

# Customer Notification

Corporate Compliance  
Po Box 30  
MIDDLEBURY, INDIANA 46540-9218



FOREST RIVER ID: 51-2033  
FORD RECALL: 26C07/26V090  
SERVICE CAMPAIGN:001273

- o Integrity
- o Safety
- o Quality
- o Customer Service

<<OWNER NAME/DEALERNAME>>  
<<ADDRESS>>  
<<CITY>>, <<ST>> <<ZIP-XXX>>



February 2026

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This Notice applies to your vehicle VIN listed above.

## **Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B**

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

*–Forest River motorized and towable products are contained in this section-*

Dear Forest River Customer:

Forest River is alerting you to a Ford Recall 26C07 involving certain 2025-2026 Cross Trail Class C Motorhomes, 2025-2026 Rockport Work Trucks, 2026 Beyond Class B Motorhomes & 2026 Sunseeker Class C Motorhomes. Please see the information below which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

### **WHAT IS THE ISSUE?**

Certain vehicles may have been built without the cotter pin that secures the brake booster pushrod to the brake pedal, which can cause the brake booster pushrod to separate from the brake pedal. The brake booster pushrod may disconnect from the brake pedal. This can result in a loss of braking function while driving, increasing the risk of a crash. **Ford has issued a “do not drive vehicle” order. The vehicles in this program are not to be driven until the vehicle passes the inspection or the repair has been performed.**

### **DEALERS: WHAT SHOULD YOU DO?**

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River  
Office of Corporate Compliance



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

February 18, 2026

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**\*DO NOT DRIVE VEHICLES\***  
**Compliance Recall 26C07**  
Certain 2025 Model Year Transit Vehicles  
Brake Booster Pushrod Cotter Pin Inspection

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 15892):**

Vehicle	Model Year	Assembly Plant	Build Date Range
Transit	2025	Kansas City	January 21, 2025 through April 25, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

**THE VEHICLES IN THIS PROGRAM ARE NOT TO BE DRIVEN UNTIL THE VEHICLE PASSES THE INSPECTION OR THE REPAIR HAS BEEN PERFORMED.**

**REASON FOR THIS COMPLIANCE RECALL**

The affected vehicles may have been built without the cotter pin that secures the brake booster pushrod to the brake pedal, which can cause the brake booster pushrod to separate from the brake pedal. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 105 Hydraulic and Electric Brake Systems, section S5.6 Brake System Integrity. This can result in a loss of braking function, increasing the risk of a crash.

**SERVICE ACTION**

**DO NOT DRIVE**, DEMONSTRATE, OR DELIVER any new in-stock vehicles involved in this recall.

Dealers are to inspect the brake booster pushrod attachment at the brake pedal assembly. Ensure the cotter pin and redundant clip are present and replace any missing component(s) as needed.

Owners are advised not to drive the affected vehicles (see FSA VIN lists) until an inspection is completed or a remedy repair is performed, if needed. To assist vehicle owners to have this repair completed, dealers are to:

- Proactively contact owners to instruct them to stop driving their vehicle.
- Arrange to perform a mobile repair for inspection at the owner's location or tow the owner's vehicle to the dealership for repair (rentals are authorized – see Rental Vehicles).

## **FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	Yes	See <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
Rentals	Yes	See the <b>Rental Vehicles</b> section below, if applicable.
Alternative Transportation Available	Yes	See <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	No	See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	Yes	See <b>Towing</b> section below, if applicable.
Essential Special Service Tools (ESST)	No	See <b>Technical Instructions</b> and/or <b>Workshop Manual (WSM)</b> as needed.
Administrative Allowance	No	See <b>Administrative Allowance</b> section in FSA Policy Document, and if applicable, <b>Labor Allowances</b> table below.
Owner Refunds	Yes	See <b>Owner Refunds</b> section below, if applicable.
Photo Submission	Yes	See <b>Repair Photo Submission</b> 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**

Dealers are to proactively contact owners to instruct them to stop driving their vehicle.

Owner letters are expected to be mailed the week of February 23, 2026. Dealers should inspect and 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
- Mobile Repair Record
- 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](http://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](http://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>



## **QUESTIONS & ASSISTANCE**

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

Customer Service Division

## Compliance Recall 26C07

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location.
- Confirm that you have the required parts to complete the repair.  
  - Light Mobile Service (MRA2)

### **MOBILE REPAIR RECOMMENDATIONS**

- **Do not attempt to drive or move the vehicle before inspecting for the presence of the cotter pin and redundant clip (see Technical Instructions).**
- Confirm with the customer a mobile repair is feasible, if not arrange for towing to the dealer.

### **OASIS ACTIVATION**

OASIS will be activated on February 18, 2026.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 18, 2026. Owner names and addresses will be available by March 13, 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 issued instructions to stop selling/delivering or driving used vehicles under this compliance recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

### **STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

### **DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

### **BRANDED / SALVAGED TITLE VEHICLES**

Affected branded / salvaged title vehicles are eligible for this recall.

**Compliance Recall 26C07****OWNER REFUNDS**

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

**RENTAL VEHICLES**

Rentals are available for this recall program when the repair and/or parts are delayed; 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.

The CRC Dealer Portal Job Aid can be referenced at:

[fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts\\_service/cust\\_sat/GCCT/Pages/FSALoanerProgram.pdf](https://fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf)

**TOWING**

Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence to order the restricted part(s) if the vehicle does not pass the inspection for this recall.

- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Attach a photo of the open Repair Order, the door tag showing the vehicle's VIN, the vehicle's mileage, and a clear photo showing the missing cotter pin and/or redundant clip. 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 photos 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(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.

**Compliance Recall 26C07****ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the recall 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.

**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs 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 26C07 is the subcode.
  - 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: 26C07                      - 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 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: 26C07
  - Misc. Expense: TOW
  - Misc. Expense: Claim up to \$250.00

Compliance Recall 26C07

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time Hour(s)
<p><b><u>PASSES INSPECTION:</u></b> Brake pedal pushrod assembly parts:</p> <ul style="list-style-type: none"> <li>• Cotter Pin</li> <li>• Redundant Clip</li> </ul> <p>If both parts are present the vehicle passes the inspection.                      - Cannot be claimed with 26C07B.  <b>This labor operation code closes the FSA.</b></p>	26C07A	0.3
<p><b><u>DOES NOT PASS INSPECTION:</u></b> Inspection identifies missing cotter pin and/or redundant clip.</p> <p>Includes time for inspection and replacing missing components.                      - Cannot be claimed with 26C07A.  <b>This labor operation code closes the FSA.</b></p>	26C07B	0.3

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

Description	Labor Operation	Labor Time Hour(s)
<p>Mobile Service:  <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers.</b>                      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.</p>	26C07MM	0.5
<p>Time allowed to submit photos.</p> <ol style="list-style-type: none"> <li>1. Attach a photo of vehicle mileage.</li> <li>2. Attach a photo of door tag showing VIN.</li> <li>3. Attach a photo of the open repair order.</li> <li>4. Attach a photo of the missing cotter pin and/or redundant clip.</li> </ol> <p>- Can only be claimed with 26C07B.</p>	26C07ZZ	0.2

**Compliance Recall 26C07**

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**Restricted Part Ordering:**

Inspection required, see Technical Instructions.

To place an order for the cotter pin or redundant clip, submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Photo approval from the SSSC is required to order the restricted part(s).

The VIN-specific part order must provide the following:

1. Attach a photo of vehicle mileage.
2. Attach a photo of door tag showing VIN.
3. Attach a photo of the missing component(s).
4. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

<b>Service Part Number</b>	<b>Claim Quantity</b>	<b>Package Order Quantity</b>	<b>Number in Package</b>	<b>Description</b>
BK2Z-16K262-A	1 (If Needed)	1	1	Cotter Pin
YC1Z-7D256-A	1 (If Needed)	1	1	Redundant Clip

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 a cotter pin and/or a redundant clip replacement.

**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 SIGN OFF**

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

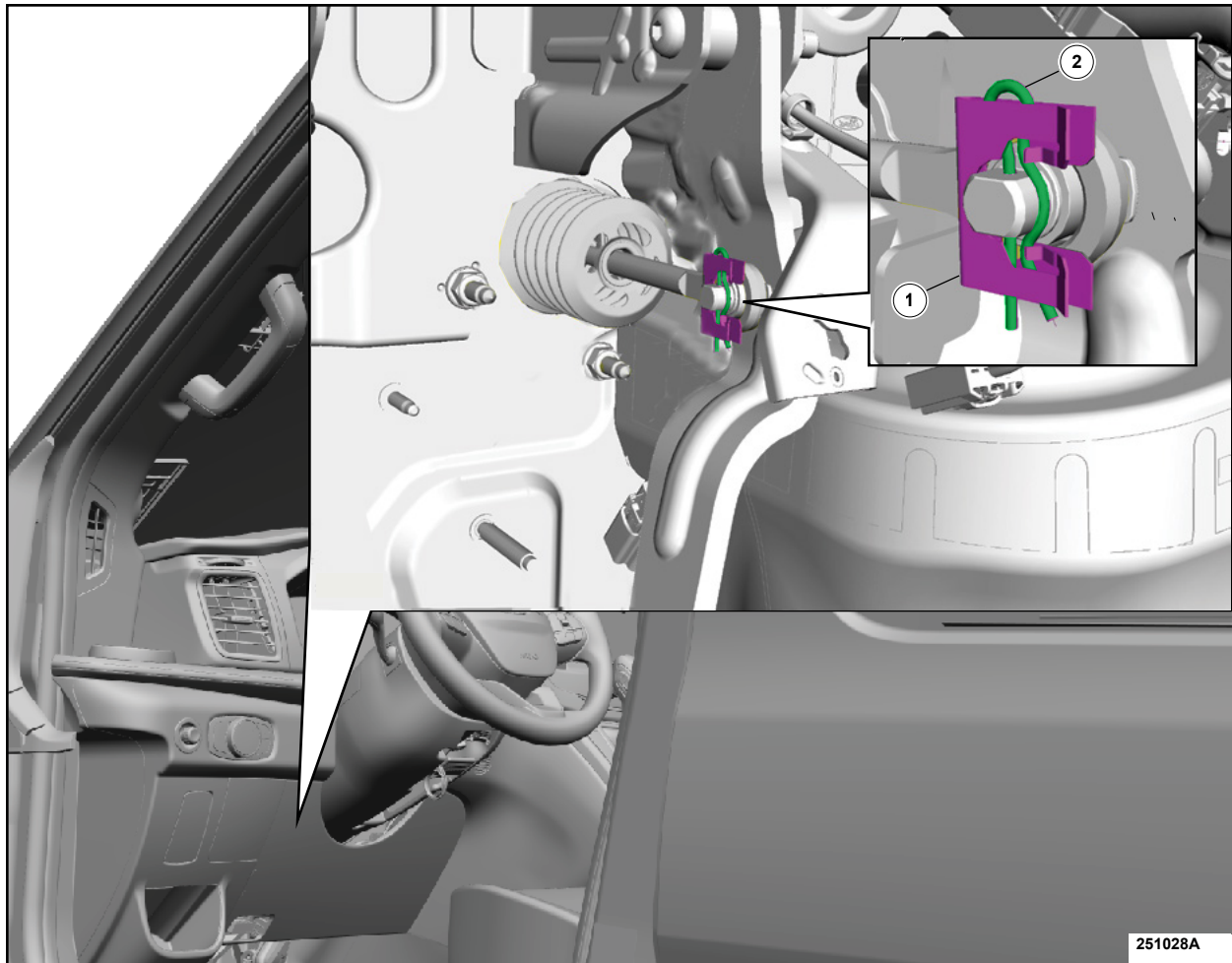
## CERTAIN 2025 MODEL YEAR TRANSIT VEHICLES — BRAKE BOOSTER PUSHROD COTTER PIN INSPECTION

**IMPORTANT!** The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 15396 for more details.

1. Open the driver's door and locate the Redundant Clip and Cotter Pin that connect the brake booster pushrod to the brake pedal. See Figure 1.

- (1) Redundant Clip
- (2) Cotter Pin

**NOTE:** Some parts removed for clarity in Figure 1.



**FIGURE 1**



2. Were the Redundant Clip and Cotter Pin both present?

**Yes** - Passes inspection. Cotter Pin and Redundant Clip are present. This completes the Field Service Action (FSA) procedure.

**NOTE:** Be sure to properly install the Cotter Pin and Redundant Clip in the orientation depicted in Figure 1 and verify that the components are properly seated.

**No** - Does not pass inspection. **DO NOT DRIVE** the vehicle until the missing component(s) are replaced. Replace the missing component(s). Photo approval from the SSSC is required to order the restricted part(s). See page 3 for photo requirements.

**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.**



## 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 photos for review.

- Attach a photo of vehicle mileage.
- Attach a photo of door tag showing VIN.
- Attach a photo of the open repair order.
- Attach a photo of the missing cotter pin and/or redundant clip.

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 ensure 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. (If SSSC approval code is required) Upon approval, the SSSC will provide an approval code that must be used for claiming.



**Compliance Recall 26C07**  
**Mobile Repair Record**

VIN \_\_\_\_\_ received:

Mobile Repair

As outlined below for the 26C07 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

**Ford Motor Company**  
**Recall Reimbursement Plan for 26C07**

*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 # 26C07, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before March 13, 2026. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2025. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

## Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

## Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

## Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

### Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.