



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 29, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Compliance Recall 26C32
Certain 2024-2026 Model Year Mustang and 2025-2026 Mustang GTD Vehicles
Windshield Wipers and Washer System Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice**
Compliance Recall 26C32
Dated: July 2, 2026

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 67,871):

NOTE: Less than 1% of the affected vehicle population is expected to require parts.

Vehicle	Model Year	Assembly Plant	Build Date Range
Mustang	2024-2026	Flat Rock	September 18, 2024 through February 02, 2026
Mustang GTD	2025-2026	Multimatic	January 16, 2025 through February 02, 2026

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have been repaired or are in the process of being repaired at the assembly plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in the FSA Policy Document for more information.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles may not comply to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) S4.1.1 of FMVSS 104, or S4.3.3 of FMVSS 104 - Windshield Wiping and Washing Systems.

In some of the affected vehicles, during freezing temperatures, customers may experience front windshield wipers that only operate at their high speed setting and an inoperable windshield washing system. Windshield wipers and a windshield washing system that do not function as intended increase the risk of a crash.

SERVICE ACTION

NOTE: Inspections can be performed in service drive by certified STST Competency 10 employees.

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

- Record (video) and time the full specific wiper sequence per Technical Instructions.
- **Pass** inspection: Upload VIN photo and inspection video to PTS / Global Concern Reporting (GCR)
 - CLOSES program.

SERVICE ACTION (continued)

- **Fail inspection:** Upload VIN photo/inspection video using SSSC **Part Order Request contact**.
 - If parts are unavailable: Program stays OPEN.
 - Replace wiper motor after SSSC approval and SSSC part ordering as required.
- **NOTE:** See applicable **Repair Photo Submission** section below for more details.

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	Conditional	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Conditional	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	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	Yes	See Repair Photo Submission section below, if applicable.

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of August 3, 2026 or before. 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 Letters
- 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

Safety Recall 26C32**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Conditional: Parts cannot be ordered in advance.
- Mobile repair code (MM) can only be claimed with a labor code that will close the program.
- Arrange for a mobile repair at the owner's location.
- All Vehicles Affected.
-   - Light Mobile Service (MRA2)
- Recommended specialty tools: video recorder (phone).

OASIS ACTIVATION

OASIS was activated on July 2, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on July 2, 2026. Owner names and addresses will be available by August 14, 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.

Safety Recall 26C32**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 a windshield wiper motor replacement.

RENTAL VEHICLES**Conditional – For FAILED Inspections Only**

Dealers are pre-approved for up to **10** days for a comparable rental vehicle. Follow Central Loaner Support guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than **10** rental days 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.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

INSPECTION PASS – REPAIR VIDEO AND PHOTO SUBMISSION – PTS / GCR

For **PASSED** INSPECTIONS - Ford has requested video and photo evidence of repair completion for this FSA. For failed inspections – see next page.

- For claim reimbursement please submit the following:
 - Photo attachment of VIN that PASSED inspection
 - **Video** attachment showing the following:
 - The same view and detail as shown in Technical Instruction videos.
 - Full wiper sequence.
 - Vehicle display trip timer.
 - Steering column switch activation.
- Photo/video can be attached using the Mobile PTS “Report a Vehicle Concern”. You can access Mobile PTS using your mobile device at:
<https://www.fordtechservice.dealerconnection.com/>.
Note: If you have never used the Web-Based report a vehicle concern- you will need to create your User Profile before accessing “Report a Vehicle Concern” on Mobile PTS. Instructions on how to create a user profile and submit photo/video can be found in the following link:
 - [Global Concern Reporting \(GCR\) Video Snack on FMCDealer](#).
- **Note:** Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at:
<https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>;
- After completing the report entry form you can upload a maximum of 5 attachments at once.
 - When submitting more than one attachment (photo and video), the files must be saved to the mobile device you’re using, before submitting the report.

Safety Recall 26C32**INSPECTION FAIL - REPAIR VIDEO AND PHOTO SUBMISSION**

For **FAILED INSPECTIONS** - Ford has requested **video** and **photo** evidence prior to part ordering.

- For **FAILED INSPECTIONS** - Contact the SSSC and upload the necessary video and photo documentation as attachments for review and approval with a **Part Order Request contact**.
 - Photo attachment of VIN that FAILED inspection
 - **Video** attachment showing the following:
 - The same view and detail as shown in Technical Instruction videos.
 - Full wiper sequence.
 - Vehicle display trip timer shown.
 - Steering column switch activation shown.
- This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct.
 - Upload the photo and video by selecting the appropriate FSA with the option to use a prior contact ID.
 - This photo/video will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo/video via PTS Mobile, and it will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will order the respective part.

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.

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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.
- This program is exempt from the Software Verification Approval Code Requirement.
- **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 **26C32** 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: 26C32
 - 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.

Safety Recall 26C32

LABOR ALLOWANCES

NOTE: Inspection can be performed in a service drive by certified STST Competency 10 employees.

Note: Claim only 1 single letter code based on inspection results. Labor code BB cannot be used with labor code A.

Note: See Technical Instructions for Video requirements.

Description	Labor Operation	Labor Time Hour(s)
PASS Inspection: NO Parts Needed • Prep: Wet/clean windshield, and turn off rain sensor as needed • Take video, record time between wipes on lowest setting – See video within Technical Instructions • Wiper park time is <u>less than or equal to 24</u> seconds • Upload inspection video and VIN photo to PTS / GCR • CLOSES program This labor operation code <u>closes</u> the FSA	26C32A	0.3
NOTE: Labor Operation Codes BB and B are to be used for every failed inspection		
FAIL Inspection • Prep: Wet/clean windshield, turn off rain sensor as needed • Take video, record time between wipes on lowest setting – See video within Technical Instructions • Wiper park time is <u>greater than 24</u> seconds • Part Order Request contact through the SSSC ○ Include time to upload inspection video and VIN photo • 26C32BB Code to be used only once per VIN This labor operation code <u>DOES NOT</u> close the FSA	26C32BB	0.3
Part Replacement – wiper park time is <u>greater than 24</u> seconds • With SSSC approval – Replace Wiper Motor • To be used after 26C32BB and with part replacement • This labor does NOT include the inspection – see code BB • CLOSES program This labor operation code <u>closes</u> the FSA	26C32B	0.7

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SUPPLEMENTAL LABOR ALLOWANCES - Labor operation codes that DO NOT close the FSA

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

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. NOTE: Can only be used with labor codes that close the program.	26C32MM	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.	26C32PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering: Inspection Required with SSSC approval.

- See Technical Instructions for approval requirements.
- Parts **CANNOT** be ordered prior to vehicle inspection and SSSC approval.
- SSSC will place the part order after video approval.

To place an order for a wiper motor, submit a VIN-specific **Part Order Request** contact via the SSSC Web Contact Site.

The VIN-specific **Part Order Request** must provide the following:

- Attached photo of door tag showing VIN.
- Attached video of the same view and detail as shown in Technical Instruction videos.
 1. Full wiper sequence.
 2. Vehicle display trip timer shown.
 3. Steering column switch activation shown.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
FR3Z-17508-B	1	1	1	SSSC Video and VIN Photo Approval Required: See above for detail Wiper Motor – All Failed Inspections

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

NOTE: Less than 1% of the affected vehicle population is expected to require a wiper motor replacement.

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.

Safety Recall 26C32

DEALER PRICE

For the latest prices, refer to 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 2024-2026 MODEL YEAR MUSTANG AND 2025-2026 MUSTANG GTD VEHICLES — WINDSHIELD WIPERS AND WASHER SYSTEM INSPECTION

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.

NOTICE: Only operate the wipers on a wet windshield to avoid scratching the glass or damaging the wiper blades. Make sure the windshield is clean before proceeding.

NOTE: The wipers and the washer system may not operate at or below freezing temperatures due to the condition addressed by this recall.

NOTE: Inspection required BEFORE ordering parts through the Special Service Support Center (SSSC).

1. With Key ON, Engine OFF (KOEO), turn off **rain sensing/Autowipers**.
 - a. On the touchscreen – Press **Settings**.
 - b. Press **Vehicle Settings**.
 - c. Press **Wipers**.
 - d. Toggle Rain Sensing to **OFF**.
2. Wet windshield to avoid damaging wiper blades or glass.
3. Set the right-hand (RH) steering column multifunction switch to its lowest wiper setting (A). See Figure 1.

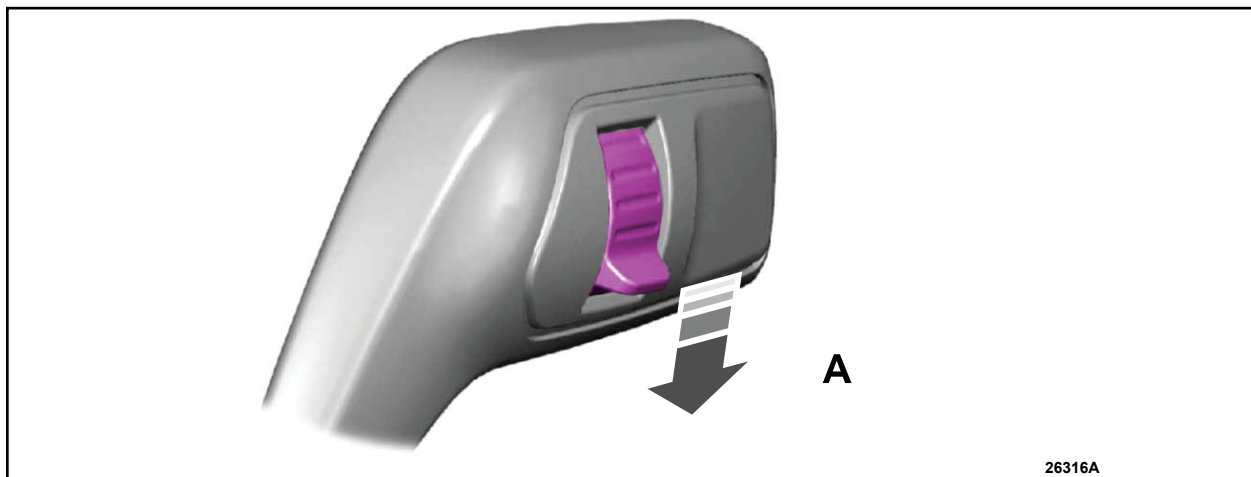


FIGURE 1



NOTE: The trip screen has an available timer that can be used to determine the time elapsed. See Figure 2.

4. Set up a timer/stopwatch and a video recording device.

- Be prepared to time and record the wipe sequence, from the wiper's parked position to the start of the next wipe.

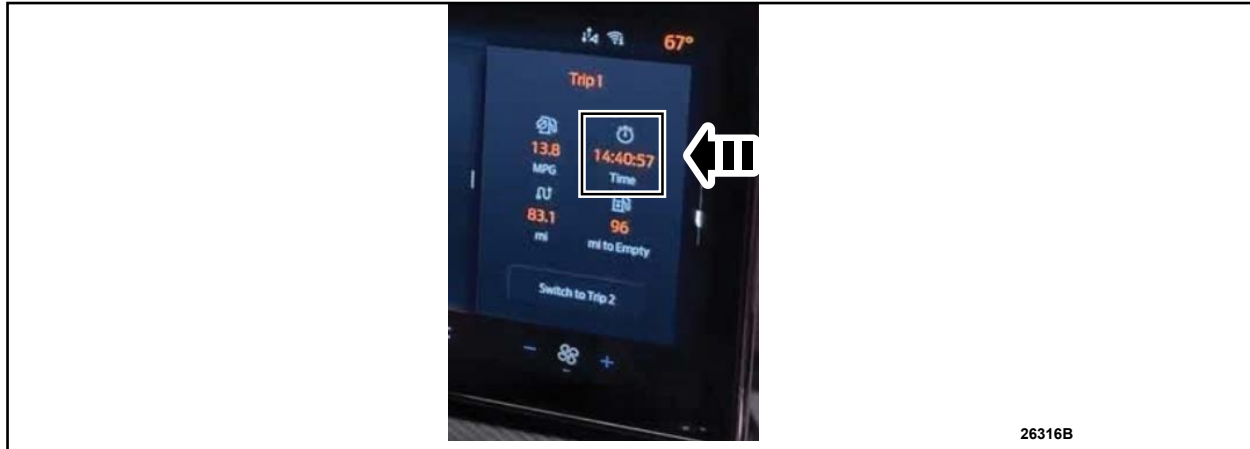


FIGURE 2

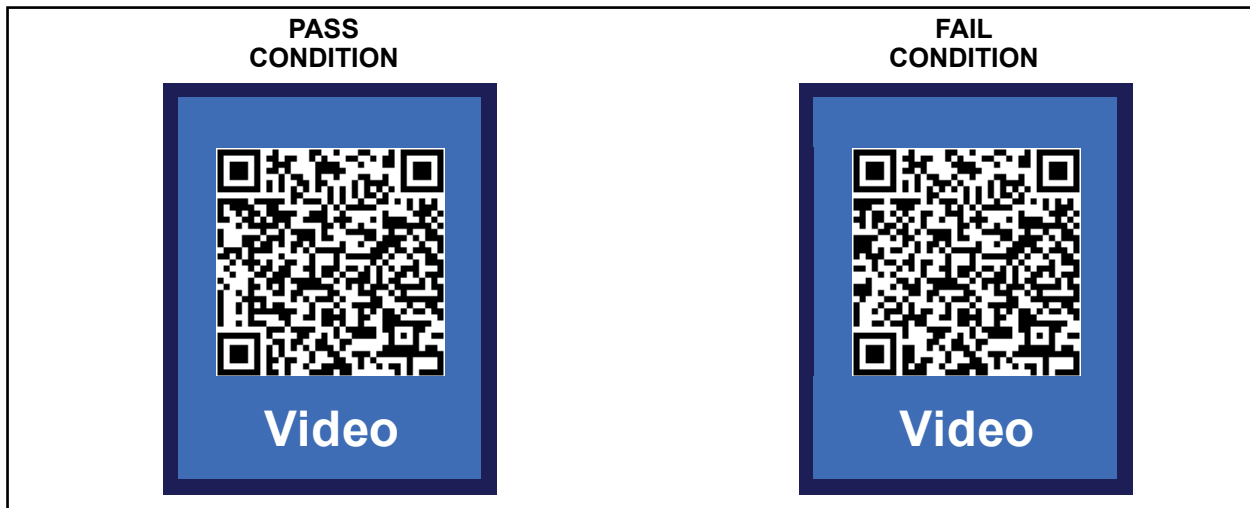
5. Perform the following steps in sequence:

- a. Start the recording.
- b. Press the wiper lever up to begin the wipe sequence.
- c. **START Time:** As soon as the wipers reach the parked position.
- d. **STOP Time:** As soon as the wipers begin to move again.

6. Make sure to record the full wiper sequence on the video, the same as the examples below.

NOTE: A video of a **PASS** condition can be found by clicking [here](#), or scanning the QR code below.

NOTE: A video of a **FAIL** condition can be found by clicking [here](#), or scanning the QR code below.



7. Was the wiper park time **24 seconds** or less?

Yes - Time was 24 seconds or less. Inspection **PASS**.

- a. Repeat the wiper park time inspection (Step 5) to confirm the passing result is consistent.
- b. Upload photo of VIN and video to PTS/GCR (see bulletin for details).
- c. This FSA is complete.

No - Time was greater than **24 seconds**. Inspection **FAIL**. Proceed to next step.

NOTE: A pass is expected to be approximately 22-23 seconds. A failure is expected to be 25 seconds or more.

8. Repeat the wiper park time inspection (Step 5) to confirm the failing result is consistent.

9. For a consistent inspection FAIL greater than a 24 second wiper park time, contact the SSSC for further direction with the following:

- Timed video, as described in Step 5.
 - a. Full wiper sequence shown.
 - b. Vehicle display trip timer shown.
 - c. Steering column switch activation shown.
- VIN Photo.

10. After SSSC approval and part procurement - replace the windshield wiper motor. Follow the Workshop Manual (WSM) procedures in Section 501-16.

11. Check and clear diagnostic trouble codes (DTCs).

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 26C32

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 # 26C32, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before August 21, 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.