Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

November 9, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S81
Certain 2022 Maverick Hybrid Vehicles
12V Battery Positive Cable Overlay

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 8642):

Vehicle	Model Year	Assembly Plant	Build Date Range
Maverick Hybrid	2022	Hermosillo	February 03, 2021 through May 12, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

On all of the affected vehicles, the 12V battery positive cable eyelet may become corroded and can lead to total detachment. If this occurs, customers may experience a “Stop Safely Now” and/or “Shift System Fault” message(s), red battery icon, Check Engine Light (CEL), wrench light, and/or ABS light in the instrument cluster. This can be accompanied by reduced vehicle power, loss of motive power while driving, a no-crank/no-start condition, and loss of 12V electrical functions including power steering assist, power brake assist, headlamps, and other exterior lighting.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install a new 12V battery positive cable overlay from the 12V battery located under the rear seat to the underhood Battery Junction Box (BJB). 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	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	Yes	See the **Rental Vehicles** section below, if applicable.
Alternative Transportation Available	No	See **Alternate Transportation** section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See **Pickup & Delivery** section in the FSA Policy document.
Towing	Conditional	See **Towing** section below, if applicable.
Essential Special Service Tools (ESST)	No	See **Technical Instructions** and/or **Workshop Manual (WSM)** as needed.

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FSA PROGRAM OPTIONS (continued)

Program Option	Eligibility	Comments
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 November 23, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to $27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter
- Recall Reimbursement Plan

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page): www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships): www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty): https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx
- The Mobile Repair / Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS: https://www.fordtechservice.dealerconnection.com

QUESTIONS & ASSISTANCE

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

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Safety Recall 26S81

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on November 9, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists are available through https://servicehub.ford.com/en-us/recall/fsavl-home. Owner names and addresses will be available in FSA VIN Lists within 10 days of owner letter mailing.

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 practical.
- 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.

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 related to the repair of the 12V battery positive cable from the 12V battery located under the rear seat to the underhood Battery Junction Box (BJB).

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Safety Recall 26S81

RENTAL VEHICLES

Dealers are pre-approved for up to 3 days for a comparable rental vehicle. Follow Central Loaner Support guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 3 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.

The CRC Dealer Portal Job Aids can be referenced from FMCDealer:

Central Loaner Support Guide

CRC Dealer Job Aid: Central Loaner - Field Service Action (FSA) Program

Rental vehicles are not expected to be necessary if parts are ordered and service appointments scheduled promptly. If a unique owner circumstance requires a loaner vehicle, contact the Centralized Loaner Support Team through the CRC Dealer Portal. Loaner eligibility follows standard Dealer Loaner Assistance (PRENT) guidelines — vehicle must be within 5 years / 60,000 miles.

TOWING

If towing is required, dealers are authorized to claim up to a maximum value of $250 to provide towing services for this program if the vehicle does not move on its own.

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 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. STST Competency 43 is required for hybrid vehicles. 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 26S81 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.

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Safety Recall 26S81

CLAIMS PREPARATION AND SUBMISSION (continued)

- 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: 26S81 - Misc. Expense: ADMIN
  - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Provision for Locally Obtained Supplies**: Includes dual wall heat shrink tubing with an inner diameter of 12mm (0.5 inch) and additional tie straps to further secure the wire harness if needed. Submit on the same line as the repair.
  - Program Code: 26S81
  - Misc. Expense: OTHER
- Misc. Expense: Claim up to $8.00
- **Provision for Towing**: Dealers are authorized to claim up to a maximum value of $250 to provide towing services for completing this program. Submit on the same line as the repair.
  - Program Code: 26S81
  - Misc. Expense: TOW
  - Misc. Expense: Claim up to $250.00

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Safety Recall 26S81

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)
Install 12V battery positive cable overlay. NOTE: This repair requires the technician to be STST Competency 43 certified to perform this repair. **This labor operation code closes the FSA.**	26S81B	2.2

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)
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.	26S81PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NZ6Z-14300-D	1	1	1	Cable Overlay – 12V Battery Positive Cable
HU5Z-14A163-C	11	11	1	Tie Strap
W716053-S451	As Needed		4	Interior Side Trim Clip
W710338-S403			4	Rear Floor Storage Bin Clips

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

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

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

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

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Safety Recall 26S81

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.

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TECHNICAL INSTRUCTIONS FOR CERTAIN 2022 MODEL YEAR MAVERICK HYBRID VEHICLES — 12V BATTERY POSITIVE CABLE OVERLAY

SERVICE PROCEDURE

⚠ **IMPORTANT! This FSA must be performed by a technician certified in STST competency 43.**

1. De-energize the high voltage system. Follow the Workshop Manual (WSM) procedures in Section 414-03.

2. Disconnect the 12-volt battery. Follow the WSM procedures in Section 414-01.

NOTICE: Before disconnecting the high voltage battery electrical connector, the electrical connector must be cleaned with a nylon brush and free of debris. Blow any dirt or debris from the electrical connector with compressed air before disconnecting or component damage may occur.

NOTICE: High voltage electrical connectors may require unique methods to be disconnected. If not properly disconnected, component damage may occur.

3. Clean the high voltage battery electrical connector with a nylon brush and blow any dirt or debris from the high voltage battery electrical connector with compressed air (A). See Figure 1.

4. Disconnect the high voltage battery electrical connector from the direct current/direct current (DC/DC) converter control module (B). Follow the WSM procedures in Section 414-03 (High Voltage Battery, Mounting and Cables, General Procedures, High Voltage Connector Disconnect and Connect). See Figure 1.

5. Detach the wiring harness retainer and position the wiring harness aside (C). See Figure 1.

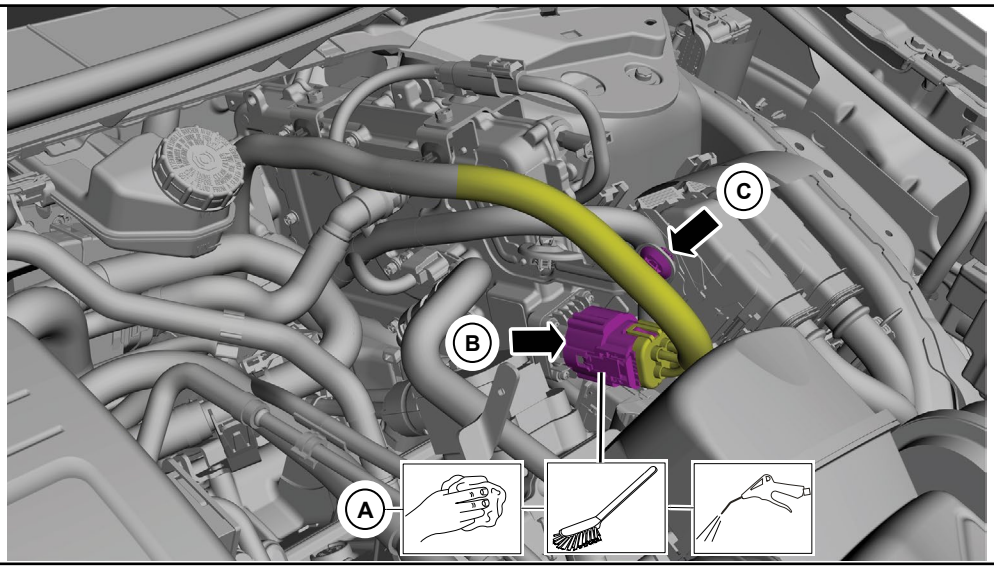


FIGURE 1

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6. Release the tabs and remove the battery junction box (BJB) cover. See Figure 2.

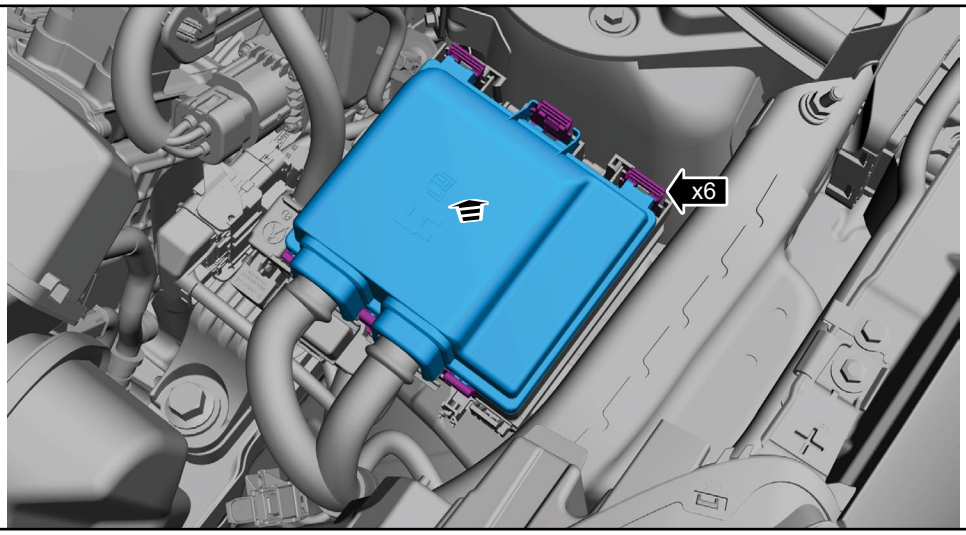


FIGURE 2

7. Disconnect the BJB electrical connectors. See Figure 3.

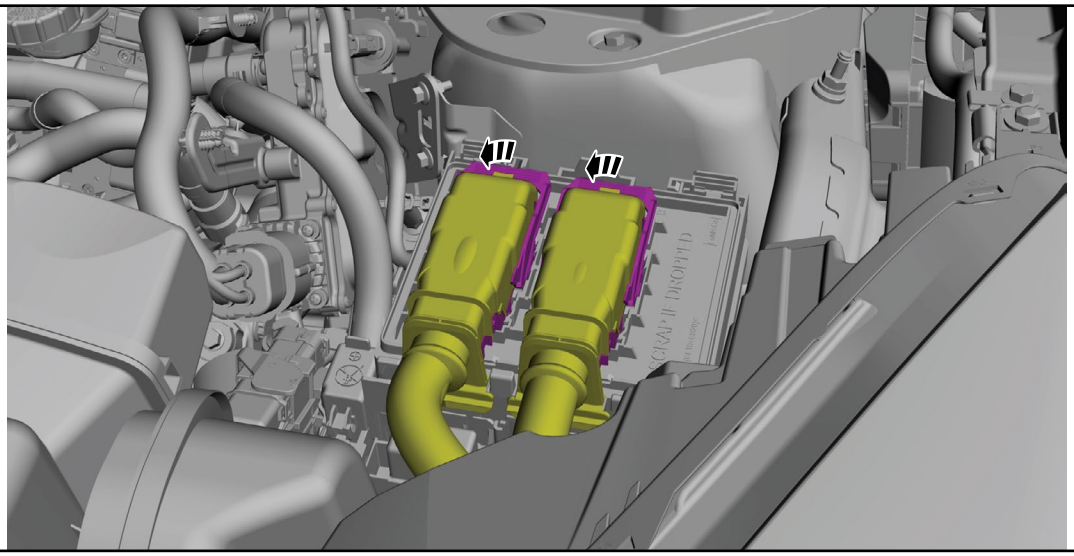


FIGURE 3

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8. Release the wire guide from the BJB. See Figure 4.

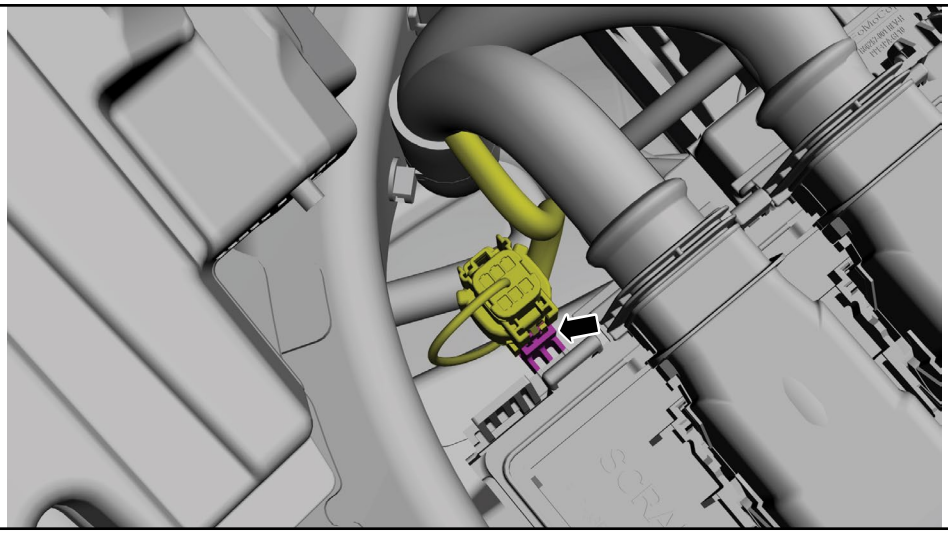


FIGURE 4

9. Release the tabs and remove the power distribution box from the bracket. See Figure 5.

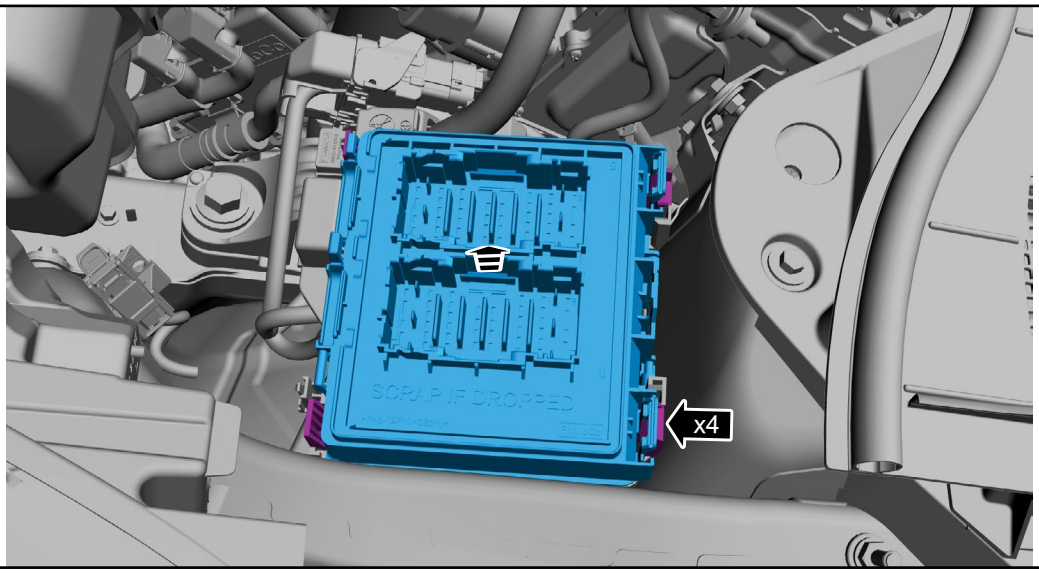


FIGURE 5

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10. Remove the power cable terminal cover. See Figure 6.

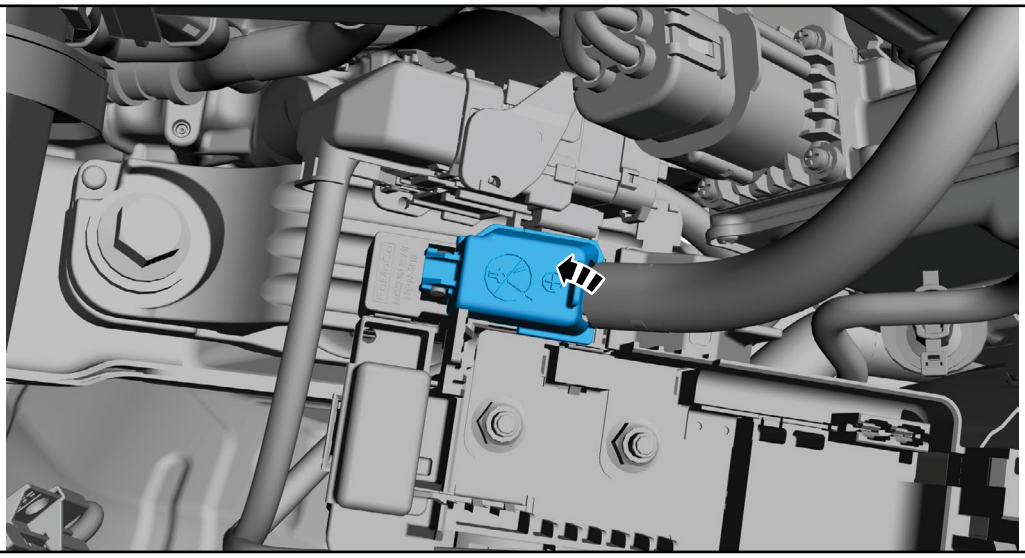


FIGURE 6

11. Remove the power cable nut. See Figure 7.

- Torque: 106 lb-in (12 Nm)

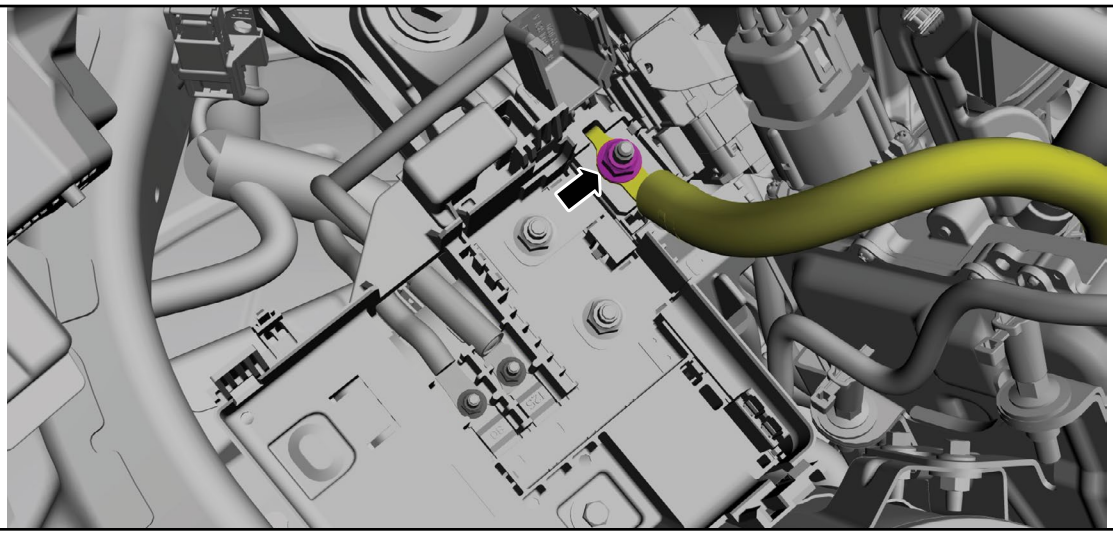


FIGURE 7

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12. Disconnect the BJB electrical connector and position the wiring harness aside. See Figure 8.

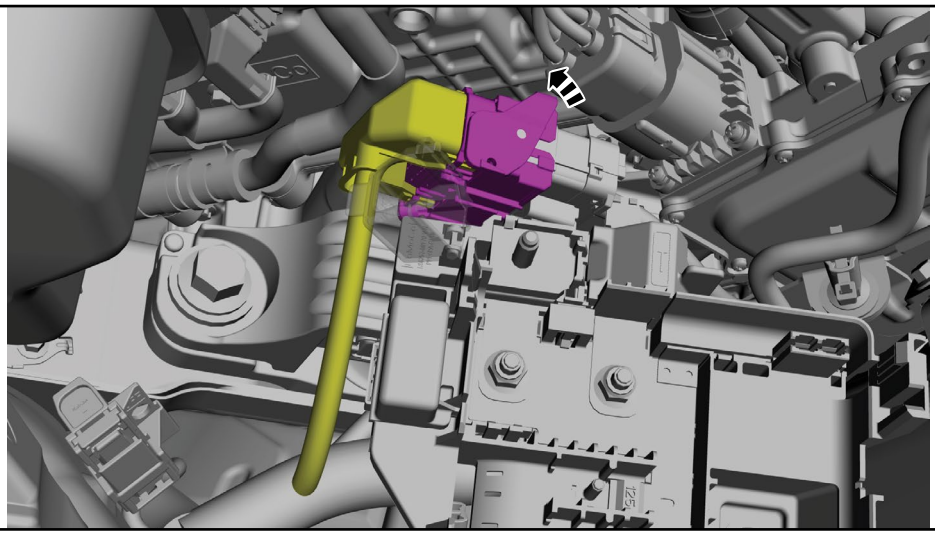


FIGURE 8

13. Release the wire guide from the BJB. See Figure 9.

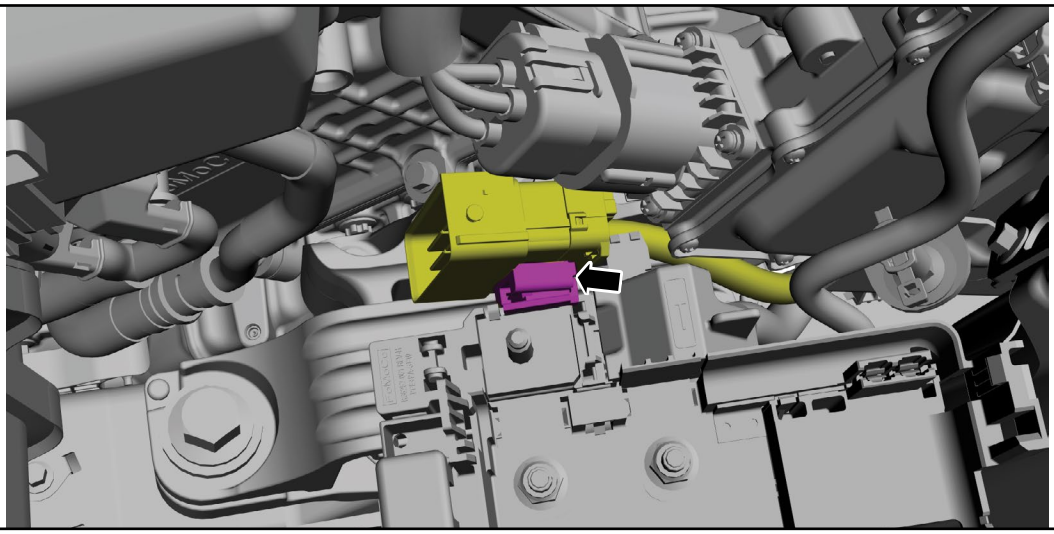


FIGURE 9

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14. Remove the power cable terminal cover. See Figure 10.

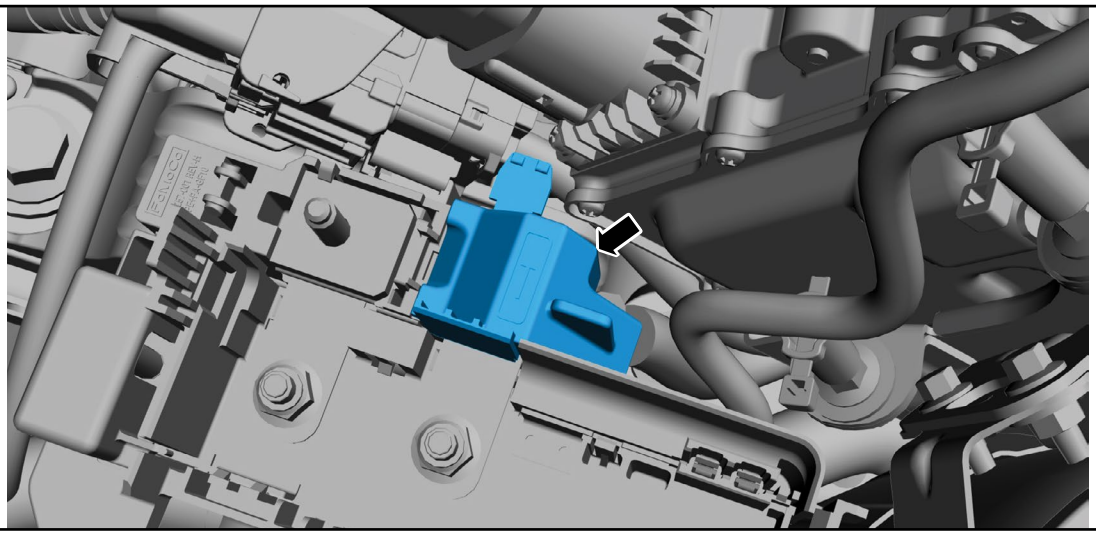


FIGURE 10

15. Remove the 12-volt battery cable nut and position the 12-volt battery cable aside. See Figure 11.

- Torque: 106 lb-in (12 Nm)

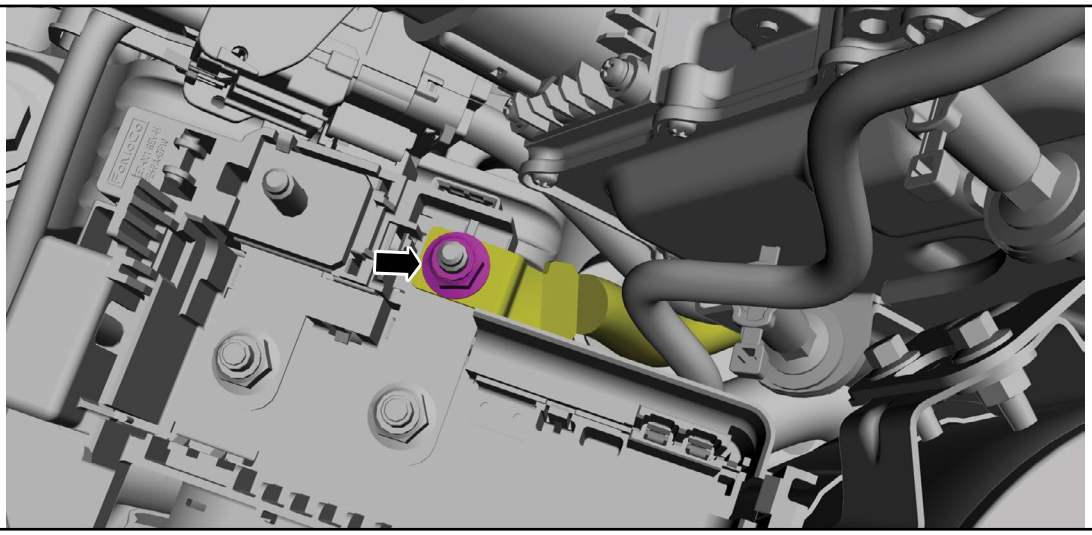


FIGURE 11

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16. Remove the BJB bracket bolt and washer. See Figure 12.

    • Torque: 93 lb-in (10.5 Nm)

17. Remove the BJB bracket retainers and position the BJB bracket aside. See Figure 12.

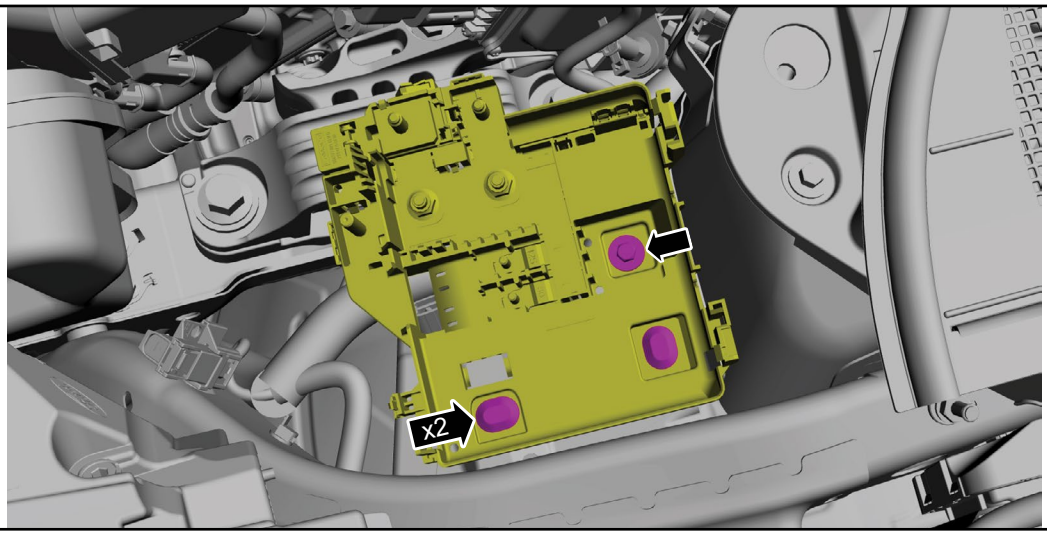


FIGURE 12

18. Remove the left-side lower B-pillar trim panel. Follow WSM procedures in Section 501-05.

19. Remove the rear floor storage bin. Follow WSM procedures in Section 501-05.

20. Access the body plug from the left side, under the instrument panel. See Figure 13.

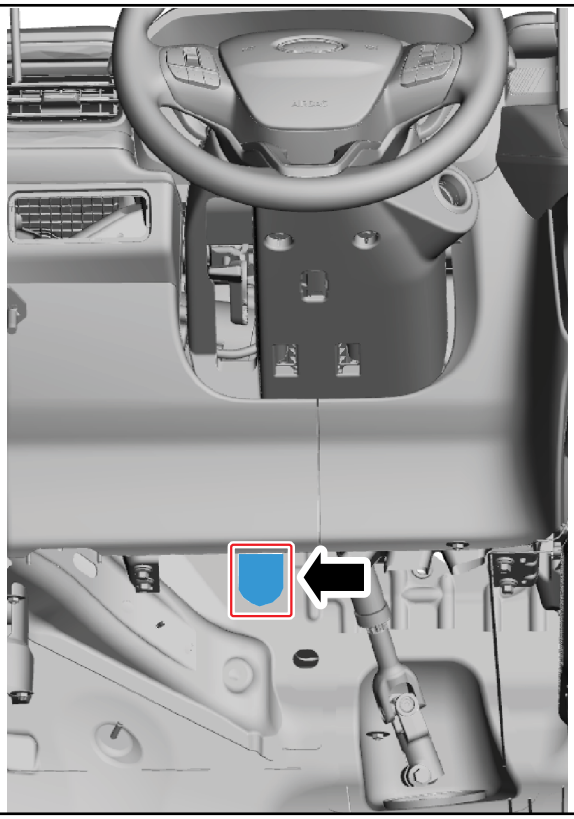


FIGURE 13

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NOTE: The *new* wiring harness is shown installed in the body plug opening for clarity.

21. Remove and discard the body plug. Insert the short side of the *new* wiring harness into the engine compartment through the body plug opening, until the new battery cable grommet with the new wiring harness is fully seated. See Figure 14.



FIGURE 14

NOTE: See Figure 15 below for the full routing path of the *new* wiring harness.

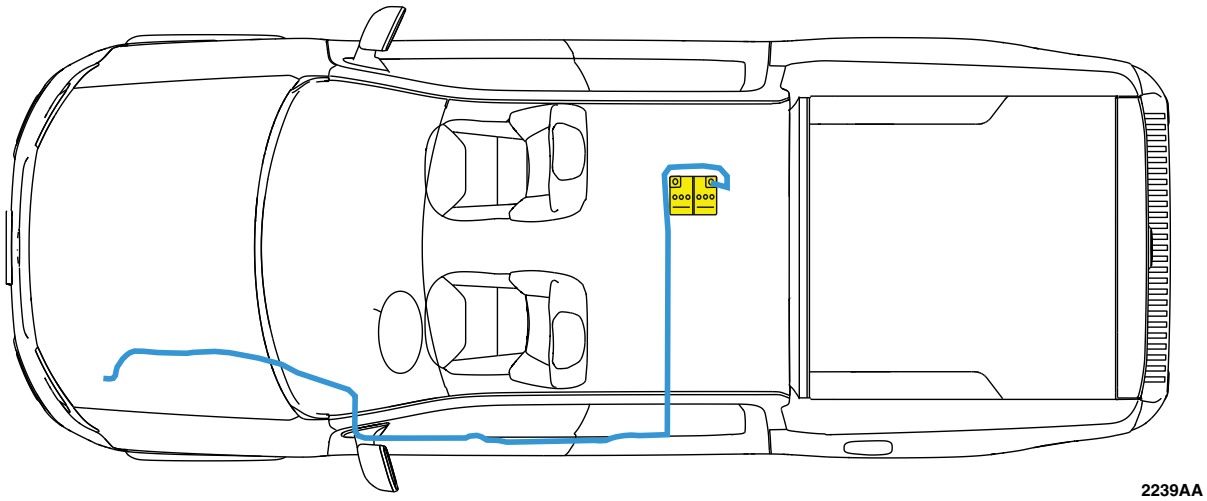


FIGURE 15

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22. Route the front portion of the *new* wiring harness through the engine compartment as shown in Figure 16. The *new* wiring harness will follow the same path as the existing wiring harness.

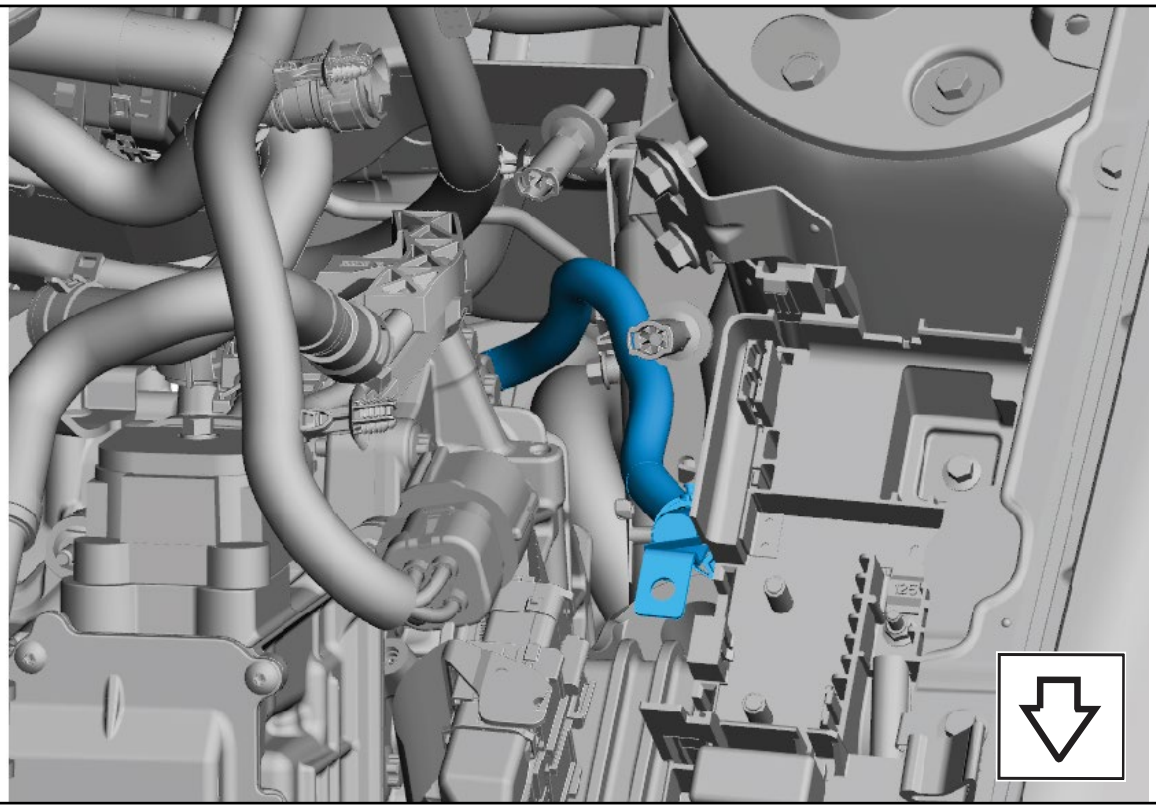


FIGURE 16

23. Secure the *new* wiring harness to the DC/DC converter control module stud bolts with the 2 push pin retainers that are installed on the *new* wiring harness. See Figure 17.

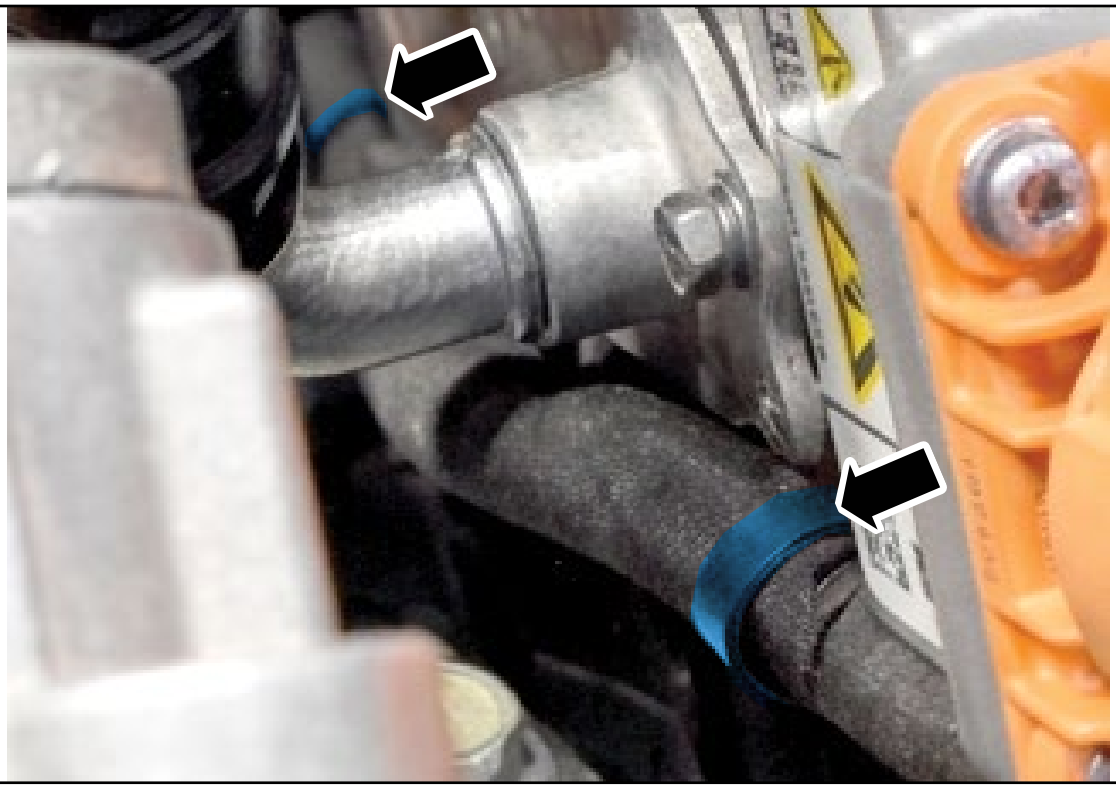


FIGURE 17

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NOTE: It may be necessary to open the harness bundle shield (A) before routing the *new* wiring harness. See Figure 18.

24. From inside the vehicle, route the *new* wiring harness through the rear floor storage area and 12-volt battery area. See Figure 18.

25. Secure the *new* wiring harness to the existing wiring harness by placing a tie strap at each blue tape marker located throughout the *new* wiring harness. See Figure 18.

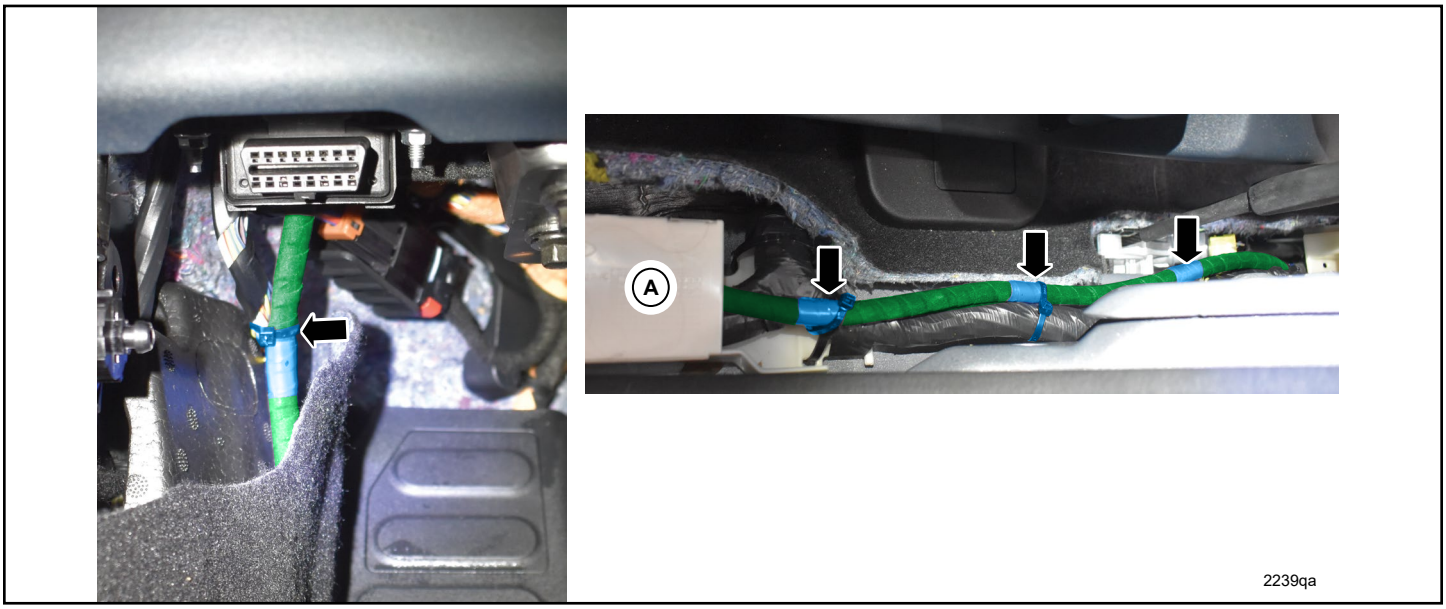


FIGURE 18

26. Continue to route the *new* wiring harness towards the rear floor storage area. See Figure 19.

NOTICE: Make sure to secure the *new* wiring harness with a tie strap to keep it from touching the airbag connector (A).

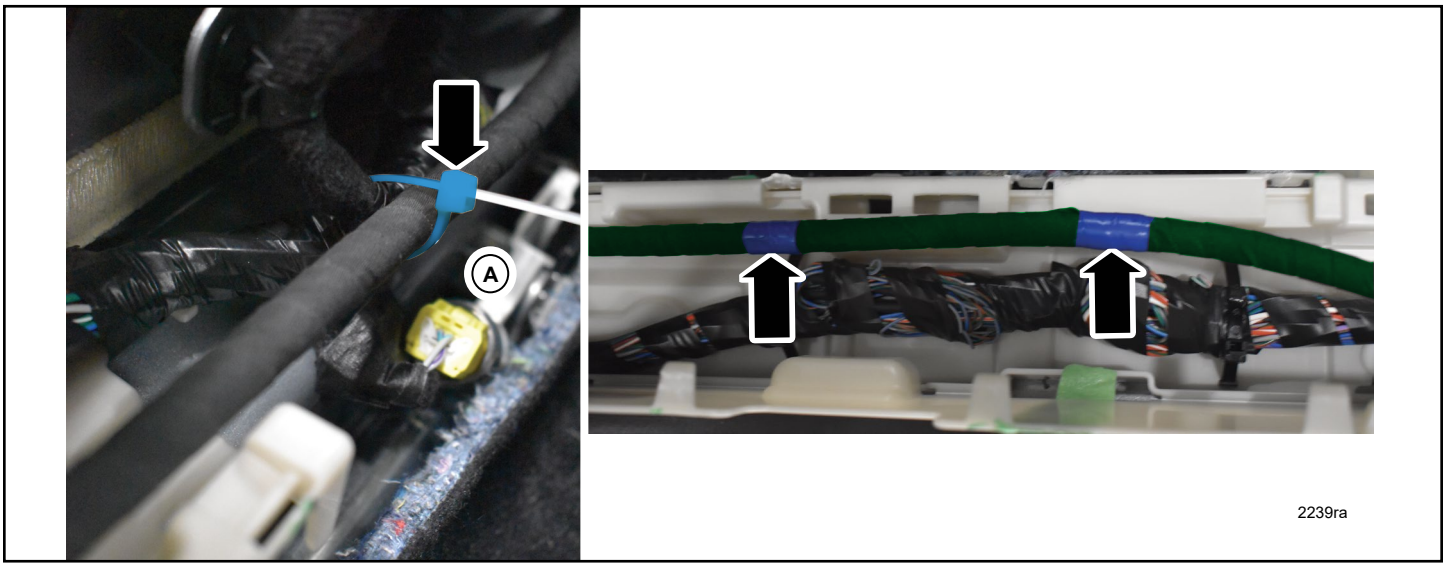


FIGURE 19

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27. Position the rear floor carpet aside. See Figure 20.



FIGURE 20

28. Route the *new* wiring harness into the rear floor storage area.

a. Route the *new* wiring harness underneath the body wire channel and down along the rear floor storage area (A). See Figure 21.

b. Lay out the *new* wiring harness across the rear floor storage area and secure the *new* wiring harness using the attached adhesive tie straps (B). See Figure 21.



FIGURE 21

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29. Continue to route the *new* wiring harness toward the 12-volt battery in the rear floor storage area and secure the *new* wiring harness using attached adhesive tie straps. See Figure 22.

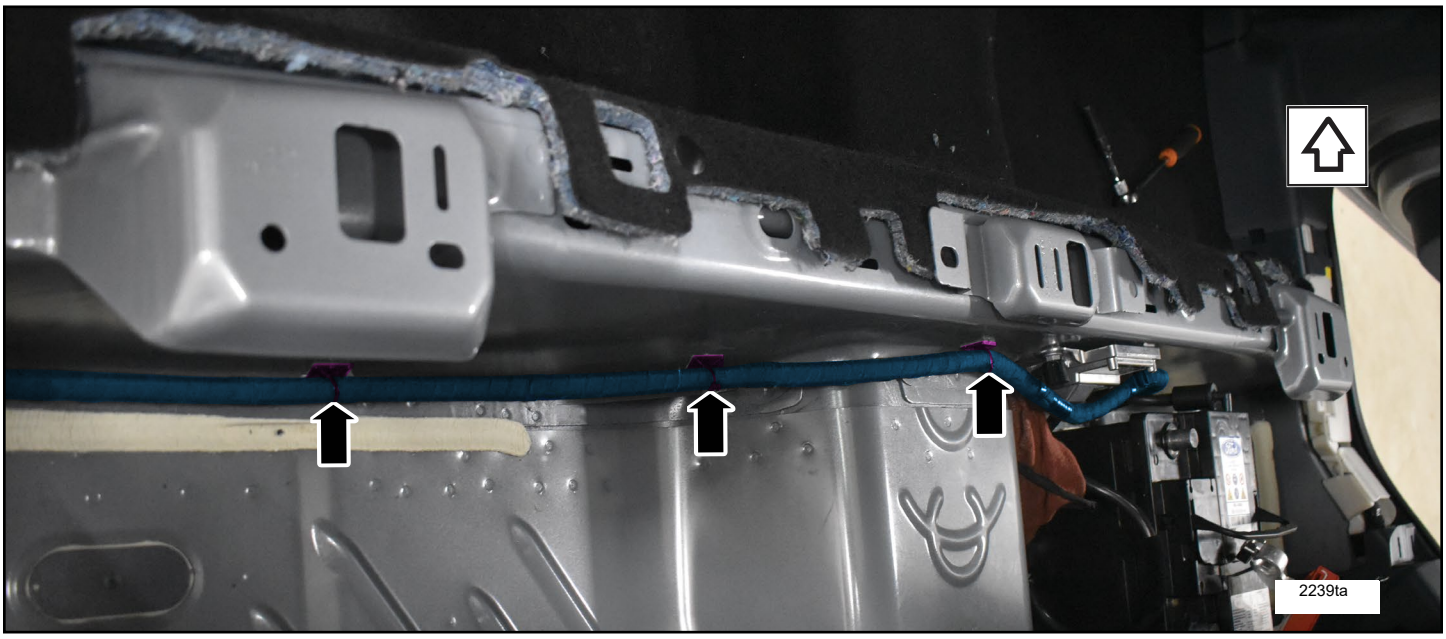


FIGURE 22

30. Install the wiring harness retainers onto the pedestrian alert control module (PACM) mounting studs while routing the *new* wiring harness. See Figure 23.



FIGURE 23

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31. Remove the 12-volt battery positive cable nut and disconnect the existing wiring harness from the 12-volt battery positive cable. See Figure 24.



FIGURE 24

32. Modify and secure the existing wiring harness.

    a. Cut the terminal end from the existing wiring harness. Install a 2 in. (50 mm) piece of 0.5 in. (12 mm) inside diameter (ID) dual wall heat shrink tubing over the cut end of the existing wiring harness. Heat the dual wall heat shrink tubing and use pliers to pinch the open end closed to make sure the existing wiring harness is sealed (A). See Figure 25.

    b. Wrap the end of the existing wiring harness with electrical tape and secure the existing wiring harness to the *new* wiring harness using a tie strap (B). See Figure 25.

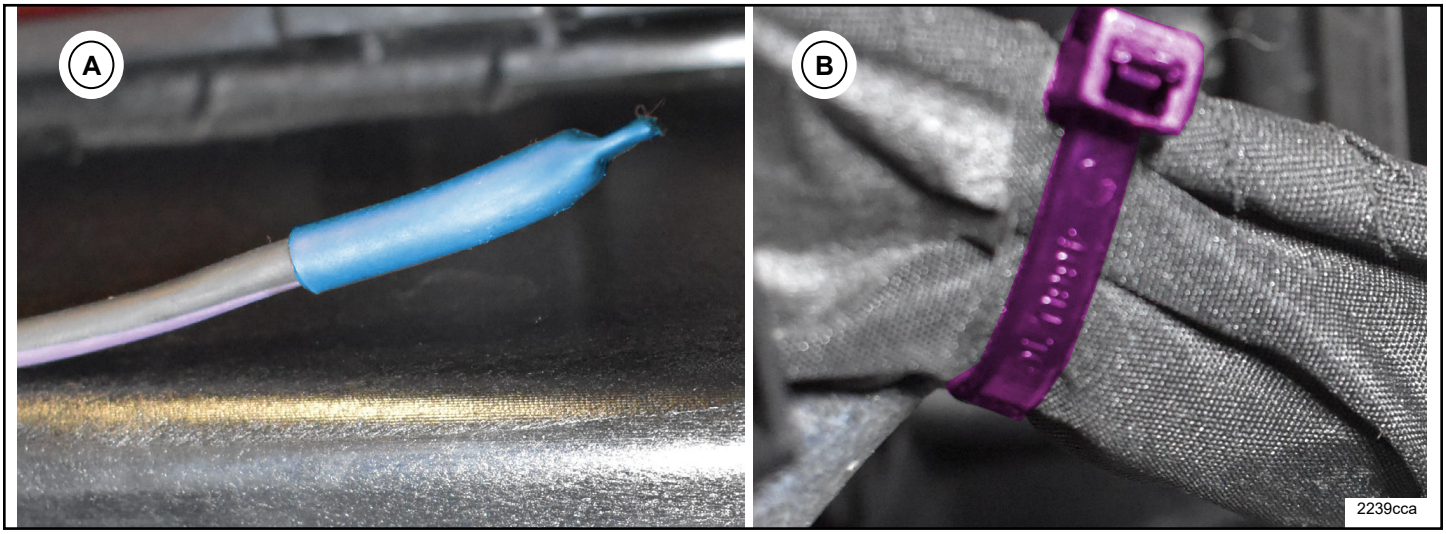


FIGURE 25

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33. Route the *new* wiring harness and secure using the attached adhesive tie strap and edge biter clips. Connect the *new* wiring harness terminal end to the 12-volt battery positive cable in place of the existing wiring harness. See Figure 26.

    • Torque: 93 lb-in (10.5 Nm)

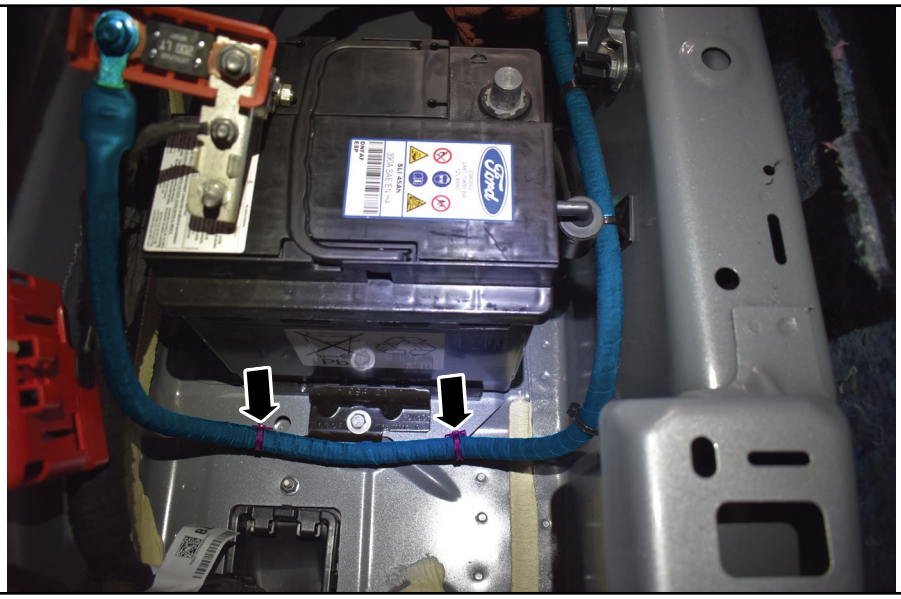


FIGURE 26

34. Under the hood, modify and secure the existing wiring harness.

    a. Cut and discard the terminal end from the existing wiring harness (A). See Figure 27.

    b. Install a 2 in. (50 mm) piece of 0.5 in. (12 mm) inside diameter (ID) dual wall heat shrink tubing over the cut end of the existing wiring harness. Heat the dual wall heat shrink tubing and use pliers to pinch the open end closed to make sure the existing wiring harness is sealed (B). See Figure 27.

    c. Wrap the end of the existing wiring harness with electrical tape and secure the existing wiring harness to the *new* wiring harness using a tie strap (C). See Figure 27.

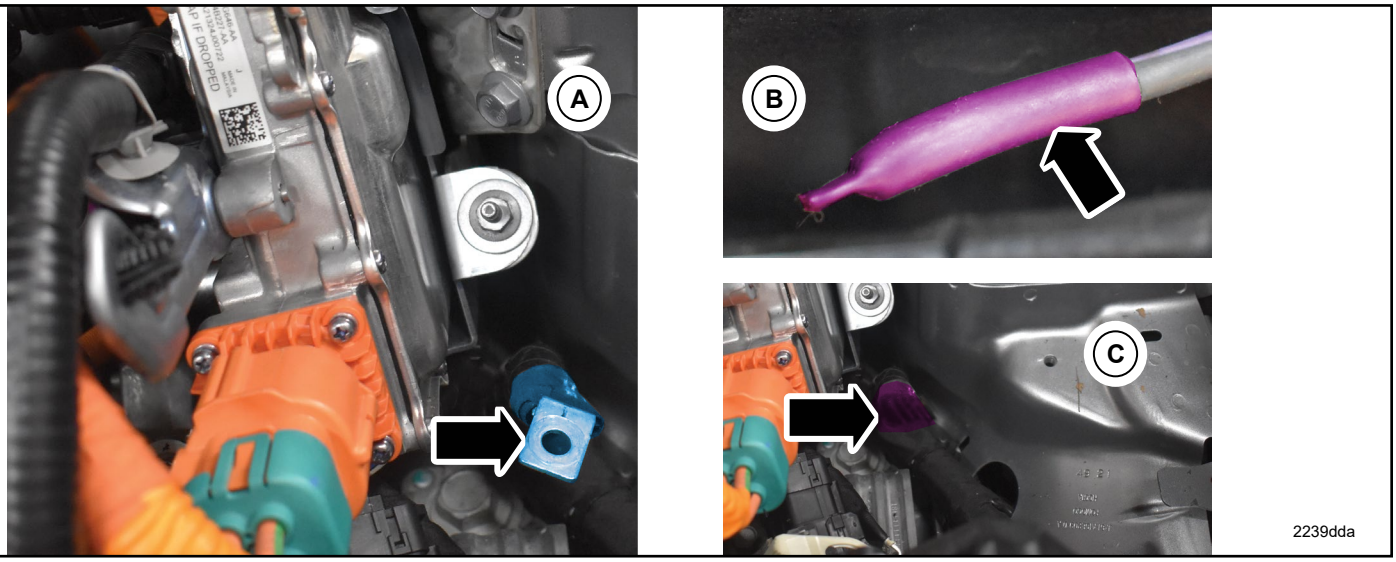


FIGURE 27

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35. If there is any excess *new* wiring harness left, secure using tie straps underneath the dash area.

See Figure 28.



FIGURE 28

36. Install the 12-volt battery cable nut to secure the *new* wiring harness to the BJB. See Figure 29.

- Torque: 106 lb-in (12 Nm)

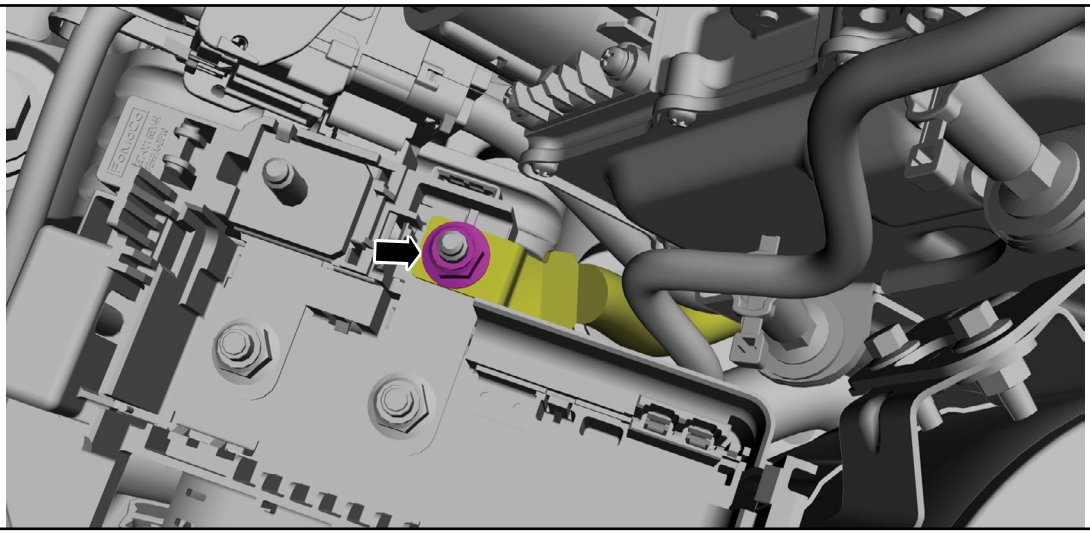


FIGURE 29

37. To reassemble the vehicle, reverse the removal procedure.

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.

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Ford Motor Company
Recall Reimbursement Plan for 26S81

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 # 26S81, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before December 4, 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.