



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 29, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

DO NOT DRIVE VEHICLES

Safety Recall 26S36

Certain 2021-2026 Model Year Bronco Sport and 2022-2026 Model Year Maverick Vehicles - Front Lower Control Arm-to-Steering Knuckle Ball Joint Inspection

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 4,504):

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco Sport	2021-2026	Hermosillo	March 11, 2020 through April 28, 2026
Maverick	2022-2026		March 5, 2021 through March 25, 2026

Affected vehicles are identified in OASIS and FSA VIN Lists.

THE VEHICLES IN THIS PROGRAM ARE NOT TO BE DRIVEN UNTIL THE VEHICLE PASSES THE INSPECTION AND/OR THE REPAIR HAS BEEN PERFORMED.

REASON FOR THIS SAFETY RECALL

On some of the affected vehicles, the front lower control arm-to-steering knuckle ball joint may have been improperly assembled during the manufacturing process. A partial connection can cause the ball joint to separate from the knuckle, which may result in a loss of steering control, increasing the risk of a crash.

SERVICE ACTION

DO NOT DRIVE, DEMONSTRATE, OR DELIVER any new in-stock vehicles involved in this recall. Enter your VIN using the [Professional Technician System PTS](#) site tool to determine build date of vehicles.

Vehicles built before June 1, 2025

Dealers are to perform a visual and tactile inspection on affected vehicles to verify the proper assembly of the front lower control arm-to-steering knuckle ball joint attachment on both sides of the vehicle. (Refer to Technical Instructions for detailed procedure)

- **Inspection Passes RH & LH:** No further action is required. The FSA may be closed.
- **Inspection Fails either RH, LH, or both:** **DO NOT DRIVE** the vehicle. Safety Recall 26S36 will remain open until an additional repair procedure is published in a future bulletin supplement.

SERVICE ACTION (continued)

Vehicles Built After June 1, 2025

Dealers must proactively replace the ball joint pinch bolt and nut on both sides for these affected vehicles only.

Dealers are also to perform a visual and tactile inspection on affected vehicles to verify the proper assembly of the front lower control arm-to-steering knuckle ball joint attachment on both sides of the vehicle. (Refer to Technical Instructions for detailed procedure)

- **Inspection Passes RH & LH:** No further action is required. The FSA may be closed.
- **Inspection Fails either RH, LH, or both:** **DO NOT DRIVE** the vehicle. Safety Recall 26S36 will remain open until an additional repair procedure is published in a future bulletin supplement.

Owners are advised not to drive the affected vehicles (see FSA VIN lists) until the inspection is completed AND a remedy repair is performed, if needed. To assist vehicle owners to have this repair completed, dealers should:

- Proactively contact owners to instruct them to stop driving their vehicle.
- Arrange to perform a mobile repair for inspection at the owner's location or tow the owner's vehicle to the dealership for inspection and/or repair
 - NOTE rentals are authorized – see Rental Vehicles section

This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

FSA PROGRAM OPTIONS

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

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

OWNER NOTIFICATION MAILING SCHEDULE

The CRC will proactively contact owners to instruct them to stop driving their vehicle. Owner letters are expected to be mailed the week of June 1, 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>
- The Mobile Repair / Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS:
<https://www.fordtechservice.dealerconnection.com>



QUESTIONS & ASSISTANCE

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

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- Arrange for a mobile repair at the owner's location.
- This assessment level only applies to the inspection of the LH and RH front lower control arm-to-steering knuckle ball joint attachment AND the replacement of the pinch bolts and pinch bolt nut (if equipped) for vehicles built on or after June 1, 2025.
-   - Light Mobile Service (MRA2)

MOBILE REPAIR RECOMMENDATIONS

- **Do not attempt to drive or move the vehicle before inspecting for proper assembly of the front lower control arm-to-steering knuckle ball joint attachments on both sides.**
- Confirm with the customer that a mobile repair is feasible (flat surface, space to perform the repair) at their location. If not feasible, arrange for towing to the dealer.

OASIS ACTIVATION

OASIS will be activated on May 29, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 29, 2026. Owner names and addresses will be available by June 19, 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 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. Advise Owners not to drive their affected vehicles. 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.

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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 an unseated left or right front lower control arm-to-steering knuckle ball joint and any related damage.

RENTAL VEHICLES

Dealers are pre-approved for up to 30 days for rental vehicles. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 30 rental day(s) is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

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

TOWING

Dealers are authorized to claim up to a maximum value of \$250 for towing services under this program if towing is required. Towing is required if mobile service is not an option for the customer.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

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

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CLAIMS PREPARATION AND SUBMISSION (continued)

- **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 26S36 is the subcode.
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code **RENTAL**.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 26S36
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Provision for Locally Obtained Supplies:** Includes Motorcraft® High Temperature Nickel Anti-Seize Lubricant XL-2 or equivalent (mounting surfaces of front wheels). Submit on the same line as the repair.
 - Program Code: 26S36
 - Misc. Expense: OTHER
 - Misc. Expens amount: Claim up to \$5.00
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - Program Code: 26S36
 - Misc. Expense: TOW
 - Misc. Expense amount: Claim up to \$250.00

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LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
<p><u>Vehicles built BEFORE June 1, 2025</u> <u>PASSES INSPECTION</u> (Both LH and RH Side) Standard Inspection (Passes)</p> <ul style="list-style-type: none"> • Action: Inspect both front lower control arm-to-steering knuckle ball joints to confirm they are properly seated. • Includes time to: <ul style="list-style-type: none"> ○ Check if the VIN requires any additional repairs. ○ Verify that the pinch bolt and nut are present. • Result: Closes the FSA (Inspection only). <p>This labor operation code closes the FSA.</p>	26S36A	0.3
<p><u>Vehicles built AFTER June 1, 2025</u> <u>PASSES INSPECTION</u> - ONLY Vehicles built after June 1, 2025 (Both LH and RH side)</p> <ul style="list-style-type: none"> • Action: Inspect both front lower control arm-to-steering knuckle ball joints to confirm they are properly seated. • Includes time to: <ul style="list-style-type: none"> ○ Replace the pinch bolt and nut on both sides (Sasquatch – ONLY Replace pinch bolt on both sides) • Result: Closes the FSA. NOTE: If PINCH BOLT AND NUT (IF ORIGINALLY EQUIPPED) are missing, vehicle fails inspection and this labor op should not be claimed. <p>This labor operation code closes the FSA.</p>	26S36B	0.4

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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)
<p><u>FAILED INSPECTION</u> DO NOT DRIVE- A pinch bolt or nut (if originally equipped) is missing, or a ball joint is not properly seated. A repair is not currently available if a pinch bolt or nut is missing, or a ball joint is not properly seated. If vehicle is at the dealership, provide a rental to the customer. If inspection fails during a mobile service visit, arrange towing and a rental vehicle for the customer. Cannot be claimed with 26S36A or 26S36B. A labor operation to close the FSA will be provided in a future dealer bulletin supplement.</p>	26S36CC	0.3
<p>Mobile Service: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.</p>	26S36MM	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To order the pinch bolt (W720491-S439, package of 4) for the Bronco Sport Sasquatch, submit a VIN-specific Part Order contact via the Special Service Support Center (SSSC) Web Contact Site.

The VIN-specific part order must provide the following:

1. VIN
2. Repair appointment date

VOR escalation is required in DOW (EFC 14236)

The part listed in the table below is required **ONLY** for vehicles built on or after June 1, 2025.

Bronco Sport (Sasquatch) ONLY

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W720491-S439	2	1	4	Pinch Bolt

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Order the parts below through normal order processing channels:

Inspection required, see Technical Instructions.

The parts listed below are required **ONLY** for vehicles built on or after June 1, 2025.

Maverick and Bronco Sport (Excluding Sasquatch)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W721614-S439	2	1	4	Pinch Bolt
W520515-S442	2	1	4	Pinch Bolt Nut

To guarantee the shortest delivery time, an emergency order for parts must be placed.

If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.

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 SIGNATURE

Please refer to the FSA Policy Document for any and all questions on parts.

CERTAIN 2021-2026 MODEL YEAR BRONCO SPORT AND 2022-2026 MODEL YEAR MAVERICK VEHICLES — FRONT LOWER CONTROL ARM-TO-STEERING KNUCKLE BALL JOINT INSPECTION

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 15936 for more details.

NOTICE: Suspension fasteners are critical parts that affect the performance of vital components and systems. Failure of these fasteners may result in major service expense. Tighten fasteners as specified.

Left-Hand (LH)

1. Turn the steering wheel fully to the left to access the lower control arm-to-steering knuckle ball joint.
2. Inspect the LH lower control arm-to-steering knuckle connection to make sure the ball joint is fully seated. See Figures 2 and 3. **Verify steps a. through c. below:**
 - a. **Flush Fitment (Verify by Feel):** Run your finger over the top of the steering knuckle. The end of the ball joint shaft must feel completely flush (flat) with the top surface of the knuckle. See Figure 2.
 - b. **Pinch Bolt Presence:**
 - **For Maverick and Bronco Sport (Excluding Sasquatch):** Confirm both the pinch bolt and nut are installed. See Figure 3.
 - **For Bronco Sport (Sasquatch):** Confirm the pinch bolt is installed (not built with a nut). See Figure 3.
 - c. **Boot Contact:** The rubber ball joint boot is in direct contact with the lower surface of the steering knuckle. See Figure 3.

- Does the LH lower control arm-to-steering knuckle connection meet all 3 inspection criteria?

- Yes - **Passes Inspection.** The ball joint is fully seated AND all hardware is present. **Proceed to Step 3.**
- No - **Does Not Pass Inspection.** The ball joint is NOT fully seated, AND/OR hardware is missing. **Proceed to Step 7 (Vehicle Hold).**



- A - Rubber Ball Joint Boot
- B - Pinch Bolt
- C - Pinch Bolt Nut
- D - Lower Control Arm
- E - Steering Knuckle

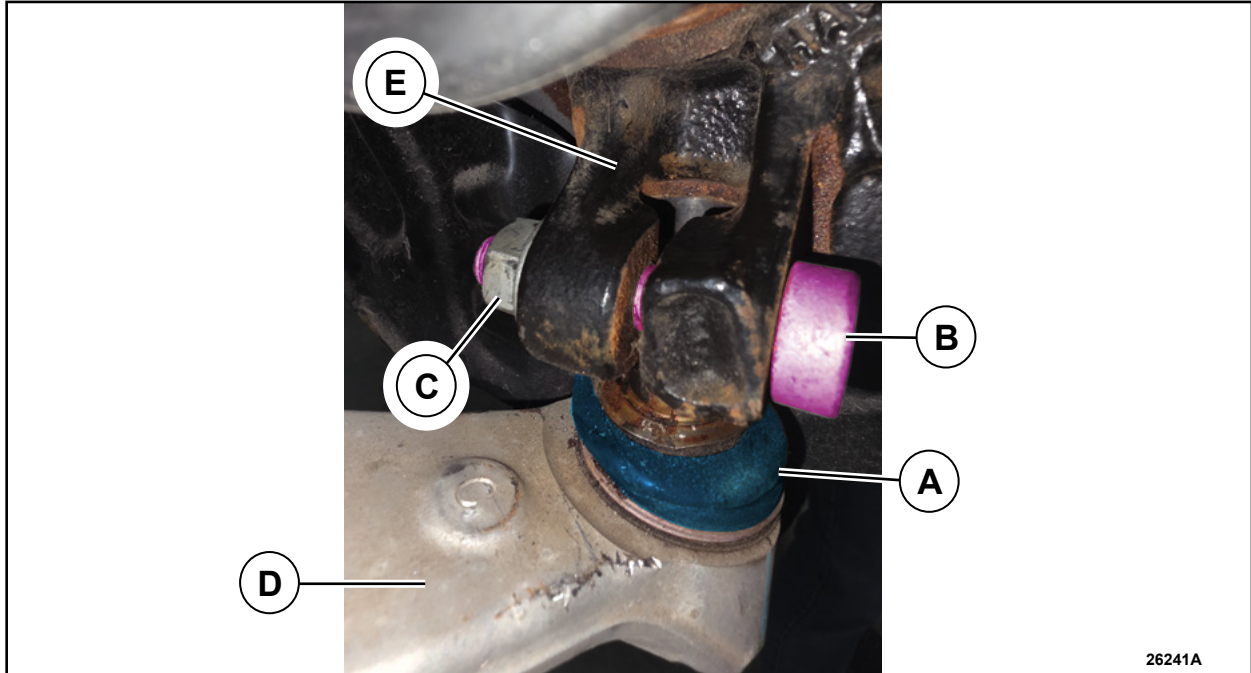


FIGURE 1



NOTE: All models shown except Bronco Sport Sasquatch. Bronco Sport Sasquatch excludes pinch bolt nut.

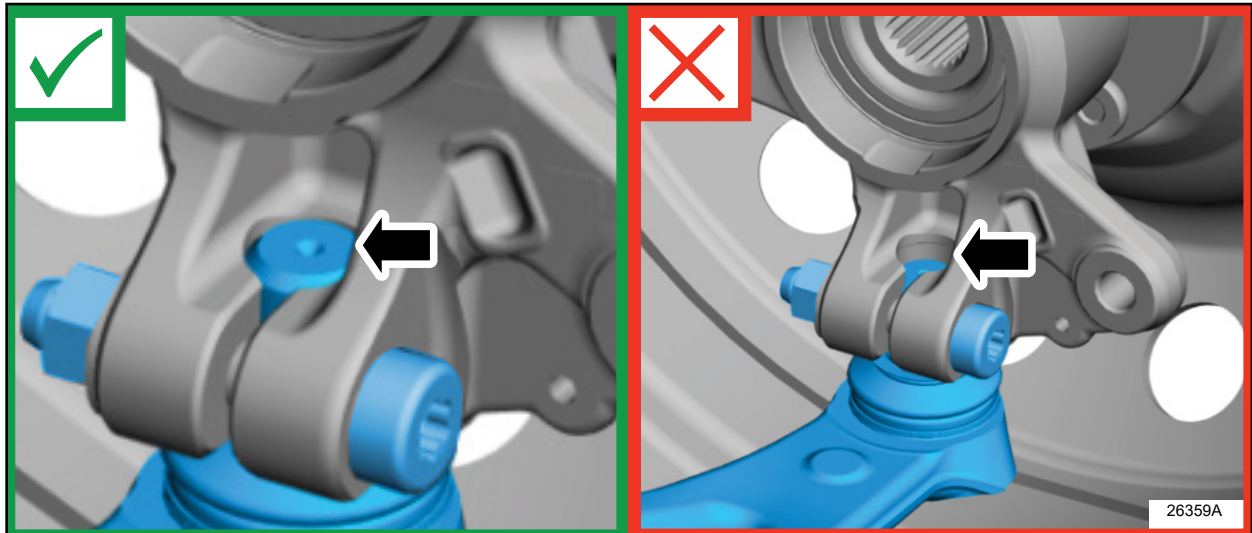


FIGURE 2

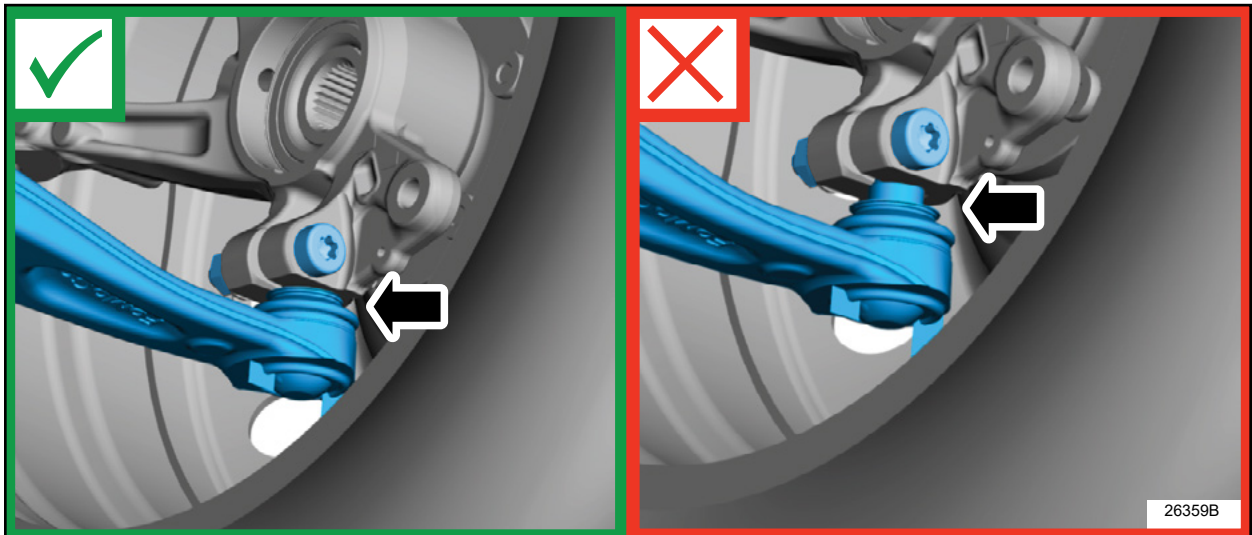


FIGURE 3



Right-Hand (RH)

3. Turn the steering wheel fully to the right to access the lower control arm-to-steering knuckle ball joint.
4. Inspect the RH lower control arm-to-steering knuckle connection to make sure the ball joint is fully seated. See Figures 2 and 3. **Verify steps a. through c. below:**
 - a. **Flush Fitment (Verify by Feel):** Run your finger over the top of the steering knuckle. The end of the ball joint shaft must feel completely flush (flat) with the top surface of the knuckle. See Figure 2.
 - b. **Pinch Bolt Presence:**
 - **For Maverick and Bronco Sport (Excluding Sasquatch):** Confirm both the pinch bolt and nut are installed. See Figure 3.
 - **For Bronco Sport (Sasquatch):** Confirm the pinch bolt is installed (not built with a nut). See Figure 3.
 - c. **Boot Contact:** The rubber ball joint boot is in direct contact with the lower surface of the steering knuckle. See Figure 3.

- Does the RH lower control arm-to-steering knuckle connection meet all 3 inspection criteria?

- Yes - **Passes Inspection.** The ball joint is fully seated and all hardware is present. **Proceed to Step 5.**
- No - **Does Not Pass Inspection.** The ball joint is NOT fully seated, AND/OR hardware is missing. **Proceed to Step 7 (Vehicle Hold).**

5. Verify the vehicle's build date using the Professional Technician System (PTS) portal.

<https://www.fordtechservice.dealerconnection.com/>

- Was the vehicle built on or after June 1, 2025?

- **Yes** - Continue to Step 6.
- **No** - This recall is complete. Release the vehicle.





NOTICE: DO NOT USE POWER TOOLS to remove or install the ball joint pinch bolt and/or nut.
Damage to the ball joint or ball joint seal may occur.

6. Perform the below listed actions:

a. Remove the LH and RH front Wheels and Tires. Follow Workshop Manual (WSM) procedures in Section 204-04.

• **Maverick and Bronco Sport (Excluding Sasquatch)**

b. Remove and discard the ball joint pinch bolt and nut on both sides. See Figure 4.

c. Install a *new* ball joint pinch bolt and nut on both sides. See Figure 4.

• **Torque: 81 lb.ft (110 Nm)**

• **Bronco Sport (Sasquatch)**

d. Remove and discard the ball joint pinch bolt on both sides. See Figure 5.

e. Install a *new* ball joint pinch bolt on both sides. See Figure 5.

• **Torque: 66 lb.ft (90 Nm)**

f. Reinstall the LH and RH front Wheels and Tires. Follow WSM procedures in Section 204-04. This completes the recall.



Maverick and Bronco Sport (Excluding Sasquatch)

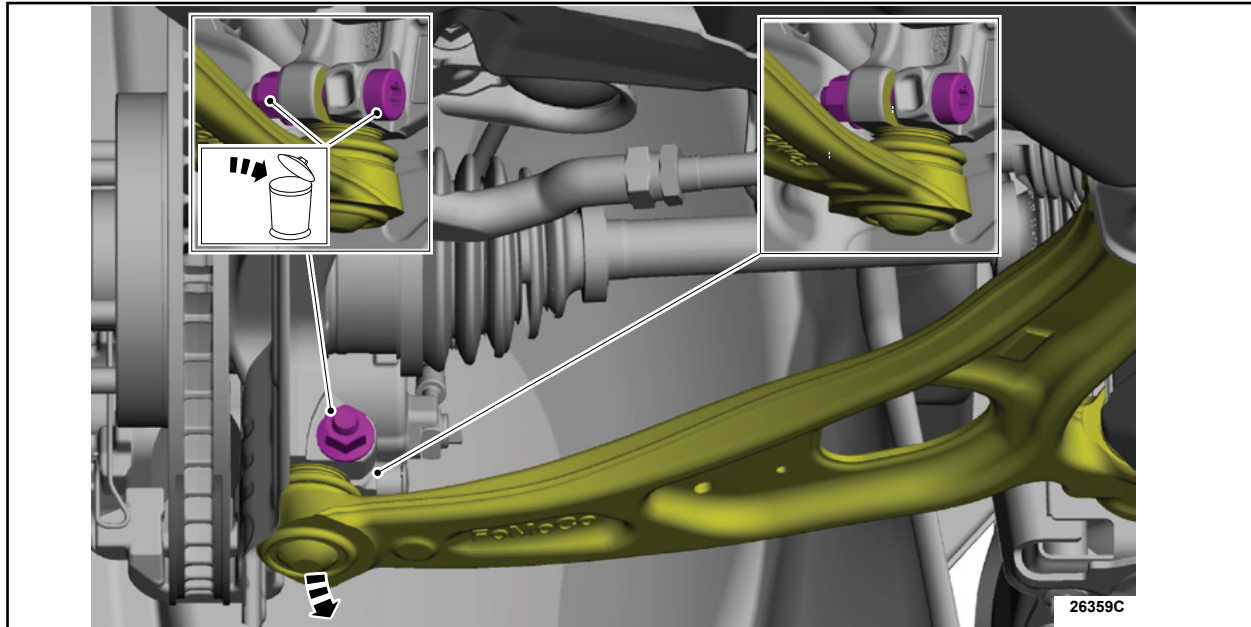


FIGURE 4

Bronco Sport (Sasquatch)

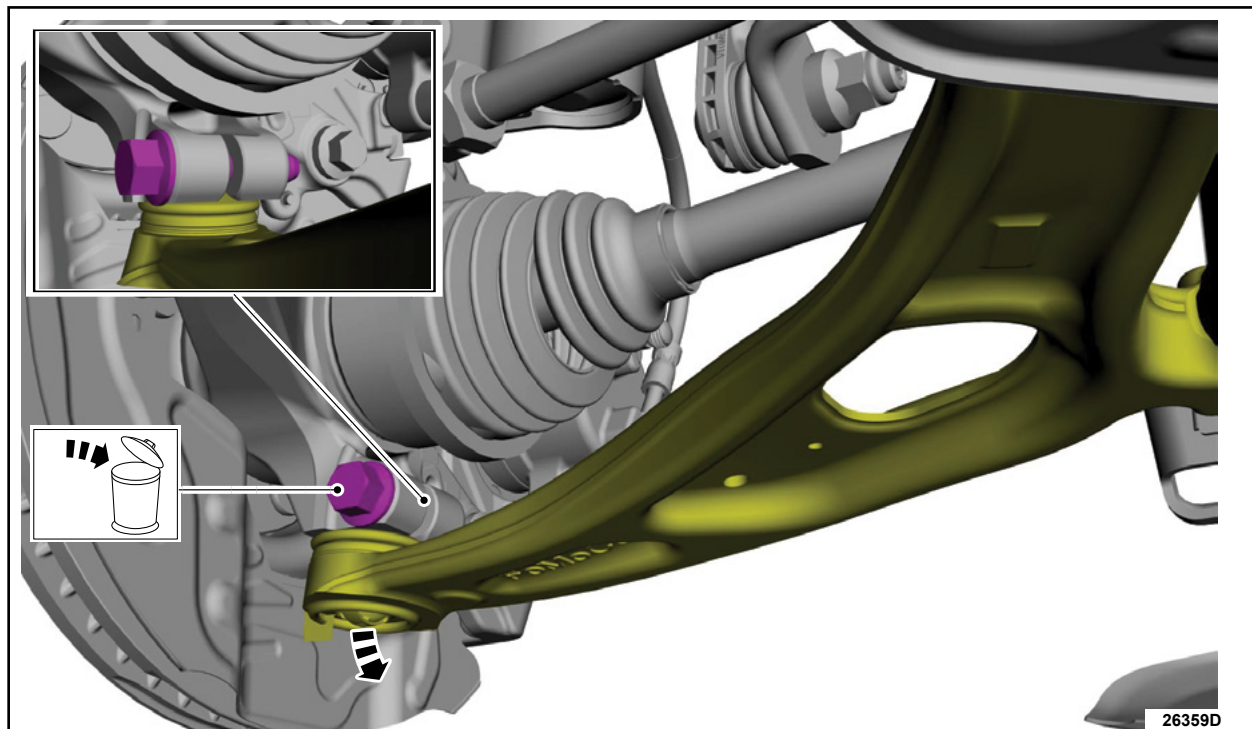


FIGURE 5





WARNING: DO NOT DRIVE the vehicle if the lower control arm is not properly seated. Failure to follow this instruction may result in a loss of vehicle control, increasing the risk of a crash, serious personal injury, or death.

7. **DO NOT DRIVE** the vehicle. 26S36 will remain open until the final repair is provided in a later supplement.

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.



Ford Motor Company
Recall Reimbursement Plan for 26S36

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 # 26S36, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before June 19, 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.