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March 13, 2020

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S38**  
**– Supplement #1**  
Certain 2015-2017 Transit Vehicles  
Driveshaft Flexible Coupling

**New! REASON FOR THIS SUPPLEMENT**

**Service Action:** Limited quantities of parts are now available to perform permanent repairs on select vehicle configurations. All other vehicles will continue receiving the 19S38 interim repair.

**Labor Allowances:** Labor allowances are available to perform permanent repairs on select vehicle configurations.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2017	Kansas City	January 17, 2014 through June 15, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, the driveshaft flexible coupling may crack with increasing mileage, resulting in driveline noise and vibration. Continued driving with a cracked flexible coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied. In addition, separation of the driveshaft can result in secondary damage to surrounding components, including brake and fuel lines. A driveshaft separation may increase the risk of crash, fires, and injury. This safety recall supersedes safety recall 17S15.

**New! SERVICE ACTION**

**Permanent Repair:**

*Dealers will replace the flexible couplings with front driveshaft sections and universal joints (u-joints). Limited quantities of parts are now available to perform permanent repairs on the following vehicle configurations:*

- 129/130 Wheelbase 3.2L Diesel Engine
- 138 Wheelbase 3.7L Gas Engine Single Rear Wheel (SRW)
- 148 Wheelbase 3.7L Gas Engine Dual Rear Wheel (DRW)

*The vehicle configurations listed above are the only vehicle configurations receiving permanent repairs at this time. Contacting the Special Service Support Center (SSSC) is required before moving forward with the permanent repair. The SSSC will order the necessary parts for the dealer, or if parts are not available, advise to continue the interim repair. Vehicle configurations not listed above are to continue following the 19S38 interim repair.*

## Interim Repair:

*The below vehicle configurations continue receiving the interim repair:*

- 129/130 Wheelbase 3.5L Gas Engine
- 129/130 Wheelbase 3.7L Gas Engine
- 138 Wheelbase 3.2L Diesel Engine SRW
- 138 Wheelbase 3.2L Diesel Engine DRW
- 138 Wheelbase 3.7L Gas Engine DRW
- 148 Wheelbase 3.2L Diesel Engine DRW
- 148 Wheelbase 3.2L Diesel Engine SRW
- 148 Wheelbase 3.5L Gas Engine
- 148 Wheelbase 3.7L Gas Engine SRW

If an affected vehicle configuration has not previously had the factory installed flexible coupling replaced with the enhanced flexible coupling, as was required by safety recall 17S15, the enhanced flexible coupling and shield must be installed on those vehicle configurations under this safety recall without delay. *Dealers will replace the enhanced flexible coupling on vehicle configurations needing interim repair every 40,000 miles, until that configuration is eligible for the permanent repair.*

**Note:** Dealers must review vehicle warranty history to determine vehicle mileage since the last flexible coupling replacement. Dealers are to obtain prior approval from the SSSC before performing the interim repair on flexible couplings with less than 35,000 miles. Be prepared to attach digital images of the condition of the flexible coupling and vehicle odometer in the approval request.

**Note:** The interim repair does not close this safety recall.

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

*The parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicle configurations. Owners of affected vehicle configurations will be notified in phased mailings to ensure part availability. Dealers should inspect all affected vehicle configurations for the interim or permanent repair 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  
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 Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S38 - Supplement #1**

Certain 2015-2017 Transit Vehicles

Driveshaft Flexible Coupling

**OASIS ACTIVATION**

OASIS was activated on October 28, 2019

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists has been available through <https://web.fsavinlists.dealerconnection.com> since October 28, 2019. Owner names and addresses have been available since November 25, 2019.

**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 program. 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 19S38 - *Supplement #1***  
Certain 2015-2017 Transit Vehicles  
Driveshaft Flexible Coupling

**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 driveshaft flexible coupling failure.

**NOTE:** Owner-paid repairs that were previously refunded under safety recall 17S15 are not eligible for a refund under this safety recall.

**RENTAL VEHICLES**

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S38 - Supplement #1**

Certain 2015-2017 Transit Vehicles

Driveshaft Flexible Coupling

**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

**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 (19S38) 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: 19S38
  - 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 Loctite® 243 (or equivalent) and XG-1-E1 Motorcraft® Premium Long Life Grease (or equivalent):** Submit on the same line as the repair.
  - Program Code: 19S38
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$6.00

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S38 - Supplement #1**

Certain 2015-2017 Transit Vehicles

Driveshaft Flexible Coupling

**New! LABOR ALLOWANCES****Inspection:**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<i>Vehicles that were inspected and found to have a U-Joint previously installed at the transmission output shaft (Closes Program)</i>	19S38A	0.3 Hours

**Interim Repair:**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<u>Vehicles that <b>did not have</b> Safety Recall 17S15 Completed</u> Interim Repair: Install Enhanced Driveshaft Flexible Coupling and Shield <i>(Program Remains Open)</i>	19S38B	1.1 Hours
<u>Vehicles that <b>had</b> Safety Recall 17S15 Completed</u> Interim Repair: Replace only the driveshaft flexible coupling <i>(Program Remains Open)</i>	19S38C	0.8 Hours

**Permanent Repair:**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<i>Permanent Repair: Install a front driveshaft section with a u-joint.</i>		
<i>All 129/130 Wheelbase Vehicles - 2pc Driveshaft (Closes Program)</i>	19S38D	1.1 Hours
<i>All 138 Wheelbase Vehicles - 2pc Driveshaft (Closes Program)</i>	19S38E	1.0 Hours
<i>All 148 Wheelbase Vehicles - 3pc Driveshaft (Closes Program)</i>	19S38F	1.4 Hours

**New! PARTS REQUIREMENTS / ORDERING INFORMATION****Interim Repair:**

Part Number	Description	Order Quantity	Claim Quantity
JK4Z-4A109-D	Enhanced Driveshaft Flexible Coupling kit	1	1
CK4Z-4091-A	Shield Kit (if safety recall 17S15 was not previously completed)	As Required	
XG-1-E1	Motorcraft® Premium Long Life Grease	Claim as Misc. Expense: OTHER	
Obtain Locally	Loctite® 243 General Purpose Medium Strength Threadlocking Adhesive (or equivalent) – see Technical Information for usage	Claim as Misc. Expense: OTHER	

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

**Permanent Repair:****SSSC Web Contact Site:**

To place an order for parts submit a VIN-specific Part Order contact via the SSSC Web Contact Site. If parts are not available to complete the permanent repair the SSSC will advise to perform the interim repair.

In addition to the parts the SSSC will be ordering, the permanent repair also requires the following lubricant:

Part Number	Description	Order Quantity	Claim Quantity
XG-1-E1	Motorcraft® Premium Long Life Grease	Claim as Misc. Expense: OTHER	

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## CERTAIN 2015-2017 TRANSIT VEHICLES EQUIPPED WITH A DRIVESHAFT FLEXIBLE COUPLING — DRIVESHAFT FLEXIBLE COUPLING REPAIR

### **NEW !** SERVICE PROCEDURES

INTERIM REPAIR - FLEXIBLE COUPLING REPLACEMENT..... Page 2

*PERMANENT REPAIR - FOR AVAILABLE VEHICLE CONFIGURATIONS..... Page 13*

*1. Does the vehicle have a universal joint installed at the transmission output shaft?*

*Yes - Procedure Complete.*

*No - Proceed to Step 2.*

*2. Are parts available for the permanent repair (universal joints)?*

*Yes - Proceed to Page 13.*

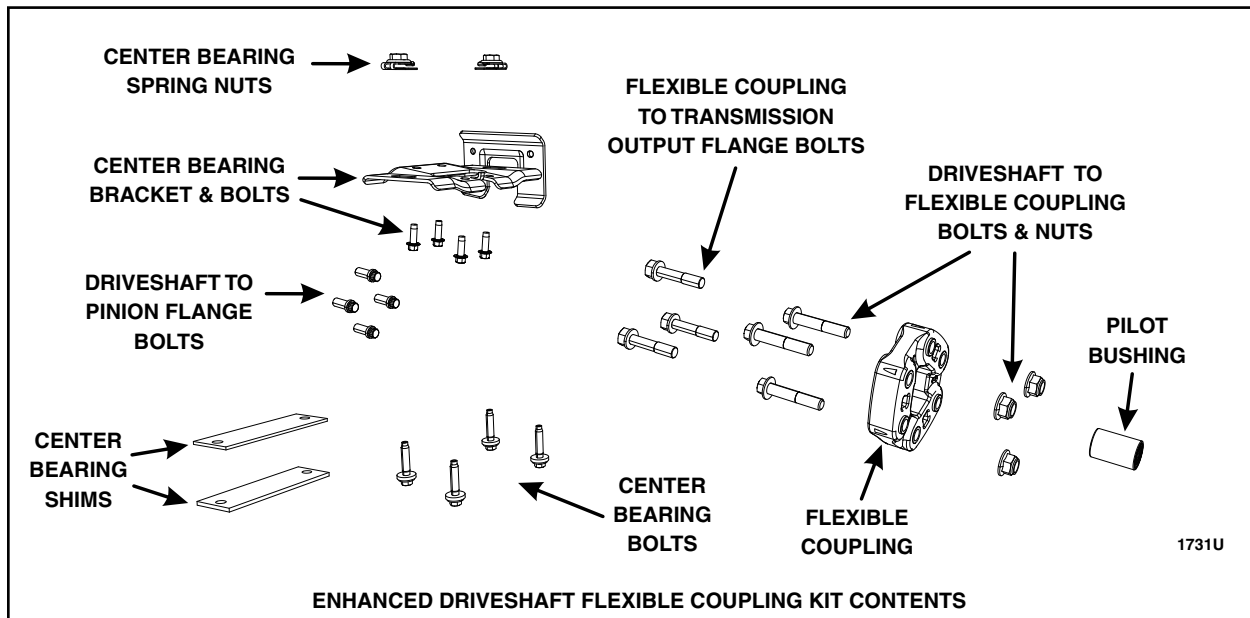
*No - Proceed to Interim Repair on Page 2.*





## CERTAIN 2015-2017 TRANSIT VEHICLES — DRIVESHAFT FLEXIBLE COUPLING

### ENHANCED DRIVESHAFT FLEXIBLE COUPLING INSTALLATION



**FIGURE 1**



## SERVICE PROCEDURES

1. Was the enhanced flexible coupling and shield installed on this vehicle previously under safety recall 17S15 (labor operation 17S15J)?

No - Proceed to Step 3.

Yes - Proceed to Step 2.

2. Has the vehicle accumulated 40,000 miles since the enhanced flexible coupling was installed?

No - No action is required at this time.

Yes - Proceed to 40,000 Mile Flexible Coupling Replacement on Page 11.

3. Remove the driveshaft and the driveshaft flexible coupling. Please follow the Driveshaft Removal and Installation Workshop Manual (WSM) procedures in Section 205-01.

- To assist with the removal of the driveshaft flexible coupling-to-transmission output flange bolts, the use of a Mini-Ductor™ induction heating tool, or equivalent, is recommended.
- The blue paint marking on the *new* driveshaft flexible coupling must be installed facing the transmission output flange or premature failure of the flexible coupling will occur. See Figure 2.

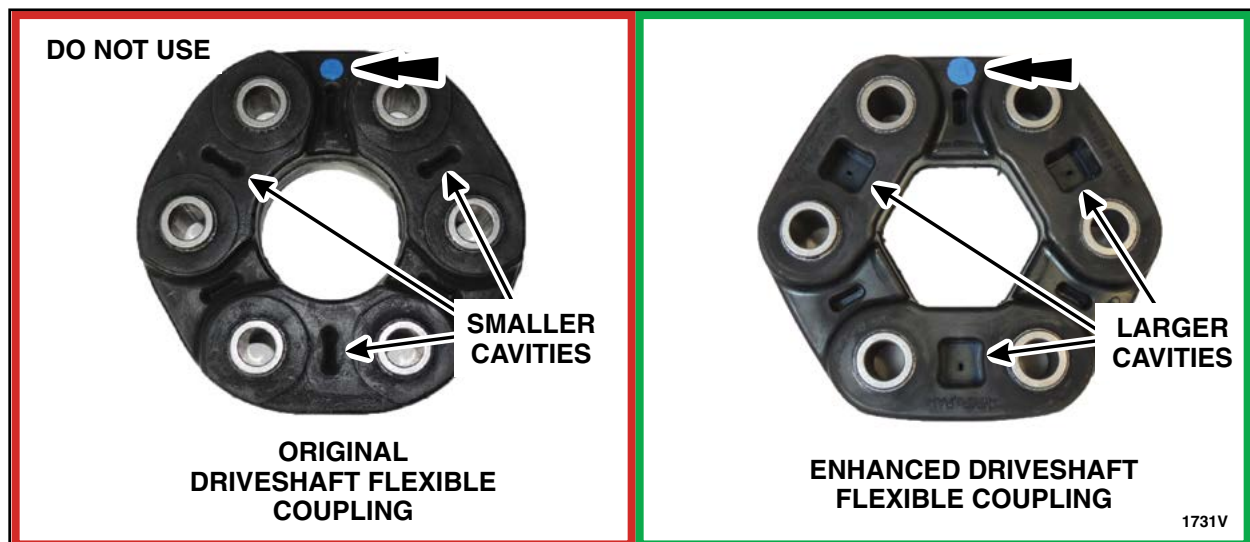


FIGURE 2



4. Using a hammer and chisel with a sharp edge, remove and discard the driveshaft pilot bushing.  
See Figure 3.

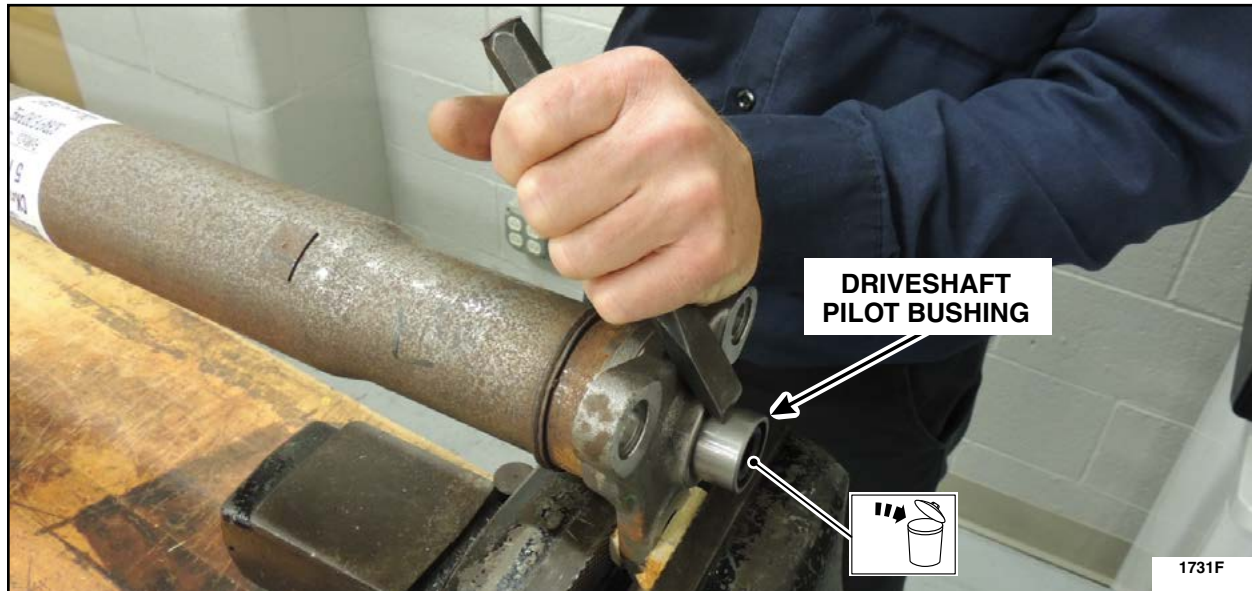


FIGURE 3

5. **NOTE:** Prior to installation of the *new* driveshaft pilot bushing, make sure the rubber seal end of the bushing is facing outward and the capped end is pressed into the driveshaft. See Figure 4.

Using a 3-jaw puller and a suitable flat piece of metal, press in the *new* pilot bushing until the depth mark on the pilot bushing has been reached. See Figures 4 and 5.



FIGURE 4





FIGURE 5

6. Remove and discard the four center bearing bracket retaining bolts and the center bearing bracket. See Figure 6.

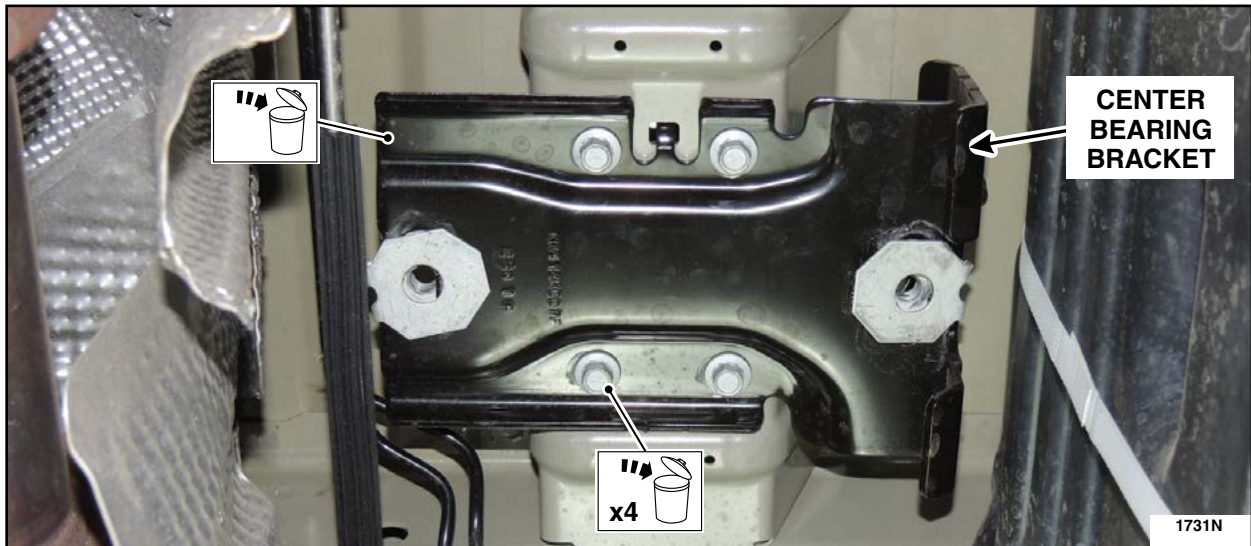


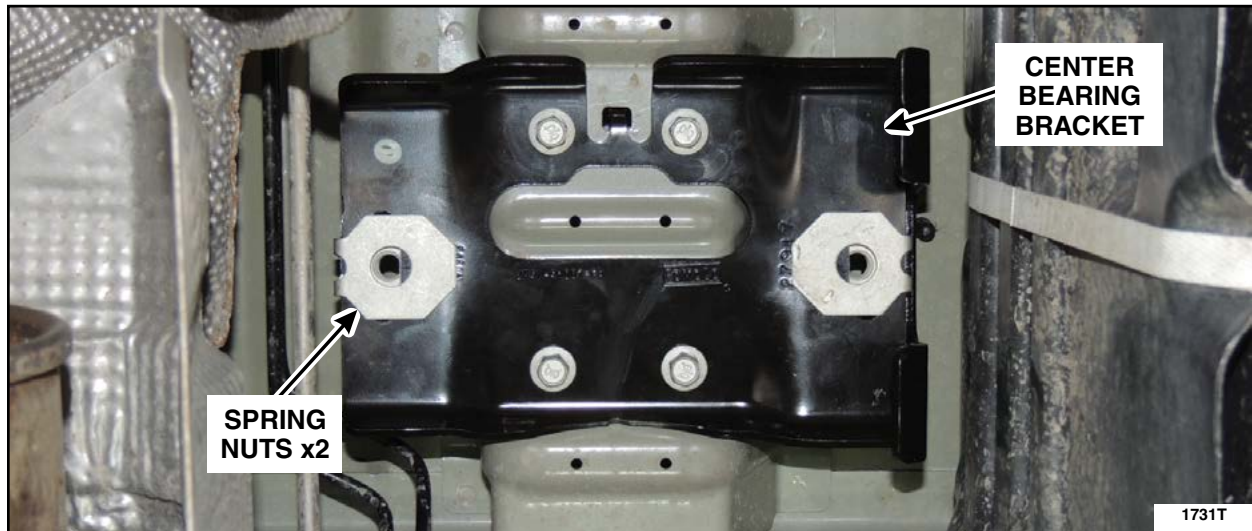
FIGURE 6

7. Install the *new* center bearing bracket spring nuts onto the *new* center bearing bracket.



8. Install the *new* center bearing bracket using four *new* retaining bolts. See Figure 7.

- Tighten bolts to 18 lb.ft (25 Nm).

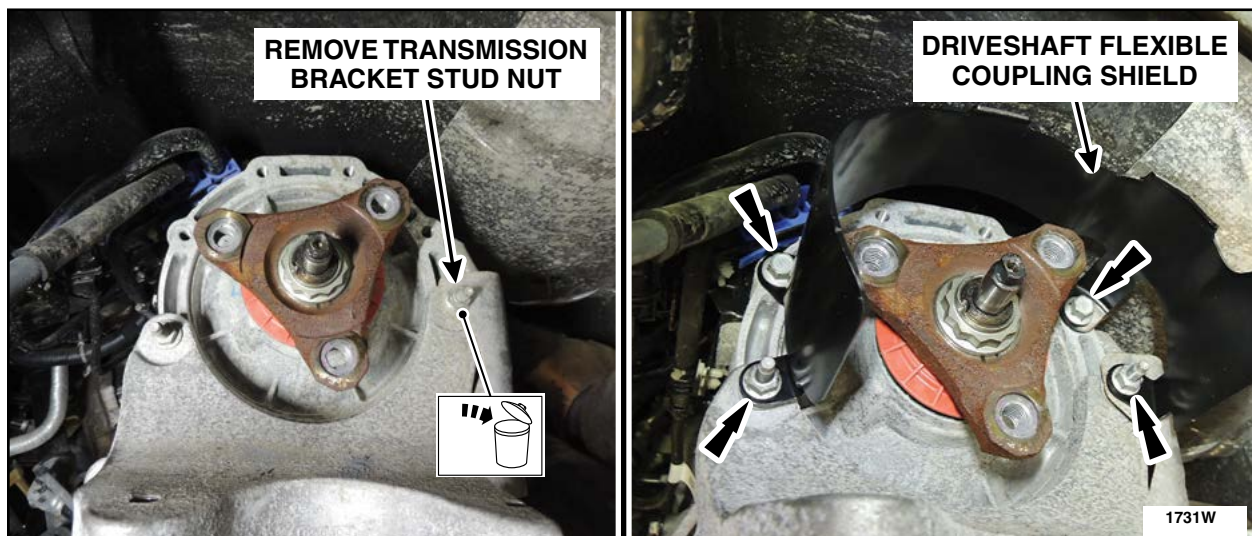


**FIGURE 7**

9. Install the driveshaft flexible coupling shield. See Figure 8.

- Remove the upper RH transmission bracket stud nut and discard.
- Install the shield onto the transmission rear housing and bracket.
- Install a *new* RH and LH transmission bracket stud nut (LH nut is installed over existing nut), and *new* transmission rear housing bolts to secure the shield.

- Tighten nuts to 23 lb.ft (31 Nm).
- Tighten bolts to 47 lb.ft (64 Nm).



**FIGURE 8**



10. Lubricate the transmission output shaft and driveshaft bushing using a small amount of Motorcraft® XG-1-E1 Premium Long Life Grease or equivalent. See Figure 9.

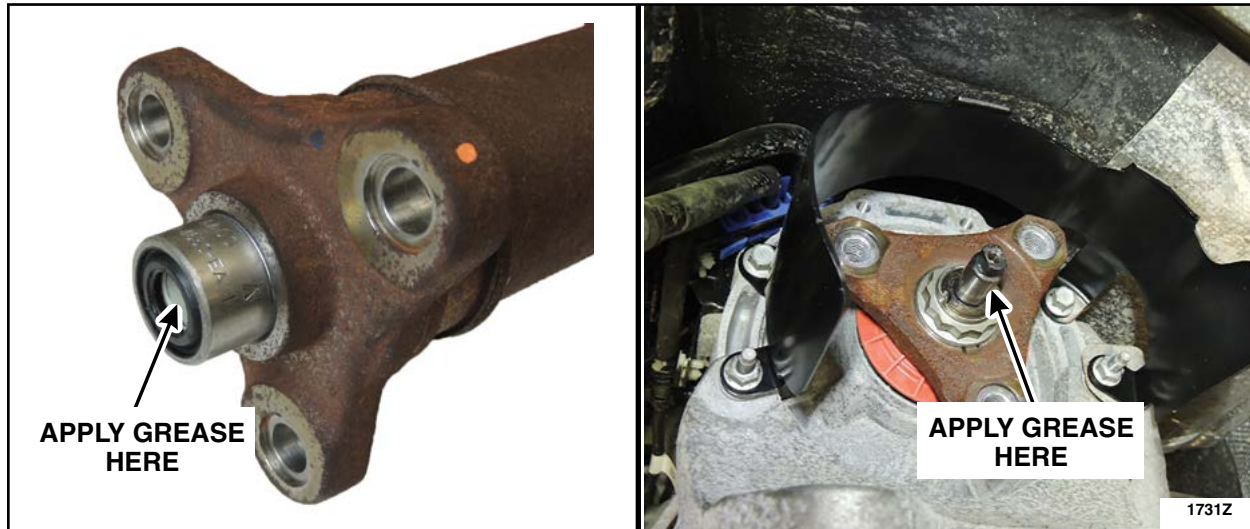


FIGURE 9

11. Install the *new* driveshaft flexible coupling. Please follow the Driveshaft Flexible Coupling Removal and Installation Workshop Manual (WSM) procedure in Section 205-01. See Figures 10 and 11.

**NOTICE:** The flex coupling must be installed with the blue paint mark facing the transmission output flange. The protruding flex coupling bushings must align with the driveshaft flange and transmission output flange as shown in Figures 10 and 11.

**NOTE:** The driveshaft safety straps must be reinstalled. When installing the driveshaft safety strap bolts, the bolts must be threaded in by hand as far as possible before using hand or power tools.

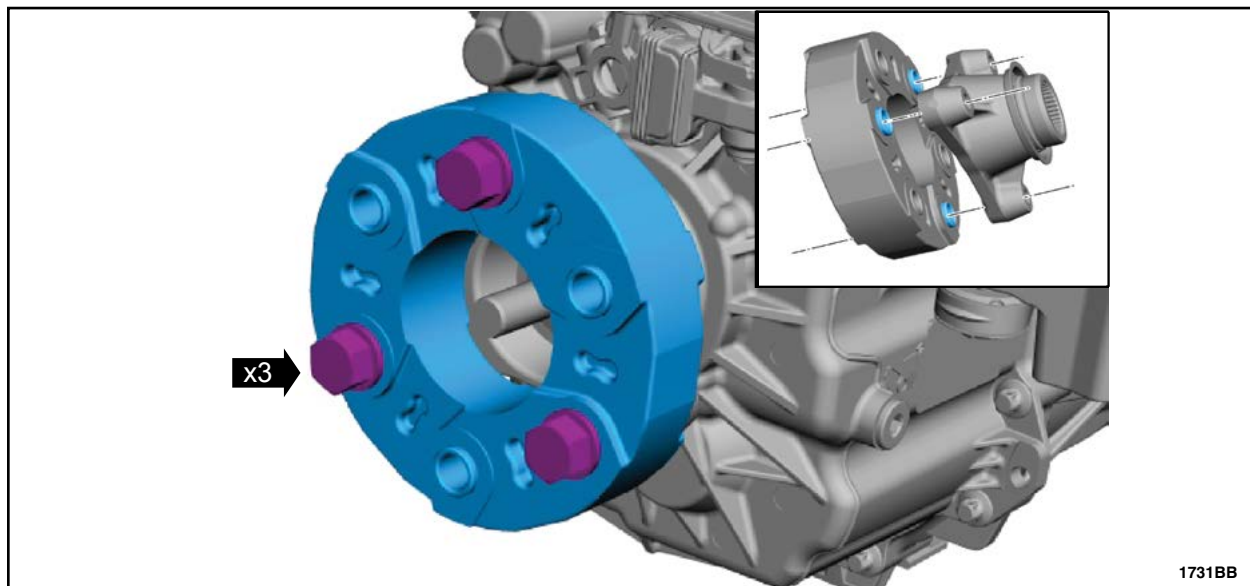
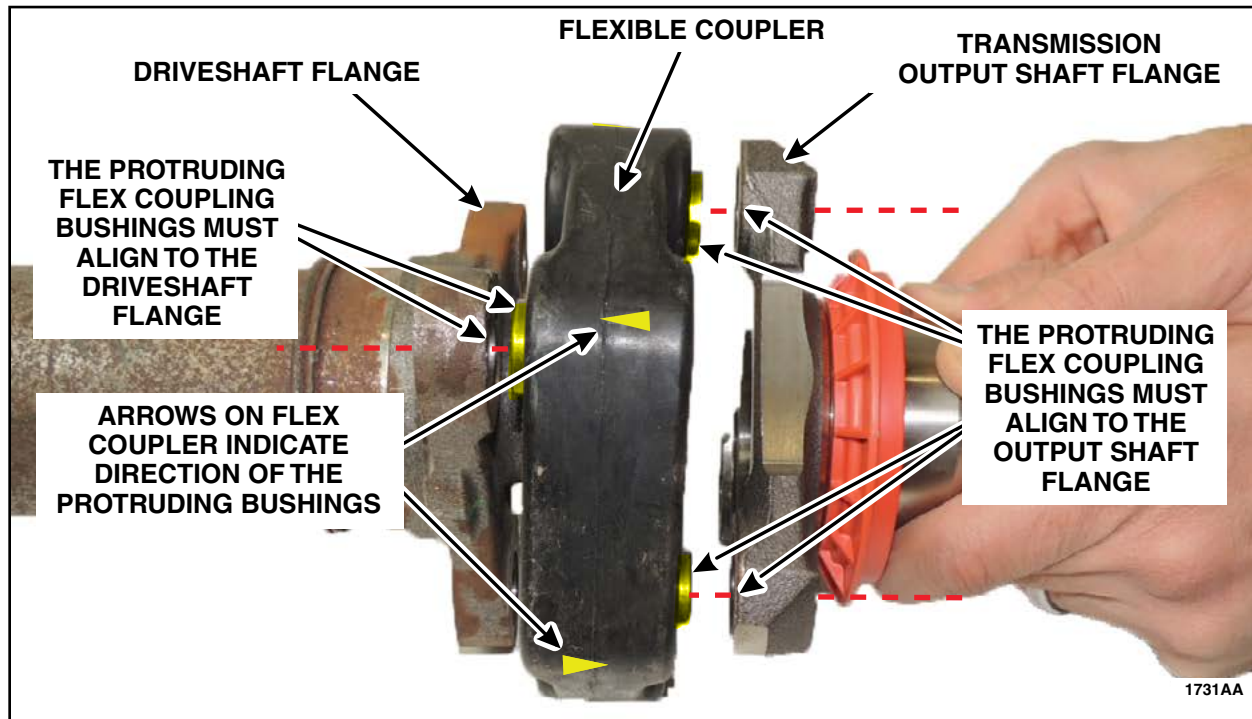


FIGURE 10



**NOTE:** There are six (6) bushings in the coupler. Three (3) bushings protrude forward and three (3) protrude rearward and they must interlock with each flange. See Figure 11.



**FIGURE 11**



12. Reinstall the driveshaft with the appropriate center bearing shim according to the chart in Figure 13. Please follow the Driveshaft Removal and Installation Workshop Manual (WSM) procedure in Section 205-01. See Figures 12, 13 and 14.

**NOTICE:** The flex coupling must be installed with the blue paint mark facing the transmission output flange. The protruding flex coupling bushings must align with the driveshaft flange and transmission output flange. Arrows should point at the ears of each flange shown in Figure 12.

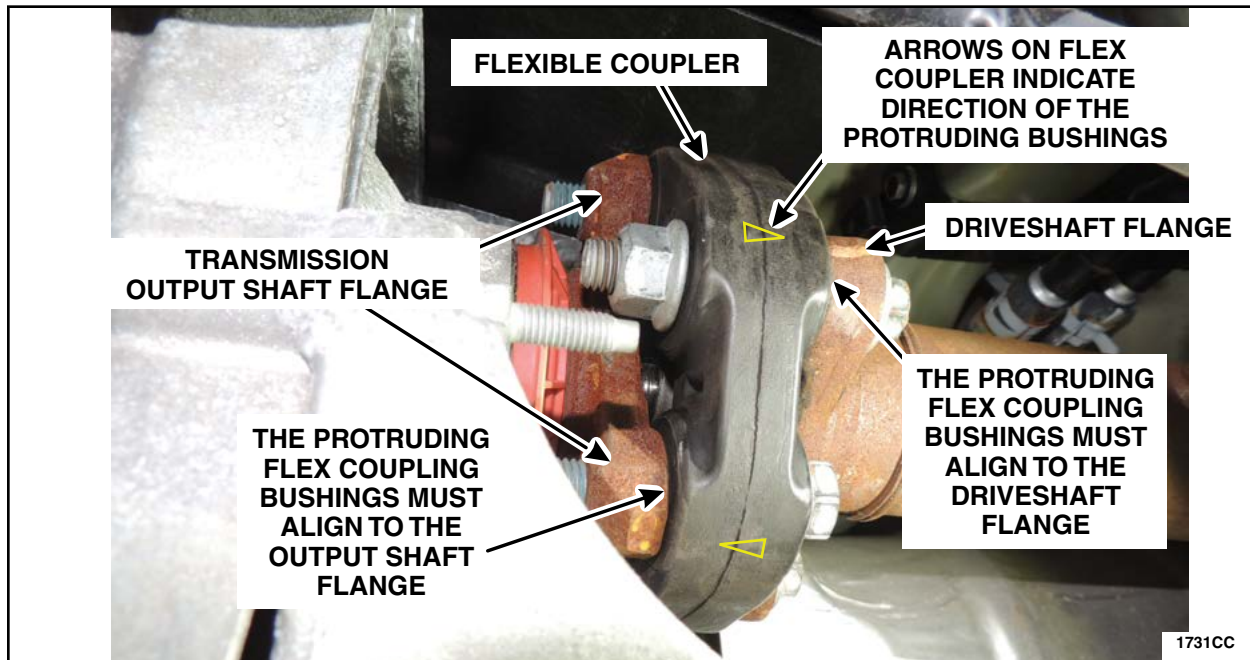


FIGURE 12





SHIM	WHEEL BASE	ENGINE	SRW/DRW
3.8MM SHIM JK41-4A209-BA	129"	3.5L	SRW
5MM SHIM JK41-4A209-AA	148"	3.5L	ALL
		3.7L	
NO SHIM	All Others		



FIGURE 13



FIGURE 14



## 40,000 Mile Flexible Coupling Replacement

**NOTE:** Kit components not required to complete the 40,000 mile flexible coupling replacement interim repairs may be discarded.

1. Replace the Driveshaft Flexible Coupling. Please follow the WSM procedures in Section 205-01.
  - To assist with the removal of the driveshaft flexible coupling-to-transmission output flange bolts, the use of a Mini-Ductor™ induction heating tool, or equivalent, is recommended.
  - The blue paint marking on the *new* driveshaft flexible coupling must be installed facing the transmission output flange or premature failure of the flexible coupling will occur. See Figure 15.

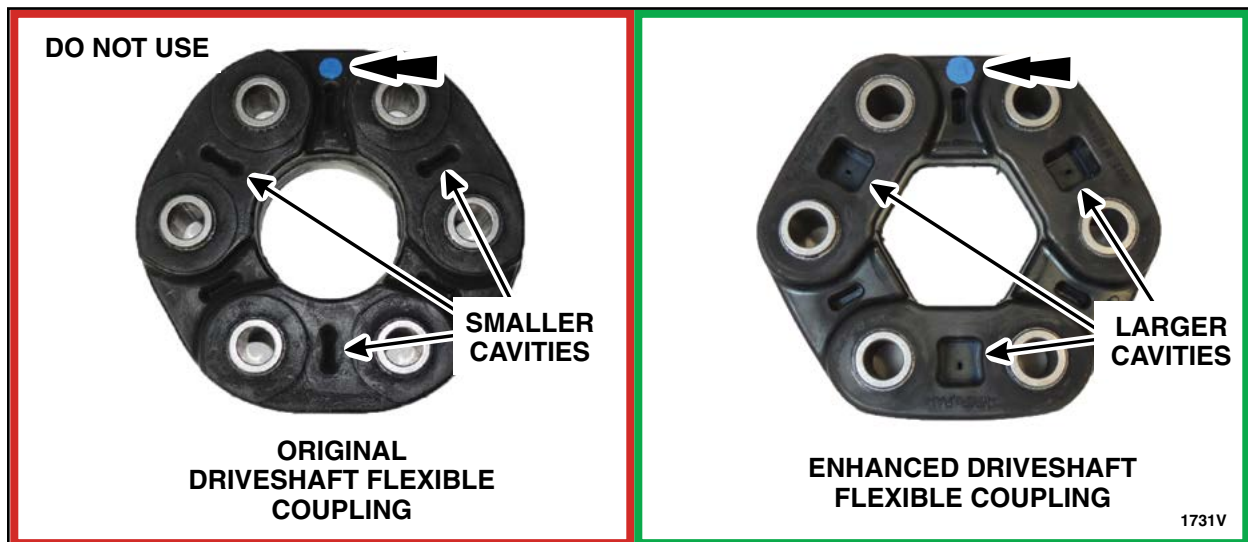
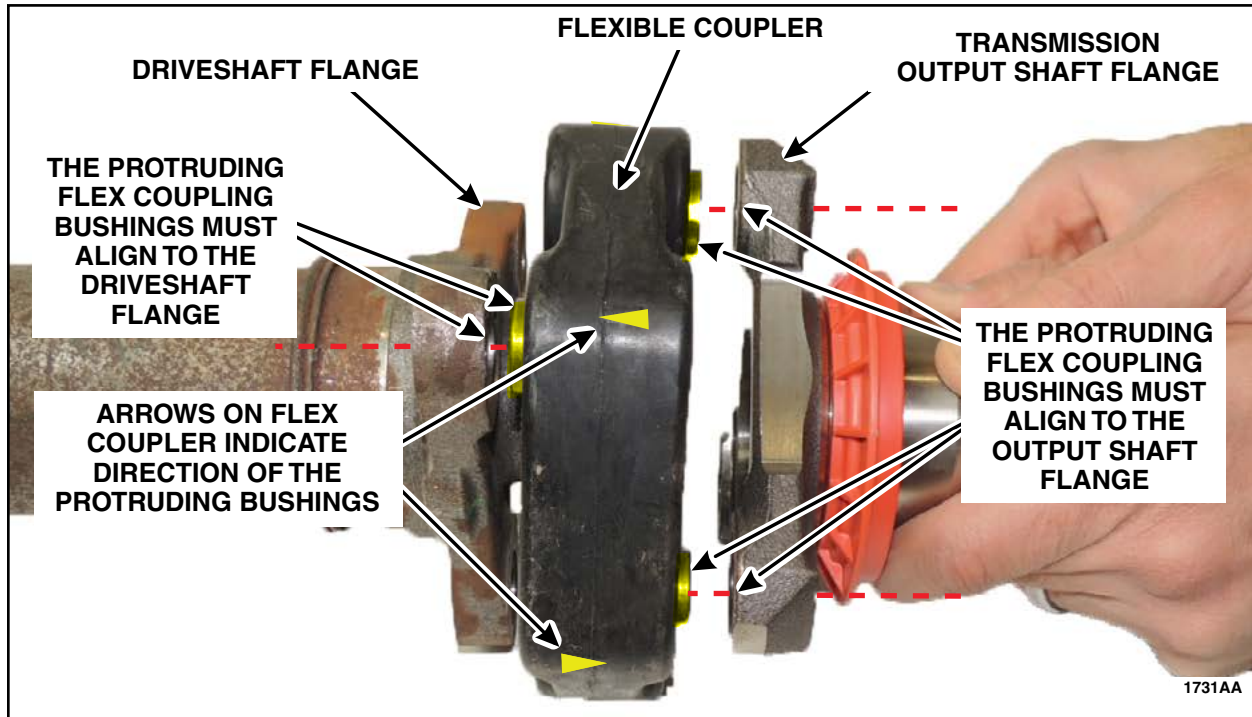


FIGURE 15

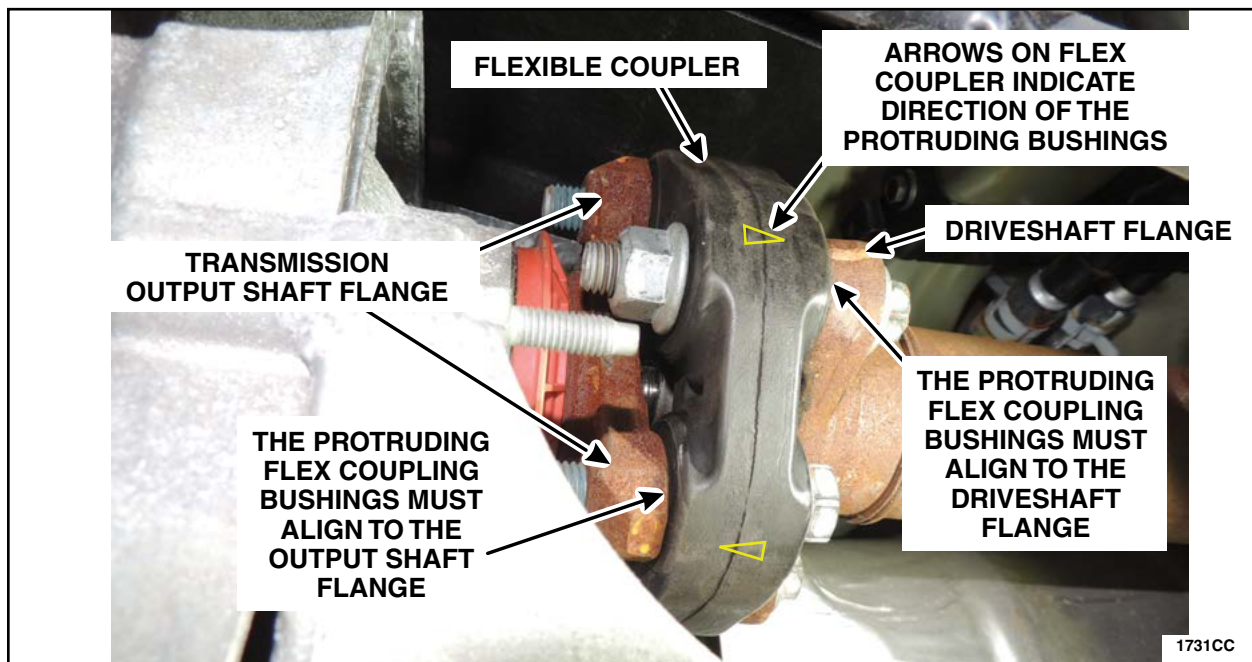


**NOTE:** There are six (6) bushings in the coupler. Three (3) bushings protrude forward and three (3) protrude rearward and they must interlock with each flange. See Figure 16.



**FIGURE 16**

**NOTICE:** The flex coupler must be installed with the blue paint mark facing the transmission output flange. The protruding flex coupler bushings must align with the driveshaft flange and transmission output flange. Arrows should point at the ears of each flange shown in Figure 17.



**FIGURE 17**



**19S38 SUPPLEMENT #1 PERMANENT REPAIR**

Match the vehicle's configuration to the list of wheelbase configurations below to determine the appropriate Permanent Repair Service Procedures.

**NOTE:** Vehicle wheelbase can be found:

- On the vehicle window sticker, which can be viewed from the OASIS pull down menu on PTS, or the window sticker link in HVBOM
- On the Vehicle Certification Label
- By clicking the Additional Information link on OASIS, and scrolling through the Build Information

**129/130 WHEELBASE VEHICLES**

- *3.2L Diesel Engine.....Permanent Repair Service Procedures A, B & D*

**138 WHEELBASE VEHICLES**

- *3.7L Gas Engine and SRW.....Permanent Repair Service Procedures A & B*

**148 WHEELBASE VEHICLES**

- *3.7L Gas Engine and DRW.....Permanent Repair Service Procedures A, C & D*

**PERMANENT REPAIR SERVICE PROCEDURES**

- A. Transmission Output Shaft Flange Replacement.....Page 14*
- B. Driveshaft Front Section Replacement On a 2-Piece Equipped Driveshaft and Driveshaft Slip Yoke Boot Kit .....Page 16*
- C. Driveshaft Front Section Replacement On a 3-Piece Equipped Driveshaft and Universal Joint Kit.....Page 17*
- D. Pinion Nose Damper Replacement or Installation.....Page 18*

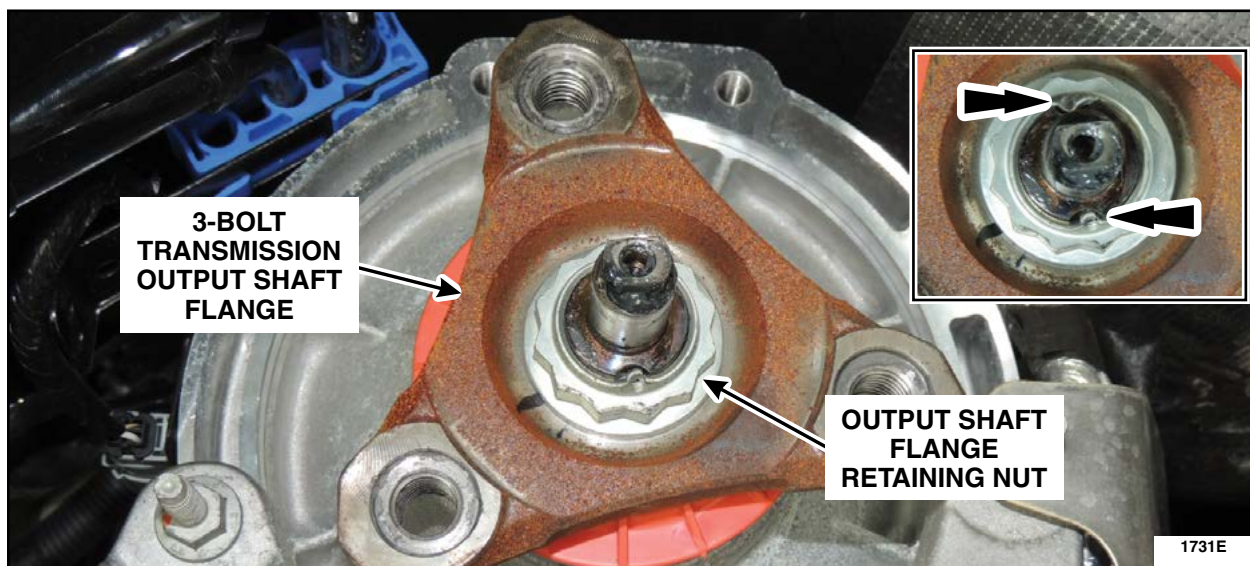


### **A. TRANSMISSION OUTPUT SHAFT FLANGE REPLACEMENT**

1. Remove the driveshaft assembly. Please follow the WSM procedures in Section 205-01.
2. Using a 1/2" drive, 34mm, 12-point deep socket, remove and discard the 3-bolt transmission output shaft flange retaining nut and flange. See Figure 18.

**NOTICE: The output shaft flange retaining nut has been staked to prevent it from coming loose. Prior to removing the nut, remove the stake to prevent damage to the output shaft.**

- a. Remove the output shaft flange retaining nut stakes.
- b. Place the vehicle in the PARK position and remove and discard the output shaft flange retaining nut.
- c. Remove and discard the 3-bolt transmission output shaft flange.



**FIGURE 18**



3. Using a 1/2" drive, 34mm, 12-point deep socket, install a *new* 4-bolt transmission output shaft flange and retaining nut. See Figures 19 and 20.

**NOTICE:** The output shaft flange retaining must be staked to prevent it from coming loose.

- a. Install a *new* 4-bolt transmission output shaft flange.
- b. Install a *new* output shaft flange retaining nut.
  - Tighten nut to 59 lb.ft (80 Nm).
- c. Stake the output shaft flange retaining nut.

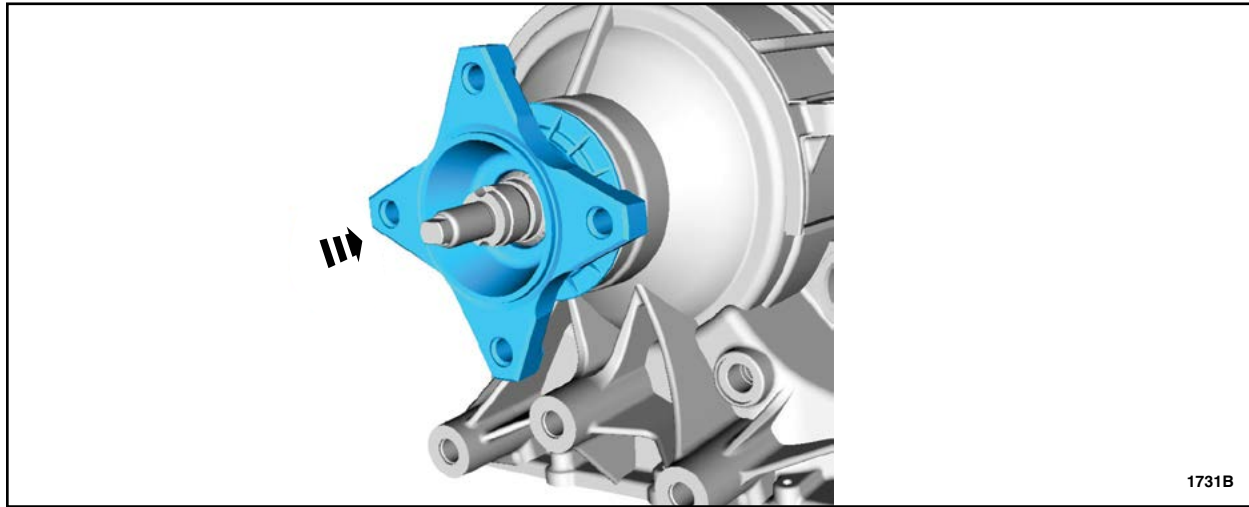


FIGURE 19

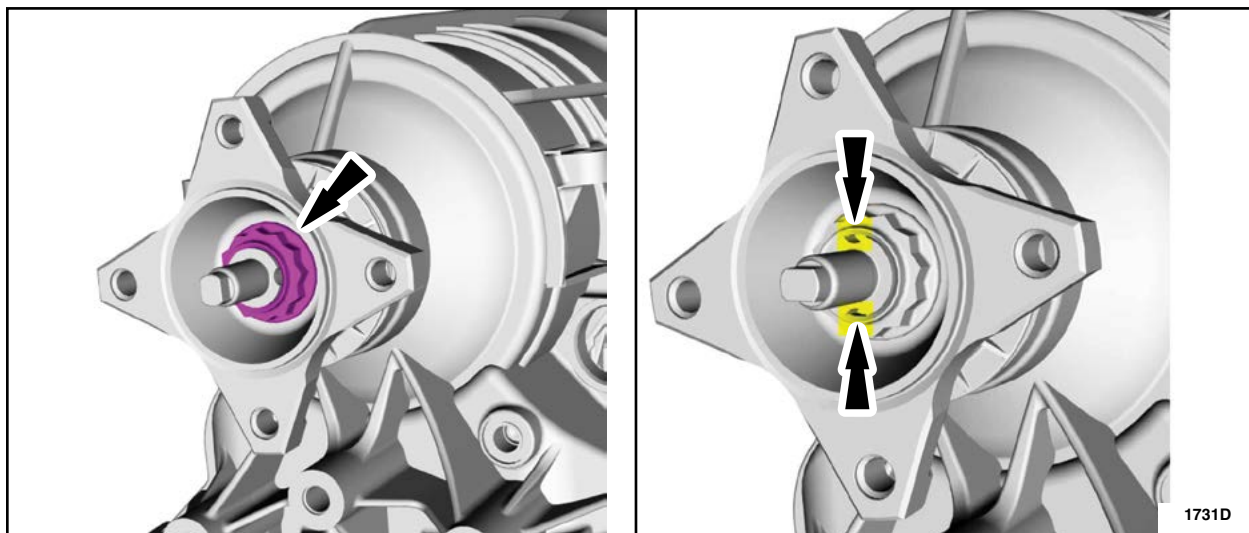


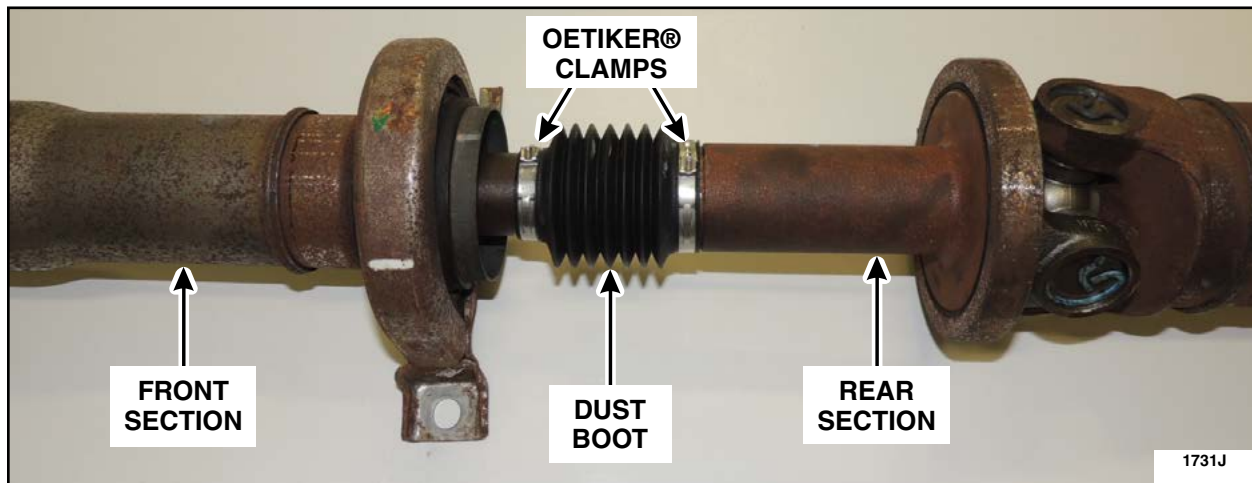
FIGURE 20

4. Proceed to the next required Permanent Repair Service Procedure.



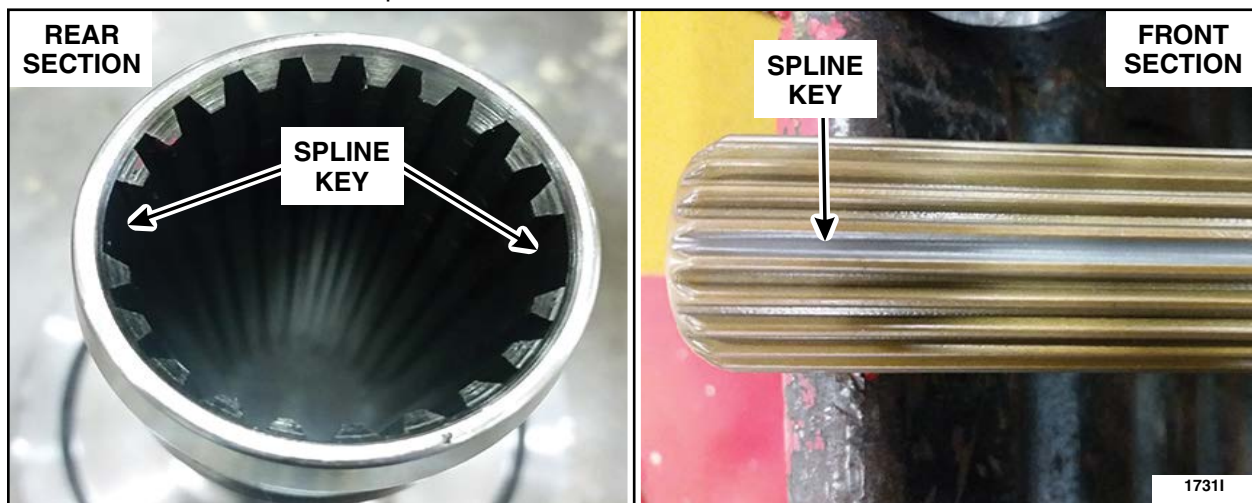
**B. DRIVESHAFT FRONT SECTION REPLACEMENT ON A 2-PIECE EQUIPPED DRIVESHAFT AND DRIVESHAFT SLIP YOKE BOOT KIT**

1. Separate the driveshaft front and rear sections at the driveshaft slip yoke. See Figure 21.
  - a. Cut and discard both dust boot Oetiker® clamps.
  - b. Separate the driveshaft front and rear sections.
  - c. Remove and discard the dust boot.



**FIGURE 21**

2. Install a *new* driveshaft front section onto the rear section. See Figures 21 and 22.
  - a. Slide a *new* slip yoke dust boot *and both Oetiker® clamps* over the driveshaft rear section.
  - b. Lubricate the front section splines using 10-20 grams (0.35 - 0.7 oz) of Motorcraft® XG-8 Driveshaft Slip Yoke PTFE Lubricant.
  - c. Attach the driveshaft front and rear sections. Make sure the front and rear driveshaft spline keys are aligned when mating the two sections together.
  - d. Make sure the slip yoke dust boot is properly aligned over each driveshaft section and tighten the dust boot Oetiker® clamps.



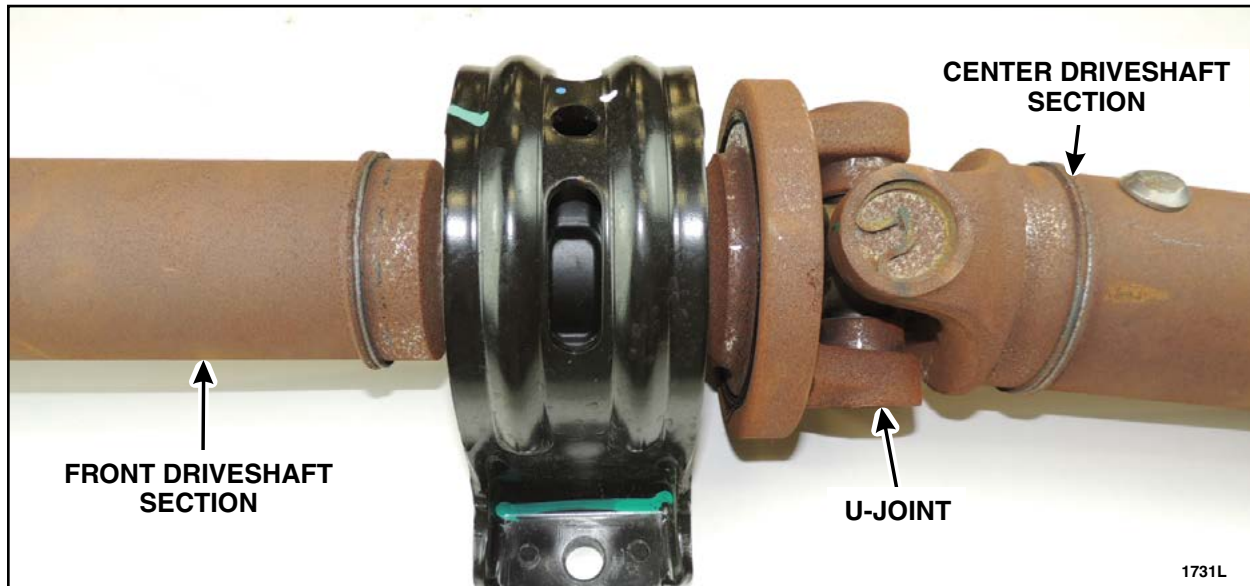
**FIGURE 22**

3. Install the driveshaft assembly. Please follow the WSM procedures in Section 205-01.



**C. DRIVESHAFT FRONT SECTION REPLACEMENT ON A 3-PIECE EQUIPPED DRIVESHAFT  
AND UNIVERSAL JOINT KIT**

1. Remove and discard the four snap rings and center u-joint to separate the front driveshaft section from the center section. Please follow the universal joint kit instructions. See Figure 23.



**FIGURE 23**

2. Install a *new* center u-joint and snap rings to attach the front driveshaft section to the center section. Please follow the universal joint kit installation instructions.
3. Install the driveshaft assembly. Please follow the WSM procedures in Section 205-01.



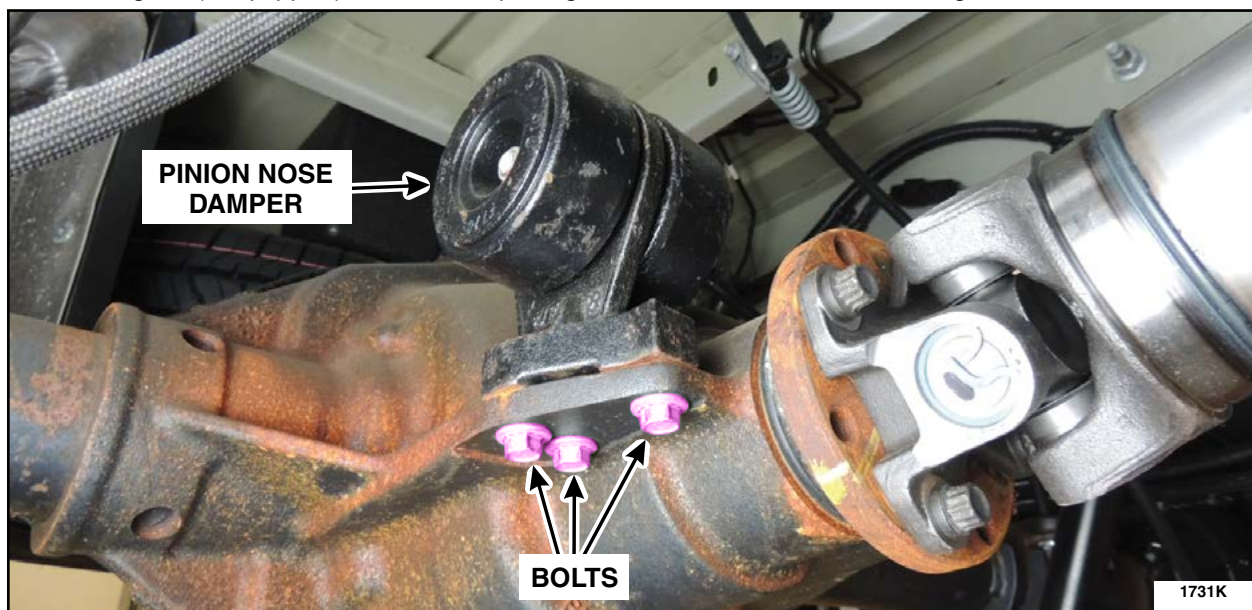


**NOTE:** Only the 129/130 and the 148 wheelbase vehicles will receive the pinion nose damper.

#### **D. PINION NOSE DAMPER REPLACEMENT OR INSTALLATION**

1. If a pinion nose damper is present, remove and discard the three bolts and the original pinion nose damper located on the RH side of the rear axle center housing. See Figure 24.
2. Install a *new* pinion nose damper and tighten the three bolts. See Figure 24.
  - Tighten bolts to 46 lb.ft (62 Nm).

**NOTE:** Original pinion nose damper is shown. *New* pinion nose damper may appear similar to the original (if equipped), but the dampening characteristics have been changed.



**FIGURE 24**



**Ford Motor Company**  
**Recall Reimbursement Plan for 19S38**

*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 # 19S38, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to November 30, 2019. 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 February 2019. 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.