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April 19, 2022

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
 Safety Recall 22S24**

Certain 2022 Model Year F-150 Vehicles Equipped with Power Adjustable Steering Column – Deployable Column Connector Wiring Harness Takeout Length Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2022	Dearborn Truck	September 14, 2021 through February 25, 2022
		Kansas City	October 22, 2021 through February 24, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles equipped with a power adjustable steering column (telescopic), the wiring harness takeout for the deployable column Supplemental Restraint System (SRS) connector may be an incorrect length. A wiring takeout that is too short may become damaged and separate from the deployable column SRS connector when the steering column is adjusted outward using the steering column control switch. A damaged or disconnected deployable column SRS connector will illuminate the airbag warning indicator and prevent the collapsible steering column feature from operating properly during certain crash conditions, increasing the risk of injury.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the deployable column SRS connector wiring takeout for the correct length. If the length is determined to be too short, a new wiring pigtail is to be installed and the steering column deployable column SRS connector inspected for damage. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** Parts are currently not available in sufficient quantities to repair all vehicles. Part orders can be requested through the Special Service Support Center (SSSC) using the SSSC link at the bottom of the OASIS VIN report screen to repair vehicles that meet the following criteria only:

- Affected customer vehicles that arrive at your dealership.
- New in-stock vehicles with a signed sales contract.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of May 9, 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,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
Safety Recall 22S24**

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**OASIS ACTIVATION**

OASIS will be activated on April 19, 2022

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 19, 2022. Owner names and addresses are expected to be available by July 31, 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 once parts become available. Owners can continue to safely drive their vehicles. To reduce the likelihood of wiring damage, owners should refrain from adjusting their steering column outward until the vehicle can be inspected. If the airbag warning indicator illuminates, owners should schedule a repair.
- 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**

- Inspect all affected units in your new vehicle inventory before delivery. Due to a limited quantity of repair parts, the initial repair of in stock units will be limited to vehicles with a signed sales contract.
- 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 the repair of the deployable column SRS connector wiring.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 1 day for a rental vehicle if the inspection determines a wiring repair is necessary. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

**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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**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 (22S24) 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22S24                      - 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 Supplies:** Includes Coroplast 8510 wire harness felt tape or equivalent and rosin core solder. This provision is for the amount supplies used for one vehicle repair. Submit on the same repair line on which the FSA is claimed.

**NOTE:** The listed tape and locally obtained supply can be used on multiple vehicles.

  - Program Code: **22S24**
  - Misc Expense: OTHER
  - Amount: Actual cost up to \$2.00 (can only be claimed if a wiring repair is performed).

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Deployable Column SRS Connector Wiring Takeout Length - <b>PASS</b> Cannot Be Claimed with Any Other Labor Operation	22S24A	0.3 Hours
Inspect Deployable Column SRS Connector Wiring Takeout Length - <b>DOES NOT PASS</b> Install Wiring Pigtail Kit (Includes Inspection)	22S24B	1.0 Hour
Extra Time for Depowering/Repowering the SRS and Check/Clear Restrain Control Module (RCM) Diagnostic Trouble Codes (DTCs). ( <b>Only Claim if the Airbag Warning Indicator Was On</b> ) Can Only Claim With 22S24B <u>As Needed</u>	22S24C	0.2 Hours
Time allowed to submit photos to SSSC. ( <b>Only Claim if Steering Column Replacement Was Suspected</b> ) Can Only Claim With 22S24B <u>As Needed</u>	22S24ZZ	0.2 Hours

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

To place an order for BU2Z-14S411-BPB submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
BU2Z-14S411-BPB	Wiring Pigtail Kit (Deployable Column SRS Connector)	1 (If Required)	1 (If Required)

**NOTE:** The pigtail kits are currently not available in sufficient quantities to repair all vehicles. Due to limited part supply, it is possible not all parts requests can be filled. The part orders will be placed by the SSSC in the order received. The pigtail kit part orders can be requested through the SSSC using the SSSC link at the bottom of the OASIS VIN report screen to repair vehicles that meet the following criteria only:

- Affected customer vehicles that arrive at your dealership.
- New in-stock vehicles with a signed sales contract. (submit copy of contract via SSSC link).

It is anticipated that parts will be available in sufficient quantities to repair all vehicles by the end of second quarter 2022.

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

**Parts Requirements / Ordering Information Continued On The Next Page**

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

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
Obtain Locally (If Required)	Wire Harness Felt Tape*		MISC. OTHER (If Required)
	Coroplast 8510 or Equivalent - Tape Specification: ESKU5T-1A303-AA (B10Y21) Rosin Core Solder*		

\* The wire harness felt tape and the rosin core solder can be used on multiple vehicles. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**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.

**Replaced FSA Parts Inspection and Sign Off Continued On The Next Page**

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

- 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.).
- 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 2022 MODEL YEAR F-150 VEHICLES EQUIPPED WITH POWER ADJUSTABLE STEERING COLUMN — DEPLOYABLE COLUMN CONNECTOR WIRING HARNESS TAKEOUT LENGTH INSPECTION

### INSPECTION PROCEDURE

**NOTICE: DO NOT** extend/telescope the steering column as this could damage the column and/or the deployable column Supplemental Restraint System (SRS) connector and wiring harness takeout.

1. Adjust the steering wheel in the lowest and most inward position.
2. Release the tabs and disconnect the gap hider from the upper steering column shroud. See Figure 1.

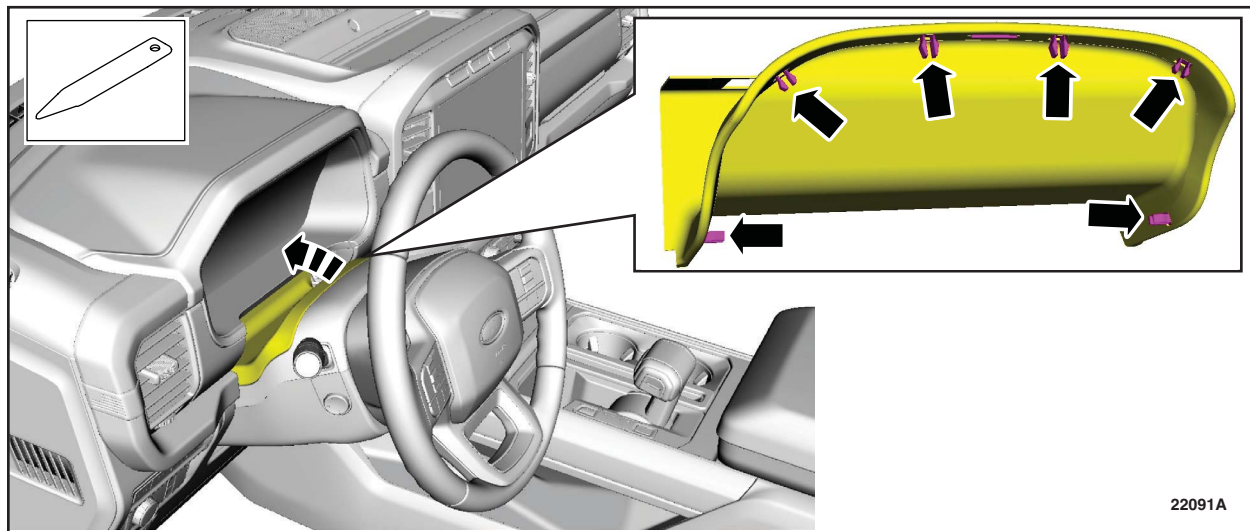


FIGURE 1



3. Lift the gap hider up and inspect the deployable column wiring harness takeout for a tight condition, indicating potential strain on the wires going into the SRS connector C2360, and inspect C2360 for damage. See Figures 2 and 3.

- Does the deployable column wiring harness takeout exhibit a tight condition as shown in the 'Does Not Pass' image of Figure 3 or is C2360 visibly damaged?

**YES** - Does not pass inspection. Proceed to the **SERVICE PROCEDURE**. (Page 3)

**NO** - Passes preliminary inspection. Proceed to Step 4.

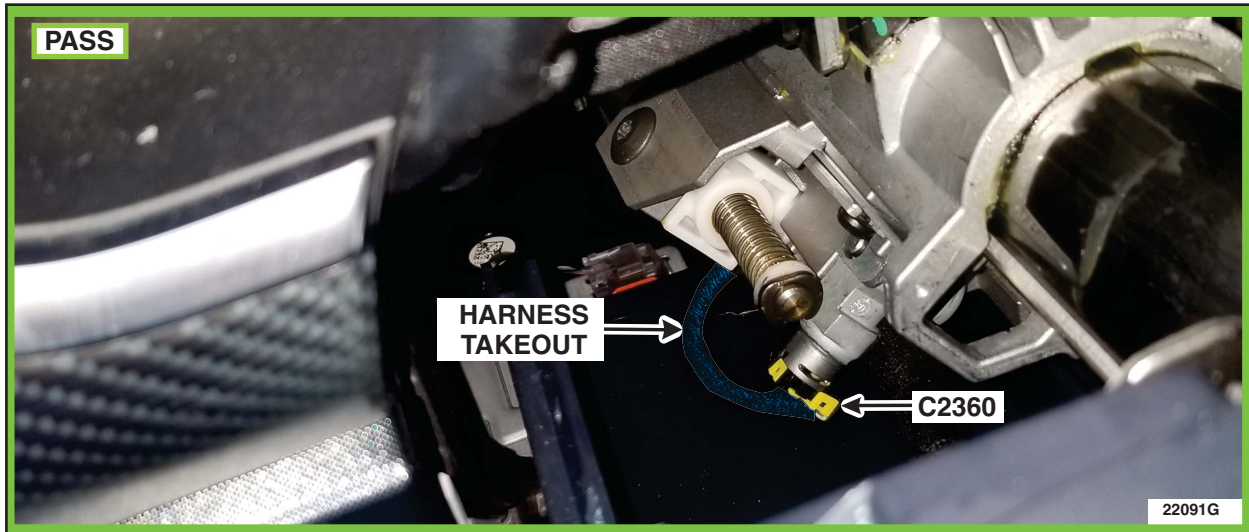


FIGURE 2

**NOTE:** Deployable column wiring harness takeout and C2360 shown from the side with steering column shrouds off for clarity.

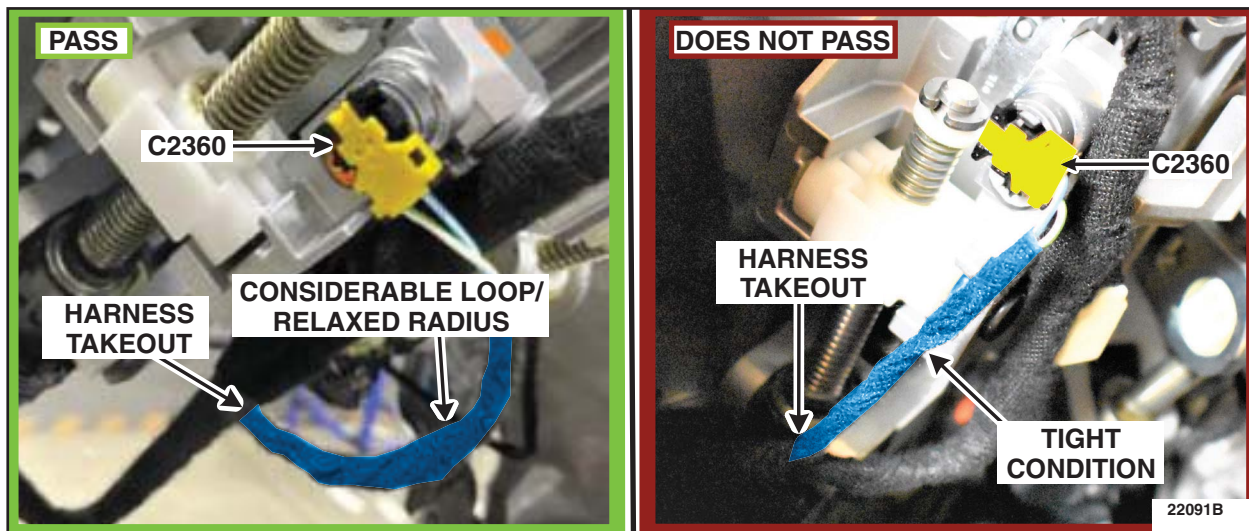


FIGURE 3



4. Being cautious not to potentially cause strain on the deployable column wiring harness takeout or damage C2360, gradually extend/telescope the steering column to the full outward position while watching carefully the takeout for signs of a tight condition.

- Has the deployable column wiring harness takeout developed a tight condition as shown in the 'Does Not Pass' image of Figure 3?

**YES** - Does not pass secondary inspection. Proceed to the **SERVICE PROCEDURE**.

**NO** - Passes secondary inspection. Reinstall the gap hider by reversing the removal procedure. See Figure 1. No further action is required. The Safety recall is complete.

## SERVICE PROCEDURE

**NOTICE: DO NOT** extend/telescope the steering column as this could damage the column and/or the deployable column SRS connector and wiring harness takeout.

1. Remove the steering column shrouds. Please follow the Workshop Manual (WSM) procedures, in Section 501-05.

**⚠ WARNING: Incorrect repair techniques or actions can cause an accidental Supplemental Restraint System (SRS) deployment. Never compromise or depart from these instructions. Failure to precisely follow all instructions could result in serious personal injury from an accidental deployment.**

**⚠ WARNING: Before beginning any service procedure in this manual, refer to health and safety warnings in section 100-00 General Information. Failure to follow this instruction may result in serious personal injury.**

2. Turn the vehicle ignition to the ON position. Check if the airbag warning indicator is on in the instrument panel to determine if a SRS fault is present. Follow the appropriate depower method within WSM section 501-20B to depower the SRS system.
3. Disconnect C2360 and cut the wires as close as possible to the back of the connector to preserve the maximum wiring harness takeout length. See Figure 4.

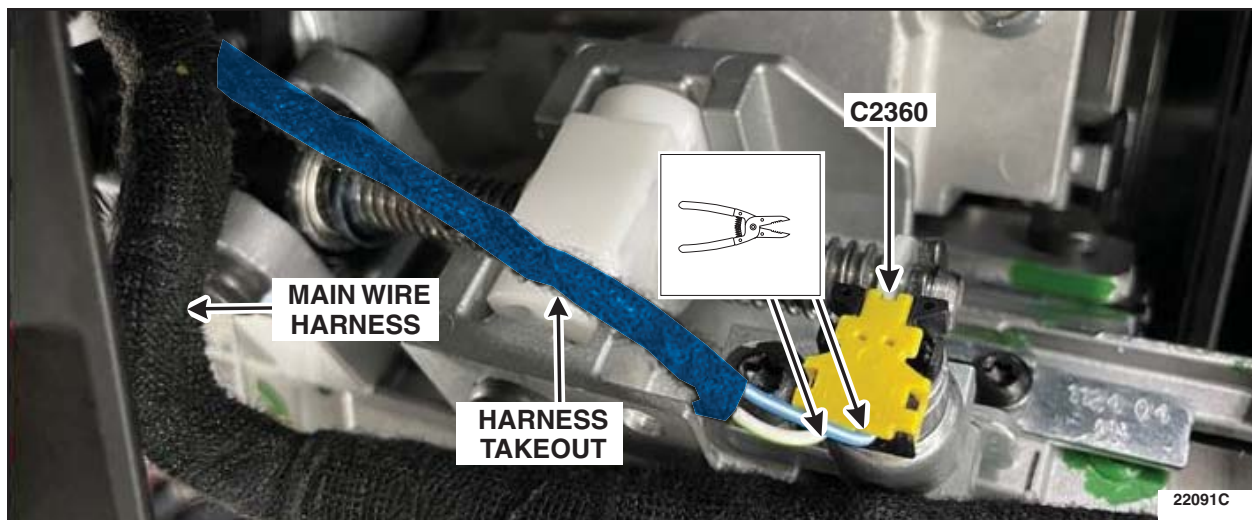


FIGURE 4



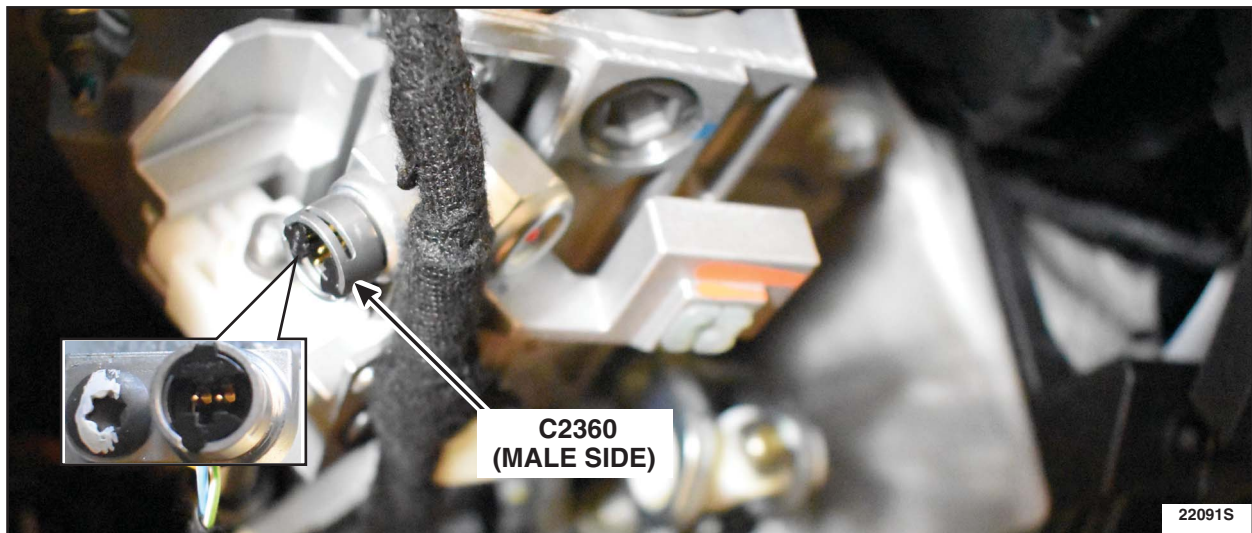
4. Inspect the male side (steering column side) of C2360 for any sign of damage. See Figure 5.

- Is the male side of C2360 damaged?

**YES** - Does not pass inspection. Special Service Support Center (SSSC) approval is required for steering column assembly replacement. Capture and submit clear photo(s) to the SSSC showing the damage to the male side of C2360. If approved, the steering column will be replaced later within this procedure. Proceed to Step 5.

**NO** - Passes inspection. Proceed to Step 5.

**NOTE:** Male side of C2360 shown for clarity. This connector exhibits no signs of damage.



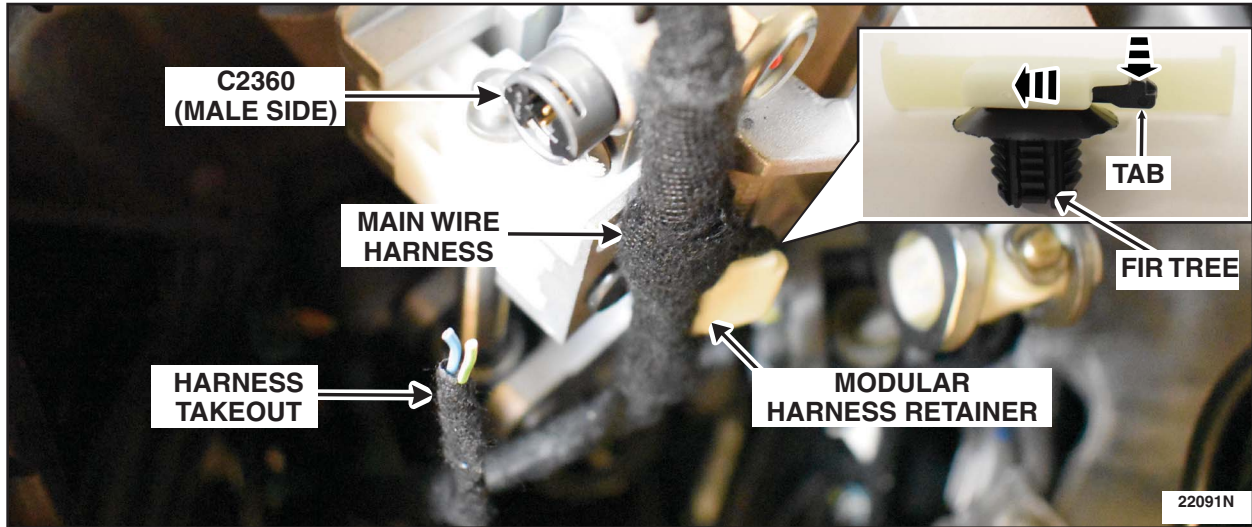
**FIGURE 5**





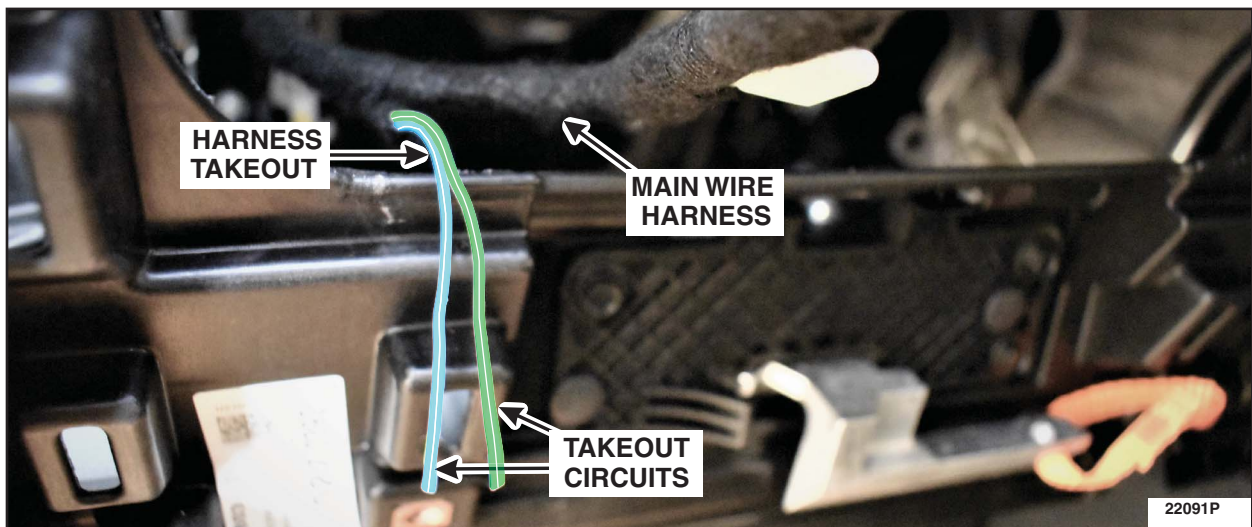
**NOTE: DO NOT** remove the fir tree (black portion of the modular harness retainer) from the steering column as it is one time use only. The black fir tree can be separated from the white taped on portion of the modular harness retainer so the fir tree does not have to be replaced.

5. Depress the tab on the modular harness retainer fir tree and release the main wire harness from the steering column. See Figure 6.



**FIGURE 6**

6. Carefully remove and discard the tape from the harness takeout circuits all the way to the main wire harness. See Figure 7.



**FIGURE 7**



**NOTE:** Obtain one BU2Z-14S411-BPB wiring pigtail kit. Discard the butt splices included in the kit as they are not used in this procedure.

7. Strip the insulation from the harness takeout circuits to expose 12 mm (0.47 in) of wire and place the heat shrink tubes on both circuits. See Figure 8.

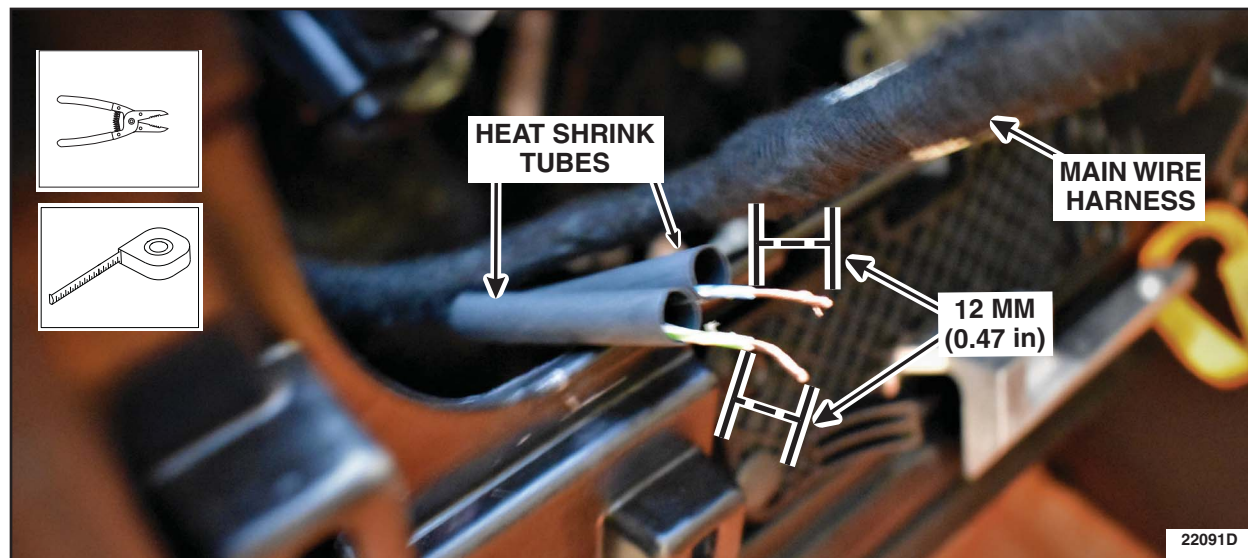


FIGURE 8

8. Remove and discard the sticker on the *new* pigtail. See Figure 9.



FIGURE 9



9. Using a marker, mark the entire length of the wire located in cavity one. See Figure 10.

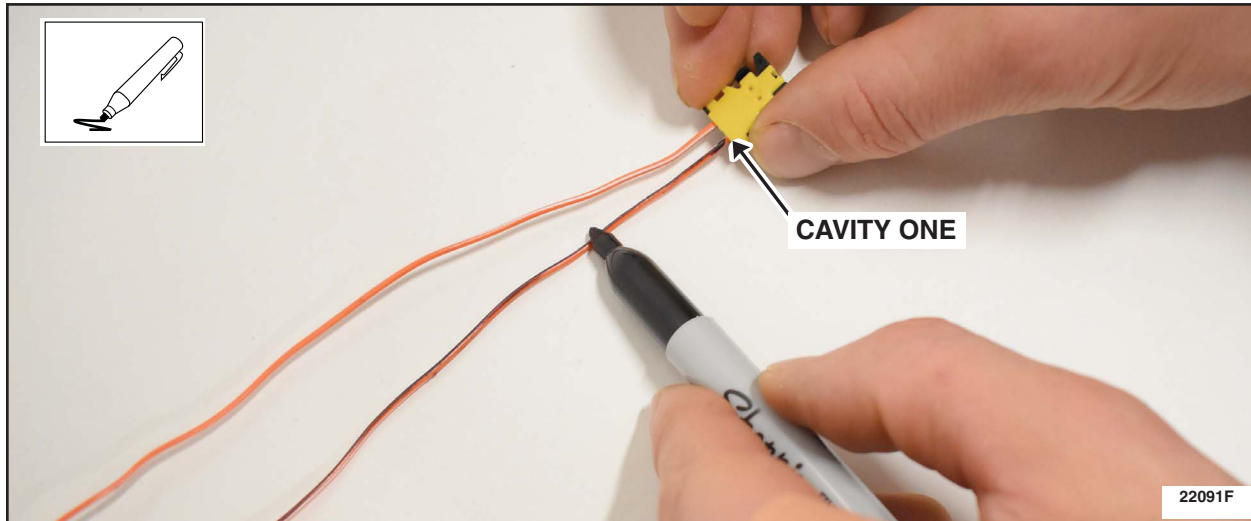


FIGURE 10

**NOTICE:** To prevent damage to the pigtail connector terminals/terminal crimps, **DO NOT** hold the pigtail connector while twisting the circuits.

10. Using one hand, hold/pinch the wires at the back of the pigtail connector to prevent stress on terminals during the twisting process. Using your other hand, twist the circuits together so there are a MINIMUM of 4 crossovers every 50 mm (2 in) for 200 mm (7.9 in). 16 crossovers minimum required. Extra twists/crossovers are acceptable. See Figure 11.

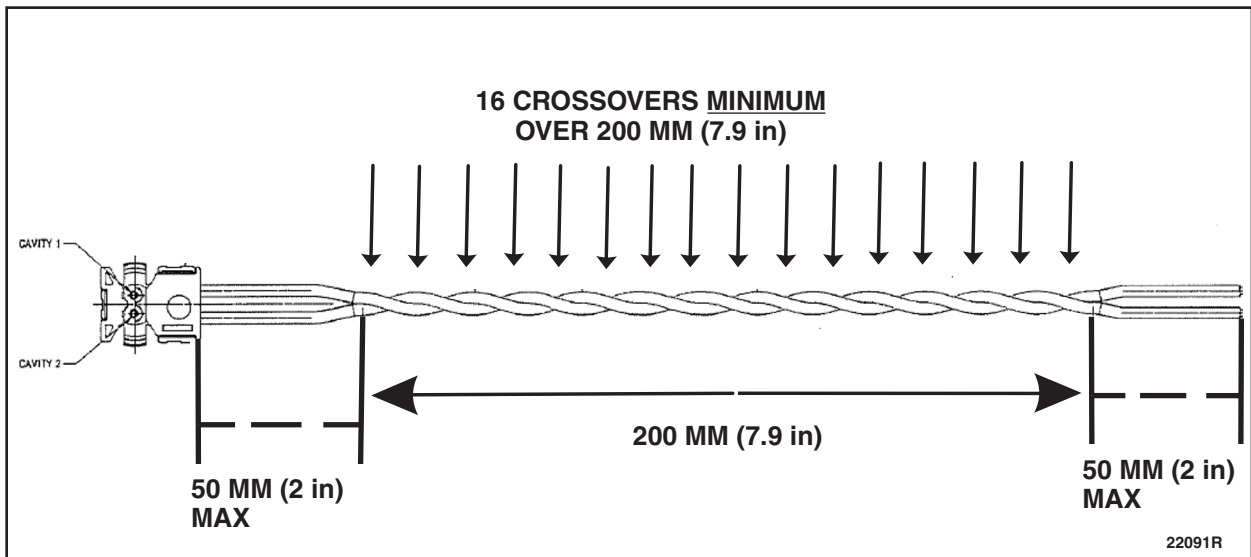


FIGURE 11





11. Strip the insulation from the *new* pigtail circuits to expose 20 mm (0.8 in) of wire. See Figure 12.



FIGURE 12

12. Splice in the *new* pigtail to the harness takeout by matching the previously marked wire from cavity one of the pigtail to the WH-GN wire of the harness takeout and by matching the wire from cavity two of the pigtail to the other harness takeout circuit. Follow the recommended wiring splice procedures using the soldering method 2 in Section 5 of the Wiring Diagram. See Figure 13.

**NOTE:** Use caution to ensure no solder drips onto the vehicle carpet or trim.

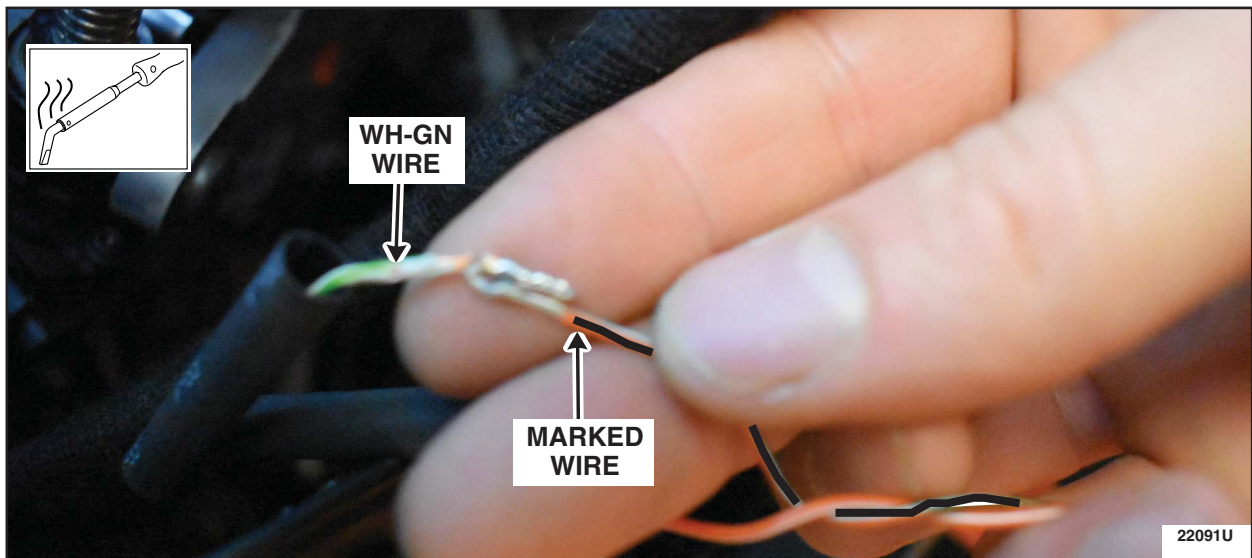
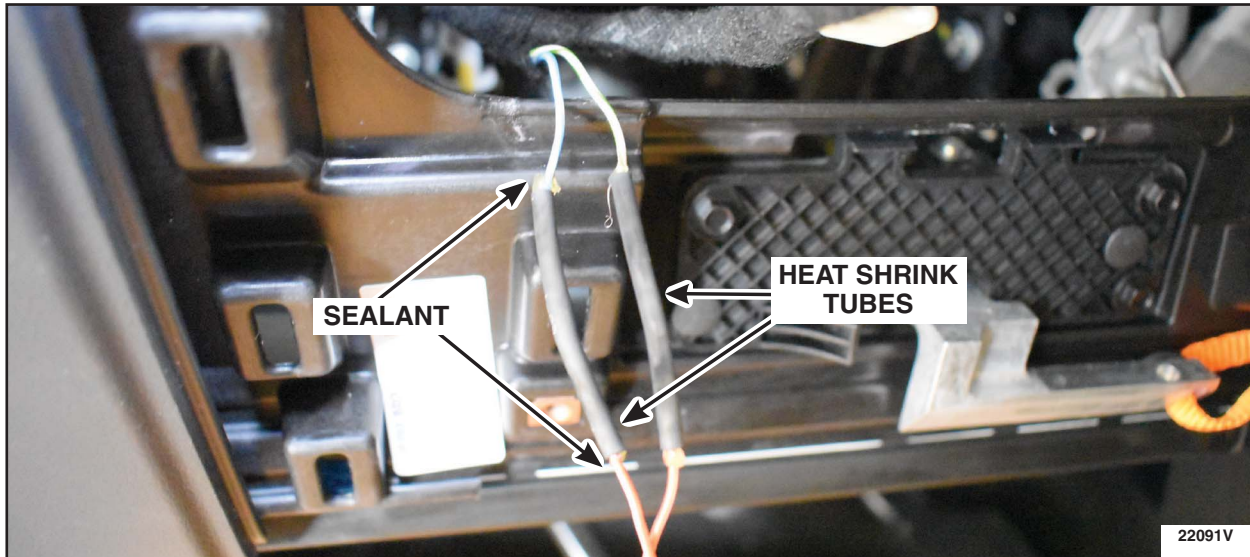


FIGURE 13



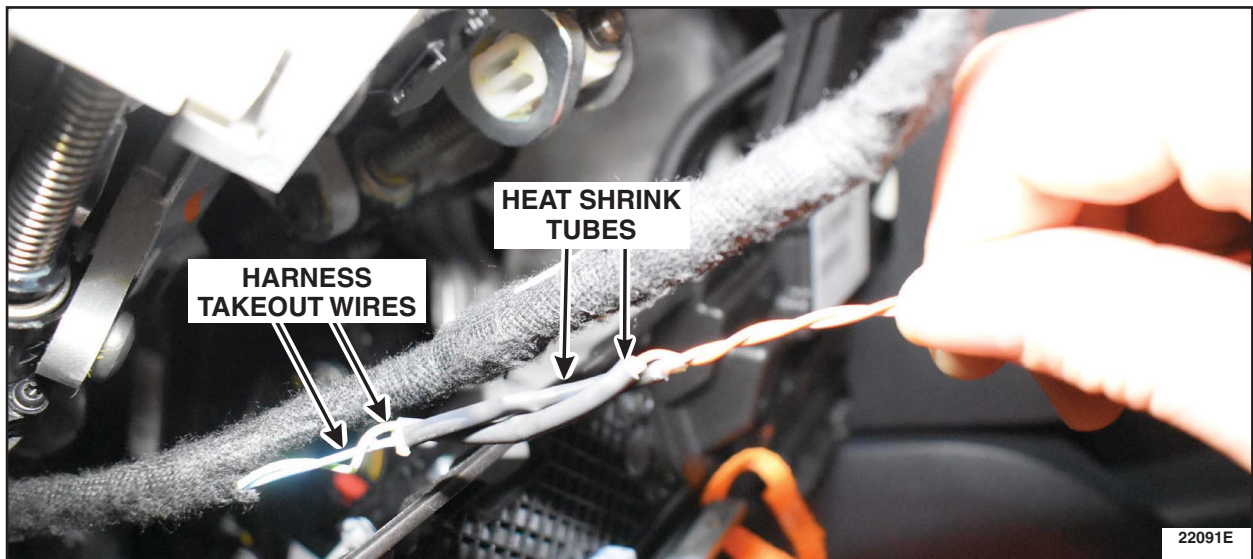


13. Position the heat shrink tubes over the solder joints making sure the joints are located in the middle of the tubes. Evenly heat up the heat shrink tubes until the heat shrink tube sealant bubbles out of both ends. See Figure 14.



**FIGURE 14**

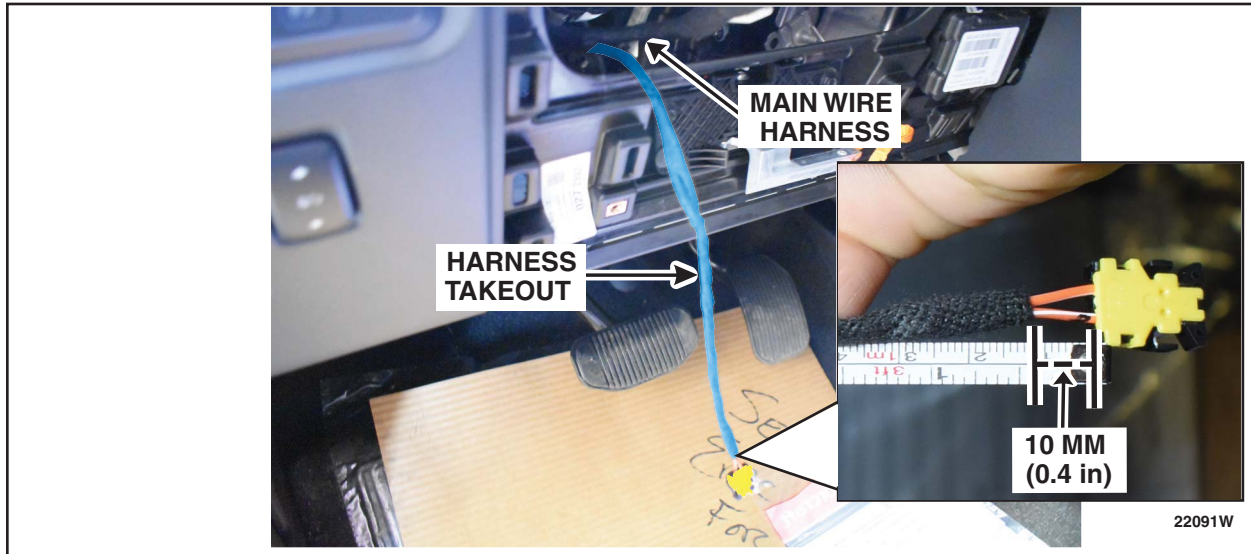
14. After the heat shrink tubes have cooled off, carefully twist the two harness takeout wires together in the area not previously twisted with a MINIMUM of 3 crossovers. See Figure 15.



**FIGURE 15**

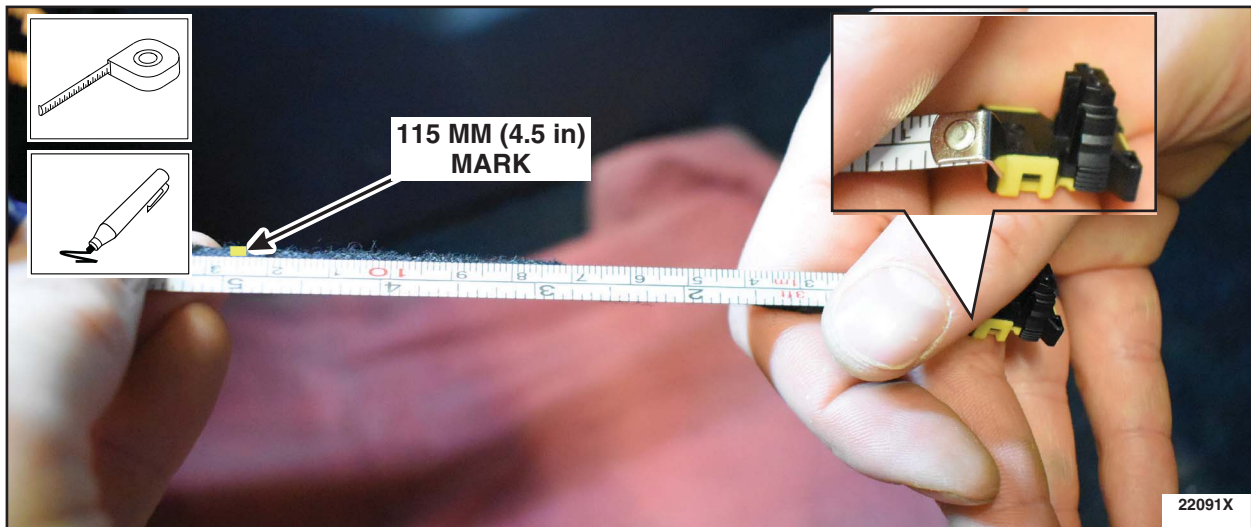


15. Align and wrap the repaired wires in Coroplast 8510 Wire Harness Felt Tape or equivalent from the branch point on the main wire harness to 10 mm (0.4 in) from the back of C2360 using a 35% overlap on the *new* tape wrap. See Figure 16.



**FIGURE 16**

16. Measure 115 mm (4.5 in) from the back of C2360 and mark the wiring harness takeout tape using an appropriate marker. This mark will be the new wiring harness takeout point for reassembly. See Figure 17.



**FIGURE 17**



17. From the previous mark made on the harness takeout tape, align and wrap the harness takeout to the main wire harness on the **OUTSIDE** of the scroll tube using Coroplast 8510 Wire Harness Felt Tape or equivalent. The splices **MUST** be located on the opposite side of the main wire harness modular retainer. The branch point **MUST** be located on the scroll tube and **CANNOT** be located beyond the left wing of the main wire harness modular retainer. See Figures 18 and 19.

**NOTE:** The scroll tube is the rigid plastic tube, located under the main wire harness tape. The main wire harness bundle passes through the scroll tube. The main wire harness modular retainer is taped to the scroll tube.

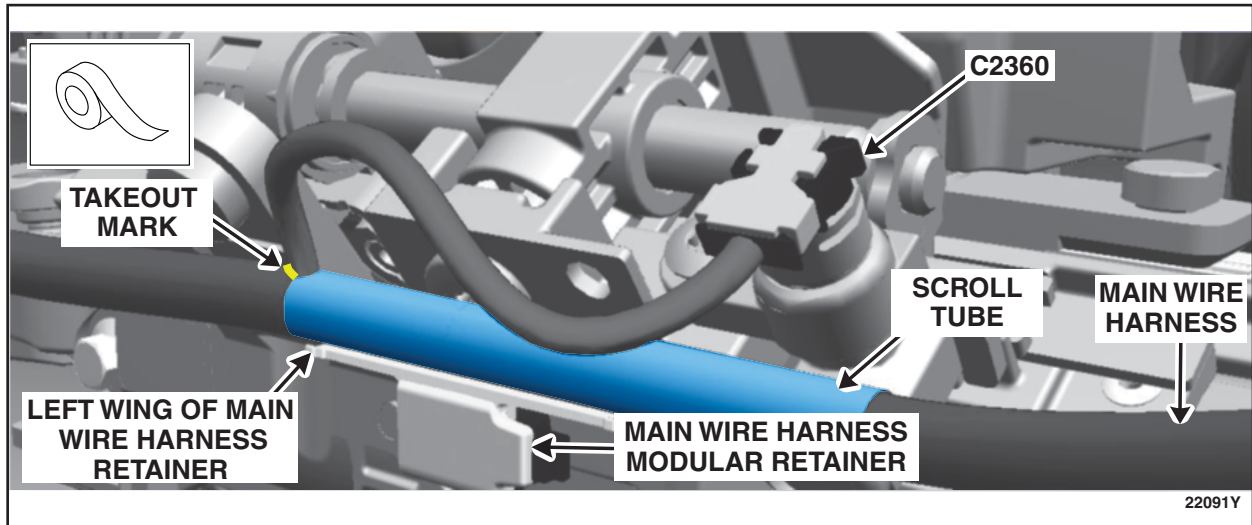


FIGURE 18

**NOTE:** Section view diagram shown for clarity.

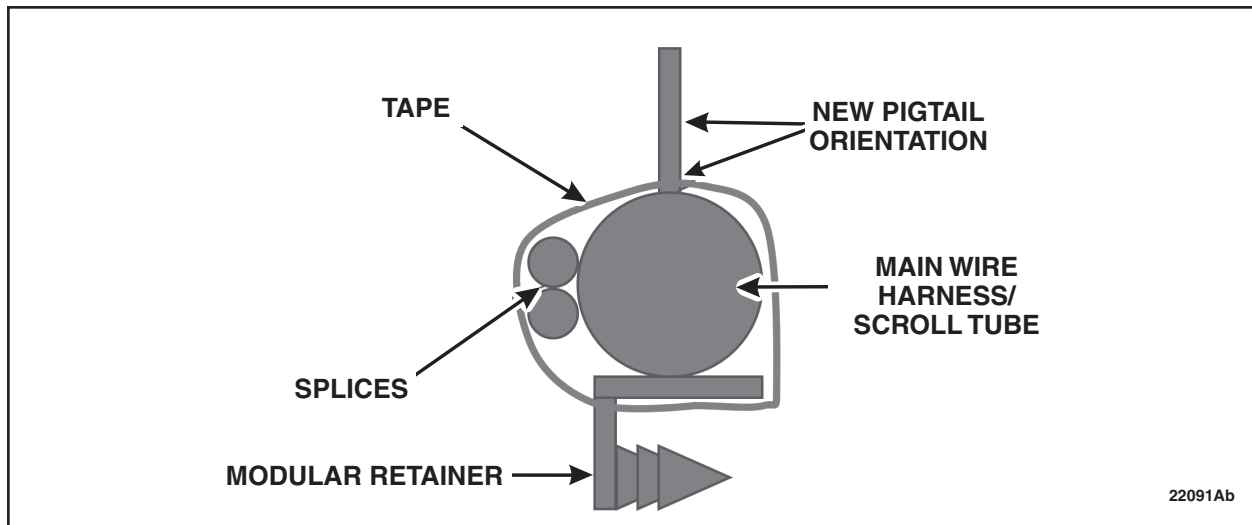


FIGURE 19





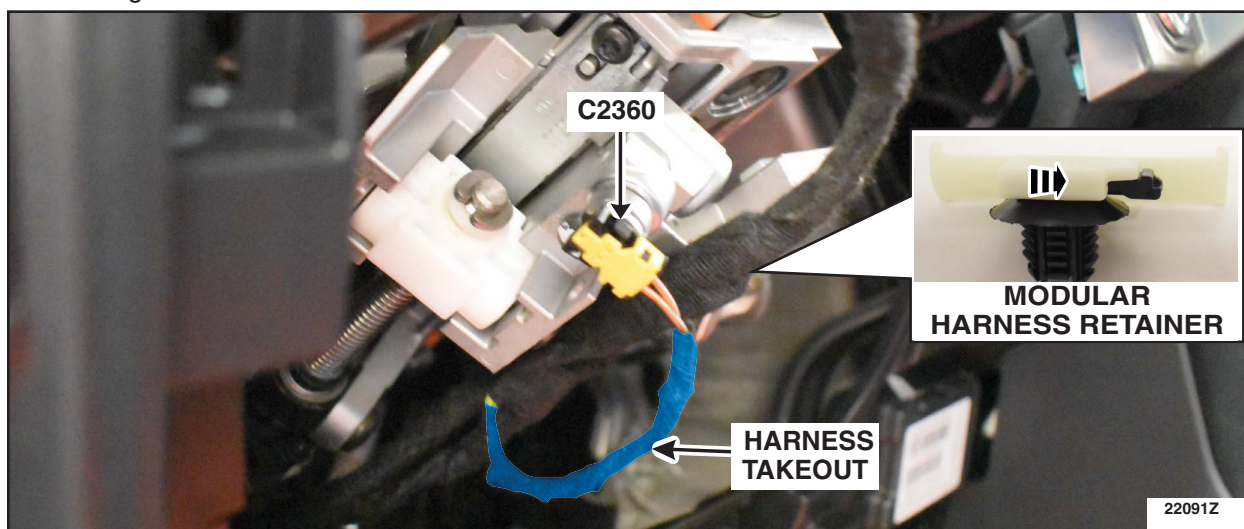
**NOTICE:** If the steering column replacement is required, and has been authorized by the SSSC, do not continue with this procedure until a *new* steering column has been installed to prevent damage to the *new* wiring pigtail C2360.

18. Per Step 4 earlier in this procedure, is the steering column replacement required and approved by the SSSC?

**YES** - Replace the Steering Column. Please follow the WSM procedures, in Section 211-04 then proceed to Step 19.

**NO** - Proceed to Step 19.

19. Re-engage the main wire harness modular retainer to the steering column and reconnect C2360. See Figure 20.



**FIGURE 20**

20. Follow the appropriate repower method within WSM section 501-20B to repower the SRS system.

**NOTE:** If the steering column assembly was not replaced, cycle the steering column in all directions to ensure there are no unintended soft stops.

- Confirm there is nothing obstructing the motion of the steering column.
- Press and hold the steering column control until the steering column stops moving.
- Press the steering column control again.

**NOTE:** The steering column may start to move again.

- When the steering column stops, continue holding the control for a few seconds.
- Repeat for each direction, as necessary.

21. Reinstall the steering column shrouds and the gap hider. Please follow the WSM procedures, in Section 501-05.

22. If a SRS diagnostic trouble code (DTC) was present prior to performing this service procedure, use Ford Diagnostic Repair System (FDRS) to check and clear DTCs.



**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



**Ford Motor Company**  
**Recall Reimbursement Plan for 22S24**

*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 # 22S24, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to June 30, 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.