Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 1, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S45
Certain 2014 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
6R80 Sudden Transmission Downshift – Powertrain Control Module Programming

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**
Safety Recall 24S37 – Supplement #1
Certain 2014 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
6R80 Sudden Transmission Downshift – Powertrain Control Module Programming –
Date: August 27, 2024

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 44,637):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2014	Dearborn Truck	June 19, 2013 through December 23, 2014
		Kansas City	

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

According to Ford's records, certain 2014 Model Year F-150 vehicles may not have the software for Safety Recall 24S37 installed correctly but were recorded as having received the repair successfully. Because the correct software update may not have been installed on these vehicles, the underlying condition specified in Safety Recall 24S37 may still exist.

In some of the affected vehicles, an intermittent Output Shaft Speed Sensor (OSS) failure may result in an unintended downshift into first gear. Depending on vehicle speed at the time of the downshift, an abrupt wheel speed reduction may occur, which could cause the rear tires to slide or lock up until the vehicle speed slows. This condition could result in a loss of vehicle control, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to update the Powertrain Control Module (PCM) software using the Integrated Diagnostic System (IDS) release 133.01 or higher. 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.

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Rentals	No	See the **Rental Vehicles** section below, if applicable.
Alternative Transportation Available	No	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)	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 6, 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 $27,874 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

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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
  - Mobile Reprogramming (MRA1)

OASIS ACTIVATION

OASIS will be activated on July 1, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on July 1, 2026. Owner names and addresses will be available by July 6, 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.
- Refunds will only be provided for the cost associated with re-programming the PCM.

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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 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 MT26S45RR 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
- **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 became effective for repair orders opened on or after August 31, 2024. The 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 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 26S45 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.

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CLAIMS PREPARATION AND SUBMISSION – Continued:

- **Related Damage/Additional labor and/or parts**: Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

  IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.

  - Program Code: 26S45 - 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.

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Safety Recall 26S45

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)
Software Update: Re-program the PCM using IDS release 133.01 or higher. **This labor operation code closes the FSA.**	26S45B	0.3
Software at Latest Level: Software Verification Form shows software is already up to date. **This labor operation code closes the FSA.**	26S45SV	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 Hour(s)
Time to Obtain a Software Verification Code (FDRS); see EFC17526. **Can only be claimed with labor operation 26S45B. Cannot be claimed with 26S45SV.**	SRVIDS2	0.1
PCM software failed and/or PCM module replacement required. SSSC approval is not required unless M-Time is exceeded. **Clock times should be consistent with vehicle history on PTS.**	MT26S45RR	Up to 5.7
Mobile Service: **This allowance is only for non-eligible 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.	26S45MM	0.5
Ford Vehicle Pick-Up & Delivery Allowance: **This allowance is only for non-eligible 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.	26S45PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

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CERTAIN 2014 MODEL YEAR F-150 VEHICLES EQUIPPED WITH A 6R80 TRANSMISSION SUDDEN TRANSMISSION DOWNSHIFT — POWERTRAIN CONTROL MODULE PROGRAMMING

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.

SERVICE PROCEDURE

Module Programming 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. 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

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

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

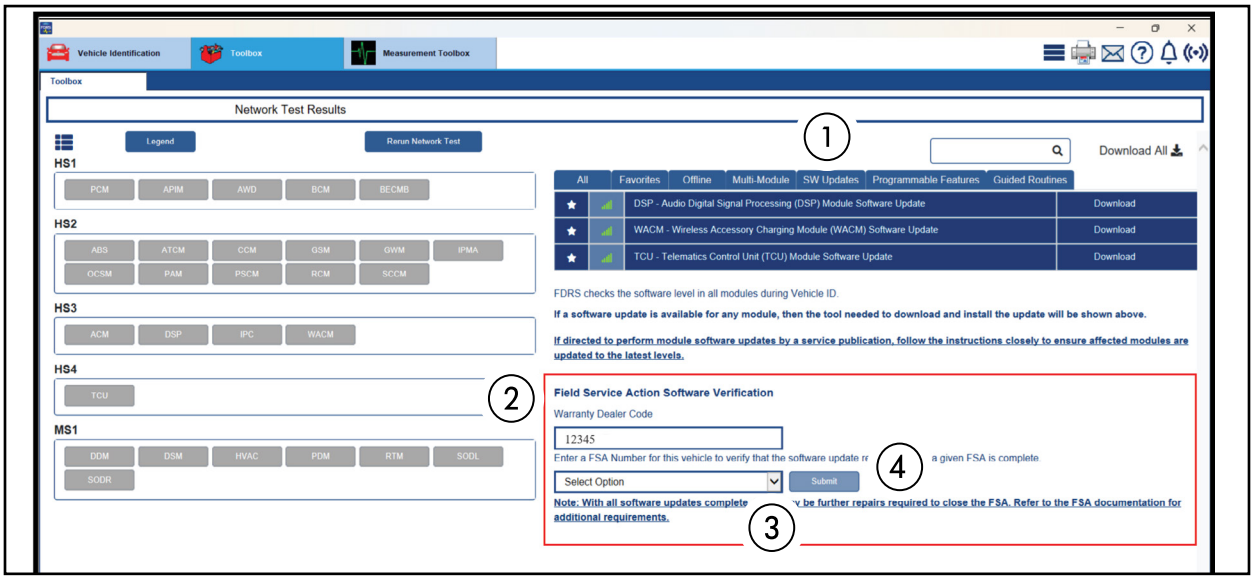


FIGURE 2

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10. Does the FDRS Field Service Action Software Verification Status display a **Complete** status? See Figure 3.

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification Code (SVC).

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 11.

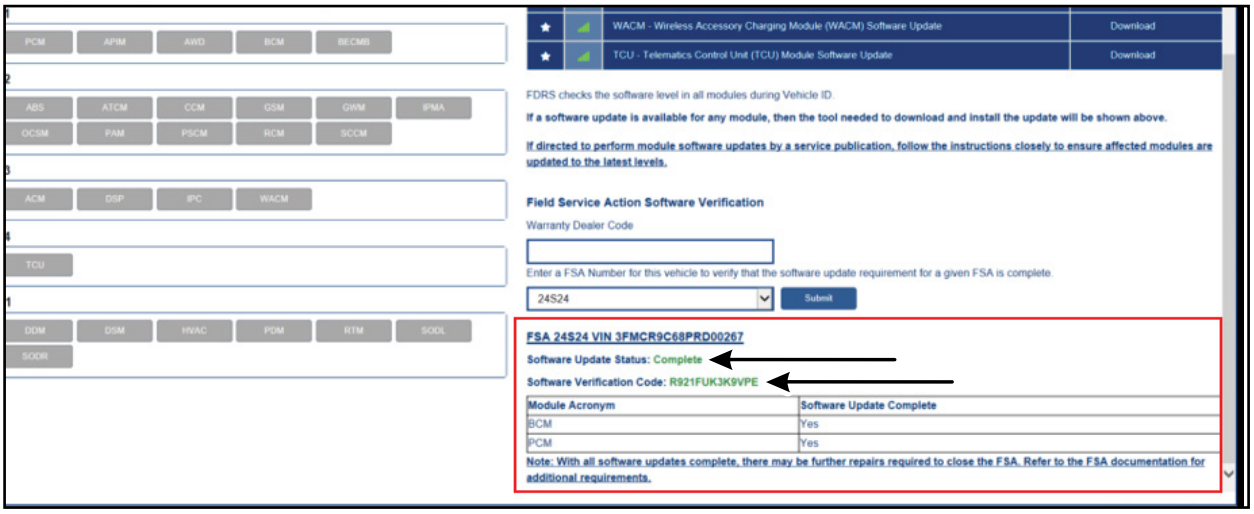


FIGURE 3

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11. 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 System (IDS) computer does not enter sleep mode during programming.

12. Reprogram the Powertrain Control Module (PCM) using IDS release 133.01 or higher. Make sure you are connected to the internet prior to reprogramming.

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

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

13. Check and clear all DTCs.

14. This FSA requires a 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.

15. Log into 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.

16. Click **Read VIN from Vehicle** or manually enter the VIN.

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

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

18. Select **All**. See Figure 4.

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

NOTE: Steps 15-18 (Read VIN from Vehicle) and Step 19 (Read Vehicle Data) MUST be completed prior to performing Steps 20-23. Failure to complete Steps 15-19 will result in a "Not Complete" or "An Error Occurred" from the Software Update Status Screen.

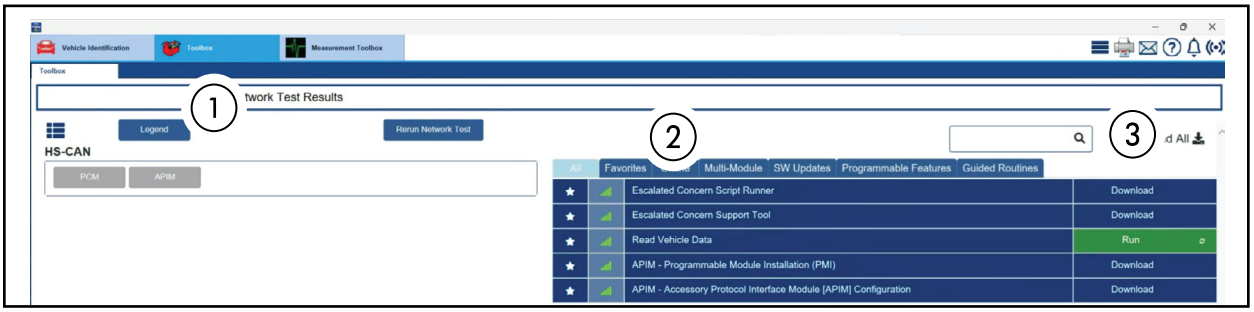


FIGURE 4

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

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

22. Select the **FSA** (3) from the drop-down menu. See Figure 5.

23. Select **Submit** (4). See Figure 5.

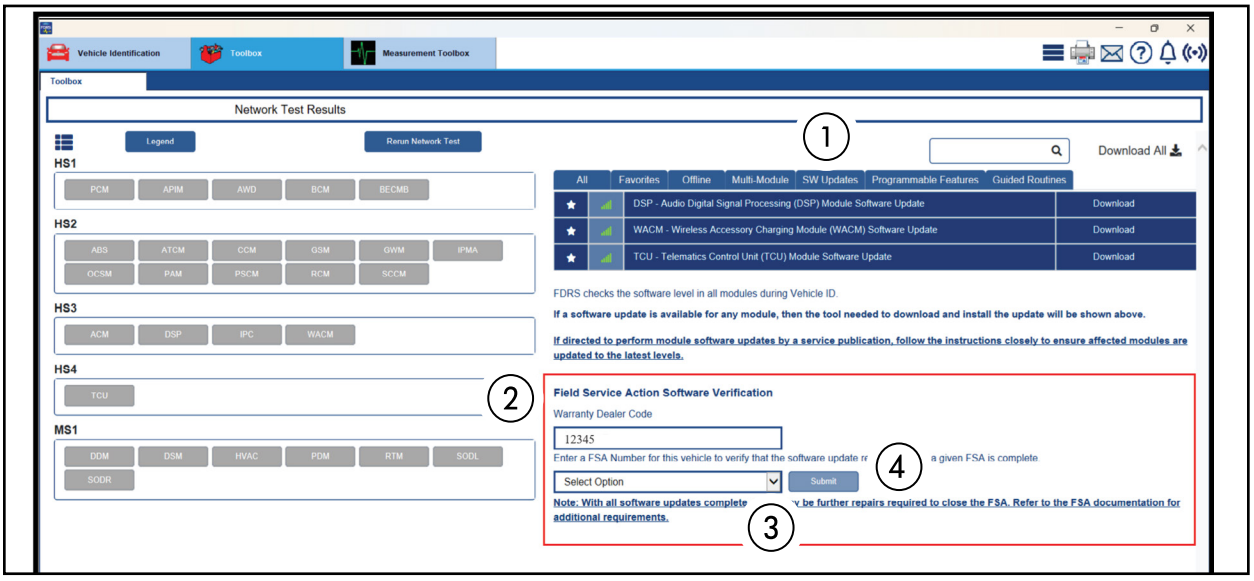


FIGURE 5

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24. Does the FDRS Field Service Action Software Verification Status display a **Complete** status? See Figure 6.

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen SVC.

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 25.

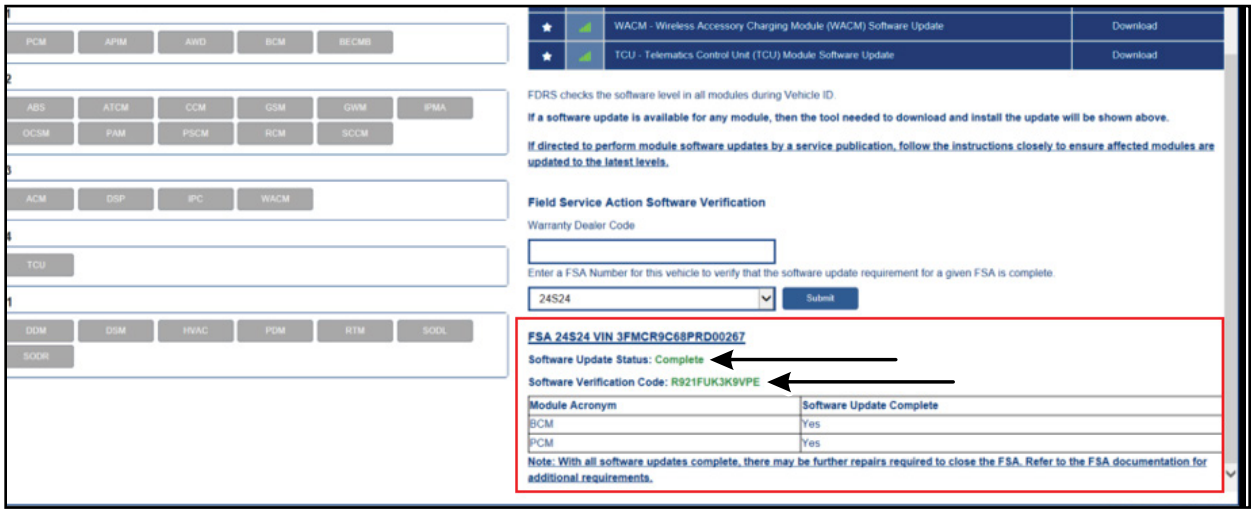


FIGURE 6

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25. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)? See Figure 7.

Yes - Proceed to next step.
No- Proceed to Step 29.

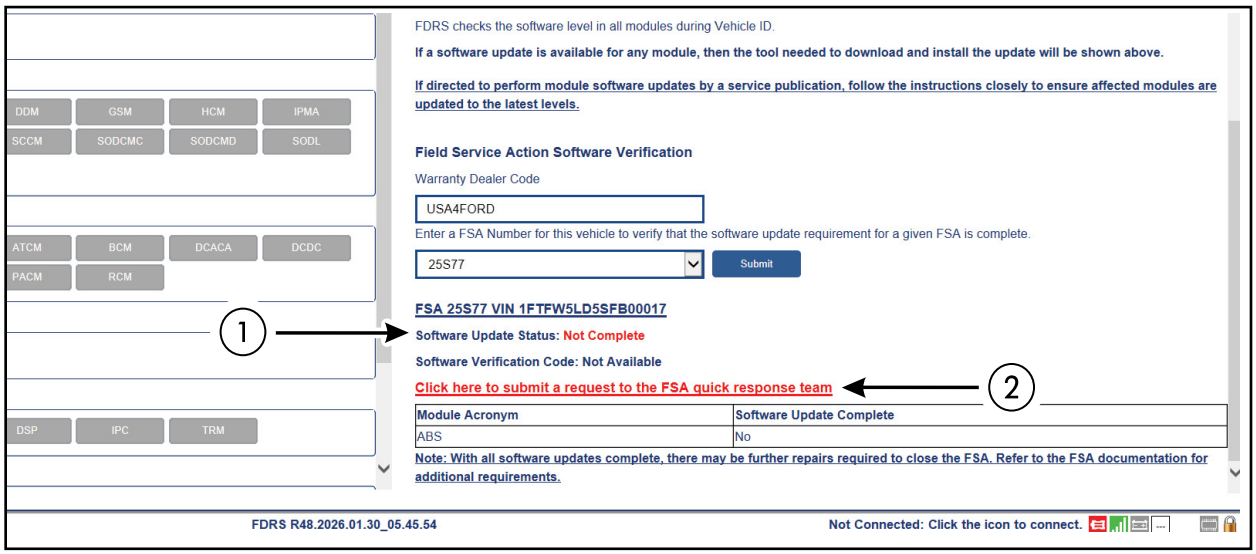


FIGURE 7

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

Yes - Proceed to Step 27.
No - Reattempt the software update programming steps in the FSA.

27. 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

28. 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.

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29. 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.

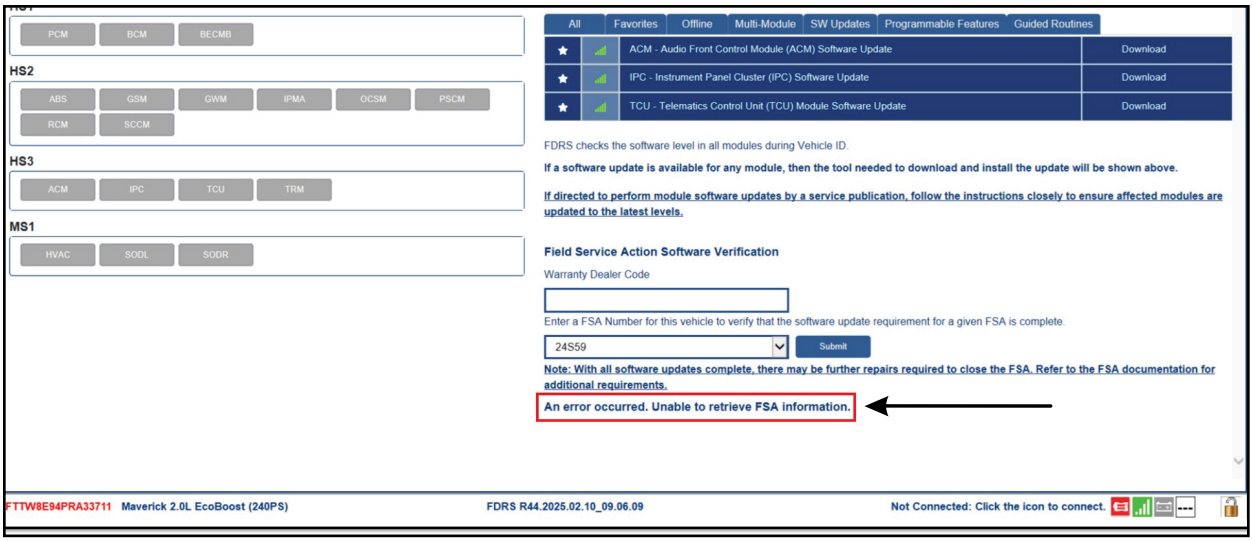


FIGURE 8

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.

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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.

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Ford Motor Company
Recall Reimbursement Plan for 26S45

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 # 26S45, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before July 13, 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.