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Ford Motor Company
P. O. Box 1904
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April 27, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Equipment Recall 20C10
Certain 2013-2016 Model Year MKZ Vehicles
Headlamp Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
MKZ	2013-2016	Hermosillo	January 3, 2013 through November 11, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS EQUIPMENT RECALL

Some of the affected vehicles were repaired using service replacement headlamps that were not intended for use in the U.S. Headlamp part numbers DP5Z-13008-T or DP5Z-13008-V may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (F/CMVSS) 108, including headlamp beam pattern, side marker presence and DOT markings.

According to Ford Motor Company records, your dealership either serviced an affected vehicle with, or sold over the counter one of the suspect part numbers (DP5Z-13008-T, DP5Z-13008-V, DP5Z-13008-TCP, or DP5Z-13008-VCP).

SERVICE ACTION

For known affected vehicles, dealers are to inspect and if necessary, replace one or both headlamps. Additionally, dealers are to review their part sales records and contact any customers to whom a suspect headlamp was sold. Give the owner a copy of the 20C10 Owner Notification Letter and schedule a service date for inspection, and repairs if needed.

For any vehicle that is not identified in OASIS or FSA VIN List that is found to have the suspect headlamp(s) installed, please contact the Special Service Support Center (SSSC) via the Web Contact Site to request adding an affected VIN to this equipment recall prior to performing this service action. Use a VIN specific Non-Involved Vehicle Request.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

Dealers should also return any remaining in-stock DP5Z-13008-T, DP5Z-13008-V, DP5Z-13008-TCP, or DP5Z-13008-VCP headlamps per EFC07963.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed to owners of known affected vehicles the week of May 25, 2020. 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 Society (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 cursive script, appearing to read "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on April 27, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 27, 2020. Owner names and addresses will be available by June 9, 2020.

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 equipment 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.
- Immediately contact any customers who have purchased a suspect headlamp through your dealership. 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.

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OWNER REFUNDS

- **This equipment 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 replacing one or both headlamps.
- Repairs performed with the incorrect headlamp(s) as the result of a collision, where the cost of repair was covered by an automotive insurance policy, are not eligible for refund.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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.
 - 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.

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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 20C10 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: 20C10
 - 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect headlamps - PASS	20C10A	0.2 Hours
Inspect and replace a single headlamp (Includes time to take photos and send to SSSC)	20C10B	1.9 Hours
Inspect and replace both headlamps (Includes time to take photos and send to SSSC)	20C10C	2.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for one or both headlamps, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

NOTE: A photo of the headlamp(s) requiring replacement must be included in the SSSC part order contact. Refer to Attachment III for instructions.

Part Number	Description	Order Quantity	Claim Quantity
DP5Z-13008-U	Driver side headlamp	As Required	
DP5Z-13008-S	Passenger side headlamp		

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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 2013-2016 MODEL YEAR MKZ VEHICLES — HEADLAMP INSPECTION

SERVICE PROCEDURE

1. Turn the headlamp switch position to park lamps and inspect both headlamp assemblies. Do both front side marker lamps illuminate? See Figure 1.

Yes – Passes inspection, replacement is not required.
No – Proceed to Step 2.



FIGURE 1

2. Do both headlamps have a "DOT" marking on the front of the lens? See Figure 2.

Yes – Passes inspection, please follow the Workshop Manual (WSM) procedures in Section 417-01 to diagnose non-functioning front side marker lamps. This recall does not apply.
No – Proceed to Step 3.

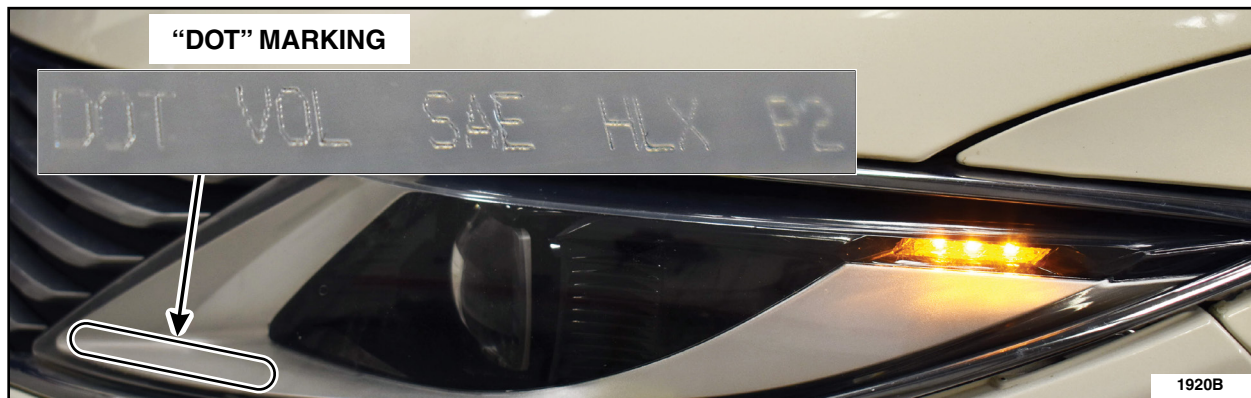


FIGURE 2



3. Open the hood and inspect the back of both headlamp assemblies. Does either headlamp have a horizontal adjuster? See Figure 3.

Yes – Does not pass inspection, replace headlamp(s) that have the horizontal adjuster. Please follow the Workshop Manual (WSM) procedures in Section 417-0. Take a photo of the headlamp lens showing the DOT marking is not present and/or the horizontal adjuster screw being present on the back of the headlamp(s). Send in contact to SSSC along with requested headlamp(s) requiring replacement.

No – Passes inspection, please follow the Workshop Manual (WSM) procedures in Section 417-01 to diagnose non-functioning front side marker lamps. This recall does not apply.

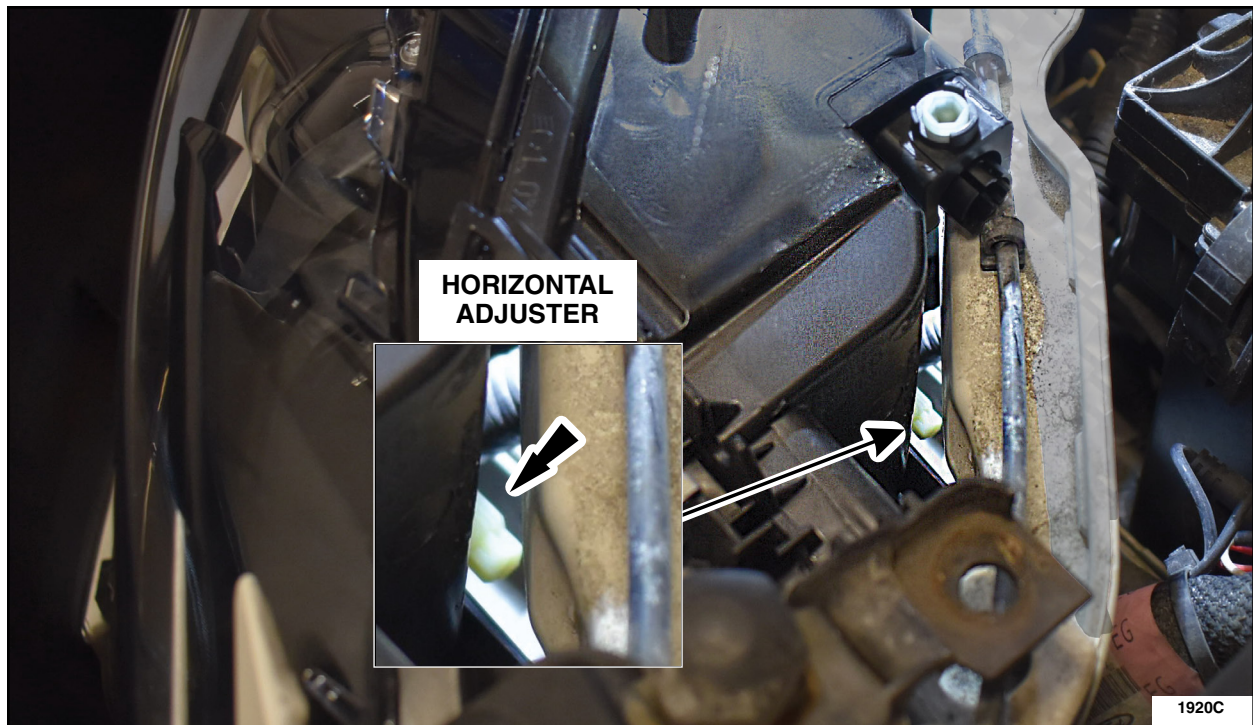


FIGURE 3



Ford Motor Company
Recall Reimbursement Plan for 20C10

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 # 20C10, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to June 8, 2020. 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.