



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 14, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Compliance Recall 26C29
Certain 2017 Model Year Escape Titanium and SE Vehicles Equipped with
Technology Package
Power Window Configuration

REF: Compliance Recall 16C12
Published January 23, 2017

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 18,120):

Vehicle	Model Year	Assembly Plant	Build Date Range
Escape	2017	Louisville	October 8, 2015 through January 15, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

According to Ford's records, certain 2017 Model Year Escape Titanium vehicles and SE vehicles equipped with Technology Package may not have the software remedy for Compliance Recall 16C12 installed correctly but were recorded as having received the repair successfully. Because the correct configuration update may not have been installed on these vehicles, the underlying condition specified in Compliance Recall 16C12 may still exist.

All of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 118: Power-Operated Window, Partition, and Roof Panel Systems. The power window configuration may exceed the regulatory requirement for closing force, increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to update the Car Configuration Parameters with revised As-Built data. 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	No	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.

FSA PROGRAM OPTIONS (continued)

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)	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

Owner letters are expected to be mailed the week of July 20, 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.

Customer Service Division

Compliance Recall 26C29**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location
-  - Mobile Reprogramming (MRA1)
- Recommended specialty tools: Laptop with IDS and FDRS

OASIS ACTIVATION

OASIS will be activated on July 14, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 14, 2026. Owner names and addresses will be available by August 7, 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 compliance recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

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.

Compliance Recall 26C29

OWNER REFUNDS

- **This Compliance Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with a power window configuration update.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 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
- **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.

Compliance Recall 26C29

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 Hours
Update the Car Configuration Parameters with revised As-Built data using IDS. This labor operation code closes the FSA.	26C29B	0.3
Software Verification Form (in FDRS) shows configuration parameters are already up-to-date. This labor operation code closes the FSA.	26C29SV	0.3

SUPPLEMENTAL LABOR ALLOWANCES **These labor operation codes DO NOT close the FSA.**

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hours
Time to Obtain a Software Verification Approval Code for IDS program; see EFC17526. This labor operation can only be claimed with 26C29B. Cannot be claimed with 26C29SV.	SRVIDS2	0.1
Configuration update failed and/or an Instrument Panel Cluster (IPC) replacement is required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT26C29RR	Up to 4.6
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.	26C29MM	0.5
Ford Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26C29PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2017 MODEL YEAR ESCAPE TITANIUM AND SE VEHICLES EQUIPPED WITH TECHNOLOGY PACKAGE — POWER WINDOW CONFIGURATION

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The Field Service Action (FSA) repair will be rejected 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.

1. 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.

2. 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.

3. Select **Toolbox** (1) tab. See Figure 1.

4. Select **All**. See Figure 1.

5. Select **Read Vehicle Data** (2) and then **Run** (3). See Figure 1.

NOTE: Steps 1-4 (Read VIN from Vehicle) and Step 5 (Read Vehicle Data) MUST be completed prior to performing Steps 6-9. Failure to complete Steps 1-5 will result in a "Not Complete" or "An Error Occurred" from the Software Update Status Screen.

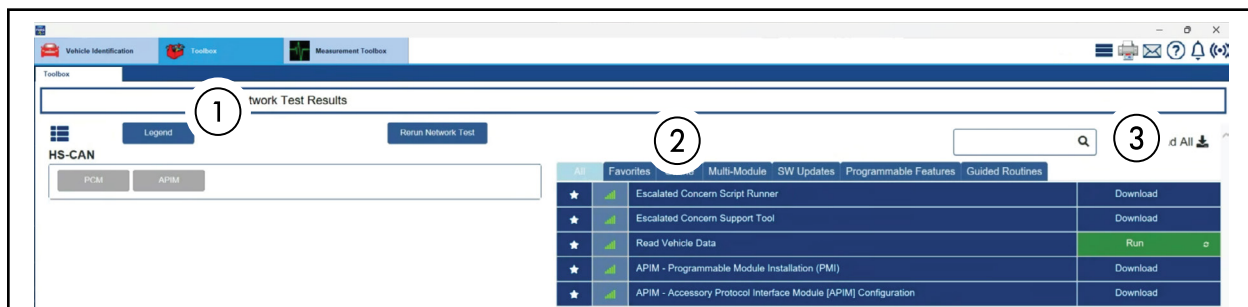


FIGURE 1



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

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

8. Select the **Open FSA List** button (3). See Figure 2.

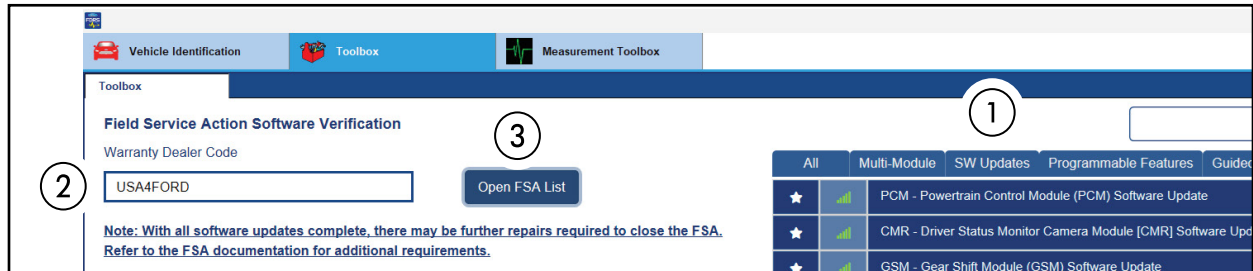


FIGURE 2

9. Does the FDRS Software Update Status display a **Complete** status? See Figure 3.

Yes - Click on **Get SVC** (1) to get the necessary SVC for claiming. This FSA is complete.

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 10.

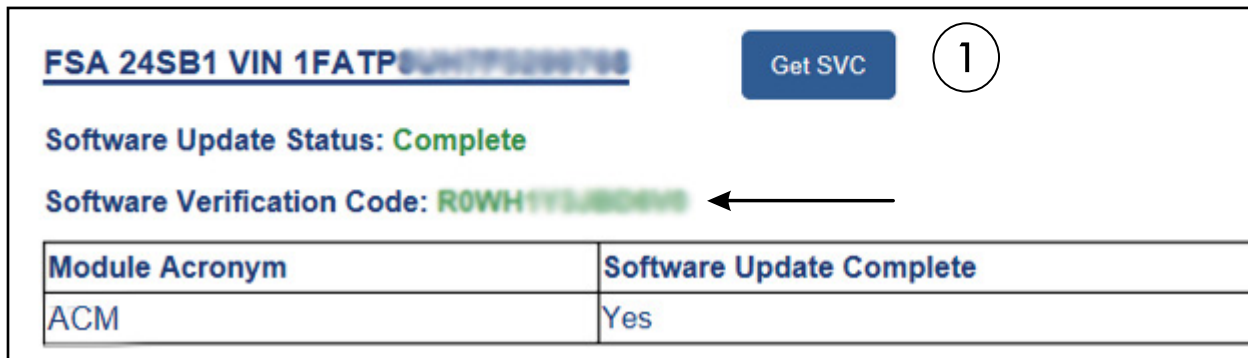


FIGURE 3



Reprogramming the Car Configuration Parameters

11. Record the customer radio station presets.

12. 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.

13. Connect the Integrated Diagnostic System (IDS) to the vehicle. Select **Start New Session** and then select **All other**. Continue until the new session is complete.

NOTE: Make sure the IDS computer does not enter sleep mode during programming.

14. Select the **Tool Box** tab, and then select **Module Programming**. Click the tick mark.

15. Select **Programmable Parameters**, then **Car Configuration Parameter(s)**. Click the tick mark.

NOTE: If a diagnostic scan tool is connected to the internet, it automatically obtains As-Built. If a diagnostic scan tool is not connected to the internet, obtain the As-Built data from PTS OASIS. Download the As-Built data to the scan tool or other storage device, such as a flash drive, following the on-screen instructions.

16. Select **Vehicle Configuration**, then select **Retrieve PTS derived As-Built data**. Click the tick mark.

17. For SE vehicles, go to Page 9 to determine and address vehicles which may be equipped with a dealer-installed Ford Original Accessory Remote Start System. For Titanium vehicles, proceed to Step 18.

18. Retrieve and clear all Continuous Memory Diagnostic Trouble Codes (CMDTCs).

19. Disconnect the battery charger from the 12-volt battery once the reprogramming has completed.

20. Program the customer radio presets and clock.

21. Perform the Power Door Window Initialization procedure on both front windows to return one-touch operation. Follow the Workshop Manual (WSM) procedures in Section 501-11, General Procedures.

22. This FSA requires a Software Verification Code (SVC) after performing the software update. Follow the instructions below to obtain the verification code. The claim will not be paid and the FSA will remain open if an SVC is not provided. For more information, see EFC17526.



23. 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.

24. 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.

25. Select **Toolbox** (1) tab. See Figure 4.

26. Select **All**. See Figure 4.

27. Select **Read Vehicle Data** (2) and then **Run** (3). See Figure 4.

NOTE: Steps 23-26 (Read VIN from Vehicle) and Step 27 (Read Vehicle Data) MUST be completed prior to performing Steps 28-31. Failure to complete Steps 23-27 will result in a "Not Complete" or "An Error Occurred" from the Software Update Status Screen.

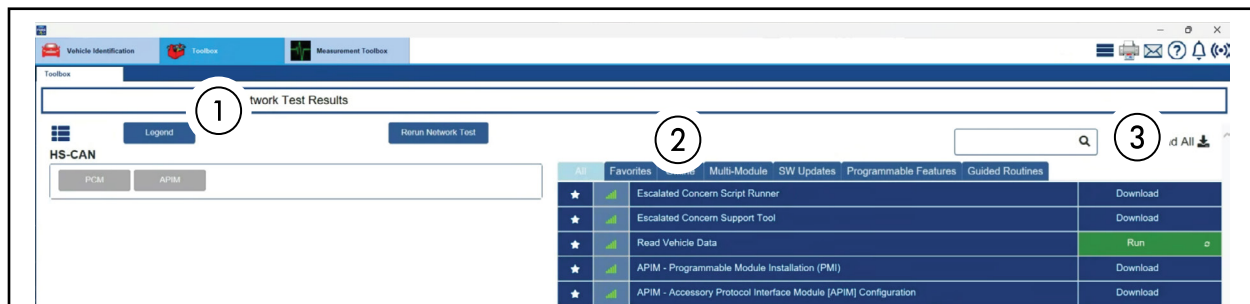


FIGURE 4

28. Select the **SW Updates** tab (1). See Figure 5.

29. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 5.

30. Select the **Open FSA List** button (3). See Figure 5.

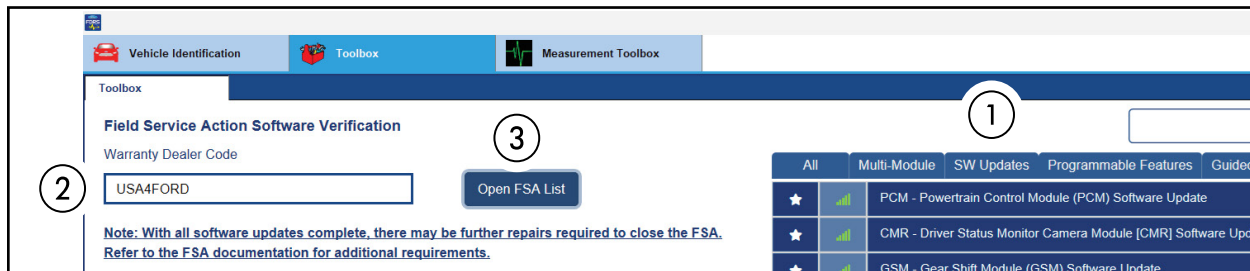


FIGURE 5



31. Does the FDRS Software Update Status display a **Complete** status? See Figure 6.

Yes - Click on **Get SVC** (1) to get the necessary SVC for claiming. This FSA is complete.

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 32.

FSA 24SB1 VIN 1FATP0UH7F3200798

Get SVC

1

Software Update Status: Complete

Software Verification Code: R0WH1Y3J00496 ←

Module Acronym	Software Update Complete
ACM	Yes

FIGURE 6



32. Does the FDRS Software Update Status display a **Not Complete** status (1)? See Figure 7.

Yes - Proceed to next step.

No - Proceed to Step 36.

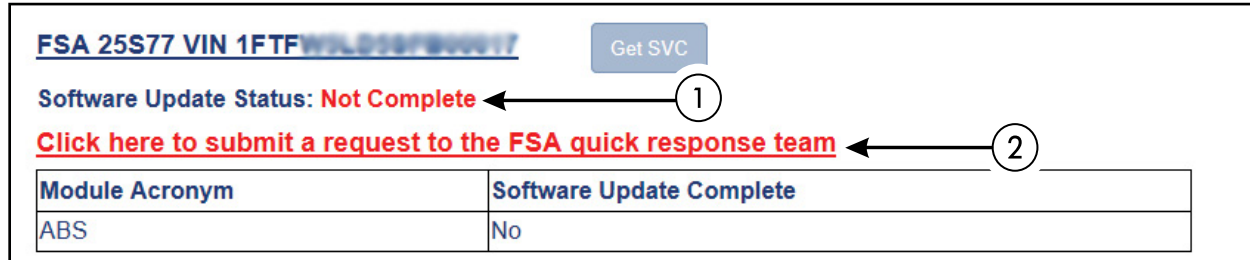


FIGURE 7

33. Have the car configuration updates in the FSA been reattempted?

Yes - Proceed to Step 34.

No - Reattempt the car configuration update steps in the FSA.

34. Use the "Click Here to submit a request to the FSA Quick Response Team" link (2) shown in Figure 7. 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

35. 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. Follow the recommendations from the FSA Quick Response Team to resolve any issues preventing SVC generation.



36. If the FDRS Field Service Action Software Verification Status displays **"An error occurred. Unable to retrieve FSA information"**, reattempt to generate an SVC. The error is caused by a connectivity or server issue where the status of the FSA cannot be verified. This is resolved upon reattempting to generate an SVC. See Figure 8.

The screenshot displays the FDRS Field Service Action Software Verification interface. On the left, there are sections for vehicle modules: PCM, BCM, BECMB, HS2 (ABS, GSM, GWM, IPMA, OCSM, PSCM, RCM, SCCM), HS3 (ACM, IPC, TCU, TRM), and MS1 (HVAC, SODL, SODR). On the right, a table lists software updates for ACM, IPC, and TCU, each with a 'Download' button. Below the table, text indicates that FDRS checks software levels and provides instructions for updates. A 'Field Service Action Software Verification' section contains a 'Warranty Dealer Code' field and a dropdown menu for 'FSA Number' with the value '24SS9'. A 'Submit' button is next to the dropdown. Below this, a note states: 'Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.' At the bottom, a red-bordered box contains the error message: 'An error occurred. Unable to retrieve FSA information.' An arrow points from this message to the right. The footer shows the vehicle ID 'FTTW8E94PRA33711', model 'Maverick 2.0L EcoBoost (240PS)', and version 'FDRS R44 2025.02.10_09.06.09'. A status bar at the bottom right indicates 'Not Connected: Click the icon to connect.' with a red icon.

FIGURE 8



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.



Dealer-Installed Ford Original Accessory Remote Start System

1. Determine if the vehicle is equipped with a dealer-installed Ford Original Accessory Remote Start System by inspecting for the presence of a Ford Original Accessory Remote Start key fob, or by inspecting for the presence of a Ford Original Accessory Remote Start antenna mounted to the inside of the windshield. See Figure 9.
 - If the vehicle **is** equipped with a dealer-installed Ford Original Accessory Remote Start System, proceed to Step 2 below.
 - If the vehicle **is not** equipped with a dealer-installed Ford Original Accessory Remote Start System, return to Step 18.



FIGURE 9

2. Using IDS, return to Car Configuration Parameters (from the Module Programming menu, select Programmable Parameters > Car Configuration Parameters). Select Retrieve the vehicle configuration data (1) and then click the tick mark (2). See Figure 10.

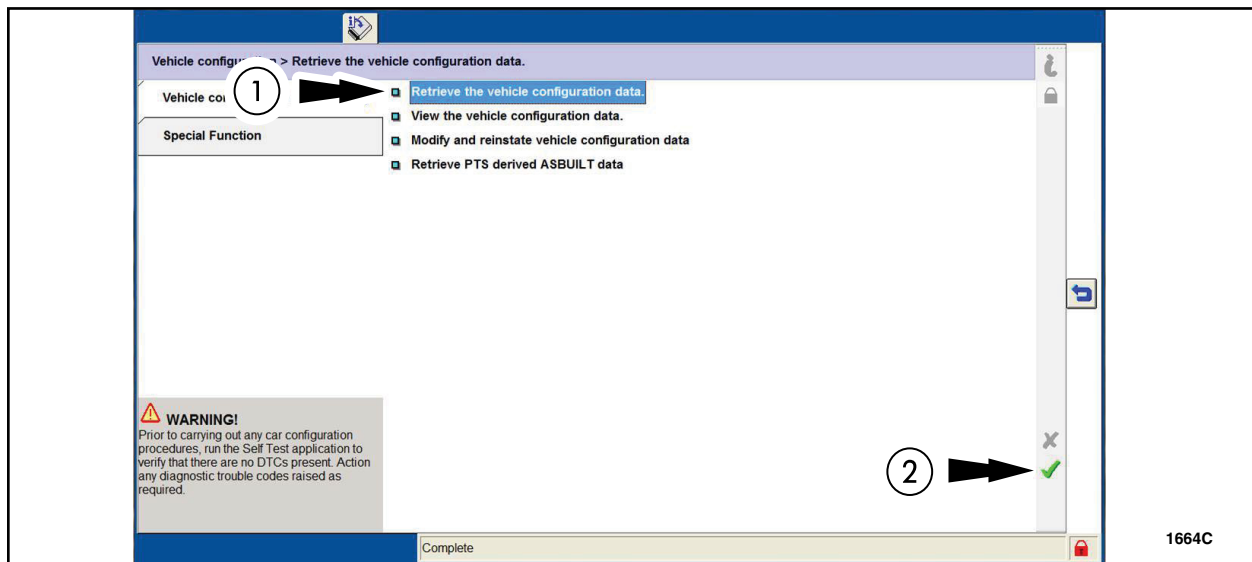


FIGURE 10



3. Select Modify and reinstate vehicle configuration data (1) and then click the tick mark (2). See Figure 11.

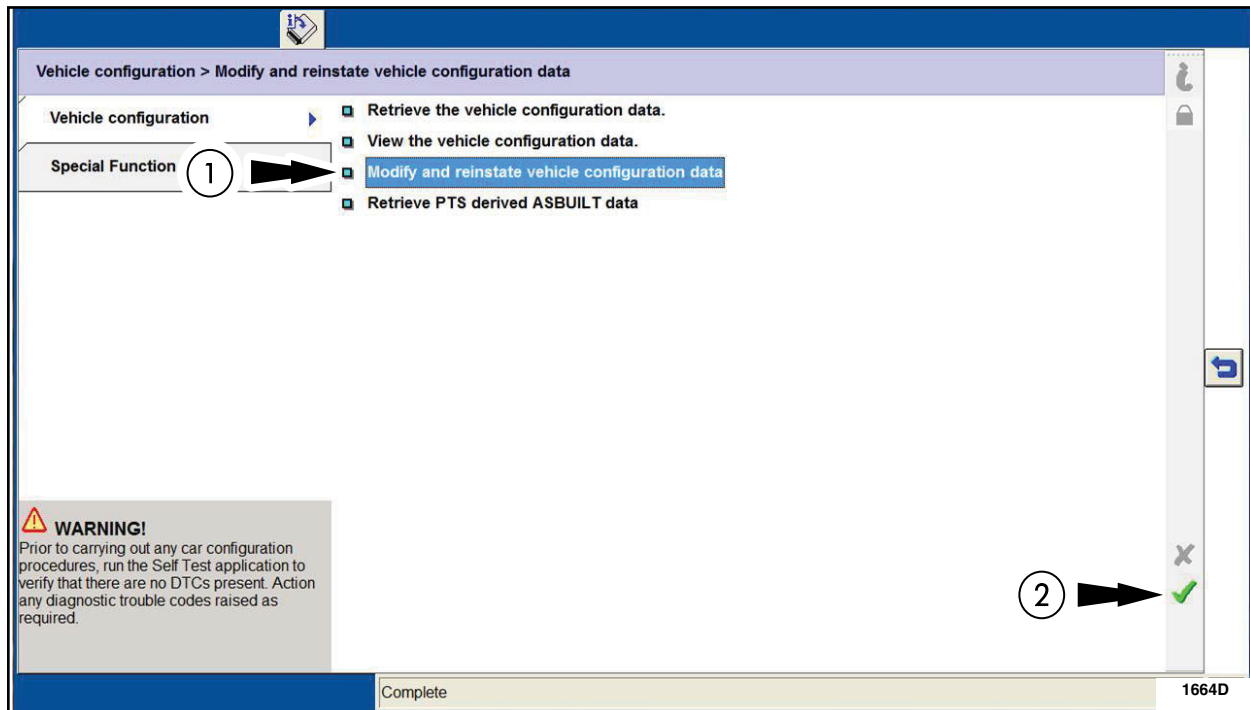


FIGURE 11

4. Identify the Remote Start parameter and change the value from Less Remote Starter to Remote Starter (1). Click the tick mark to download the data into the vehicle (2). See Figure 12.

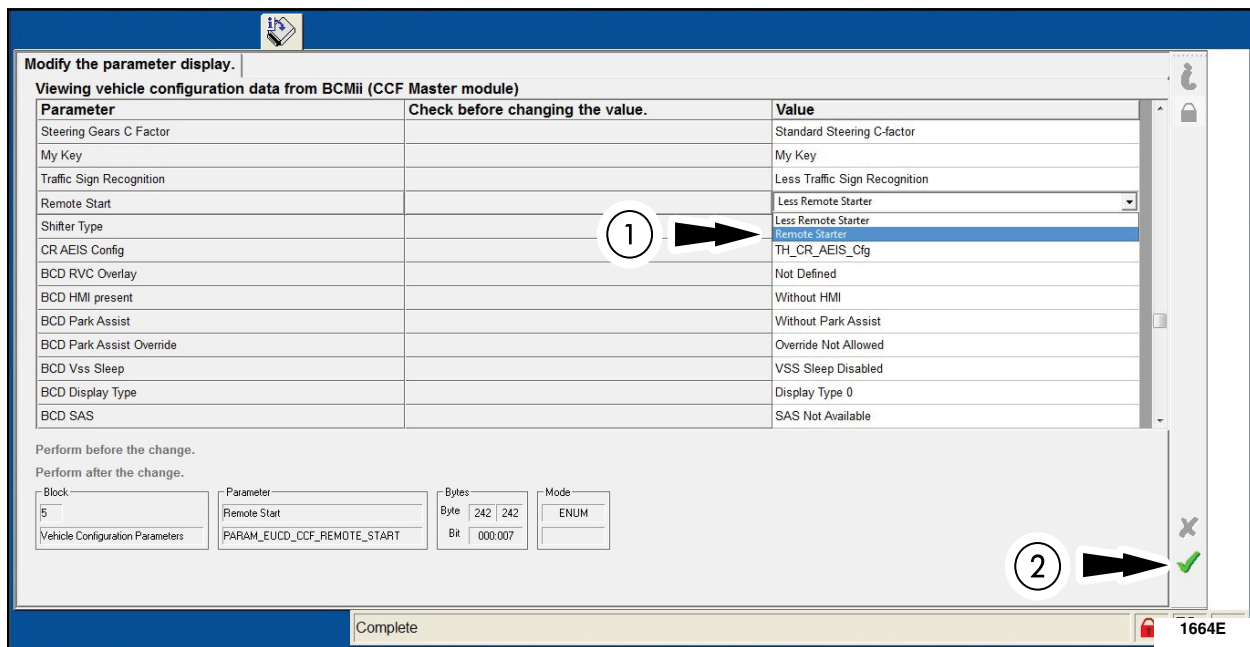


FIGURE 12



5. Return to Programmable Parameters (1) and then select Remote Start (2). Click the tick mark (3). See Figure 13.

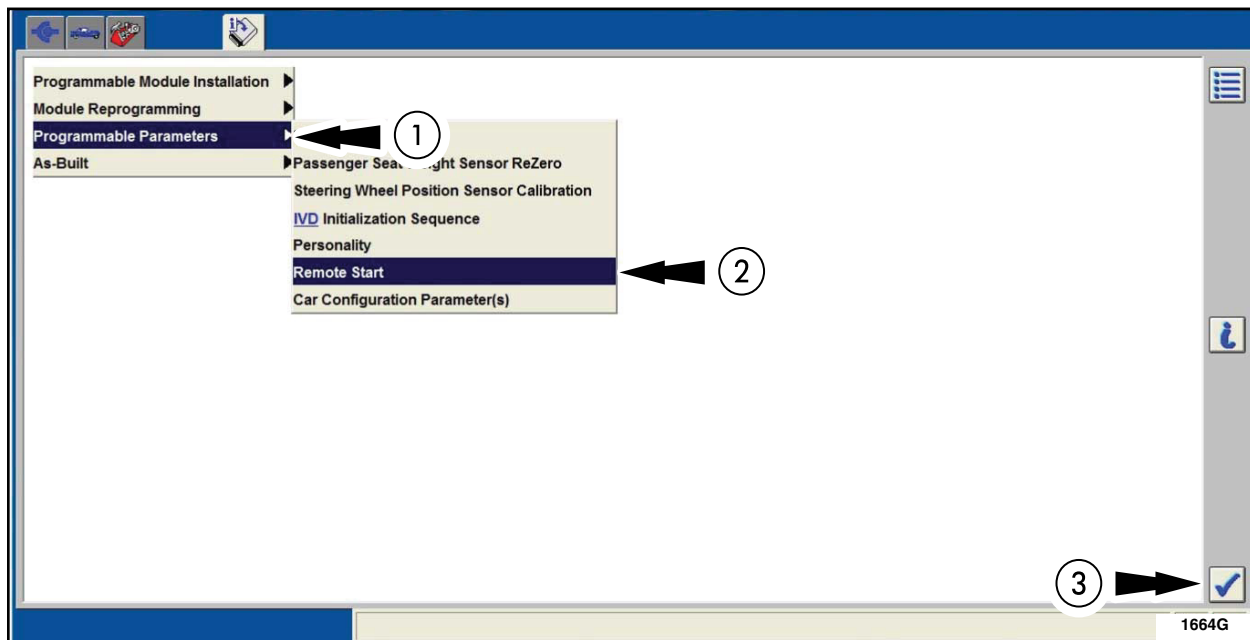


FIGURE 13

6. Verify the parameters match the chart shown below in Figure 14. Modify as necessary and click the tick mark.

Climate Control - (IC)	ENABLE
Quiet Start - (IC)	ENABLE
Remote Start - (BdyCM)	ENABLE
Remote Start System - (IC)	ENABLE
Remote Start - (HVAC)	DISABLE
Remote Start - (IC)	ENABLE

1664F

FIGURE 14

7. Return to Step 18.



Ford Motor Company
Recall Reimbursement Plan for 26C29

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 # 26C29, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before August 7, 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 and 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.