

Part 573 Safety Recall Report

22V-484

Manufacturer Name : Ford Motor Company**Submission Date :** JUL 07, 2022**NHTSA Recall No. :** 22V-484**Manufacturer Recall No. :** 22S47**Manufacturer Information :****Population :****Manufacturer Name :** Ford Motor Company**Number of potentially involved :** 100,689**Address :** 330 Town Center Drive
Suite 500 Dearborn MI 48126-2738**Estimated percentage with defect :** 1 %**Company phone :** 1-866-436-7332**Vehicle Information :****Vehicle 1 :** 2021-2022 Lincoln Corsair**Vehicle Type :** LIGHT VEHICLES**Body Style :** ALL**Power Train :** HYBRID ELECTRIC

Descriptive Information : The affected components were introduced into production on 01/09/19 (earliest production date for 2020MY Escape) and were taken out of production on 06/13/22 (latest production date for 2022MY Corsair and Escape). Affected vehicles are equipped with 2.5L HEV or PHEV engines.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : OCT 24, 2019 - JUN 13, 2022**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential

Vehicle 2 : 2020-2022 Ford Escape

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : HYBRID ELECTRIC

Descriptive Information : The affected components were introduced into production on 01/09/19 (earliest production date for 2020MY Escape) and were taken out of production on 06/13/22 (latest production date for 2022MY Corsair and Escape). Affected vehicles are equipped with 2.5L HEV or PHEV engines.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : JAN 19, 2019 - JUN 13, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2022-2022 Ford Maverick

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : HYBRID ELECTRIC

Descriptive Information : The affected components were introduced into production on 01/09/19 (earliest production date for 2020MY Escape) and were taken out of production on 06/13/22 (latest production date for 2022MY Corsair and Escape). Affected vehicles are equipped with 2.5L HEV or PHEV engines.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : FEB 03, 2021 - JUN 08, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : In the event of an engine failure, significant quantities of engine oil and/or fuel vapor may be released into the under hood environment and may migrate to and/or accumulate near ignition sources resulting in potential under hood fire, localized melting of components, or smoke.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Engine oil and/or fuel vapor that accumulates near a sufficiently hot surface, below the combustion initiation flame speed, may ignite resulting in an under hood fire, and increasing the risk of injury.

Description of the Cause : Isolated engine manufacturing issues have resulted in 2.5L HEV/PHEV engine failures involving engine block or oil pan breach. The fluid dynamics induced by the Under Engine Shield and Active Grille Shutter system could increase the likelihood of engine oil and/or fuel vapor expelled during an engine block or oil pan breach accumulating near sources of ignition, primarily expected to be the exhaust system.

Identification of Any Warning that can Occur : Engine failure is expected to produce loud noises (example: metal-to-metal clank) audible to the vehicle's occupants. An engine failure will also result in a reduction in engine torque. In Owner Letters mailed to customers, Ford will advise customers to safely park and shut off the engine as promptly as possible upon hearing unexpected engine noises, or after experiencing an unexpected torque reduction, or seeing smoke from the engine compartment.

Involved Components :

Component Name 1 : SHLD ASY ENG SPLS

Component Description : UNDER ENGINE SHIELD

Component Part Number : LX6B-6B629-E*

Component Name 2 : STRUC FRT END BLSTR – Corsair and Escape

Component Description : ACTIVE GRILLE SHUTTER – Corsair and Escape

Component Part Number : LX6B-A14E166-B*

Component Name 3 : STRUC FRT END BLSTR - Maverick

Component Description : ACTIVE GRILLE SHUTTER - Maverick

Component Part Number : NZ6B-A14E166-A*

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road

Dearborn Michigan 48126

Country : United States

Chronology :

On May 4, 2022, an issue pertaining to 2.5L HEV and PHEV under hood fires was brought to Ford's Critical Concern Review Group (CCRG) for review.

From May 4-June 8, 2022, Ford's Critical Concern Review Group (CCRG) data analysis revealed 19 field reports of under hood fire or smoke for 2.5L HEV/PHEV vehicles. These reports were reviewed at a June 8, 2022 meeting. On June 8, 2022, Ford's CCRG initiated a stop ship and in-transit stop ship for all affected vehicles.

Through the remainder of June 2022, Ford continued to research the concern to better understand the reports, trends amongst the reports, scope the population, and understand potential causal factors.

As of June 22, 2022, Ford's CCRG has identified 23 warranty and field reports globally of under hood fire or smoke on 2.5L HEV/PHEV engines after a suspected block or oil pan breach.

The date range of identified reports is April 5, 2021 through May 19, 2022. Of the 23 reports, Ford's CCRG has categorized the warranty and field reports as: nine describing under hood or vehicle fire, six reporting localized under hood melting, seven describing under hood smoke, and one that did not contain sufficient detail to characterize. The current global 2020-2022MY 2.5L HEV/PHEV rates amongst affected models for block or oil pan breach are 0.17 R/1000, of which 0.08 R/1000 include reports of under hood fire and/or smoke.

Based on elevated occurrences of 2.5L HEV/PHEV under hood fires, the Ford's CCRG and Technical Review Group recommended a safety recall for the affected vehicles.

On June 29, 2022, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the Under Engine Shield and Active Grille Shutter modified. There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2021. The ending date for reimbursement eligibility is estimated to be August 22, 2022.

Ford will forward a copy of the notification letters to dealers and to the agency when available.

How Remedy Component Differs from Recalled Component : The Under Engine Shield and Active Grille Shutter are modified to redirect and/or purge the engine compartment of engine oil and/or fuel vapor from known ignition sources to reduce the opportunity for under hood fire. The Under Engine Shield modification adds additional drain holes. The Active Grille Shutter modification ensures purge air flow through the engine compartment and reduced under hood temperatures during forward motion and/or cooling fan operation.

Component Name: SHLD ASY ENG SPLS
Component Description: UNDER ENGINE SHIELD
Component Part Number: LX6B-6B629-E*

Component Name: STRUC FRT END BLSTR – Corsair and Escape
Component Description: ACTIVE GRILLE SHUTTER – Corsair and Escape
Component Part Number: LX6B-A14E166-B*

Component Name: STRUC FRT END BLSTR - Maverick
Component Description: ACTIVE GRILLE SHUTTER - Maverick
Component Part Number: NZ6B-A14E166-A*

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on July 08, 2022. Mailing of owner notification letters is expected to begin August 08, 2022 and is expected to be completed by August 12, 2022.

Planned Dealer Notification Date : JUL 08, 2022 - JUL 08, 2022

Planned Owner Notification Date : AUG 08, 2022 - AUG 12, 2022

* NR - Not Reported



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

July 8, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S47
Certain 2021-2022 Model Year Corsair, 2020-2022 Model Year Escape and 2022
Model Year Maverick Vehicles Equipped with a 2.5L HEV/PHEV Engine
Under Hood Fire

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Corsair	2021-2022	Louisville	October 24, 2019 through June 13, 2022
Escape	2020-2022		January 09, 2019 through June 13, 2022
Maverick	2022	Hermosillo	February 03, 2021 through June 08, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Isolated engine manufacturing issues have resulted in 2.5L HEV/PHEV engine failures involving engine block or oil pan breach. The fluid dynamics induced by the under engine shield and Active Grille Shutter (AGS) system could increase the likelihood of engine oil and/or fuel vapor expelled during an engine block or oil pan breach accumulating near sources of ignition, primarily expected to be the exhaust system. Engine oil and/or fuel vapor that accumulates near an ignition source, may ignite resulting in an under hood fire, and increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to modify the front under engine shield by creating additional drain holes and modify the AGS system by removing 4 blinds. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of August 8, 2022. 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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letters
Recall Reimbursement Plan

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.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Johnson", written in a cursive style.

David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S47
Certain 2021-2022 Model Year Corsair, 2020-2022 Model Year Escape and 2022 Model Year
Maverick Vehicles Equipped with a 2.5L HEV/PHEV Engine - Under Hood Fire

OASIS ACTIVATION

OASIS will be activated on July 8, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 8, 2022. Owner names and addresses will be available by August 23, 2022.

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 dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- 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.

TITLE BRANDED / SALVAGED VEHICLES

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

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S47

Certain 2021-2022 Model Year Corsair, 2020-2022 Model Year Escape and 2022 Model Year Maverick Vehicles Equipped with a 2.5L HEV/PHEV Engine - Under Hood Fire

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 prior to 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 P.O. 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 the modification of the front under engine shield and AGS system.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC08749, 2021 Lincoln Pickup & Delivery Updates.

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 FSA's / 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
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S47
Certain 2021-2022 Model Year Corsair, 2020-2022 Model Year Escape and 2022 Model Year
Maverick Vehicles Equipped with a 2.5L HEV/PHEV Engine - Under Hood Fire

CLAIMS PREPARATION AND SUBMISSION

- **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 (22S47) is the sub code.
 - 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 same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22S47 - 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 Supply:** 1-3/4 inch (44 mm) Bi-Metal Hole Saw with arbor and pilot bit. Submit on the same line as the repair.

NOTE: This is a one-time charge per dealer as the tool can be used on multiple vehicles.
Do not charge this amount more than once.

 - Program Code: 22S47 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$20.00
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC08749, 2021 Lincoln Pickup & Delivery Updates for details.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S47
Certain 2021-2022 Model Year Corsair, 2020-2022 Model Year Escape and 2022 Model Year
Maverick Vehicles Equipped with a 2.5L HEV/PHEV Engine - Under Hood Fire

LABOR ALLOWANCES

Description	Vehicle	Labor Operation	Labor Time
Remove Four AGS Blinds and Drill Holes in the Engine Front Undershield	Corsair	22S47B	1.2 Hours
Extra Time to Perform the 360 Degree View Camera Alignment (As Needed)		22S47C	0.5 Hours
Remove Four AGS Blinds and Drill Holes in the Engine Front Undershield	Escape	22S47D	1.0 Hours
	Maverick	22S47E	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

See CLAIMS PREPARATION AND SUBMISSION section for locally obtained supply.

CERTAIN 2021-2022 MODEL YEAR CORSAIR, 2020-2022 MODEL YEAR ESCAPE AND 2022 MODEL YEAR MAVERICK VEHICLES EQUIPPED WITH A 2.5L HEV/PHEV ENGINE — UNDER HOOD FIRE

SERVICE PROCEDURE

NOTE: Set the Air Conditioning (AC) to max when bringing the vehicle into the garage to ensure the Active Grille Shutters (AGS) blinds will be open.

Escape and Corsair Vehicles Only

1. Remove the Front Bumper Cover. Please follow the Workshop Manual (WSM) procedures in Section 501-19.

All Vehicles

2. Remove the four required shutter blinds. See Figures 1, 2, 3 and 4.

- First, bend the shutter blind at center and pull toward the front of the vehicle, then remove the OUTBOARD side tab from hole in housing.
- Second, pull to dislodge the INBOARD side tabs via pulling toward outboard the side of vehicle and remove the shutter blind.
- Third, verify all remaining shutter blinds move and do not bind.

NOTE: Maverick shutter blinds can be removed through the bumper cover opening. 

NOTE: AGS assembly removed from the vehicle for clarity.

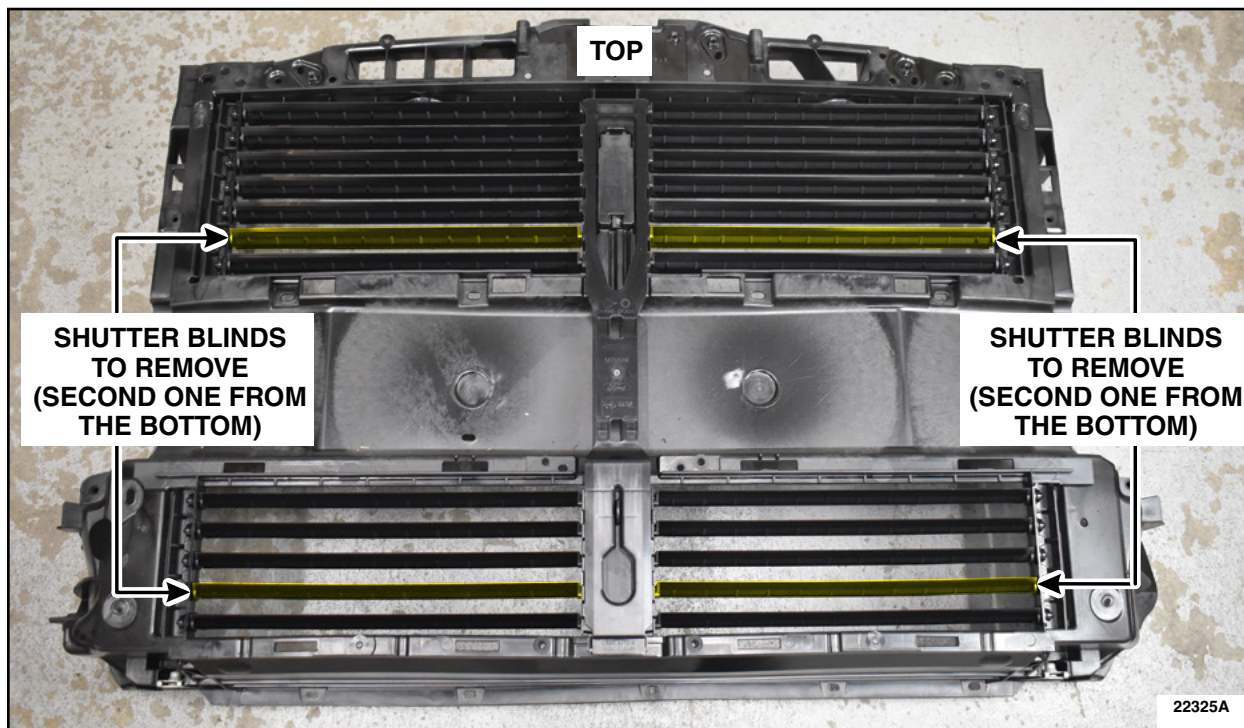


FIGURE 1



NOTE: AGS assembly removed from the vehicle for clarity.



FIGURE 2

NOTE: AGS assembly removed from the vehicle for clarity.



FIGURE 3



Completed AGS Assembly Modification

NOTE: AGS assembly removed from the vehicle for clarity.

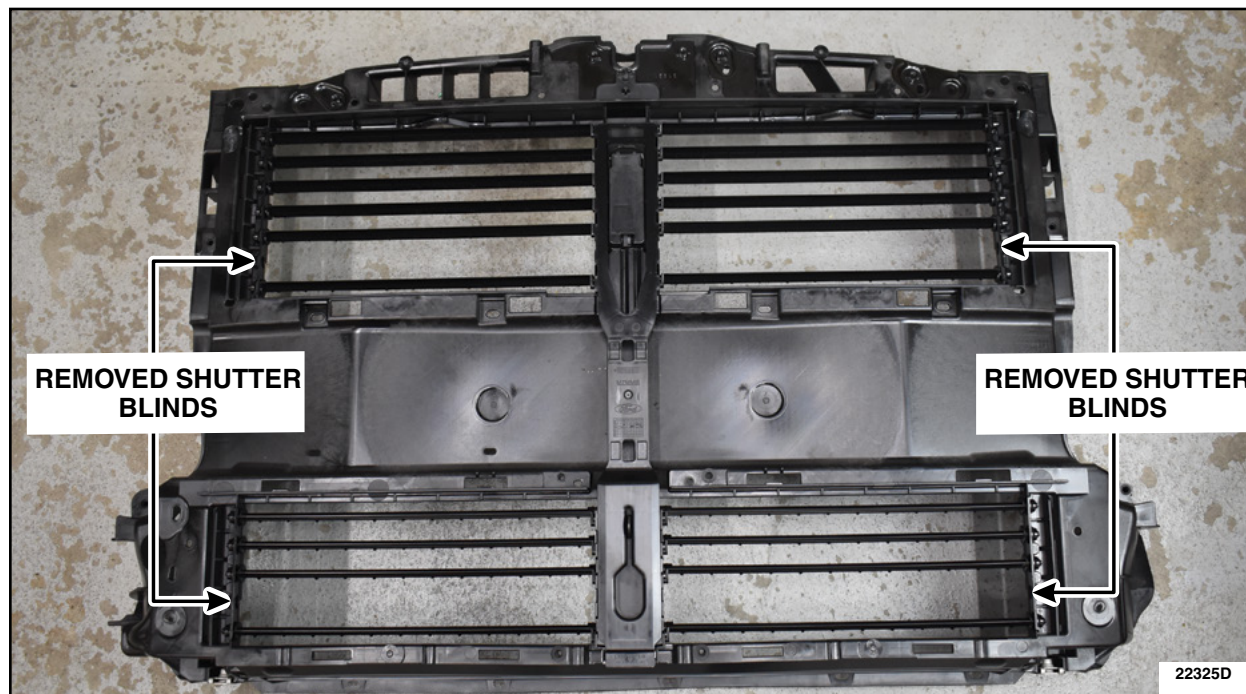


FIGURE 4

Escape and Corsair Vehicles Only

3. Reinstall the Front Bumper Cover. Please follow the WSM procedures in Section 501-19.

- Do not reinstall the engine front undershield at this time.

Maverick Vehicles Only

4. Remove the Engine Front Undershield. Please follow the WSM procedures in Section 501-02.

All Vehicles

IMPORTANT: The Ford logo, the part numbers and the side of the engine front undershield that is rough to the touch must be facing up.

5. Place the engine front undershield engine side facing up on a work bench.

NOTE: The engine front undershield features and indentations will be used to locate the areas to be cut out.



6. Using a liquid paint marker or equivalent, draw a line on the engine front undershield along the flat inner edge of the indentation as shown in Figure 5.

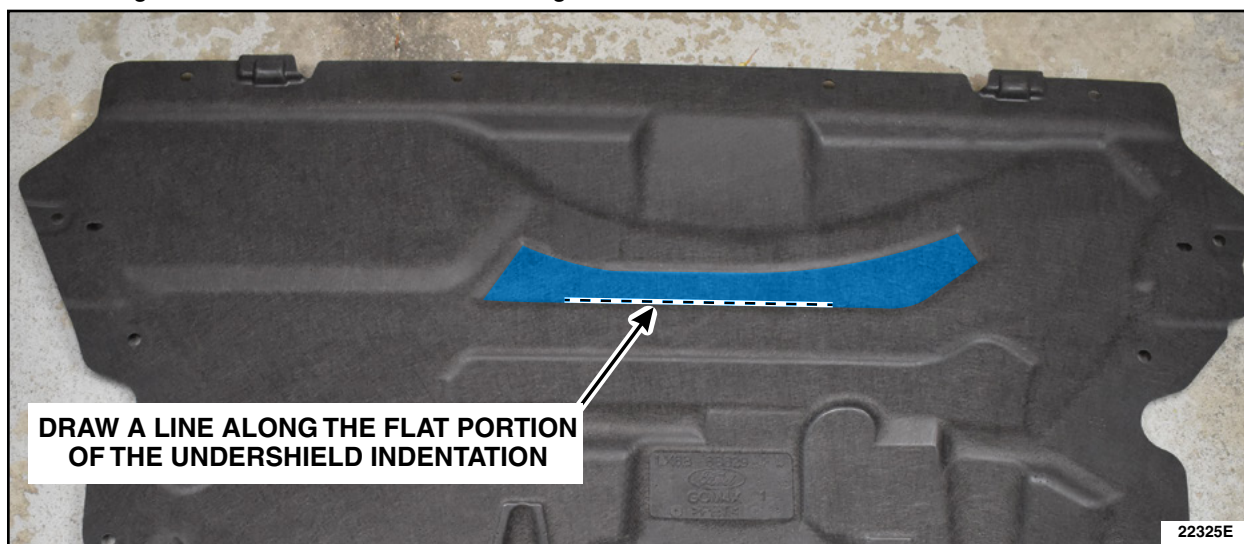


FIGURE 5

7. Using a liquid paint marker or equivalent and a flat edge, draw a line from the right edge of the indent to the line made in the prior step (1). Draw a line from the indent corner to the opposite side of the indentation (2). See Figure 6.

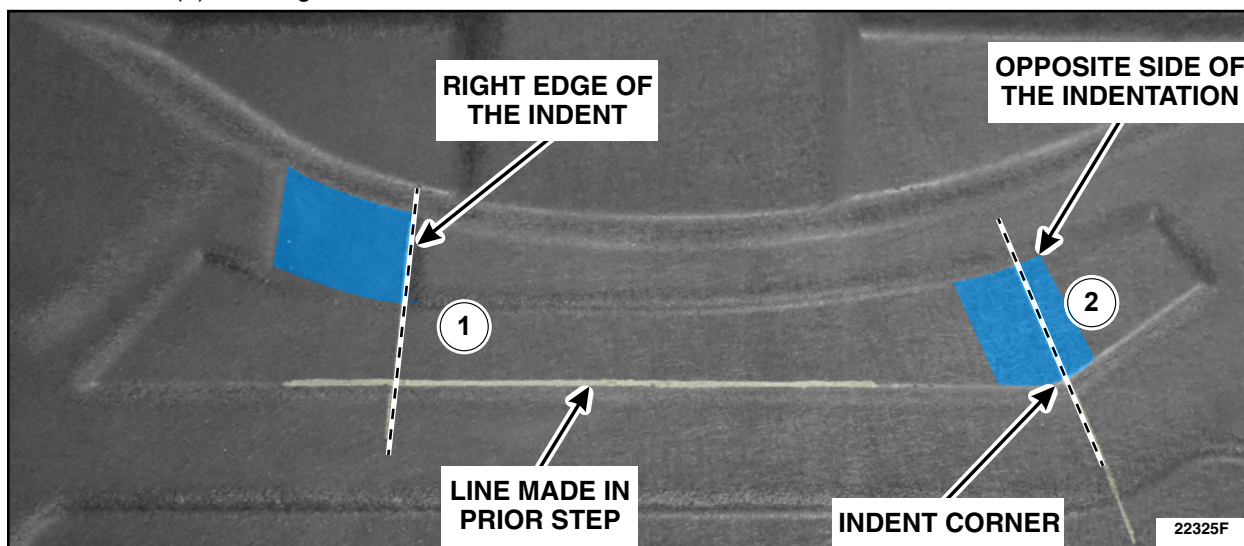


FIGURE 6



8. Using a liquid paint marker or equivalent, put a mark at the half way point on the indent bottom line and on the indent corner line (right side). See Figure 7.

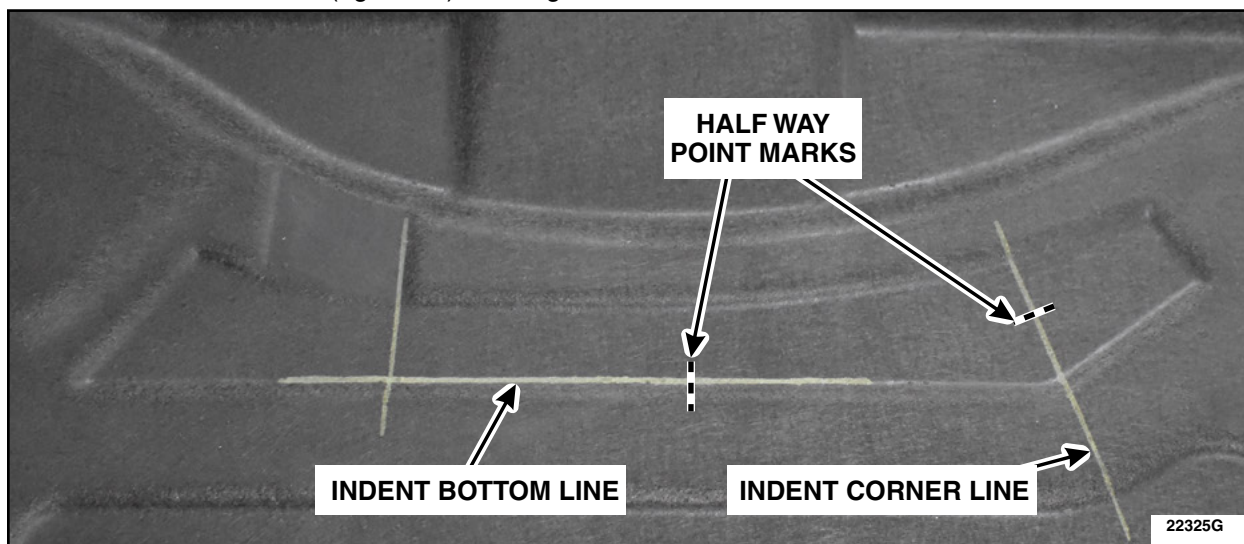


FIGURE 7

NOTE: If a cutout is present in this area, Proceed to Step 11.

9. Using a liquid paint marker or equivalent and a flat edge, draw 3 lines using the flat side of the indentations shown. See Figure 8.

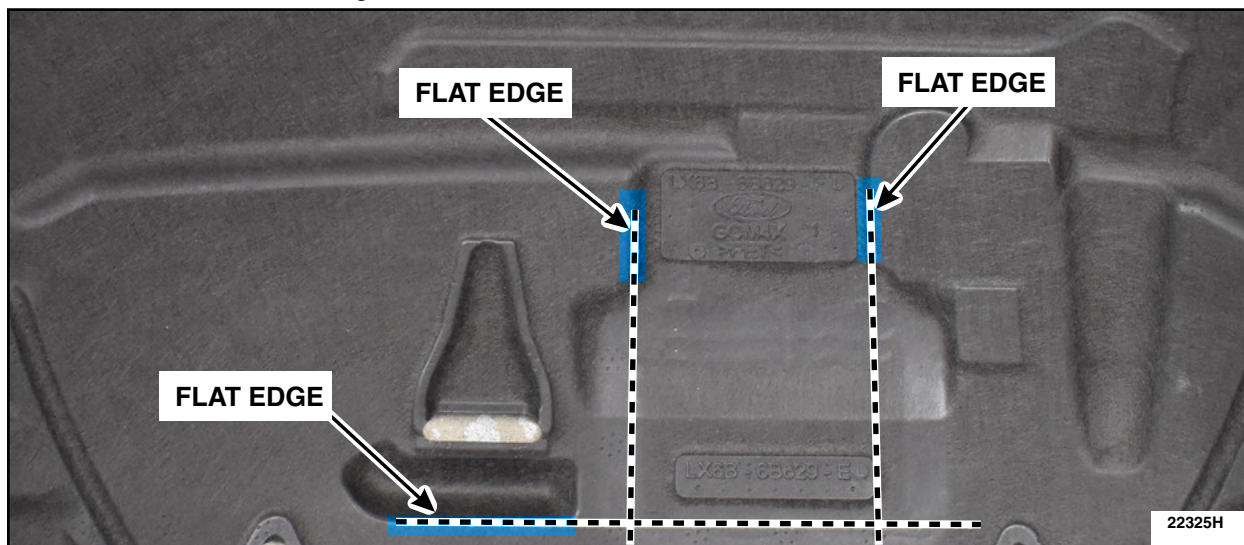


FIGURE 8



10. Draw a line 4 in (102 mm) up from the bottom line. See Figure 9.

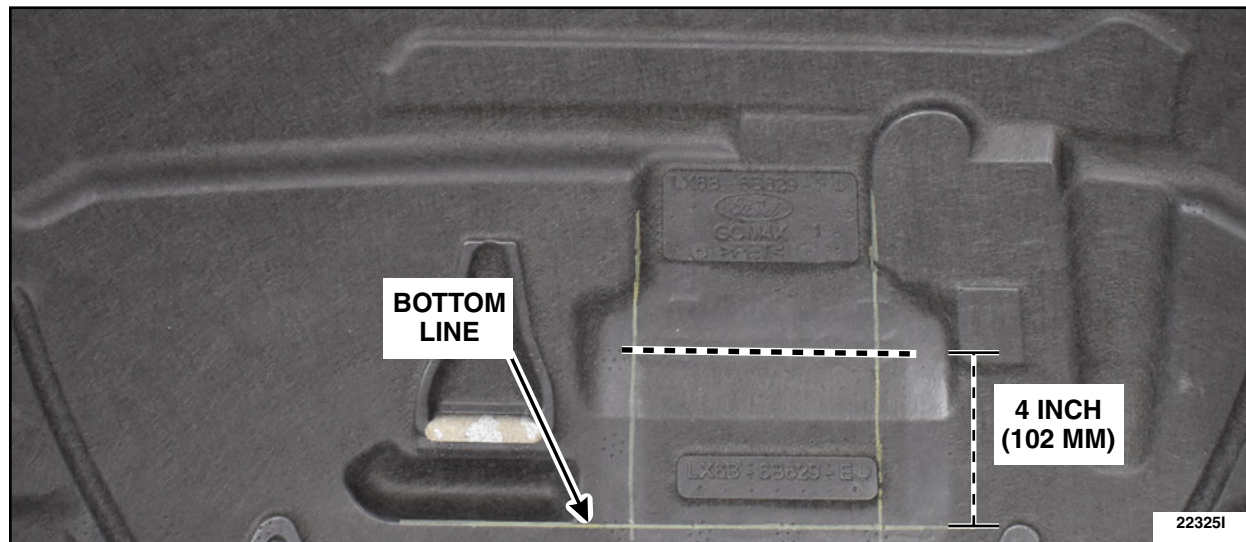


FIGURE 9

11. Find the center of the cutout and draw a line for vertical center. Measure from the bottom edge of the cut out 1.5 in (38 mm). See Figure 10.

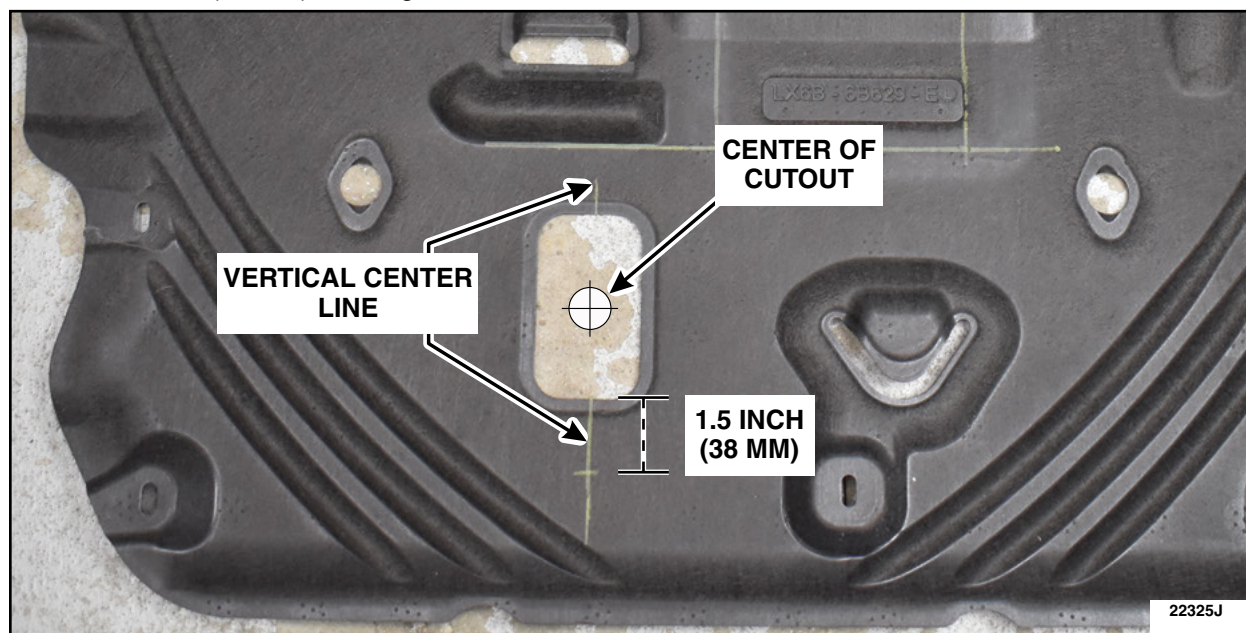


FIGURE 10



12. Measure 9.25 in (235 mm) from the cut out and 6.5 in (152 mm) from the edge of the shield.
See Figure 11.

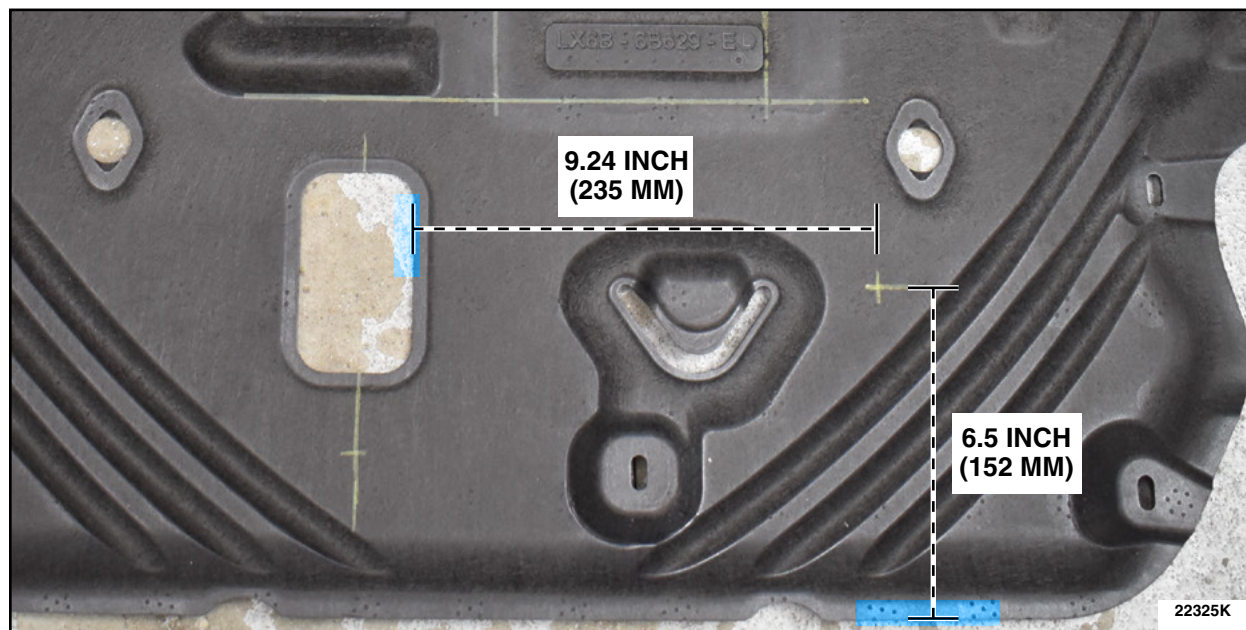


FIGURE 11

NOTE: The use of a Bi-Metal Hole Saw is recommended as the teeth are less aggressive.

NOTE: Use a wood backing when cutting and drilling through the underbody shield.

NOTE: If a cutout is present in this area, Proceed to Step 15.

13. On the square mark in the center, using a 1-3/4 inch (44 mm) Bi-Metal Hole Saw with arbor and pilot bit, drill a hole in each corner keeping the hole saw within the square marking. See Figure 12.

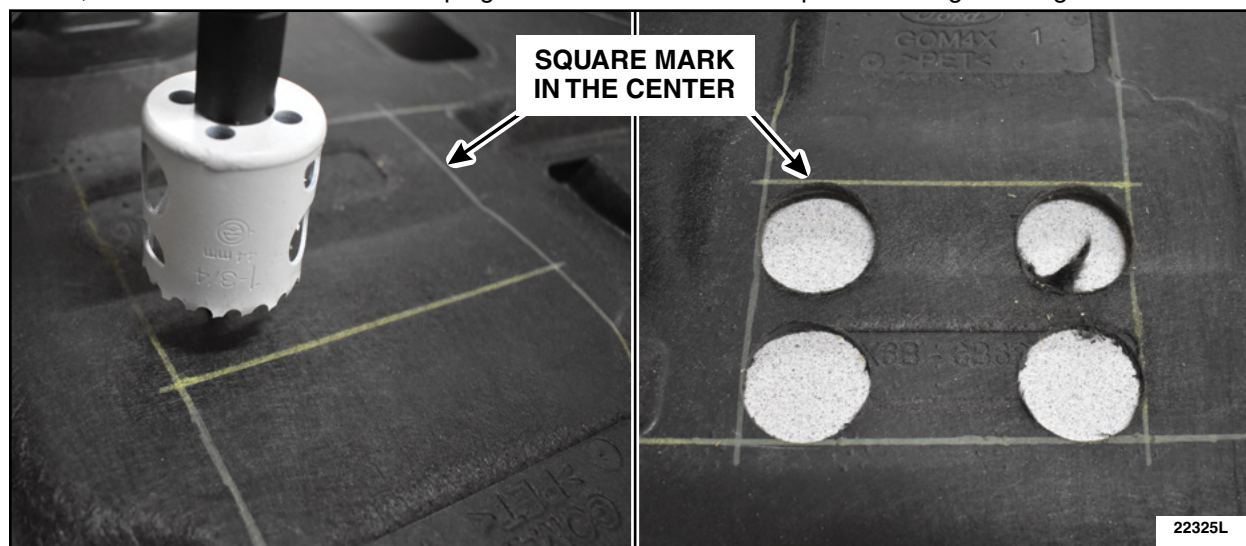


FIGURE 12



14. Using a straight edge and a utility knife, cut out the underbody shield material left between the 4 holes made within the square. See Figure 13.

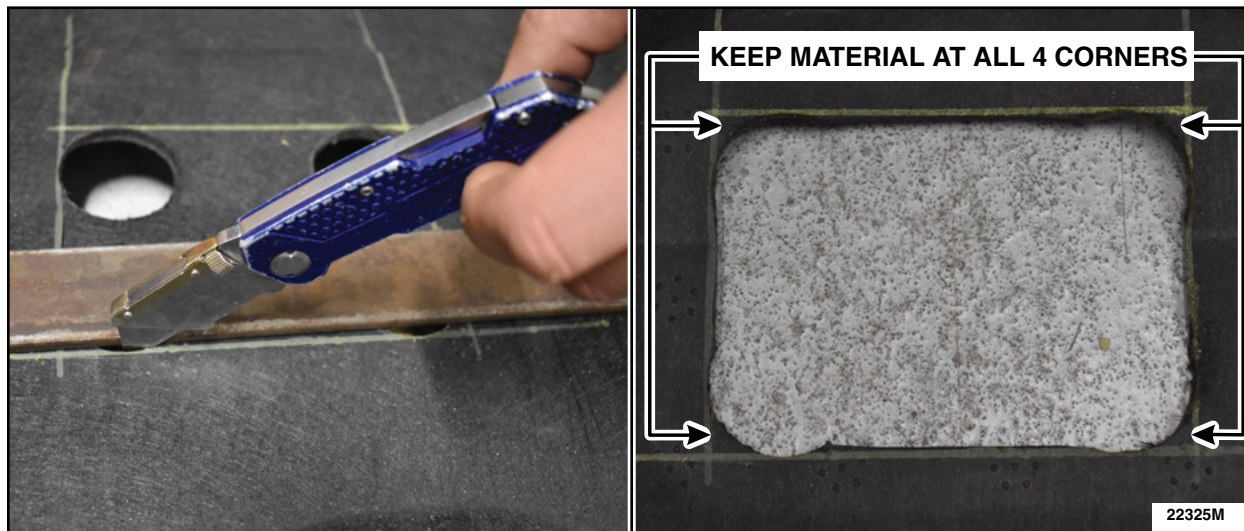


FIGURE 13

15. Using a 1-3/4 inch (44 mm) Bi-Metal Hole Saw with arbor and pilot bit, drill out the remaining 5 holes. See Figure 14.

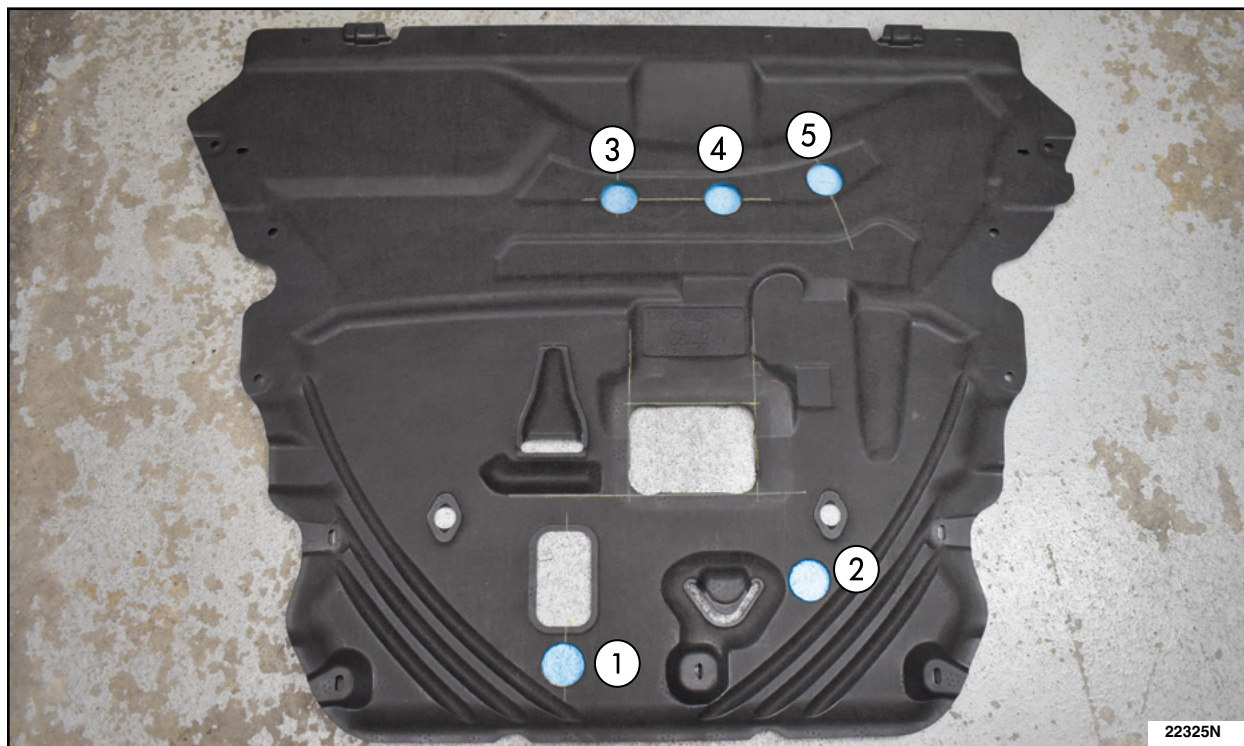


FIGURE 14



16. Using a utility knife, clean up any burrs and stray pieces of underbody shield material in any holes drilled. See Figure 15.

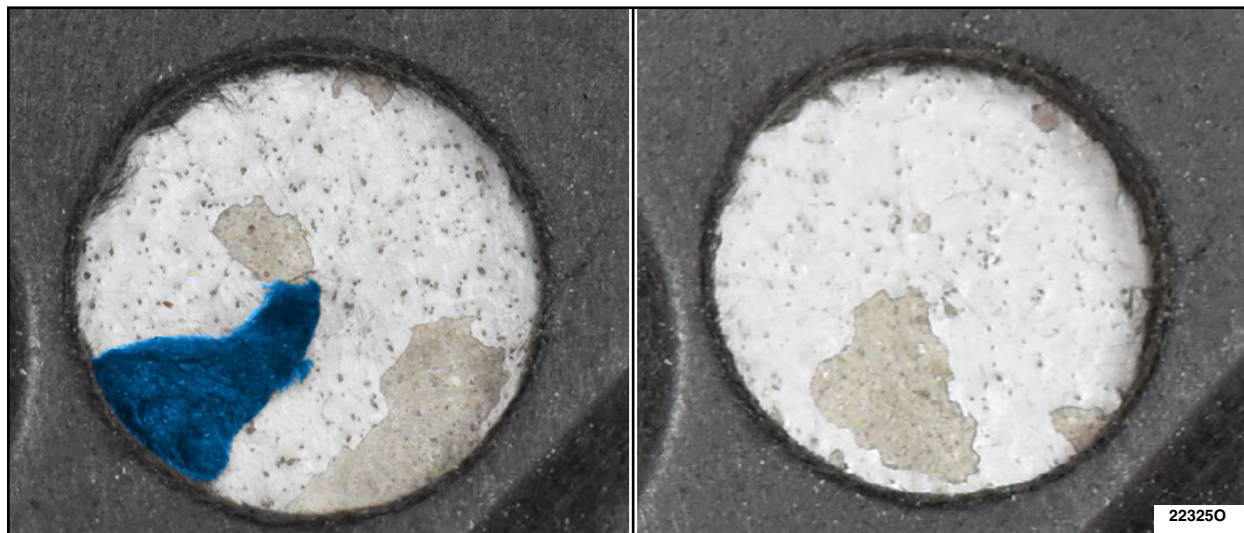


FIGURE 15

17. Install the Engine Front Undershield. Please follow the WSM procedures in Section 501-02.

Completed Engine Front Undershield Modification



FIGURE 16



Ford Motor Company
Recall Reimbursement Plan for 22S47

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 from the dealers.

Regarding the specific reimbursement plan for Recall # 22S47, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to August 29, 2022. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, 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 2021. 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 noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 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 period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of 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.