Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

October 27, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S69 – *Supplement #1*
Certain 2023-2027 F-150 Vehicles
Fuel Tank Strap Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S69
Dated: September 15, 2026

New! ***REASON FOR THIS SUPPLEMENT***

- ***Labor Allowances and Parts Ordering Information:*** *Added the part numbers for the fuel tank straps.*
- ***Technical Instructions:*** *Updated inspection information.*

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 220,391):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2023	Dearborn Truck	January 4, 2023 through December 11, 2023
F-150	2023	Kansas City	January 4, 2023 through December 22, 2023
F-150	2024	Dearborn Truck	August 24, 2023 through November 13, 2024
F-150	2024	Kansas City	July 8, 2023 through December 8, 2024
F-150	2025	Dearborn Truck	October 16, 2024 through December 20, 2025
F-150	2025	Kansas City	November 18, 2024 through November 25, 2025
F-150	2026	Dearborn Truck	December 2, 2025 through August 27, 2026
F-150	2026	Kansas City	July 26, 2025 through August 27, 2026
F-150	2027	Dearborn Truck	May 1, 2026 through August 6, 2026
F-150	2027	Kansas City	May 21, 2026 through August 19, 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.

© Copyright 2026 Ford Motor Company

REASON FOR THIS SAFETY RECALL

On some of the affected vehicles, the fuel tank strap may not be fully secured to the frame rail. A fuel tank that becomes unsecured from the vehicle may cause fuel leaks, which could increase the risk of fire or an engine stall from fuel loss. A detached fuel tank also creates a road hazard to other vehicles.

Less than 1% of the affected vehicle population is expected to require fuel tank strap replacement.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect front and rear fuel tank straps to determine if they are secured to the frame rail. If a fuel tank strap is not secured to the frame rail, the fuel tank strap will be replaced. This service must be performed on all affected vehicles at no charge.

For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See **Mobile Service Repair Assessment Level** section below, if applicable.
Over-the-Air (OTA) Update	No	See **Over-The-Air (OTA) Updates** section of the FSA Policy Document, if applicable.
Rentals	Conditional	See the **Rental Vehicles** section below, if applicable.
Alternative Transportation Available	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 were mailed the week of September 21, 2026. 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.

© Copyright 2026 Ford Motor Company

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

© Copyright 2026 Ford Motor Company

Safety Recall 26S69– *Supplement #1*

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

OASIS ACTIVATION

OASIS will be activated on September 14, 2026

FSA VIN LISTS ACTIVATION

FSA VIN Lists are available through https://servicehub.ford.com/en-us/recall/fsavl-home. Owner names and addresses are available in FSA VIN Lists.

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.

© Copyright 2026 Ford Motor Company

Safety Recall 26S69– *Supplement #1*

OWNER REFUNDS (continued)

- Refunds will only be provided for the cost associated with replacing an unsecured fuel tank strap.

RENTAL VEHICLES

Dealers may request a rental, for customer-owned vehicles, when Ford parts are on backorder; prior approval required from the SSSC.

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 a Related Damage 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.
- **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 26S69 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 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.
- **Refunds:** Submit refunds on a separate repair line.

  - Program Code: 26S69 - 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.

© Copyright 2026 Ford Motor Company

Safety Recall 26S69*– Supplement #1*

REPAIR PHOTO SUBMISSION

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

- The SSSC must provide Program Approval prior to performing the repair.
- Contact the SSSC and upload the necessary photos or copy of documentation as an attachment for review.
    - **Door tag –** legible photo showing the VIN.
    - **Fuel tank strap(s)** – clear picture of the fuel tank strap or straps not secured in the frame rail.
- This can be done in two ways:
    - Directly in the SSSC contact request form while submitting your contact on your desktop.
    - Via PTS Mobile under the Images / Files Upload menu selection
        - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC Program Approval contact during submission.
        - If you have not submitted an SSSC Program Approval contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide a Program approval code that must be used for claiming.

© Copyright 2026 Ford Motor Company

Safety Recall 26S69– *Supplement #1*

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)
Inspect both fuel tank straps according to the Technical Instructions. **– Pass.** **This labor operation code closes the FSA.**	26S69A	0.3
Inspect both fuel tank straps according to the Technical Instructions. **– Fail. Replace one fuel tank strap.** **This labor operation can only be claimed with SSSC approval.** **This labor operation code closes the FSA.**	26S69B	0.4
Inspect both fuel tank straps according to the Technical Instructions. **– Fail. Replace both fuel tank straps.** **This labor operation can only be claimed with SSSC approval.** **This labor operation code closes the FSA.**	26S69C	0.5

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)
Remove and Install Skid Plate (if equipped). **Must be claimed with either 26S69B or 26S69C.**	26S69D	0.2
Ford Vehicle Pickup & Delivery Allowance: **This allowance is only for non-eligible 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.	26S69PP	0.5
Time allowed to submit photos to the SSSC. 1. Attach a photo of door tag showing VIN. 2. Attach other photo(s) showing fuel tank strap(s) not secured in frame rail.	26S69ZZ	0.2

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place an order for a front or rear fuel tank strap on a vehicle that failed the inspection, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership.

The VIN-specific part order must provide the following:

1. Attach a photo of door tag showing VIN.
2. Attach a photo of fuel tank strap(s) not secured in the frame rail.

© Copyright 2026 Ford Motor Company

Safety Recall 26S69– *Supplement #1*

Restricted Part Ordering (continued)

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

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
ML3Z-9054-C	*1*	*1*	*1*	*Fuel Tank Strap FRONT – Gas Engine w/o Skid Plate*
GL3Z-9054-C	*1*	*1*	*1*	*Fuel Tank Strap REAR – Gas Engine w/o Skid Plate*
ML3Z-9054-D	*1*	*1*	*1*	*Fuel Tank Strap FRONT – Gas Engine w/ Skid Plate*
GL3Z-9054-D	*1*	*1*	*1*	*Fuel Tank Strap REAR – Gas Engine w/ Skid Plate*
ML3Z-9054-A	*1*	*1*	*1*	*Fuel Tank Strap FRONT – Hybrid w/ Skid Plate*
ML3Z-9054-B	*1*	*1*	*1*	*Fuel Tank Strap REAR – Hybrid w/ Skid Plate*
TL3Z-9054-A	*1*	*1*	*1*	*Fuel Tank Strap FRONT – Hybrid w/o Skid Plate*
TL3Z-9054-B	*1*	*1*	*1*	*Fuel Tank Strap REAR – Hybrid w/o Skid Plate*

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.
Less than 1% of the affected vehicle population is expected to require fuel tank strap 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.

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.

© Copyright 2026 Ford Motor Company

CERTAIN 2023-2027 MODEL YEAR F-150 VEHICLES — FUEL TANK STRAP INSPECTION

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

1. With the transmission in neutral (N), position the vehicle on a hoist and raise it. Follow the Workshop Manual (WSM) procedures in Section 100-02.

Fuel Tank Strap Inspection Steps – Rear Strap

2. Visually inspect the rear fuel tank strap (1) and fastener (2). See Figure 1.

    a. Make sure the fastener is present. This can be done by either a visual inspection at Area 2 or by looking through the crossmember at Area 3. See threaded end of fastener in Figure 2, on Page 2.

***NOTE**: The skid plate is not shown. Skid plate removal is not required for this inspection.*

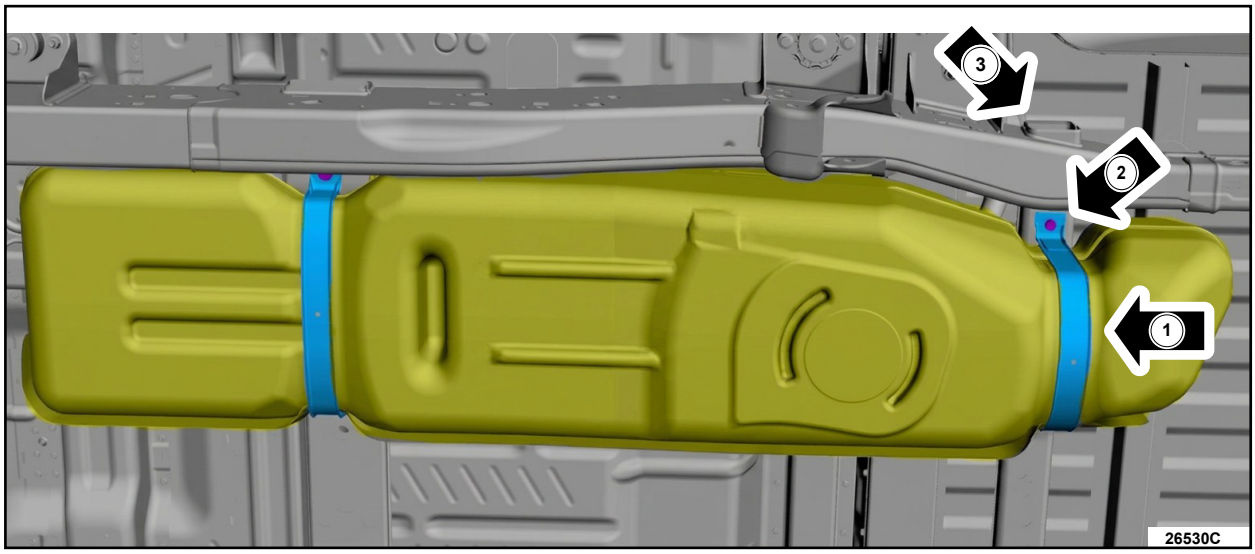


FIGURE 1

CPR © 2026 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
10/2026



FIGURE 2

3. Is the rear fuel tank strap fastener present?

***Yes** - Proceed to Step 4.*
***No** - Contact the Special Service Support Center (SSSC) for direction.*

4. Is the non-fastener side of the rear fuel tank strap installed as shown in Figure 3?

Yes - Proceed to Step 7.
No - Take photos showing the incorrectly installed fuel tank strap and submit them to the SSSC. Continue to Step 5 only after SSSC approval.

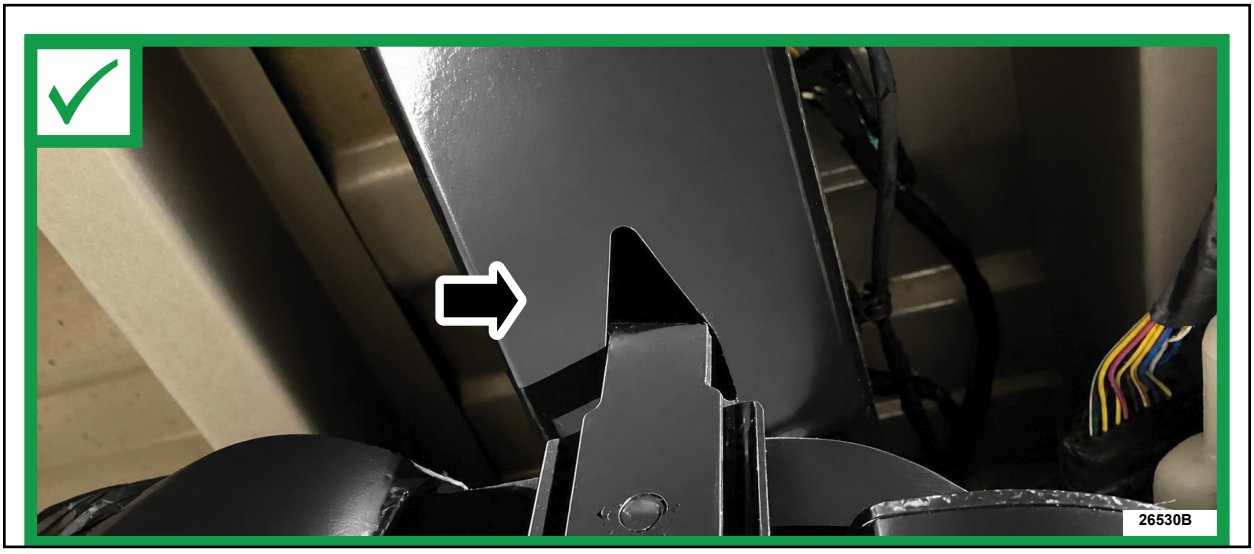


FIGURE 3

CPR © 2026 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
10/2026

5. Remove the skid plate (if equipped). Using a powertrain lift or equivalent, support the fuel tank.

NOTE: Photo approval from the Special Service Support Center (SSSC) must be obtained prior to performing this repair. (See Page 7.)

6. Replace the rear fuel tank strap.

- Tighten fastener to 35 lb-ft (47 Nm).
  - Proceed to Step 7.

Fuel Tank Strap Inspection Steps – Front Strap

7. Visually inspect the front fuel tank strap (1) and fastener (2). See Figure 4.

a. Make sure the fastener is present. This can be done by either a visual inspection at Area 2 or by looking through the crossmember at Area 3. See threaded end of fastener in Figure 5, on Page 4.

***NOTE**: The skid plate is not shown. Skid plate removal is not required for this inspection.*

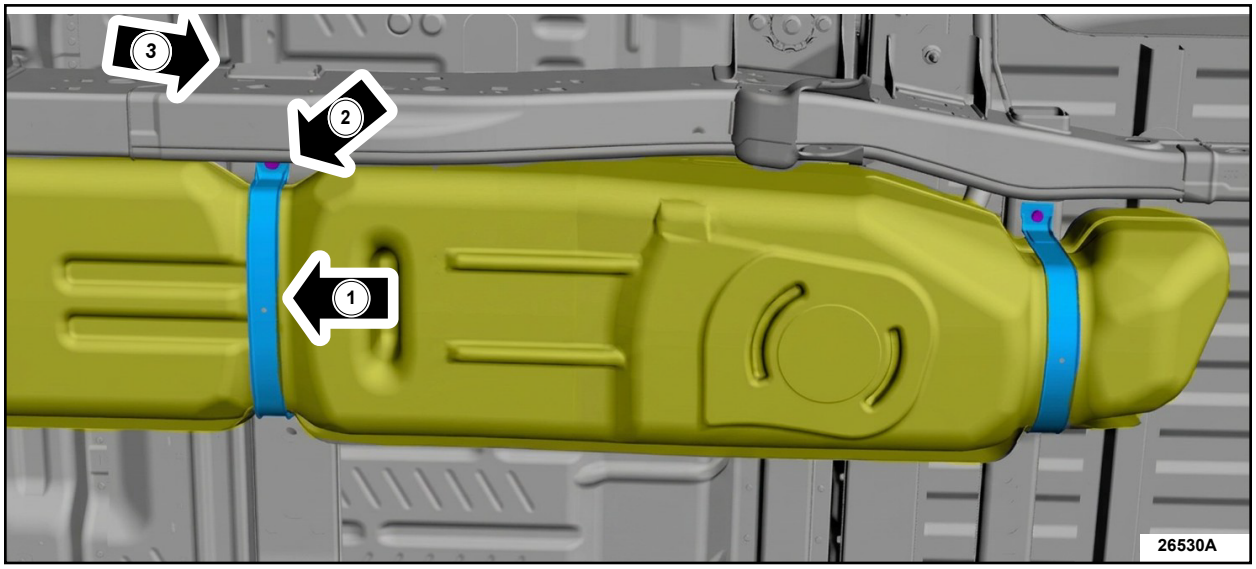


FIGURE 4

CPR © 2026 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
10/2026

8. Is the front fuel tank strap fastener present?

***Yes** - Proceed to Step 9.*
***No** - Contact the Special Service Support Center (SSSC) for direction.*

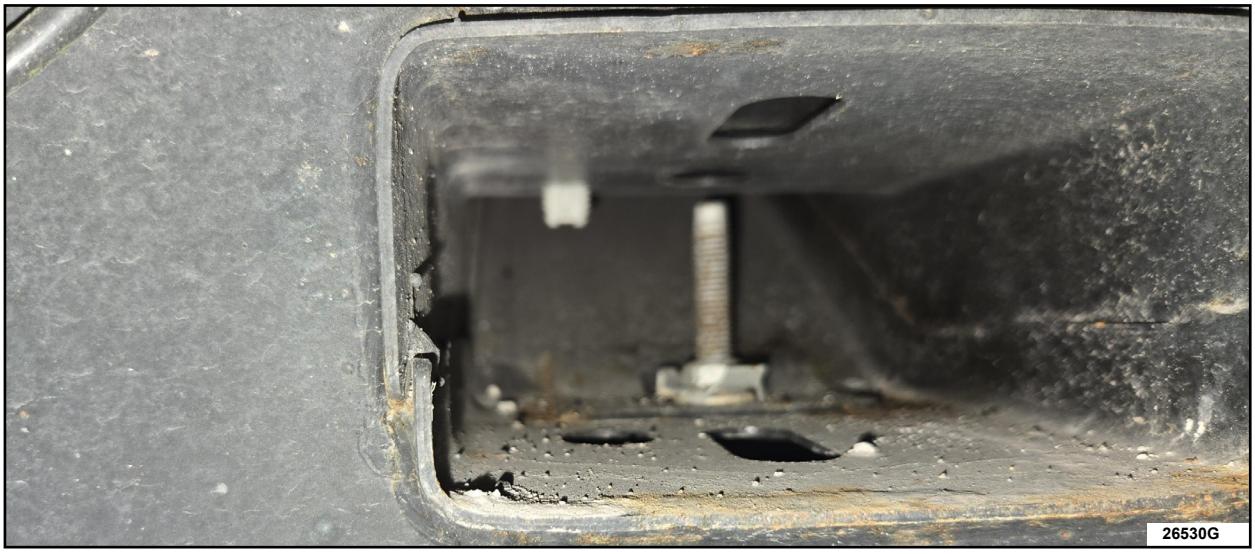


FIGURE 5

9. Make sure the fuel tank strap tabs (highlighted in blue in Figure 6) are inside and fully seated in the fuel tank strap slot. Is the non-fastener side of the front fuel tank strap installed as shown in Figure 7 on Page 5?

Yes - Proceed to Step 13.
No - Take photos showing the incorrectly installed fuel tank strap and submit them to the SSSC. Continue to Step 10 only after SSSC approval.

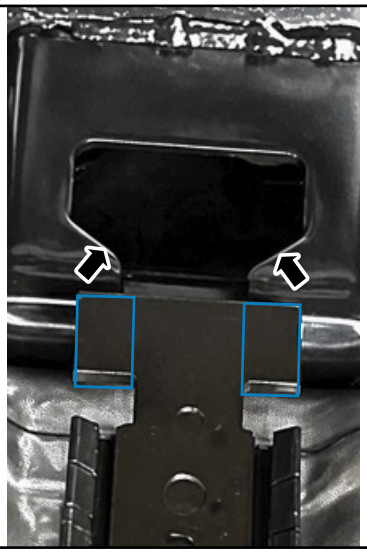


FIGURE 6

CPR © 2026 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
10/2026

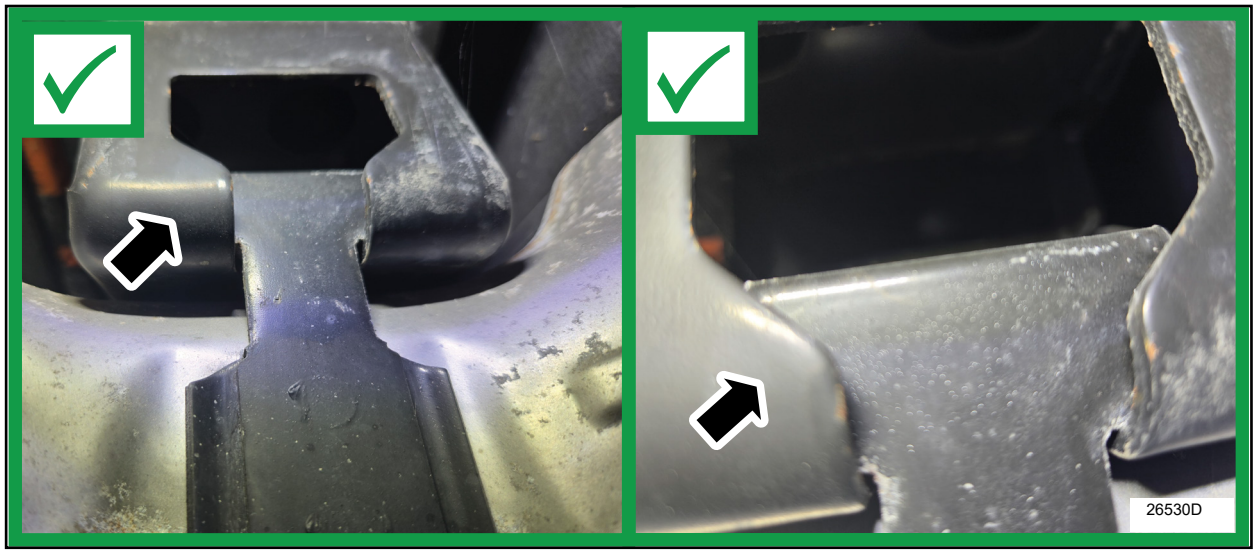


FIGURE 7

10. Remove the skid plate (if equipped and not already removed). Using a powertrain lift or equivalent, support the fuel tank.

NOTE: Photo approval from the Special Service Support Center (SSSC) must be obtained prior to performing this repair. (See Page 7.)

11. Replace the front fuel tank strap.

    • Tighten fastener to 35 lb-ft (47 Nm).

12. Was the skid plate removed in Step *5* or Step *10*?

    Yes - Proceed to Step 13.
    No - Proceed to Step 14.

NOTICE: For Police vehicles, install the fuel tank strap and bolt first. Then install the skid plate. DO NOT route the fuel tank strap bolt (1) through the hole in the skid plate (2). See Figure 8 for fuel tank bolt installation.

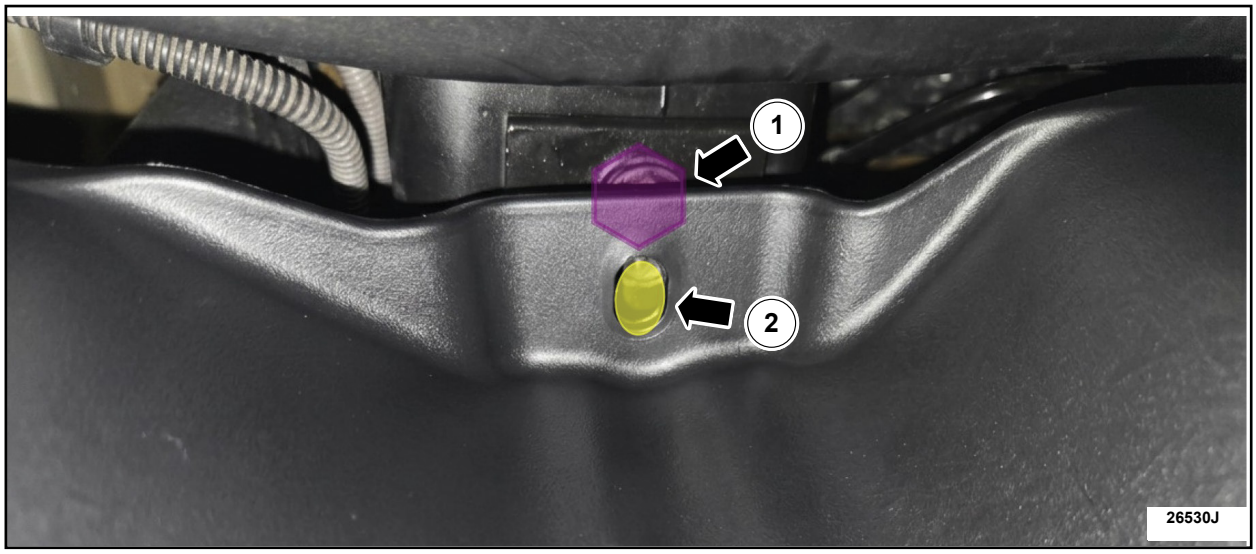


FIGURE 8

CPR © 2026 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
10/2026

13. Reinstall the skid plate (only if removed and equipped).

    • Tighten fasteners to 177 lb-in (20 Nm).

14. Remove all supports from under the vehicle. Lower the vehicle. This FSA is complete.

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.

CPR © 2026 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
10/2026

PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)

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

The SSSC must provide approval prior to performing the repair.

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

    • Attach a photo of the door tag showing the VIN.
    • Attach clear, close-up photo(s) clearly showing the fuel tank strap NOT fully seated.

NOTE: Please indicate which strap(s) was incorrectly installed (Front/Rear/Both) on your comment.

2. There are two ways to submit the requested items to SSSC.

    a. Directly in the SSSC contact request form while submitting your contact on your desktop.

    b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and make sure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.

NOTE: If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.

3. Upon approval, the SSSC will provide an approval code that must be used for claiming.

CPR © 2026 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
10/2026

Ford Motor Company
Recall Reimbursement Plan for 26S69

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 #26S69, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before September 28, 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.