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July 12, 2021

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
 Safety Recall 21S22**

Certain 2016 - 2019 Model Year Explorer Vehicles equipped with Painted Roof Rail Covers  
 Roof Rail Cover Detachment

**REF: Customer Satisfaction Program 20N11 - Supplement #3**

Certain 2016 - 2019 Model Year Explorer Vehicles equipped with a Satin or Chrome Plated Roof Rail Cover  
 Roof Rail Cover Detachment

**REF: Technical Service Bulletins 19-2364 and 20-2154**

2016-2019 Explorer – Roof Rail Covers Loose

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2016-2019	Chicago	September 19, 2014 through March 3, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

Certain 2016 - 2019 model year Explorer vehicles equipped with painted roof rail covers were removed from the 20N11 customer satisfaction program when 21S22 was published.

- Vehicles equipped with satin or chrome plated roof rail covers will remain in 20N11.
- Vehicles previously repaired under 20N11 will not be moved to 21S22.

**REASON FOR THIS SAFETY RECALL**

On some of the affected vehicles, the roof rail covers may become detached from the vehicle. A detached roof rail cover can create a road hazard for other road users, increasing the risk of crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect and secure both sides of the roof rail covers as described in the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE: Both roof rail covers should be serviced at time of repair.**

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of August 30, 2021. 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 Letter  
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 cursive script that reads "D. Johnson".

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
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**OASIS ACTIVATION**

OASIS was activated on May 10, 2021

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on May 10, 2021. Owner names and addresses were available on July 9, 2021.

**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.

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**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 roof rail cover detachment.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

Part shortages do not qualify for rental vehicles.

**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
- 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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**LABOR ALLOWANCES**

<b><u>PASS</u></b>	<b>Labor Operation</b>	<b>Labor Time</b>
Inspect <u>both covers</u> , measure and drill 8 holes and install 8 plastic fasteners in both covers.	21S22B	0.5 Hours
<b><u>FAIL:</u></b>	<b>Labor Operation</b>	<b>Labor Time</b>
Inspect both covers, <u>one</u> fails - remove cover to inspect for damage, replace damaged retainers, install cover, <u>both covers - measure and drill 8 holes and install 8 plastic fasteners</u>	21S22C	0.5 Hours
Inspect both covers, <u>both</u> fail - remove both covers to inspect for damage, replace damaged retainers, install covers, <u>both covers - measure and drill 8 holes and install 8 plastic fasteners</u>	21S22D	0.6 Hours
SSSC Image Submission: Additional time to submit five or more images of roof rail covers via SSSC VIN specific part request (can only be claimed with labor operation C or D <b>and</b> with part number 78551A46 and/or 78551A47)	21S22ZZ	0.2 Hours
<b>FAIL – TSB 19-2364 or 20-2154 PREVIOUSLY COMPLETED</b> <b>Extra cleaning time to remove RTV or epoxy.</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<ul style="list-style-type: none"> <li>SSSC approval code is required to claim this labor operation code.</li> <li>Must include previous OWS claim number of TSB repair to claim this labor operation code in SSSC approval request.</li> <li>If customer paid for repair, previous repair order or customer receipts must be attached to approval request.</li> </ul>		
Inspect both covers, <u>one</u> fails - remove cover to inspect for damage, <u>replace all retainers that are epoxied on</u> , install cover, <u>both covers - measure and drill 8 holes and install 8 plastic fasteners</u>	21S22E	0.7 Hours
Inspect both covers, <u>both</u> fail - remove both covers to inspect for damage, <u>replace all retainers that are epoxied on</u> , install covers, <u>both covers - measure and drill 8 holes and install 8 plastic fasteners</u>	21S22F	0.9 Hours

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**PARTS REQUIREMENTS / ORDERING INFORMATION**

**Video Instruction:**

Review the following video clips before ordering parts or attempting to repair a vehicle:

[Roof Rack Cover Inspection with 2mm Feeler Gauge](#)

[Roof Rack Cover Removal](#)

[Roof Rack Cover Inspection – Checking Interior of Cover for Damage](#)

[Retaining Clips Inspection](#)

[Roof Rack Base Inspection](#)

[TSB Previously Performed, Removing Retaining Clips With Epoxy](#)

[Incorrect Drilling Method](#)

[Correct Procedure to Measure Drill and Install Push Pins](#)

**SSSC Web Contact Site:**

Roof rail covers are not available to repair all vehicles, which require replacement.

To place an order for a roof rail cover, submit a VIN-specific Part Order contact via the SSSC Web Contact Site, along with VIN-specific photos (see digital image requirements below).

- If agents can easily determine if part is RH or LH, and where the part is damaged then the part order can be expedited.
- Photos should have correct focus, proper lighting, and correct photo orientation.

Photos not required:

- Multiple photos of the vehicle
- Roof rails on top of the vehicle
- Roof rails showing nothing wrong
- Door labels and vehicle license plates
- Front/rear of loose rail covers loose/sticking up

Photos are required:

1. RH Roof Rail Cover – Base Part Number -78551A46-
  - a. Photo must be labeled which side RH or LH with sticky note
  - b. One photo required for each part number ordered
  - c. Show 2mm feeler gauge against roof rack cover as shown in video clip
2. LH Roof Rail Cover – Base Part Number -78551A47-
  - a. Photo must be labeled which side RH or LH with sticky note
  - b. One photo required for each part number ordered
  - c. Show 2mm feeler gauge against roof rack cover as shown in video clip
3. Roof Rail Base – Base Part Number – 7855114 (RH) or 7855115 (LF)
  - a. Photo must be labeled which side RH or LH
  - b. One photo required for each part number ordered
  - c. Show why it needs to be replaced and clearly highlighted

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**PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

**See video and photo requirements from previous page before ordering parts.**

**NOTE: Both roof rail covers should be inspected/serviced at time of repair.**

Part Number	Description	Order Quantity
-78551A46-	RH Roof Rail Cover (part number varies by vehicle – use Ford ECat to identify the specific part number by VIN)	As Needed
-78551A47-	LH Roof Rail Cover (part number varies by vehicle – use Ford ECat to identify the specific part number by VIN)	As Needed

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

**Order the parts below through normal order processing channels:**

Part Number	Description	Order Quantity	Claim Quantity
FB5Z-7851050-A	Retaining Clips (inserted in Base Rail) (1 per package, 7 each side, 14 possible) <b>Note: Replacing all 14 clips is not required unless they are broken and is considered over repairing a vehicle.</b>	As Required	0 to 14

To guarantee the shortest delivery time, an emergency order for parts must be placed.

**Seed Stock:**

To ensure an equitable distribution of service parts, part number W709002-SS3GA will be seed stocked over the next 8 weeks (to dealers with 1 or more VINs assigned to their dealership). Every other week July 12, 2021 through August 30, 2021 the quantity shipped will be equal to a percentage of the vehicles assigned to them.

Part Number	Description	Order Quantity	Claim Quantity
W709002-SS3GA	Christmas Tree Retainer Pin (to be drilled into rail cover) (4 per package, 4 per side, 8 required)	2	8

Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership.



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**NOTE:** If a dealership wishes to discontinue their seed stock, contact the SSSC via the SSSC Web Contact Site. Please note that removing a dealership P&A Code from this seed stock program is a permanent action.

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, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

**EXCESS STOCK RETURN**

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

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).

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**REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)**

- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup>, 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

## CERTAIN 2016-2019 MODEL YEAR EXPLORER VEHICLES — ROOF RACK REPAIR

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## OVERVIEW

Most customers can be serviced in one dealer visit by completing the following:

- Inspection procedure, all parts are reusable.
- Clean Off Adhesive from prior repair.
- Drilling and Push Pin installation.
- No SSSC contact necessary.
- No photos required.

Review the videos below before starting this repair procedure:

- [Inspection with Feeler Gauges](#)
- [Roof Rack Cover Removal](#)
- [Roof Rack Cover Inspection](#)
- [Retaining Clips Inspection](#)
- [Roof Rack Base Inspection](#)
- [Removing Retaining Clips with Epoxy](#)
- [Wrong Drilling Method](#)
- [Correct Procedure to Measure, Drill and Install Push Pins](#)

### Materials List

2mm Feeler Gauge	Sharp 15/64 Drill Bit	Painters Tape
Paint Stick or Marker	Tape Measure	Cardboard

## SERVICE PROCEDURE

**NOTE:** Perform this repair on both sides of the vehicle.

**NOTE:** Most customers should be serviced in one visit with the push pin retainers and do not require parts or photos.

Identify all the parts that require replacement, and take digital images.



Part orders can be expedited by successfully completing the following:

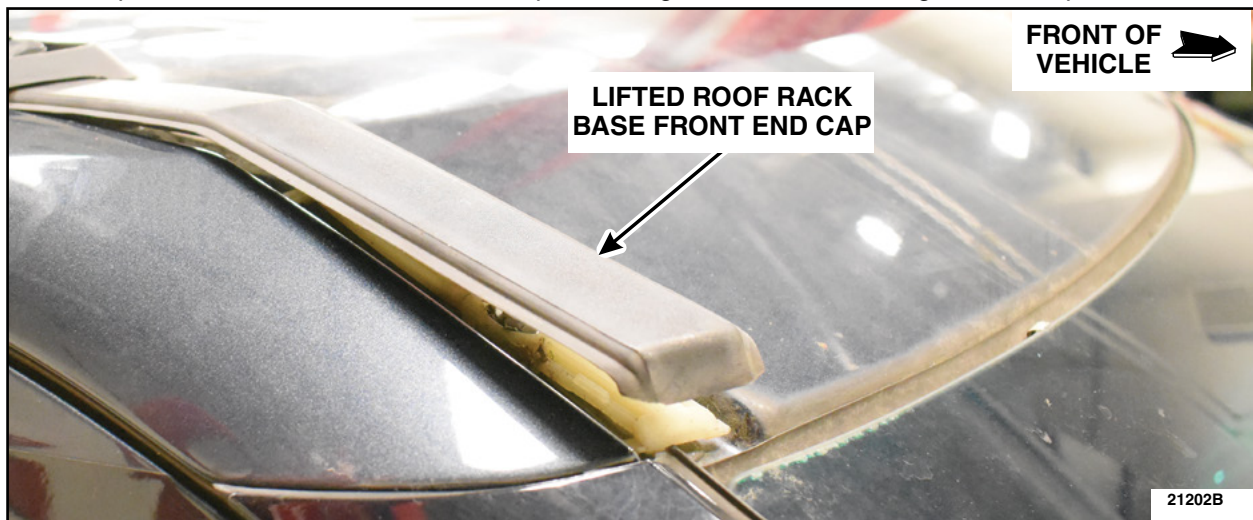
- a. Complete each step of this inspection procedure.
- b. Identify and clearly highlight location of damage.
- c. Obtain digital images, label RH or LH side.

A loose or lifted roof rail cover in the front or rear does not indicate the need for parts to be replaced, the root cause needs to be identified in the inspection procedure. See Figures 1, 2 and 3.



**FIGURE 1**

**NOTE:** The roof rail base front end caps do not need to be replaced if the roof rail passes inspection. Only replace the roof rail base front end caps if damage has occurred during transfer of parts.



**FIGURE 2**



**NOTE:** The roof rail base rear gutter molding does not need to be replaced if the roof rail passes inspection. Only replace the roof rail base rear gutter molding if damage has occurred during transfer of parts.



FIGURE 3



### Inspection Procedure

**NOTE:** This inspection is to be performed on both sides.

1. Using a 2 mm feeler gauge, check the spacing on the front and rear of both the RH and LH roof rail covers. See Figure 4. If the feeler gauge fits between the roof rail cover and the roof rail base then it fails inspection. Does the roof rail covers pass or fail?

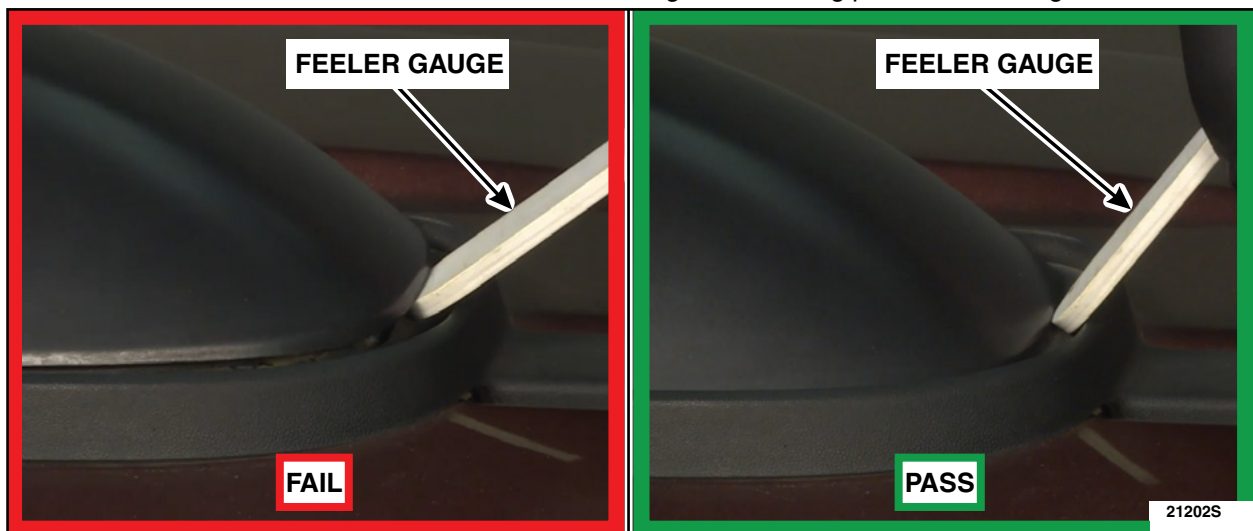
**NOTE:** A failing roof rail cover does not require replacement at this time, further investigation is required.

If FAIL - For RH roof rail cover, take a picture of the feeler gauge in position of the failing roof rail cover, then Proceed to Step 2.

- For LH roof rail cover, take a picture of the feeler gauge in position of the failing roof rail cover, Proceed to Step 2.

If PASS - For RH roof rail cover, Proceed to Drilling and Securing procedure on Page 12.

- For LH roof rail cover, Proceed to Drilling and Securing procedure on Page 12.



**FIGURE 4**



2. Inspect the affected roof rail cover(s), roof rail base, retaining clips (seven each side), and roof rail retaining towers (seven each side).

a. Remove the affected roof rail cover(s). See Figure 5.

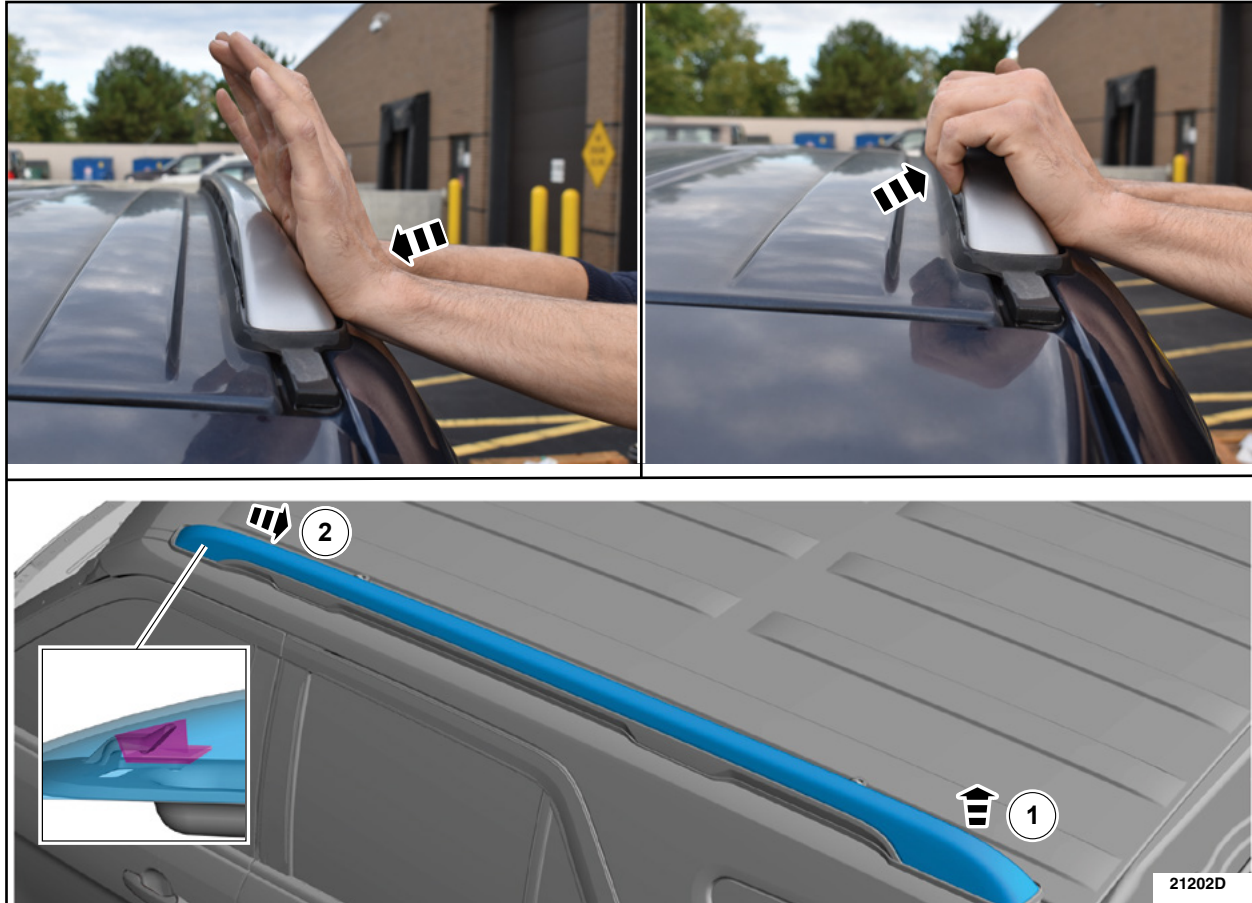


FIGURE 5



**NOTE:** Roof rail base removed from vehicle for clarity.

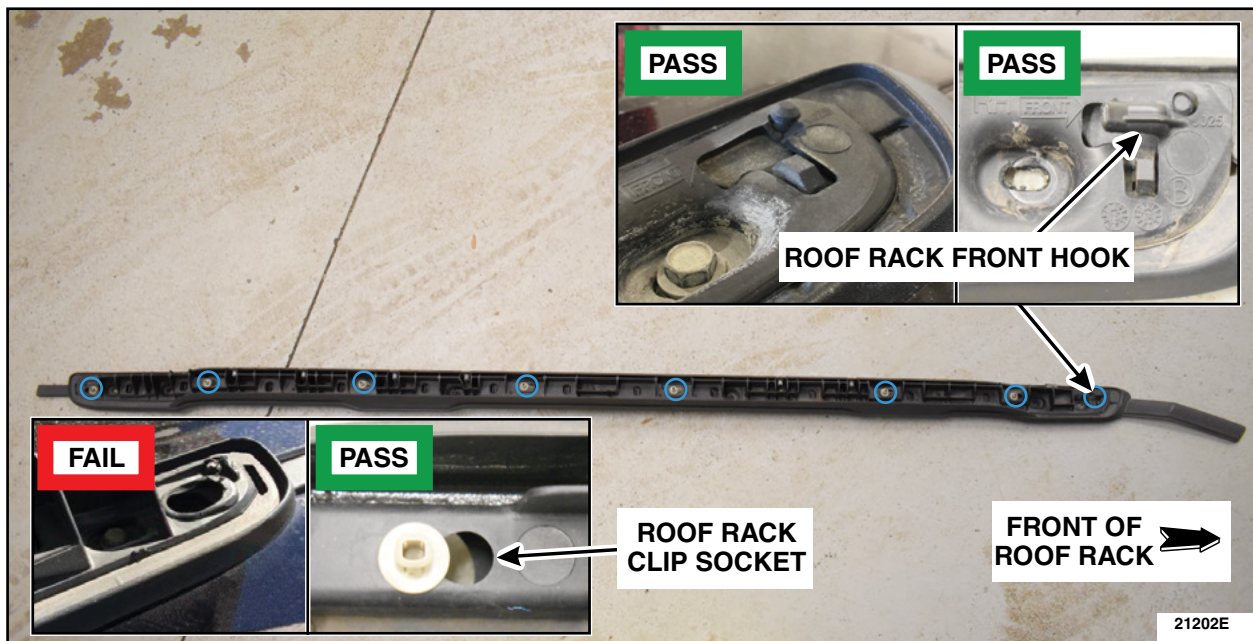
**NOTE:** A broken roof rail base hook does not need to be replaced.

b. Inspect the affected roof rail base. See Figure 6.

i. If broken, take photos of roof rail base for both the RH and LH.

1. Photos must be clearly labeled RH or LH.

2. Damaged roof rail bases must be clearly identified with a bright highlighter or similar.



**FIGURE 6**





c. Inspect the retaining clips (7 per side) on the affected side without removing them from the roof rail base. See Figures 7, 8 and 9.

i. Clips that are reusable:

- Different colors.
- Different styles.
- No major damage identified.

ii. Clips that cannot be reused:

- Missing.
- All or partial of the top missing from the clip base.
- Broken retaining tang.
- Covered in epoxy from a previous repair.

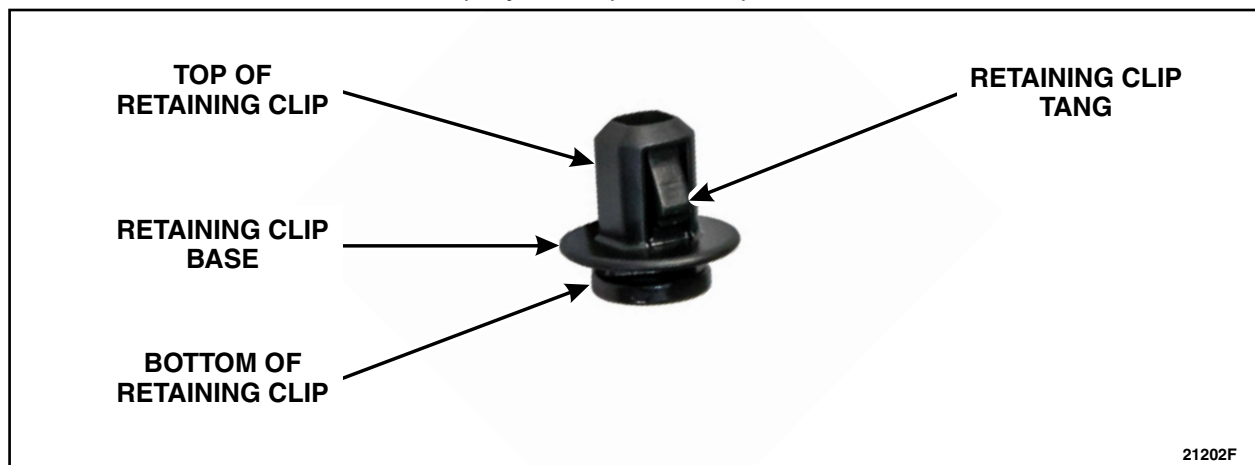


FIGURE 7



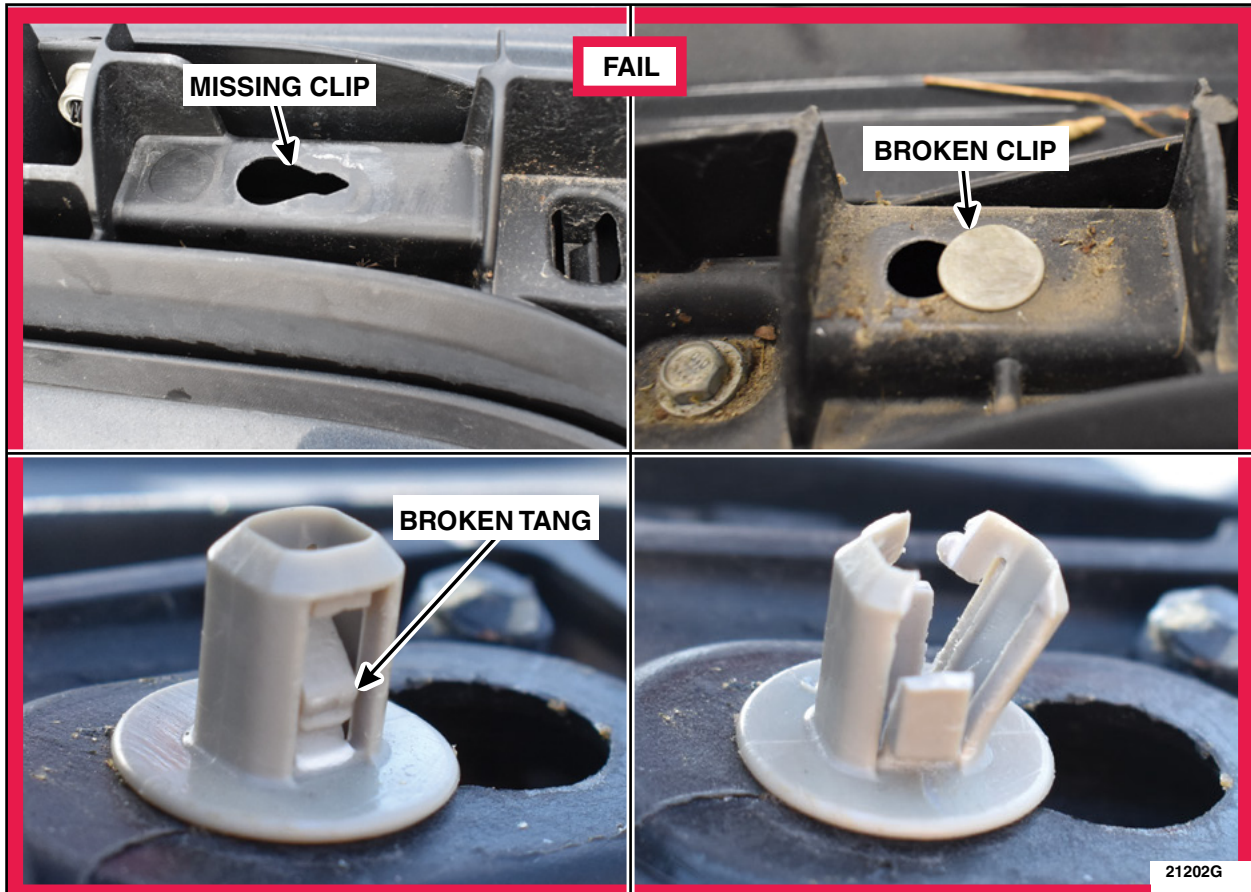


FIGURE 8

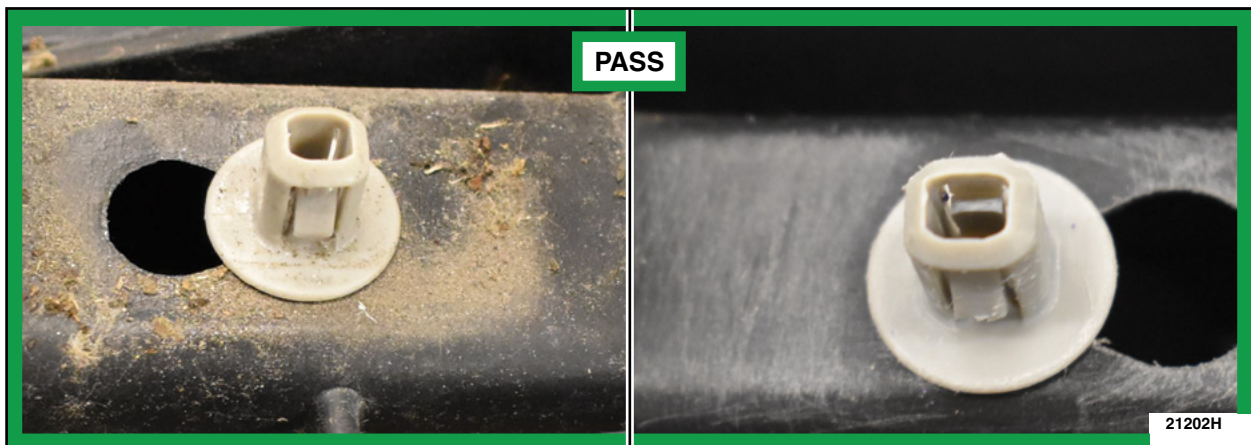


FIGURE 9



d. Inspect the retaining towers (7 each side) on the interior or underside of the affected roof rail cover(s). See Figure 9.

i. Broken tangs do not require replacement.

ii. If broken, take photos of retaining towers on the roof rail covers.

1. Photos must be clearly labeled RH or LH.

2. Broken retaining towers must be clearly identified with a bright highlighter or similar.

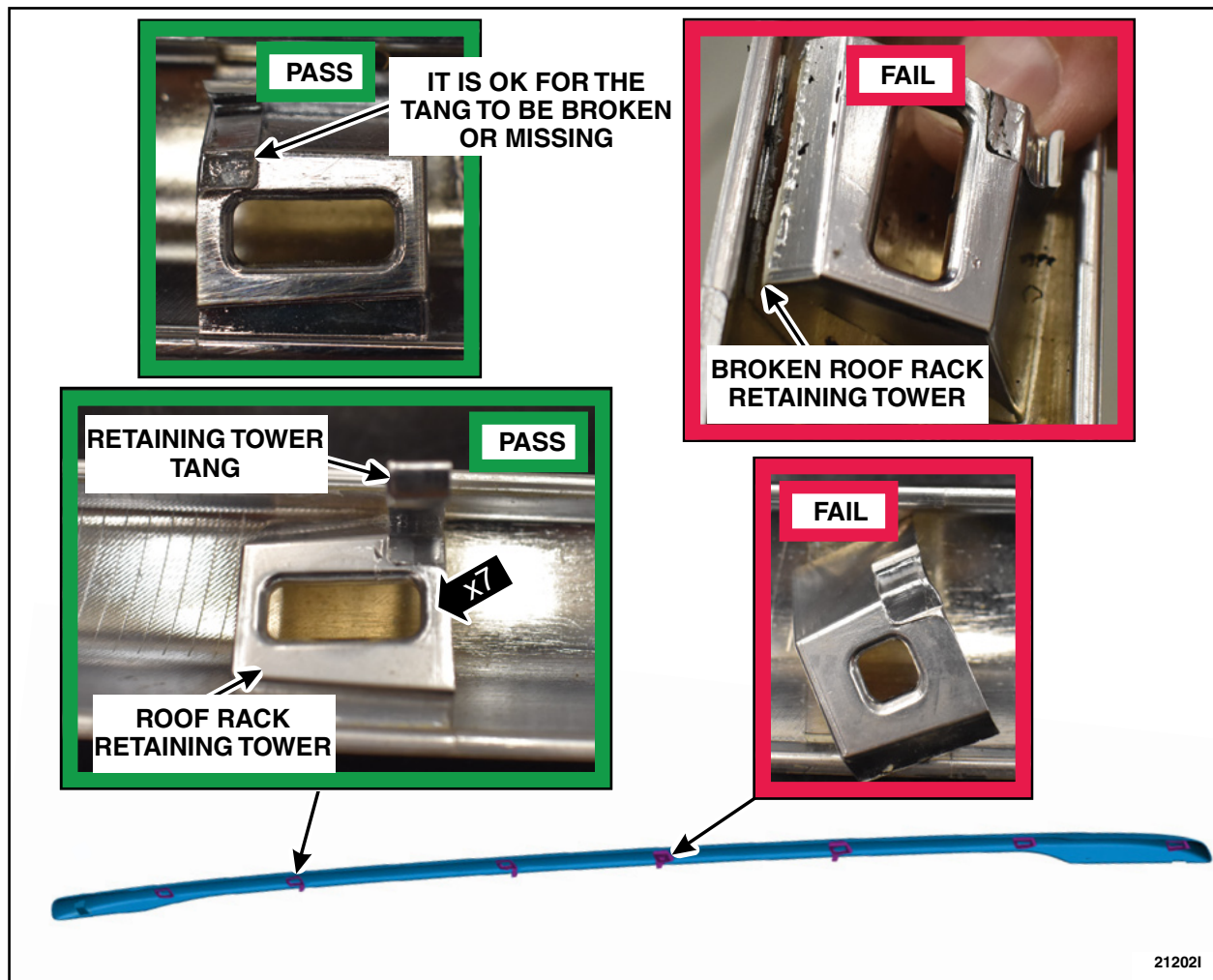


FIGURE 9



e. Inspect for any other damage preventing the roof rail cover from being fully seated on the roof rail base.

i. Take photos of any other damage for both the RH and LH.

1. Photos must be clearly labeled RH or LH.

2. Damage must be clearly identified with a bright highlighter or similar.

ii. Take photo showing vehicle mileage. See Figure 10.



**FIGURE 10**

3. In steps a through e - if no damage identified then proceed to the cleaning procedure on Page 11.

4. In steps a through e - if damage is identified on the roof rail covers, roof rail base, retaining clips (seven each side), and roof rail retaining towers (7 each side) - then proceed to photo requirements on Page 18.

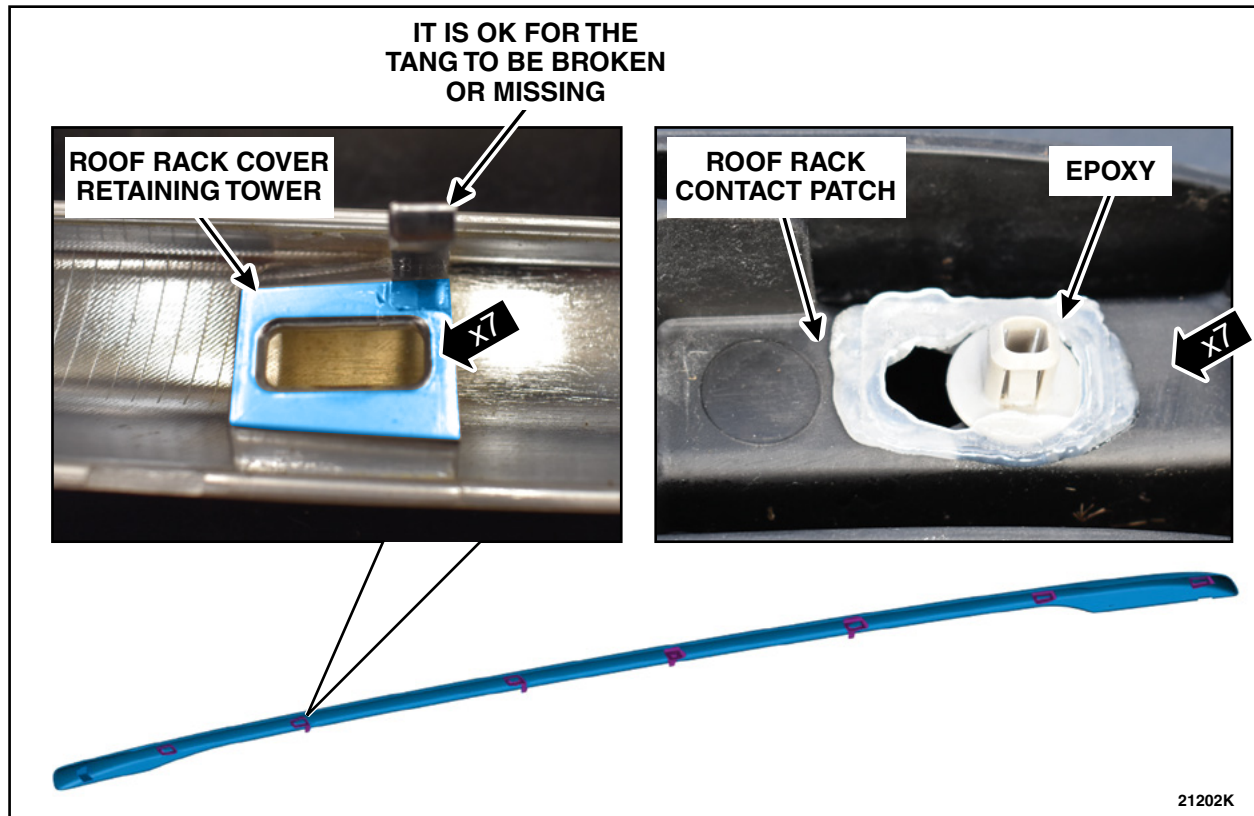


### Cleaning

1. If Technical Service bulletin (TSB) 19-2364 or 20-2154 was performed, evidence of RTV or epoxy will be seen on the roof rack cover and or roof rail contact patch. Inspect the roof rack cover retaining tower and roof rail contact patch for signs of RTV or epoxy adhesive. See Figure 11. Was evidence of RTV or epoxy found?

If **YES** - Replace all the roof rail clips on the affected side, then proceed to Step 2 on Page 11.

If **NO** - Proceed to Step 2 on Page 11.



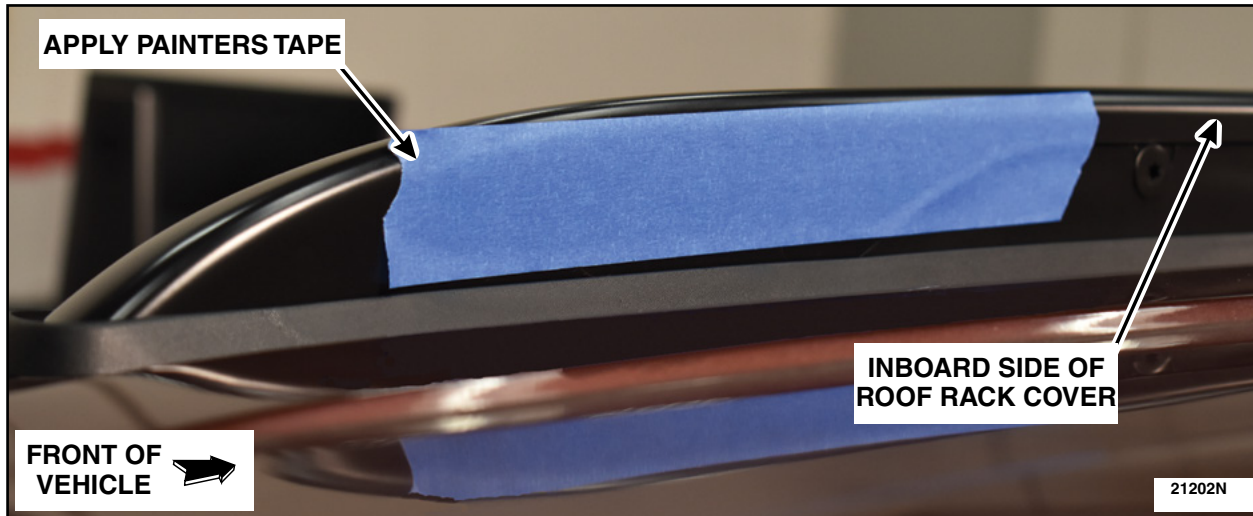
**FIGURE 11**

2. Reinstall the roof rail cover by reversing the removal procedure. See Figure 5 on Page 5.



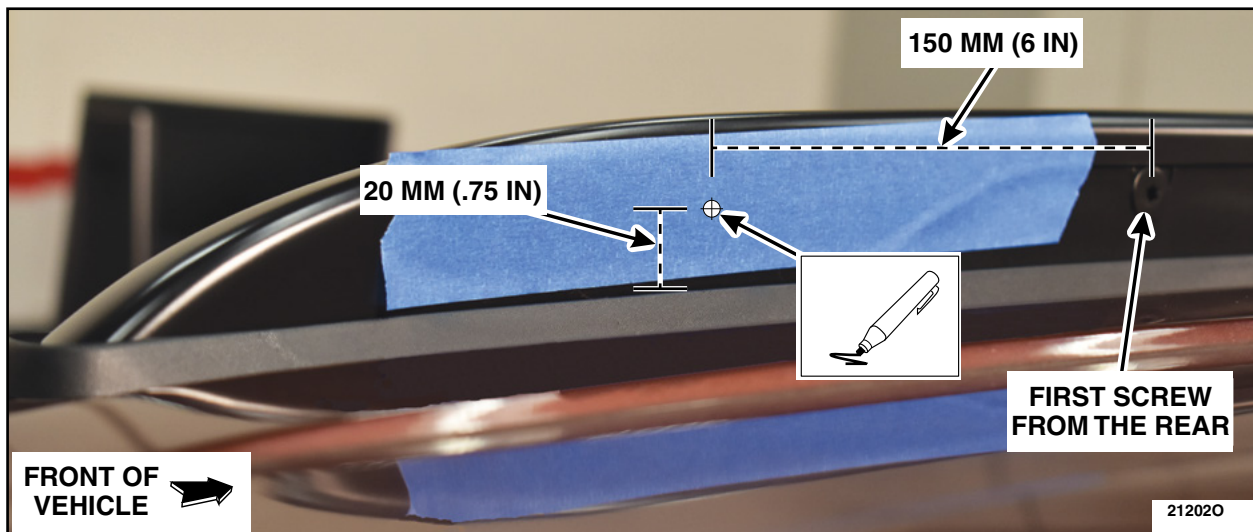
**Drilling and Securing**

1. At the rear of the vehicle, apply painters tape to the inboard end of the roof rail cover. See Figure 12.



**FIGURE 12**

2. From the first screw from the rear, measure 150 mm (6 in) from the screw towards the rear of the vehicle and up 20 mm (.75 in) from the top of the roof rail base. Mark the measurement on the tape. See Figure 13.



**FIGURE 13**



3. From the first mark, measure 100 mm (4 in) towards the rear of the vehicle and up 18 mm (.70 in) from the top of the roof rail base. Mark the measurement on the tape. See Figure 14.

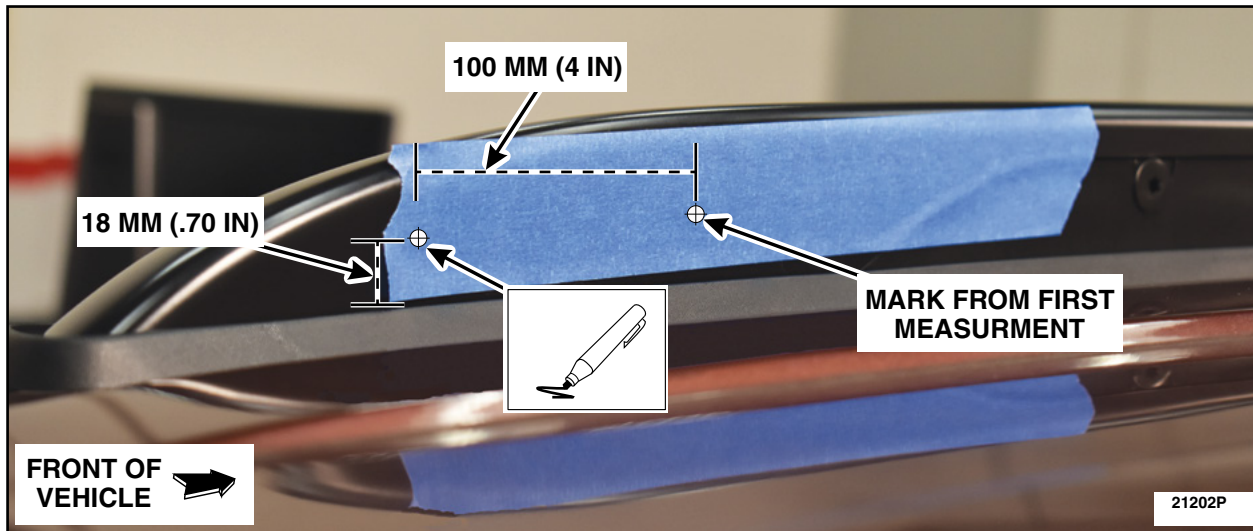


FIGURE 14

4. Set a depth gauge on the 15/64 drill bit at 25 mm (1 in). Having a second person apply downward pressure, drill out both marks. See Figure 15.

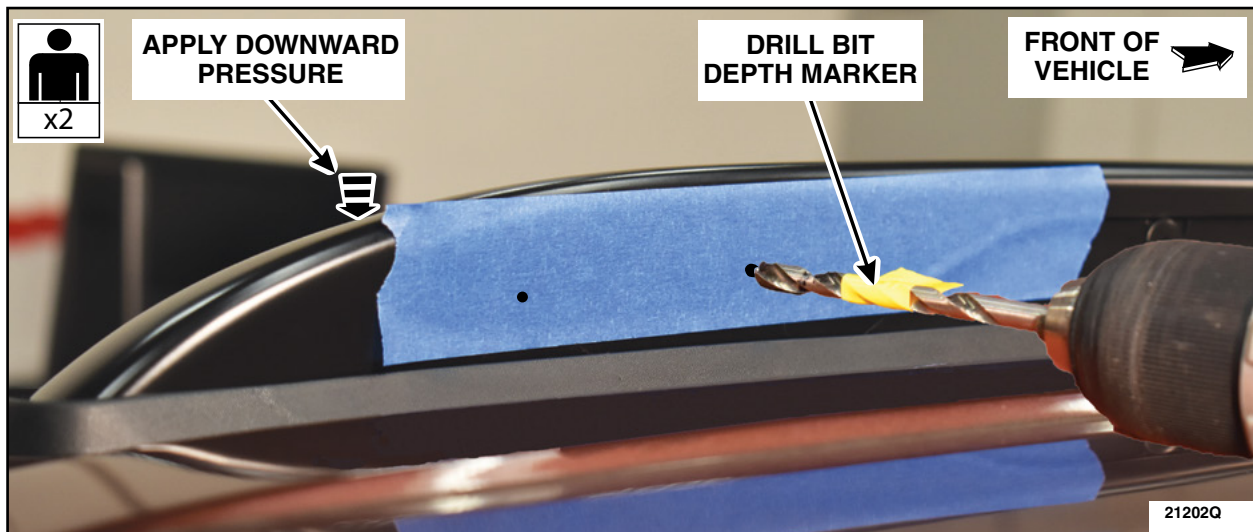


FIGURE 15



5. Remove the painters tape and install the push pin retainers. See Figure 16.

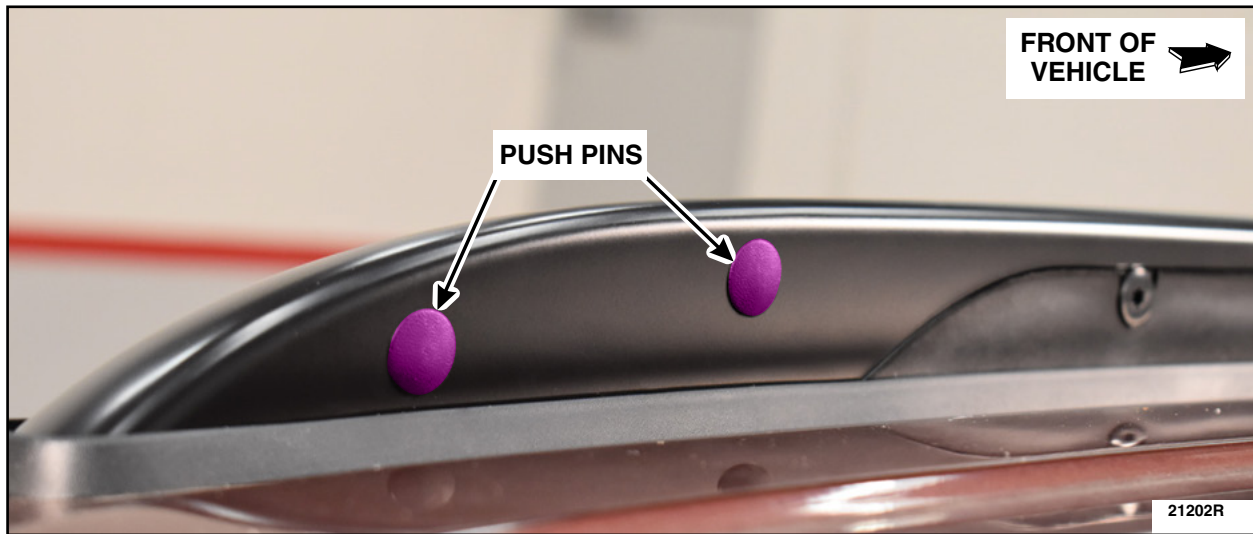


FIGURE 16

6. At the front of the vehicle, apply painters tape to the inboard end of the roof rail cover. See Figure 17.

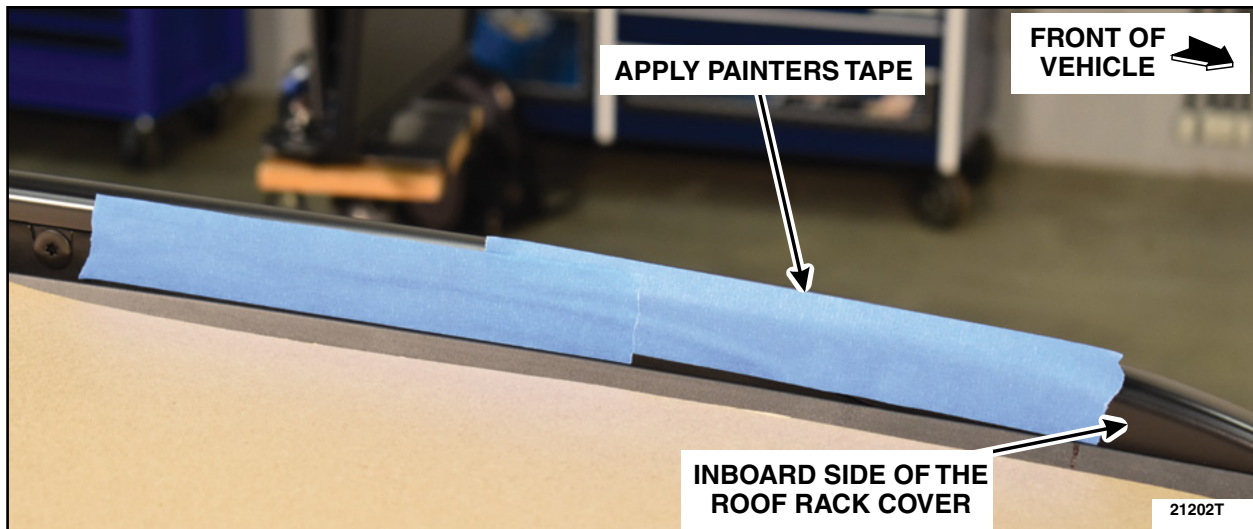


FIGURE 17





7. From the first screw from the front, measure 348 mm (13.75 in) from the screw towards the front of the vehicle and up 13 mm (.5 in) from the top of the roof rail base. Mark the measurement on the tape. See Figure 18.

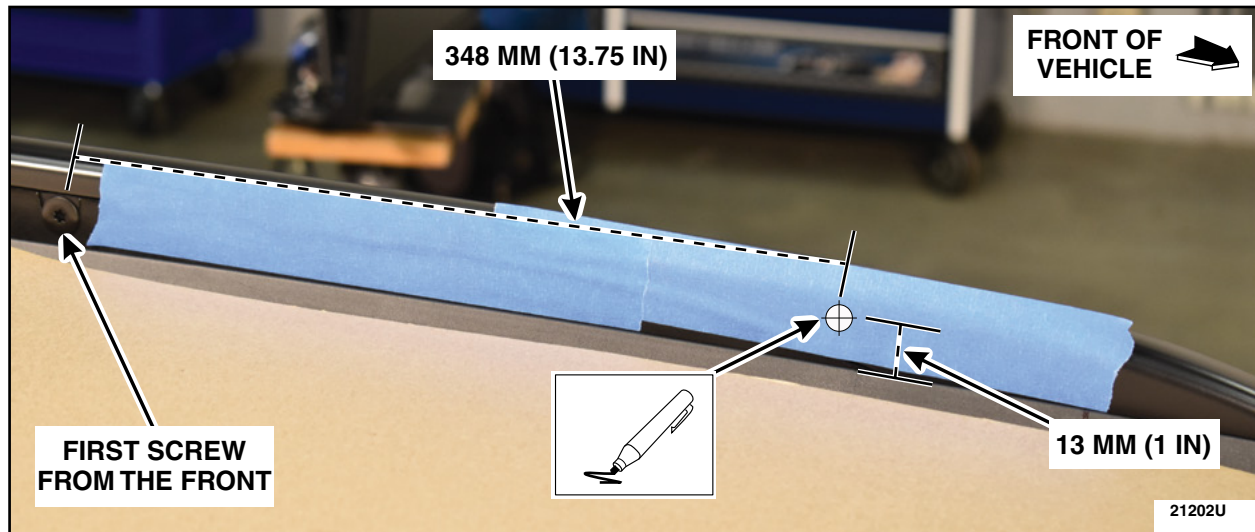


FIGURE 18

8. From the first mark, measure 63 mm (2.5 in) towards the front of the vehicle and up 9 mm (.25 in) from the top of the roof rail base. Mark the measurement on the tape. See Figure 19.

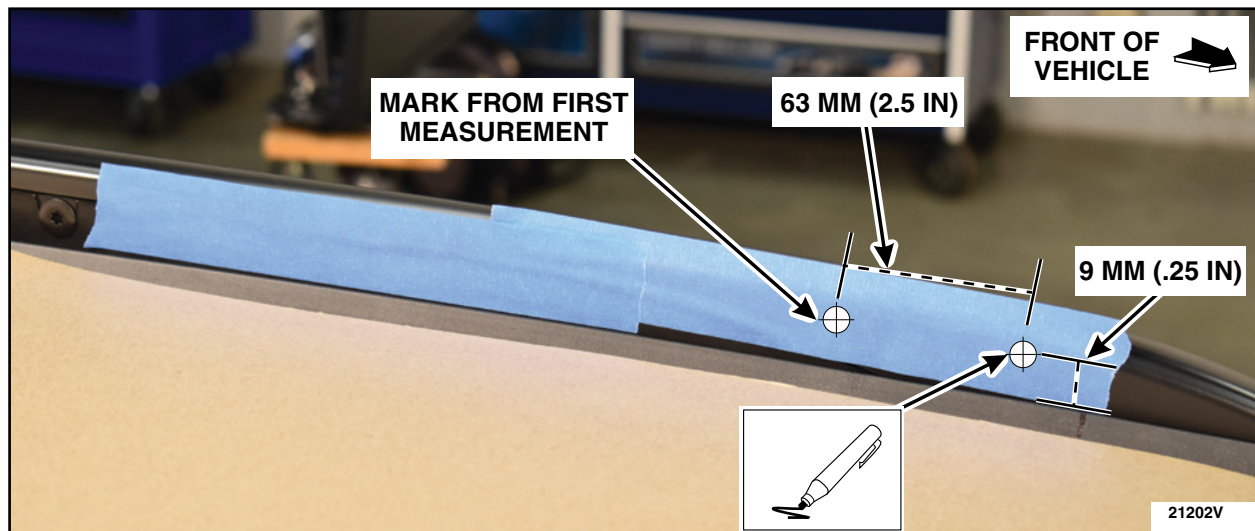


FIGURE 19



9. Having a second person apply downward pressure, drill out both marks. See Figure 20.

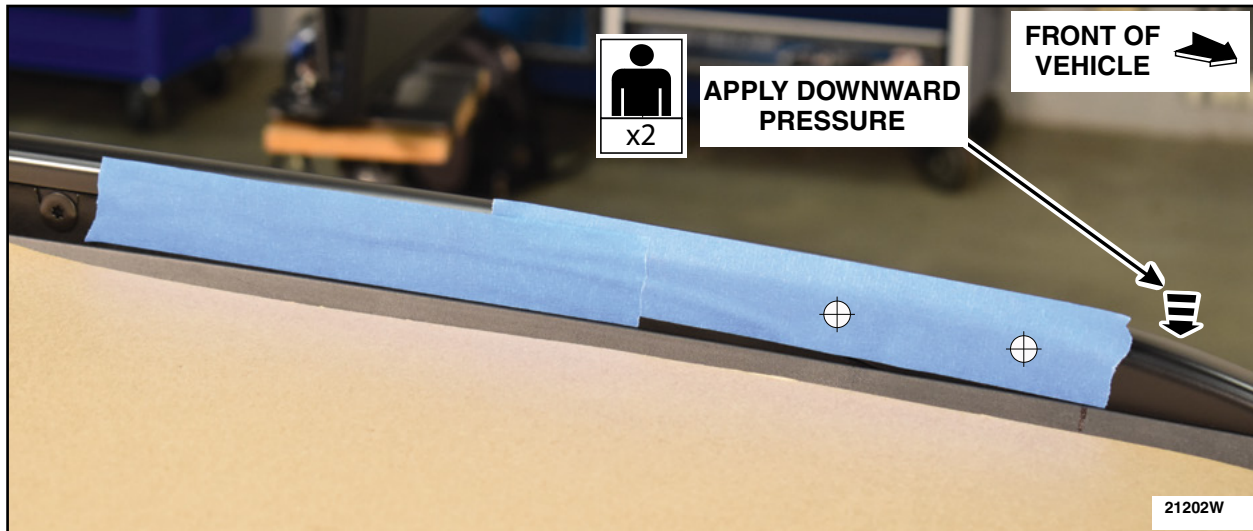


FIGURE 20

10. Remove the painters tape and install the push pin retainers. See Figure 21.

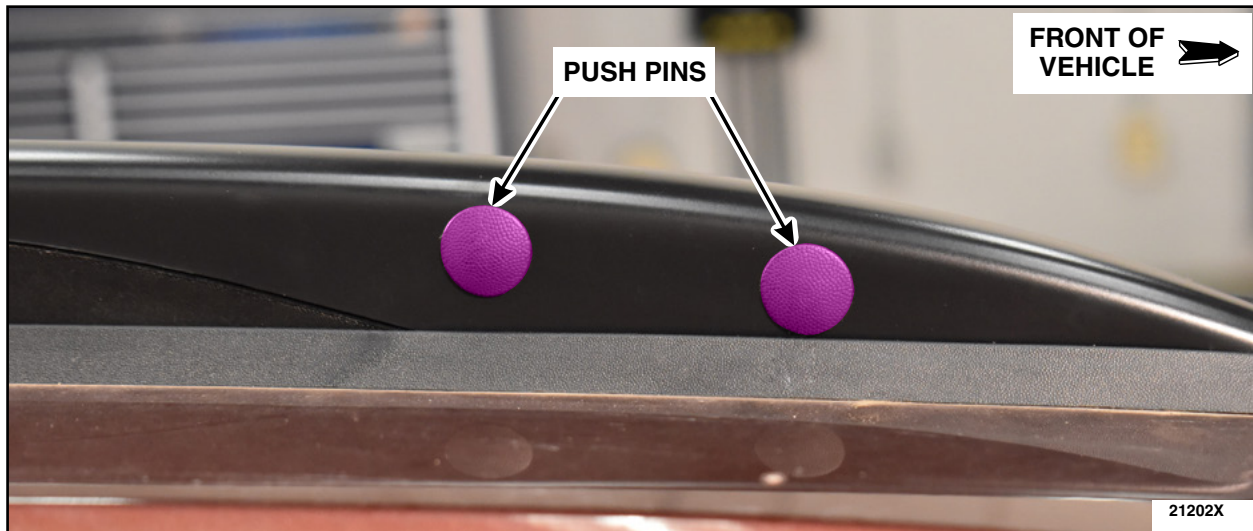


FIGURE 21



**Appendix A - Photo requirements**

1. Digital images are now required to be attached to each roof rail cover part order. Before submitting VIN-specific part order to SSSC, review new digital image submission requirements on page 2 of Attachment II in the Dealer Bulletin. See Figures 22 through 25 for examples.



**FIGURE 22**



**FIGURE 23**





FIGURE 24

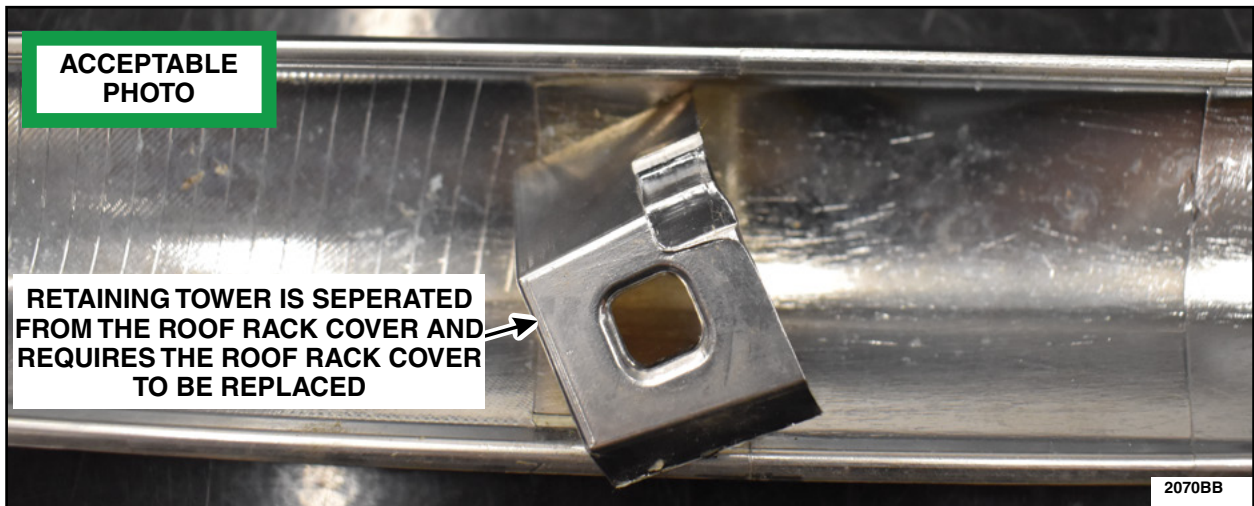


FIGURE 25



**Ford Motor Company**  
**Recall Reimbursement Plan for 21S22**

*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 # 21S22, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to September 30, 2021. 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.