follow WSM procedures in Section 303-14C.
2. Inspect the VCV for large amounts of metal debris (see Figures 7-10).
 - If large amounts of metal debris are present in the VCV, proceed to Step 3.
 - If large amounts of metal debris are NOT found in the VCV, contact the SSSC and they will provide next steps.
3. Perform a fuel quality check to ensure no water, gasoline, or Diesel Exhaust Fluid (DEF) is present. Refer to WSM procedures in Section 310-00C > General Procedures > Fuel Quality Check.
 - If the fuel quality check passes, proceed to Step 4.
 - If the fuel quality check fails, contact the SSSC and they will provide next steps.
4. Submit an Approval Request to the SSSC. Attach the following to your contact, and then proceed to Step 5.
 - IDS/FDRS log viewer file showing the DTCs
 - Photos of the VCV showing large amounts of metal debris
 - Photos showing the fuel quality check passed
 - Photos of the open RO
 - A photo of the vehicle mileage
 - A photo of the door tag showing the vehicle's VIN
5. Once SSSC approval is obtained, proceed to page 19.
 - If the SSSC does not approve, they will provide next steps.



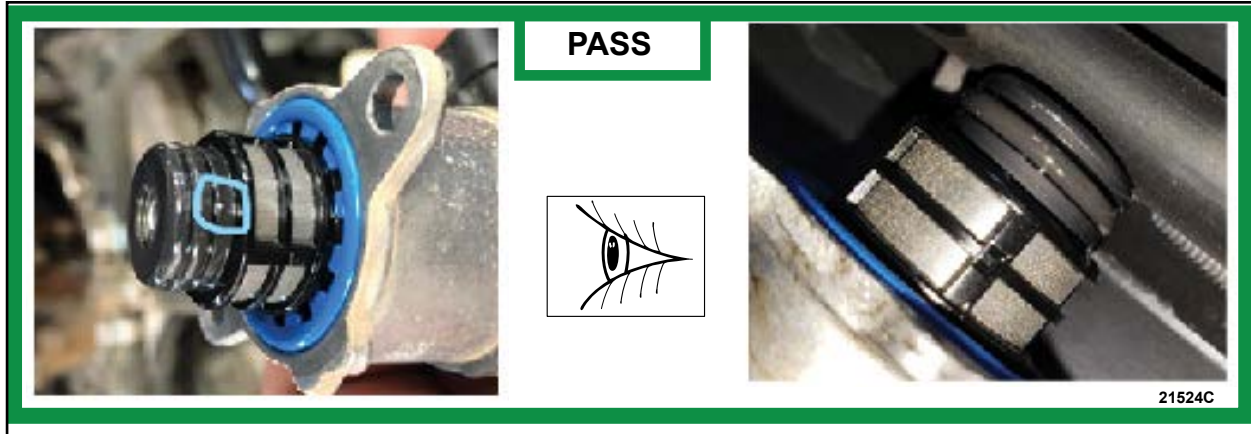


FIGURE 7

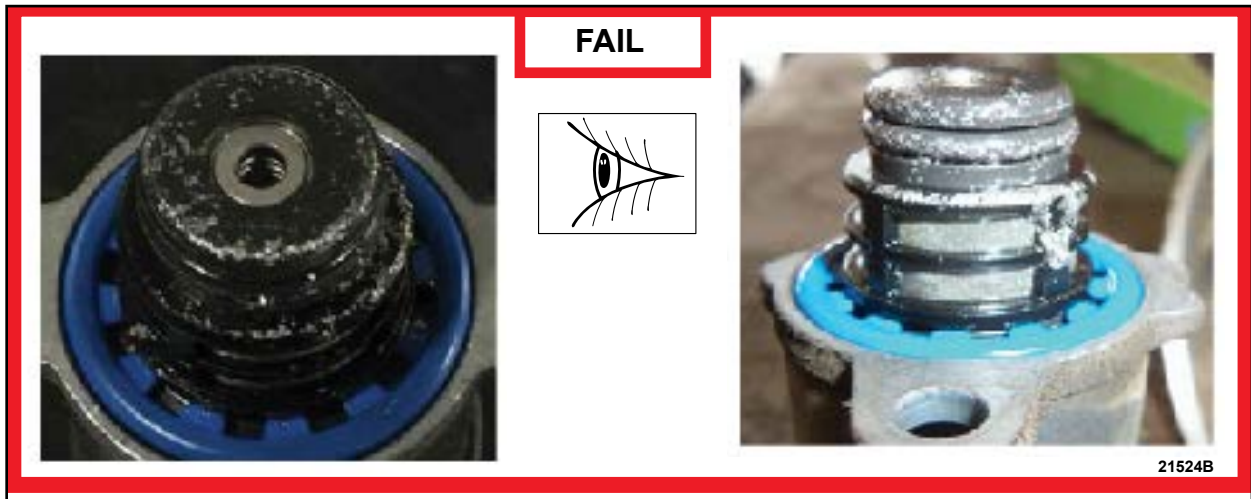
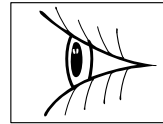


FIGURE 8



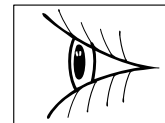
PASS



21524D

FIGURE 9

FAIL



21524A

FIGURE 10



P0087, P008A or P2291 Present and Photos Submitted of the VCV with Large Amounts of Metal Debris Present

NOTICE: Do not work on the fuel system until the pressure has been released and the engine has cooled. Fuel in the high-pressure fuel system is hot and under very high pressure. High-pressure fuel may cause cuts and contact with hot fuel may cause burns. Failure to follow these instructions may result in serious personal injury.

NOTICE: Fuel injection equipment is manufactured to very precise tolerances and fine clearances. To prevent fuel system damage, it is essential that absolute cleanliness is observed when working with these components.

1. Flush the fuel tank and the low pressure diesel fuel system for contamination. Follow the Workshop Manual (WSM) procedures in Section 310-00C.
2. Replace the high pressure fuel injection pump. Follow the Workshop Manual (WSM) procedures in Section 303-04C.
3. Replace the fuel injection pump supply tube assembly. Follow the Workshop Manual (WSM) procedures in Section 303-04C.
4. Replace the fuel rail supply tube. Follow the Workshop Manual (WSM) procedures in Section 303-04C.
5. Replace the fuel injector fuel return line. Follow the Workshop Manual (WSM) procedures in Section 303-04C.
6. Replace the RH and LH fuel injectors and fuel rails. Follow the Workshop Manual (WSM) procedures in Section 303-04C.
7. Replace the fuel cooler. Follow the Workshop Manual (WSM) procedures in Section 310-01C.
8. Replace the fuel pressure and temperature sensor. Follow the Workshop Manual (WSM) procedures in Section 303-14C.
9. Replace both primary and secondary fuel filters. Follow the Workshop Manual (WSM) procedures in Section 310-01C.
10. Check and clear all DTCs. Then, proceed to the next Step.
11. Proceed to your vehicle below and perform the Powertrain Control Module and Transmission Control Module Reprogramming.
 - For Medium Duty trucks, proceed to Page 4, IDS Module Reprogramming.
 - For Super Duty trucks, proceed to Page 9, FDRS Module Reprogramming.



PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)

Ford has requested photo evidence prior to performing the repair for the FSA.

The SSSC must provide approval prior to performing the repair.

1. Contact the SSSC, open a photo review contact type and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.

- Attach an IDS/FDRS log viewer file with DTCs present.
- Attach a photo of the VCV showing large amounts of metal debris present.
- Attach photos of the results of the fuel quality test.
- Attach a photo of the door tag with VIN.
- Attach a photo of vehicle mileage.
- Attach a photo of the repair order.

2. 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 item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) 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 item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.

3. Upon approval, the SSSC will provide an approval code that must be used for claiming. Then, proceed to Page 15.



GENERAL NOTES

NOTE: If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

NOTE: Debris found in fuel filters is not cause to pull the VCV. Small amounts of metal debris is not cause to replace high pressure fuel system.

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

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.

NOTE: Prior to submitting a Technical Support Request (TSR), ensure the related module(s) for the FSA were updated properly. Reattempt the module update by repeating Steps 2 through 16. Perform any module programming diagnostics as needed.

NOTE: If the original session is not listed in the previous session list, click the **Recycle Bin** icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

(continued on next page)



GENERAL NOTES (continued)

NOTE: When submitting a **Technical Support Request (TSR)**, select **FSA Assistance Group** from the drop-down menu on the form. See Figure 10. To expedite your Technical Service Request, please provide the FSA Assistance Group with the following information when submitting the TSR:

- What FSA is being attempted.
- Specific error message(s) received when programming is attempted.
- Battery State of Charge when programming was attempted.
- Scan tool software level.
- Any known aftermarket devices installed on the vehicle.
- List in detail what diagnostic steps were already performed to try and diagnose why the module will not update to the correct level.

NOTE: Depending on the software levels of each module on the vehicle, this PCM and TCM software update may also require the Nitrogen Oxides (NO_x) sensor 11, NO_x sensor 12, Glow Plug Control Module (GPCM), and the Particulate Matter Sensor (PMS) to be updated.



Ford Motor Company
Recall Reimbursement Plan for 26S17

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 # 26S17, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before April 20, 2026. 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.