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

July 8, 2022

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
 Safety Recall 22S48**

Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles equipped with a Heavy-Duty Cooling Fan  
 Underhood Fire

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
 Safety Recall 22S36 – Supplement #2**

Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles equipped with a Standard-Duty Cooling Fan  
 Underhood Fire

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2021	Kentucky Truck	July 28, 2020 through August 31, 2021
Navigator	2021	Kentucky Truck	July 30, 2020 through August 31, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

Certain vehicles built during this time frame may pose a risk of underhood fire, including while the vehicle is parked, and the engine is off. Ford Motor Company has developed a remedy for those vehicles equipped with a Heavy Duty Cooling Fan. Until the repair is complete, affected vehicles should be parked outside away from structures and other property.

**SERVICE ACTION**

**Note: Owners should be instructed to park their vehicle outside away from structures and other vehicles due to the risk of fire until this repair is completed.**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the battery junction box (BJB) for damage, replace as required per the technical instructions and remove a ground wire from the BJB. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of July 18, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter. Dealers should also instruct customers to park their vehicles away from structures and other property due to the risk of fire until the repair has been completed.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

## **ATTACHMENTS**

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

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
Safety Recall 22S48**

Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles equipped with a Heavy Duty Cooling Fan  
Underhood Fire

**OASIS ACTIVATION**

OASIS will be activated on July 8, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 8, 2022. Owner names and addresses will be available by August 5, 2022.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

## NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 22S48

Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles equipped with a Heavy Duty Cooling Fan Underhood Fire

### **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.

### **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 removing a ground wire from the battery junction box.

### **RENTAL VEHICLES**

- Ford has not issued instructions to stop driving vehicles under this safety recall.
- **PASS INSPECTION:** Vehicles that pass the BJB inspection are **NOT** approved for rental vehicles. Refer to the 22S48 technical instructions for additional information.
- **FAIL INSPECTION:** Vehicles that fail the applicable BJB inspection:
  - **Parts are NOT available:**
    - ✓ BJB is on backorder.
    - ✓ PARTS ESCALATION PROCESS (Vehicle Off Road) process has been followed and COPIS ticket with VOR flagged has been submitted.
    - ✓ Prior approval is required from the SSSC, submit contact type long-term rental for consideration and approval if appropriate.
- **A ten-digit prior-approval code is required from the SSSC for rental vehicles,** a new approval code is required from SSSC every 30 days.
- If rental vehicles are needed beyond August 31, 2022, dealers will have to contact SSSC for an extension.
- Approval for all rental vehicles for this program will end on August 31, 2022.

### **LINCOLN PICKUP AND DELIVERY**

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC08749, 2021 Lincoln Pickup & Delivery Updates. Claim any additional rental days approved by the SSSC as instructed. Claim the difference of pre-approved days, or any additional rental days approved by the SSSC as instructed.



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
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Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles equipped with a Heavy Duty Cooling Fan Underhood Fire

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
  - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**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 (22S48) 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; up to \$72/day for Navigator and up to \$60/day for Expedition (Enhanced Rental). Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC08749, 2021 Lincoln Pickup & Delivery Updates for details.
- **Rental Vehicle Reimbursement**
  - For Long-Term (greater than one day) rental due to unique circumstances, submit a rental request to the SSSC using FSA Contact Type APPROVAL REQUEST.
  - If requesting a daily rental amount above guidelines, please provide evidence of locally higher rates.
  - If SSSC approval is provided, eligible rental expenses and the administrative fee should be claimed on an RO line that is separate from the repair.
    - Use Misc. Expense Code "RENTAL" for the rental expenses.
    - Use sub code 22S48 on the claim.
    - The maximum number of days that can be requested on one RO line is 30 days.
    - Rental extensions beyond the initial 30 day request must be submitted to SSSC for approval.

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**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22S48
  - 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 dual-wall heat shrink tubing and Coroplast tape or WA-7-SBA zip tie equivalent.

- . Submit on the same line as the repair.
  - Program Code: 22S48
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$3.00

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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Inspect cover, Inspect BJB, remove BJB, Cut/heat shrink ground wire from BJB harness, re-assemble, and check operation of HVAC blower and wiper/washer leaks at BJB	22S48B	1.1 Hour
Time allowed to submit photos for BJB Fuse panels and/or top and bottom covers	22S48ZZ	0.2 Hours

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**PARTS REQUIREMENTS / ORDERING INFORMATION**

**SSSC Web Contact Site:**

**Parts are not yet available to repair all vehicles. Until parts are available to repair all vehicles, dealers may only order parts and repair vehicles, which are customer-owned vehicles currently in the dealership.**

- To place an order for the following parts, submit a VIN-specific Part Order contact via the SSSC Web Contact Site - three or more photos as required per the technical instructions.
  - Door label with VIN
  - Odometer showing mileage of vehicle
  - Review the updated technical instructions and provide photos as requested for each step the BJB fuse panel, top covers or bottom fails the inspection process per the Technical Instructions.

**BJB - Only replace the BJB and/or covers if melted, burned, or broken per the technical instructions.**

Part Number	Description	Order Quantity	Claim Quantity
LL1Z-14A068-A	BJB – Fuse Panel Assembly (Comes with a new cover – do not order JU5Z-14A003-B also)	Only after failed Inspection	As Required
JL3Z-14A003-A	High Current Fuse Cover	Only after failed Inspection	As Required
JL3Z-14A003-B	Bottom Cover of BJB	Only after failed Inspection	As Required
JU5Z-14A003-B	Fuse Panel Top Cover - not required if BJB is being replaced	Only after failed Inspection	As Required

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 Zip-Tie below through normal order processing channels:**

Part Number	Description	Order Quantity	Claim Quantity
WA-7-SBA or Equivalent (use OSP)	Zip Tie (Package of 100, one zip-tie required, return unused zip-ties to parts department) OSP claim up to \$1.00 <b>Check dealer inventory before ordering additional quantities. Use D2D to order from other dealers.</b>	1	.01

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

**Obtain the parts below locally:**

Part Number	Description	Quantity Needed
Obtain Locally	Heat Shrink Material (must be dual-wall and lined with sealer)	As Required - Claim as Misc. Other
Obtain Locally	Coroplast Tape	As Required - Claim as Misc. Other

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**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.).
- 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 2021 MODEL YEAR EXPEDITION AND LINCOLN NAVIGATOR VEHICLES EQUIPPED WITH A HEAVY DUTY COOLING FAN — UNDERHOOD FIRE

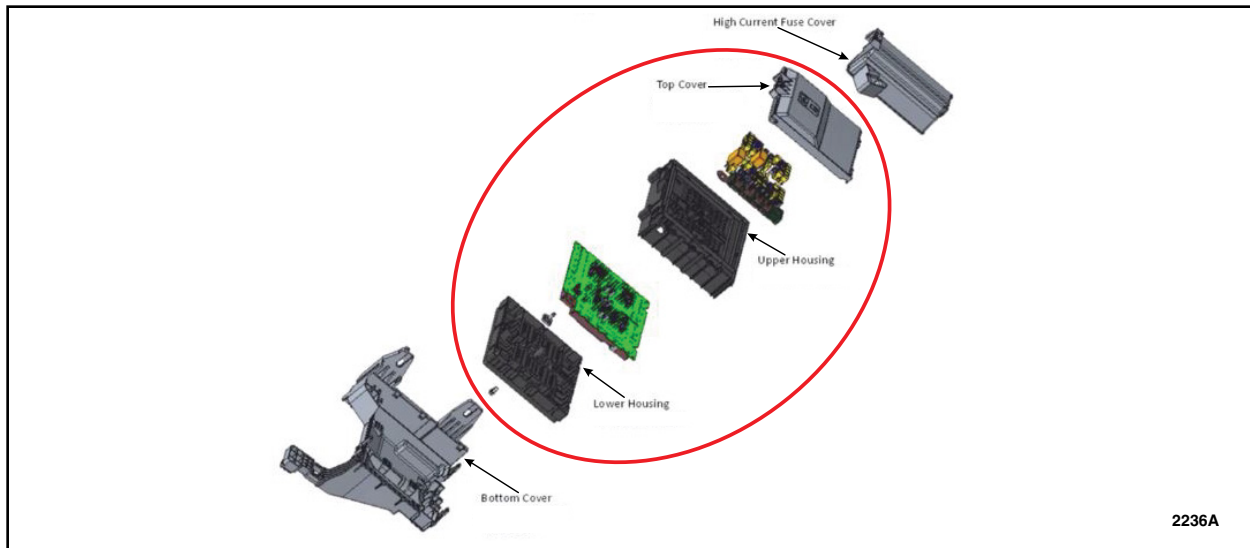
### SERVICE PROCEDURE

#### Recommended Tool List:

Small Flathead Screwdriver
Terminal Tool
Wire Cutter
Heat Gun
Coroplast Tape
Dual wall heat shrink tubing

Figure 1 is a breakdown of the Battery Junction Box (BJB).

**NOTE:** Items circled in red are included with a new BJB. Covers can be ordered independently of the BJB.



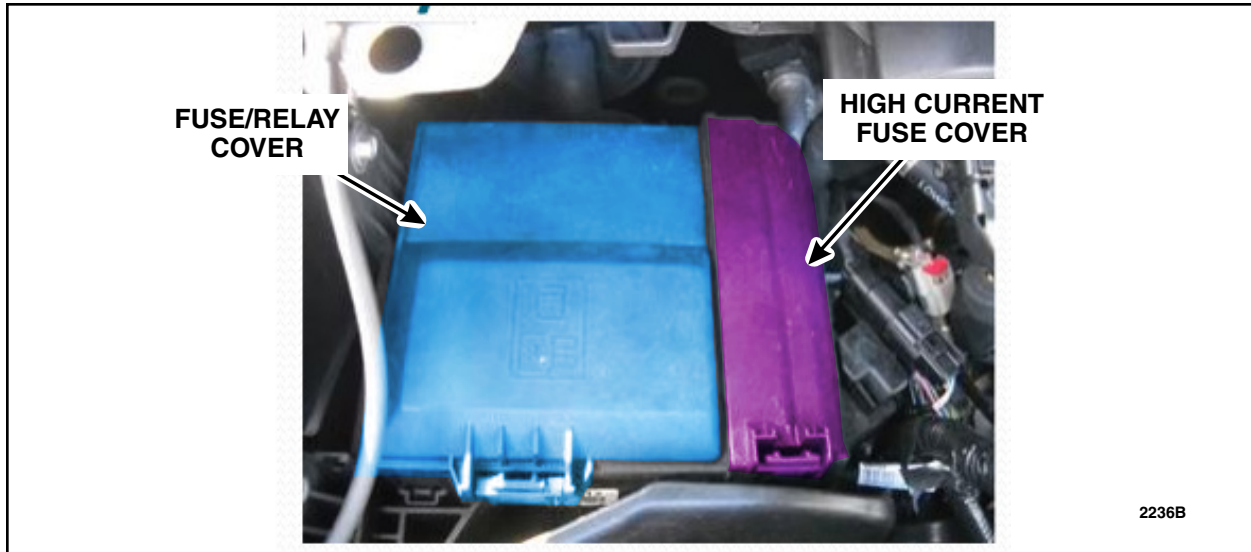
**FIGURE 1**



1. Are both the fuse/relay cover and the High Current fuse cover present. See Figure 2.  
Yes - Proceed to Step 2.  
No - Install new cover(s). Proceed to Step 2.



**IMPORTANT:** New cover(s) can be ordered WITHOUT ordering a new BJB.



**FIGURE 2**



2. Check to make sure that the covers are properly installed. On the fuse box cover there are three attachment features securely engaged, two hoops in the rear and one latch in the front. On the High Current cover there are two attachment features securely engaged, one hoop in rear fully engaged and one latch in the front fully engaged. See Figure 3. Are both covers properly installed?

Yes - Proceed to Step 3.

No - Ensure that the covers latch and install properly. Proceed to Step 3.

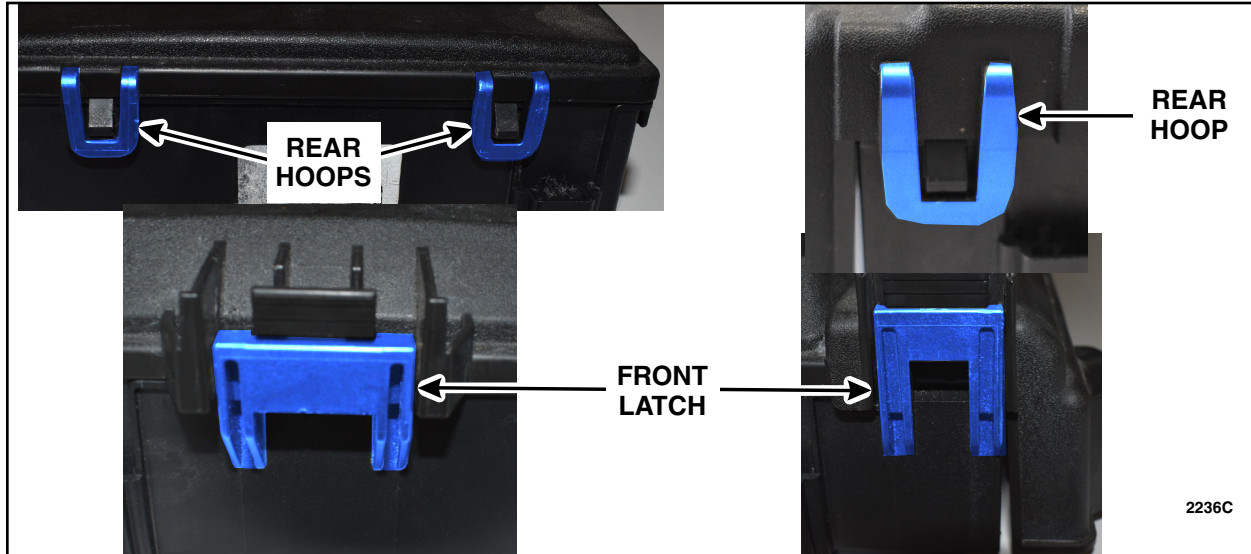


FIGURE 3

3. Check for any damages such as cracks, excessive warping, melting, broken hoop(s), and/or broken latch(es) on both covers. Is there any damage present on either cover? See Figure 4.

Yes - Replace damaged cover(s), proceed to Step 4.

No - Proceed to Step 4.

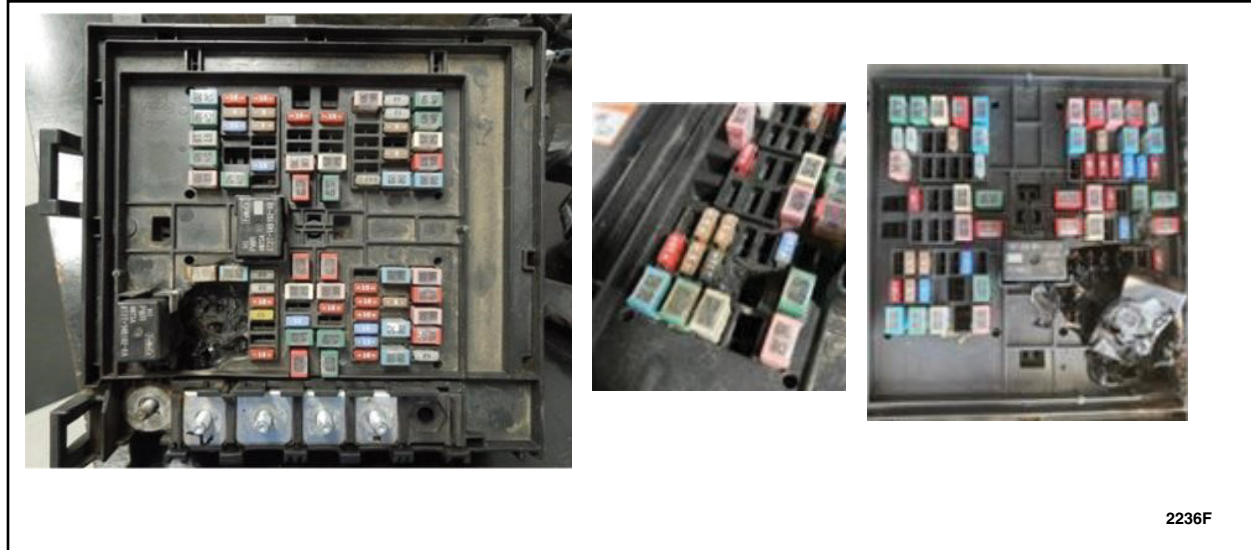


FIGURE 4





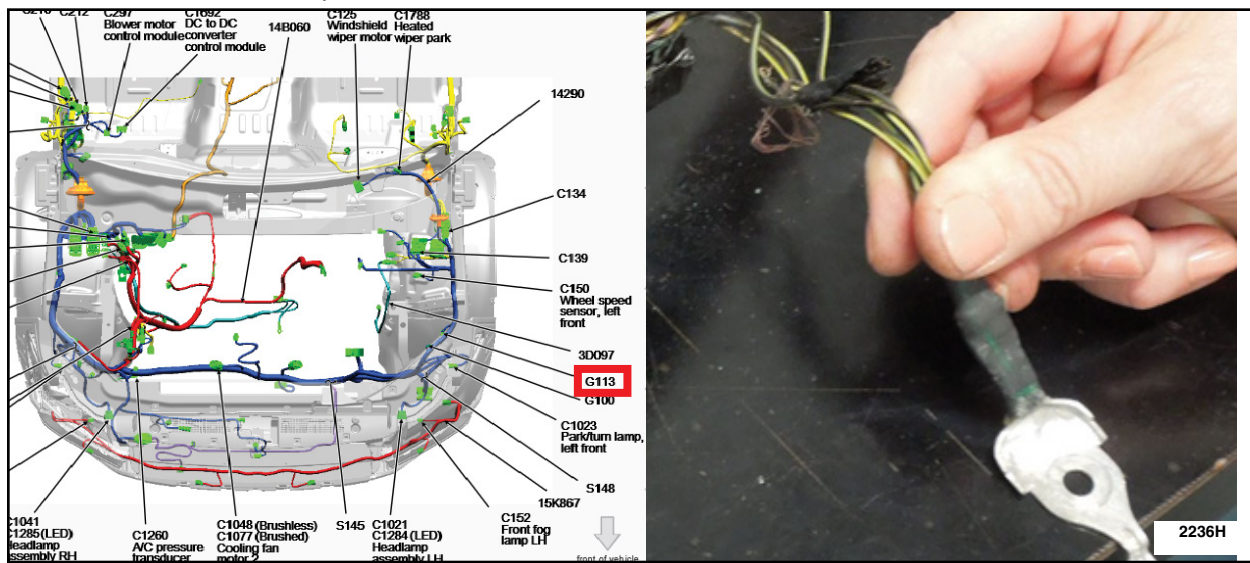
4. Remove covers and inspect BJB. Is there any evidence of melted fuse(s), melted relay(s), or melted plastic in the BJB? See Figure 5.
  - Yes - Replace BJB, proceed to Step 5.
  - No - Proceed to Step 6.



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**FIGURE 5**

5. On driver's side, inspect ground #113 and associated wires for damage. Is there evidence of chafing, melting, or discoloration? See Figure 6.
  - Yes - Contact Special Service Support Center (SSSC).
  - No - Proceed to Step 6.



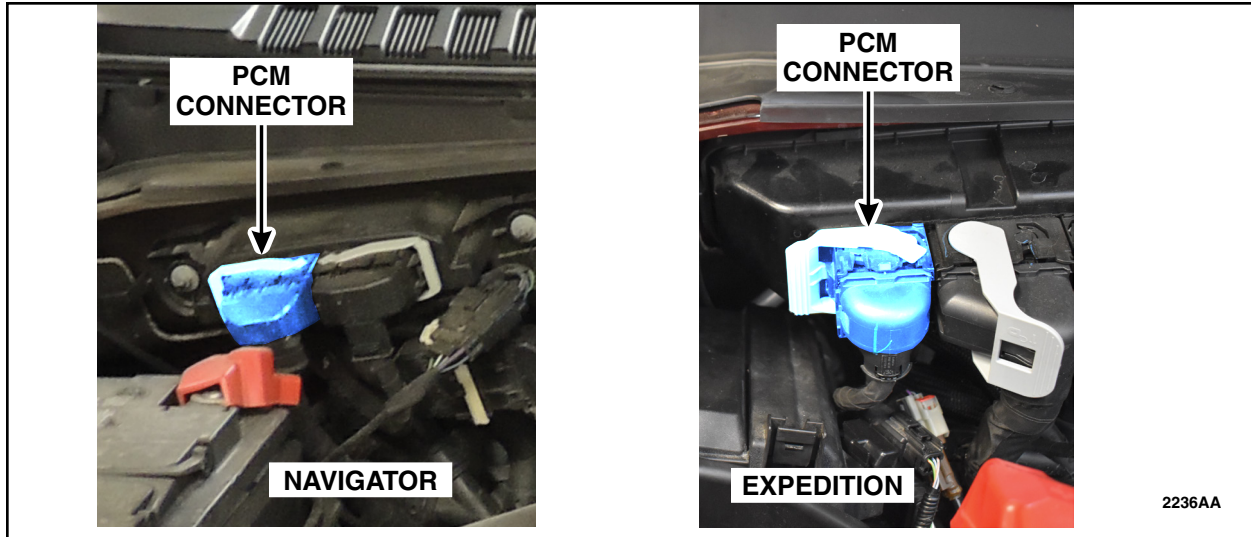
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**FIGURE 6**



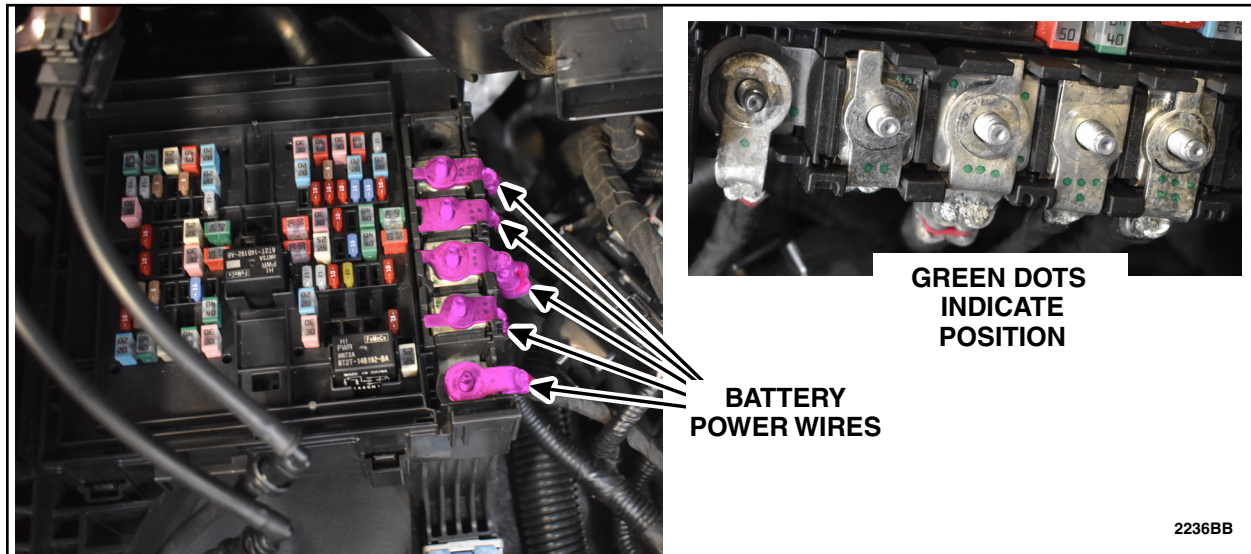
**NOTE:** The following steps outline how to remove the BJB.

6. Remove the battery and battery tray. Please follow Workshop Manual (WSM) procedures in section 414-01.
7. Disconnect the outboard Powertrain Control Module (PCM) electrical connector. See Figure 7.



**FIGURE 7**

8. Remove battery power wires and make sure to document their position. See Figure 8.



**FIGURE 8**





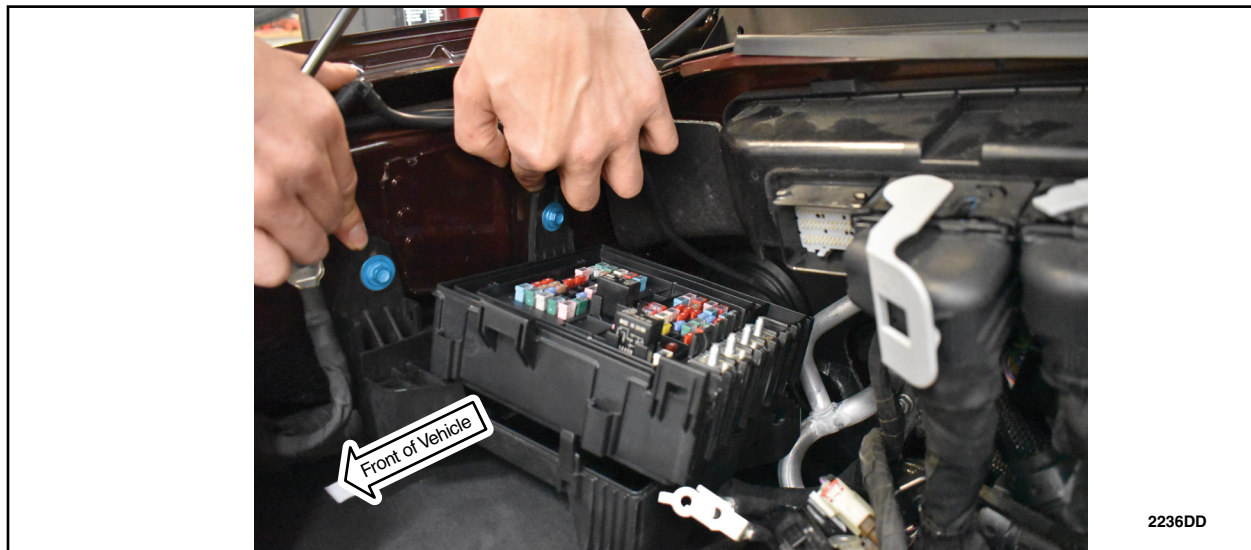
9. Separate the upper and lower BJB housings from the bottom cover. There are 4 clips that fasten these two parts together, two in the front and two in the rear. It is easiest to release these tabs with a small screwdriver. See Figure 9.

**NOTE:** BJB removed for illustrative purposes.



**FIGURE 9**

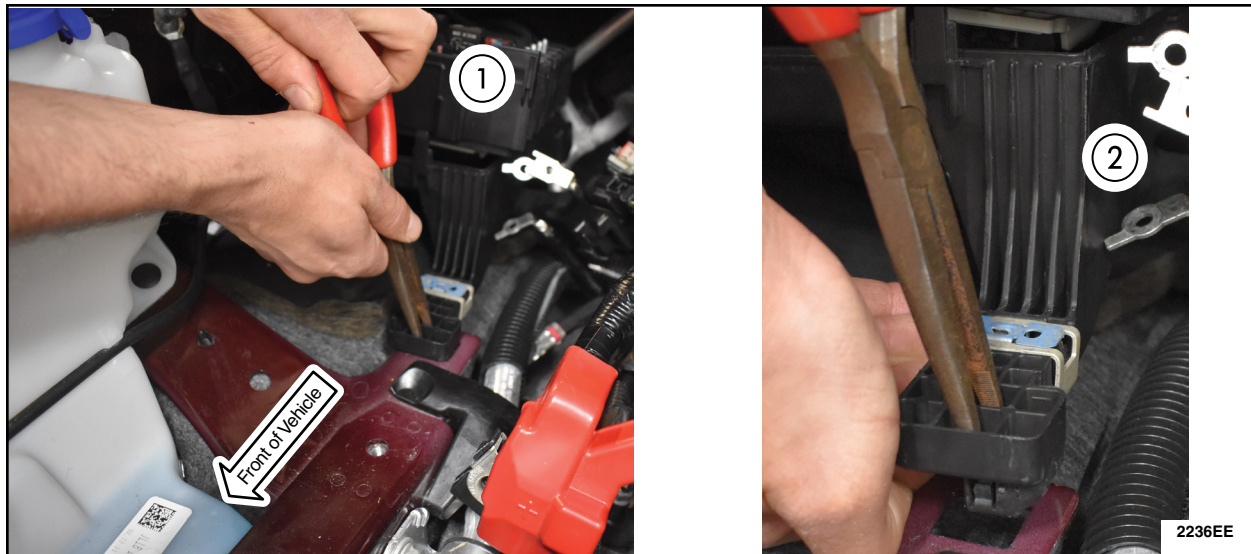
10. Remove the fasteners for the bottom cover of the BJB. See Figure 10.



**FIGURE 10**

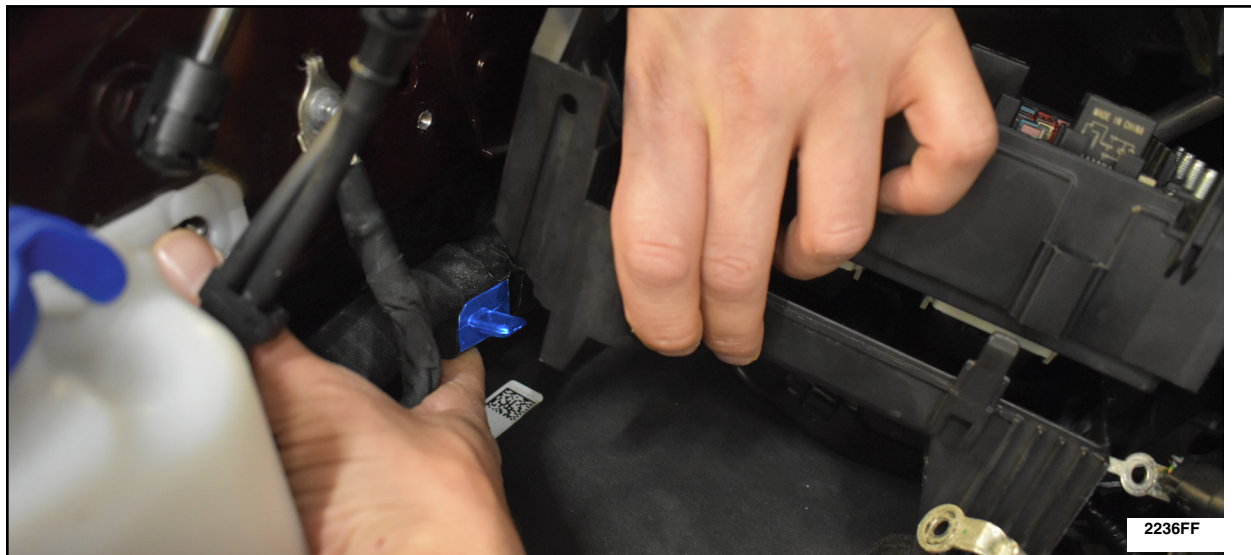


11. Release the tab connecting the BJB to the frame. Needle nose pliers will be needed to release the tab. See Figure 11.



**FIGURE 11**

12. Release the 2 harness retainers from underneath the lower BJB. See Figure 12.

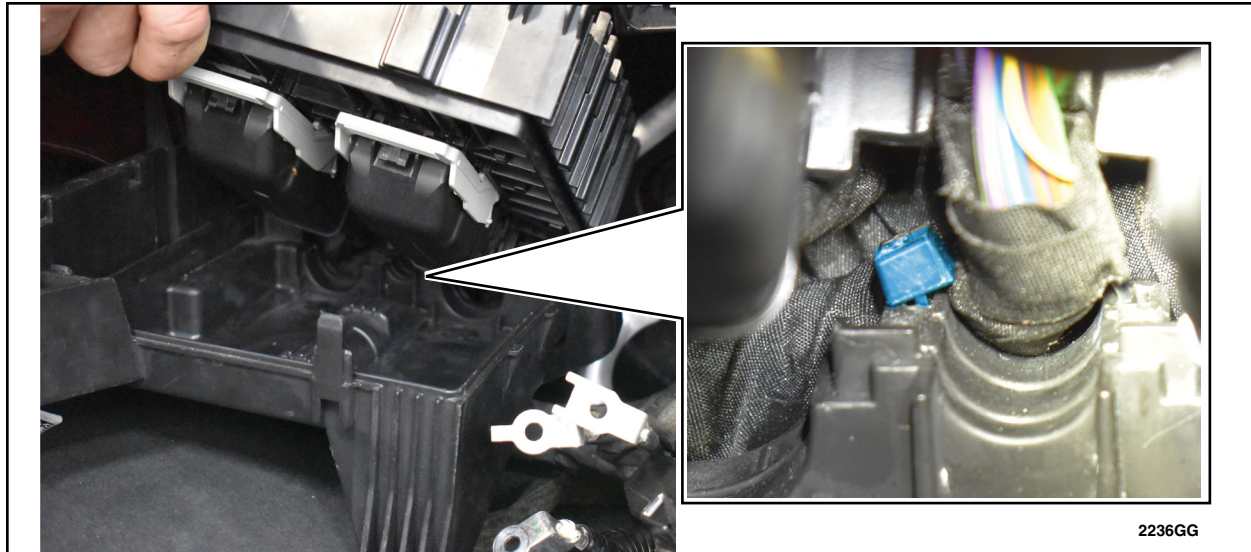


**FIGURE 12**





13. Position BJB, remove the zip tie connecting the middle wire harness to the lower portion of the BJB.  
See Figure 13.



**FIGURE 13**

14. Remove lower BJB from vehicle.

15. Disconnect the three wire harness connectors from the BJB. See Figure 14.



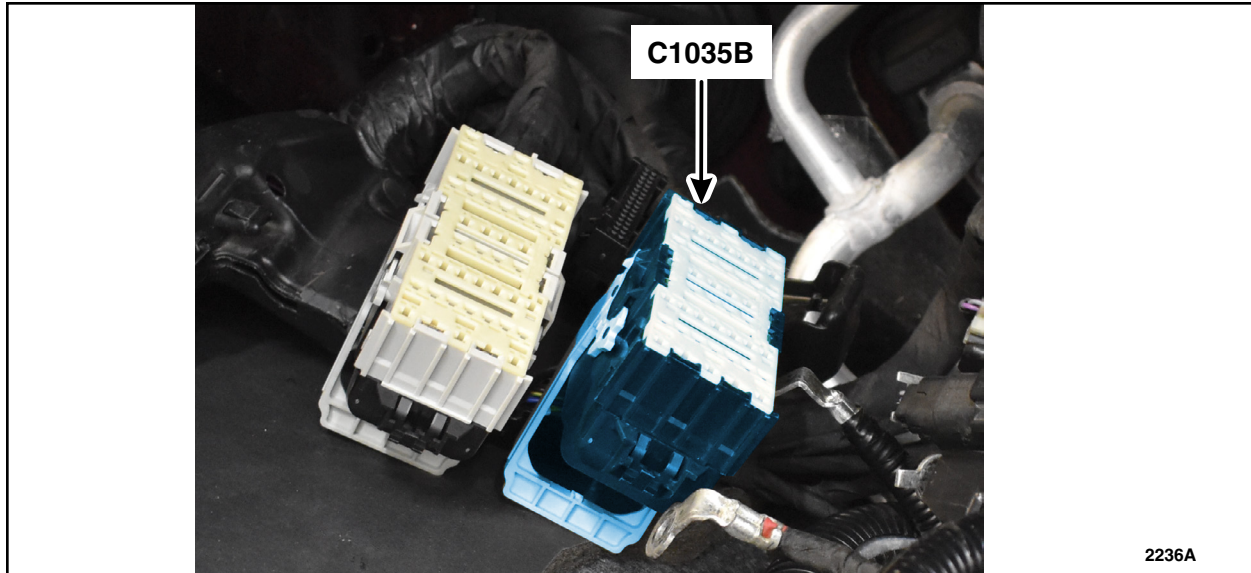
**FIGURE 14**

16. Remove BJB box from vehicle.



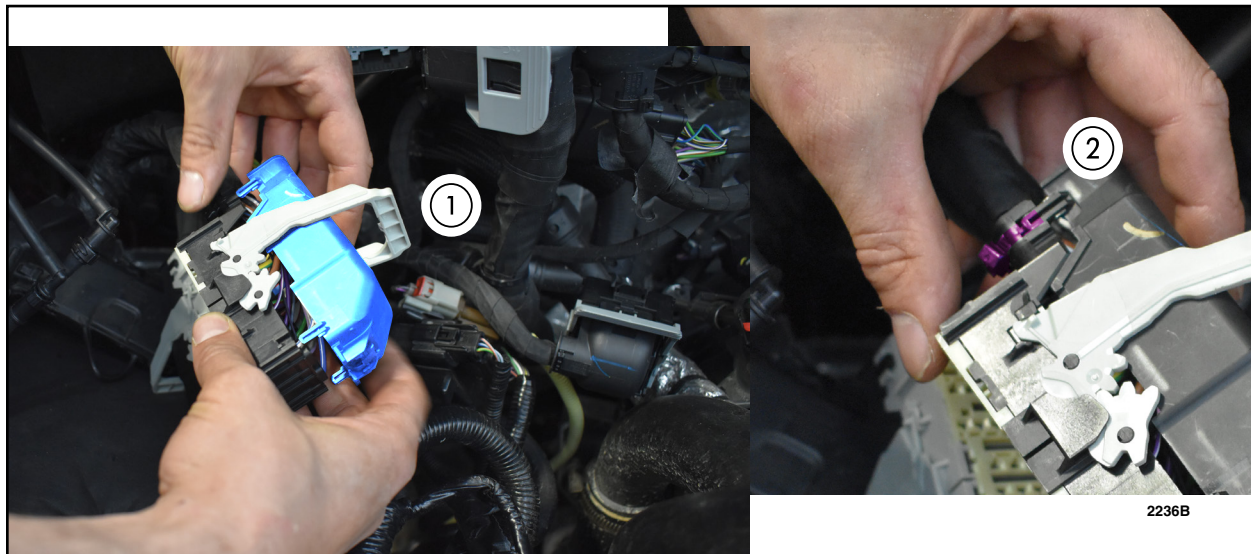
17. Locate the black 50-way connector (C1035B). See Figure 15.

**NOTE:** Connector has been highlighted blue to aid in identification.



**FIGURE 15**

18. Remove back shell and zip-tie from 50-way black connector (C1035B). See Figure 16.



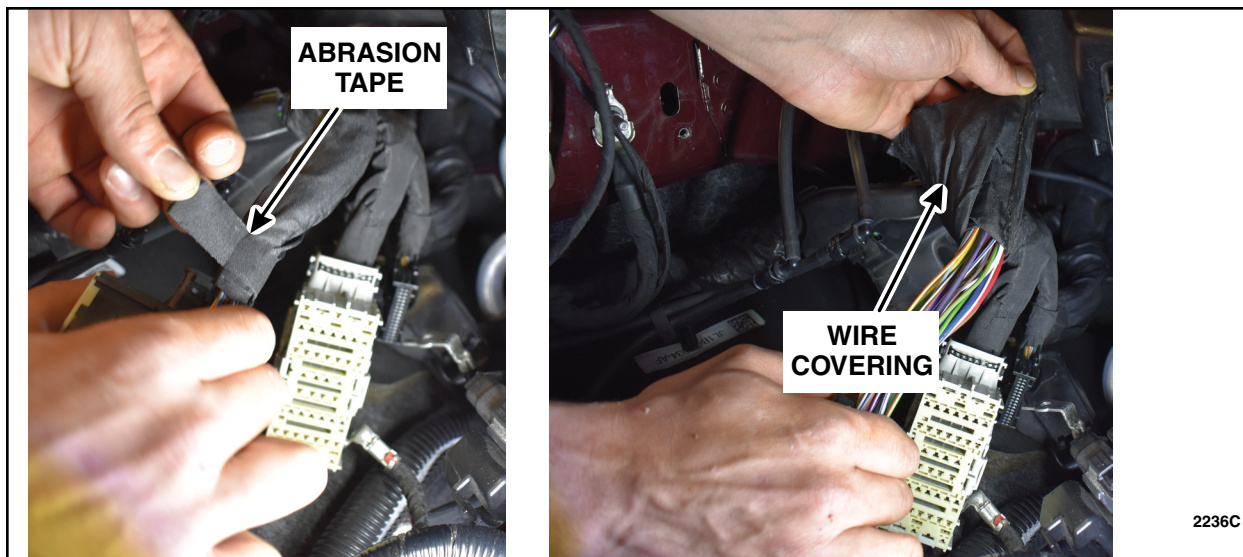
**FIGURE 16**





19. Remove abrasion tape from the harness and peel back the covering about 300mm. See Figure 17.

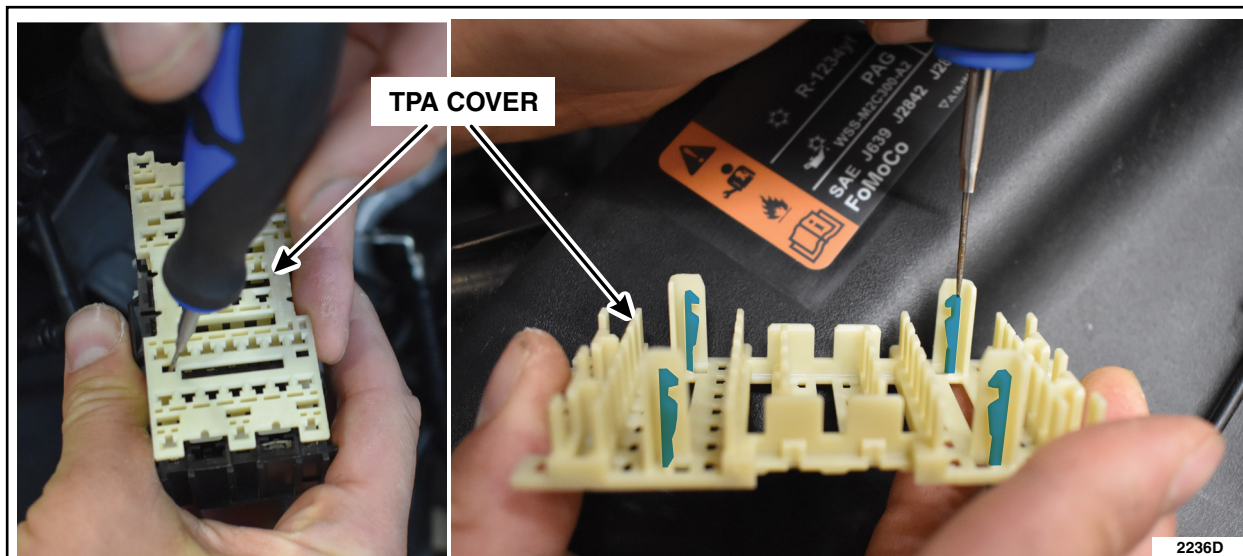
**NOTE:** Do NOT cut wire covering.



**FIGURE 17**

20. Using a small flat-head screwdriver, remove the Terminal Position Assurance (TPA) cover. See Figure 18.

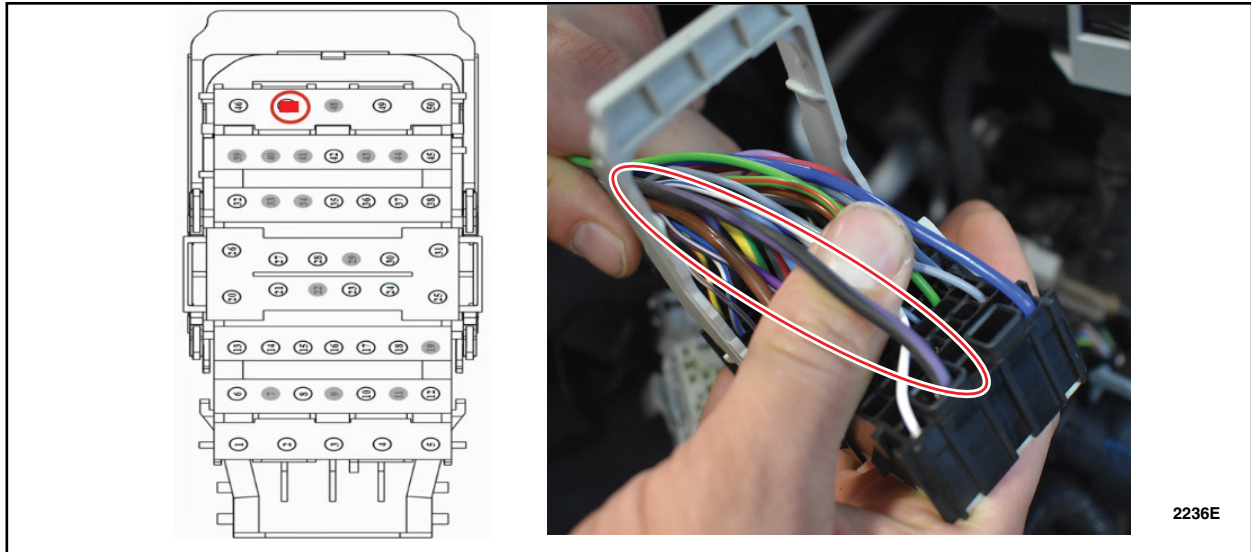
**NOTE:** TPA cover has a hard stop, so it will need to be unclipped twice.



**FIGURE 18**

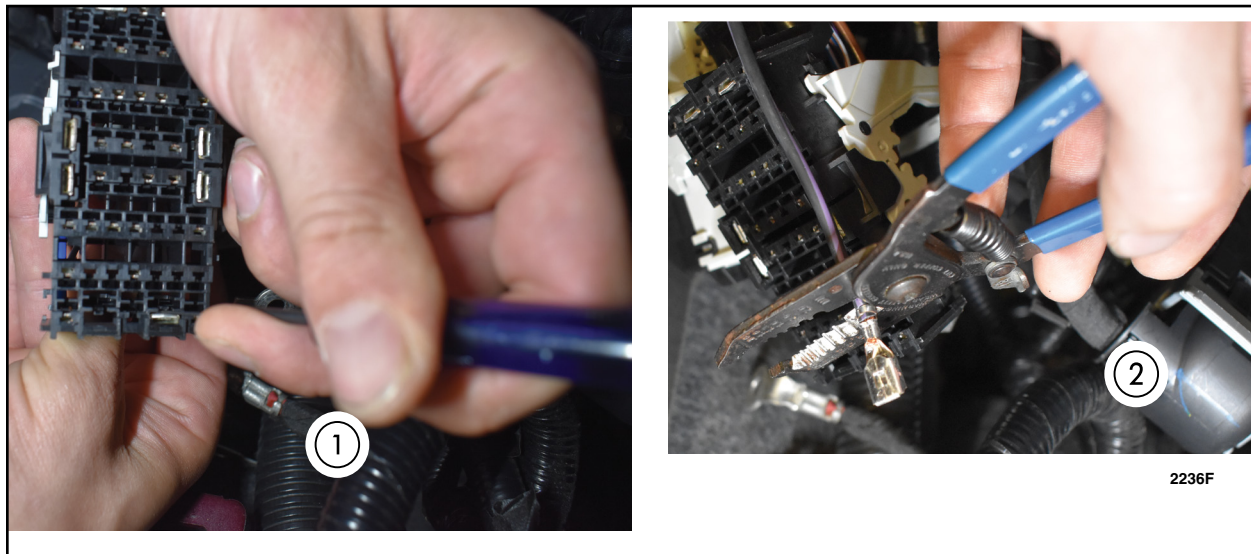


21. In connector C1035B identify cavity 47 which contains a black-violet wire. See Figure 19.



**FIGURE 19**

22. Remove the black-violet wire located in cavity 47 from the C1035B connector using a terminal tool. Cut terminal end off of wire. See Figure 20.

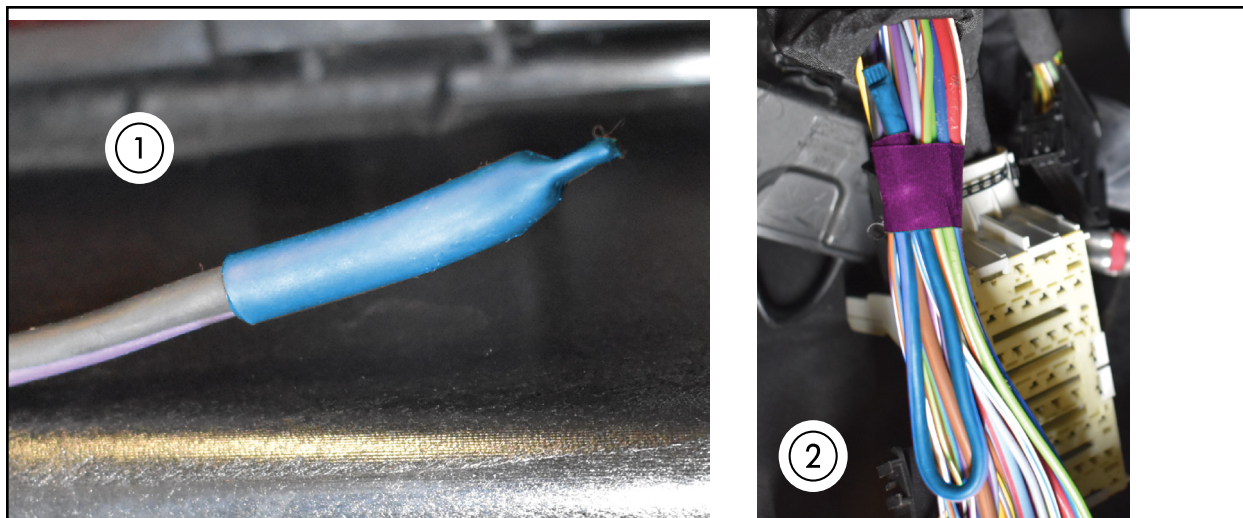


**FIGURE 20**





23. Add Dual Wall Heat Shrink tubing to cover open end of the black-violet wire. Bend the circuit with heat shrink into the bundle and secure with Coroplast tape. See Figure 21.

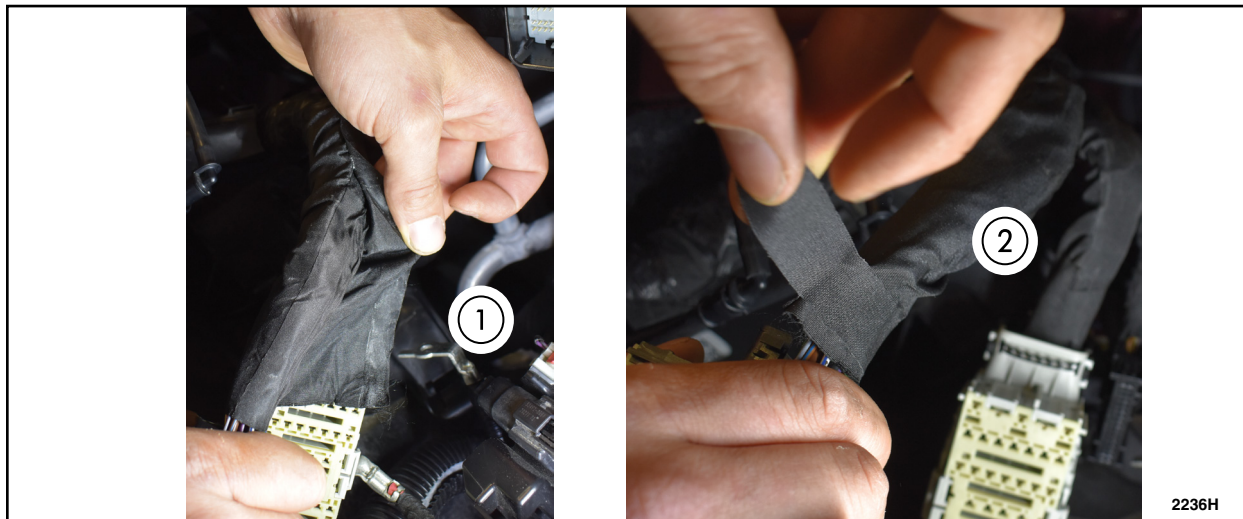


**FIGURE 21**

24. Reinstall TPA cover, ensuring that it properly seats into the C1035B connector.

25. Put wire covering back into place and secure with new Coroplast tape. See Figure 22.

**NOTE:** If there are any tears in the wire covering, it will still be reused. Using Coroplast tape, secure any tears in the wire covering.



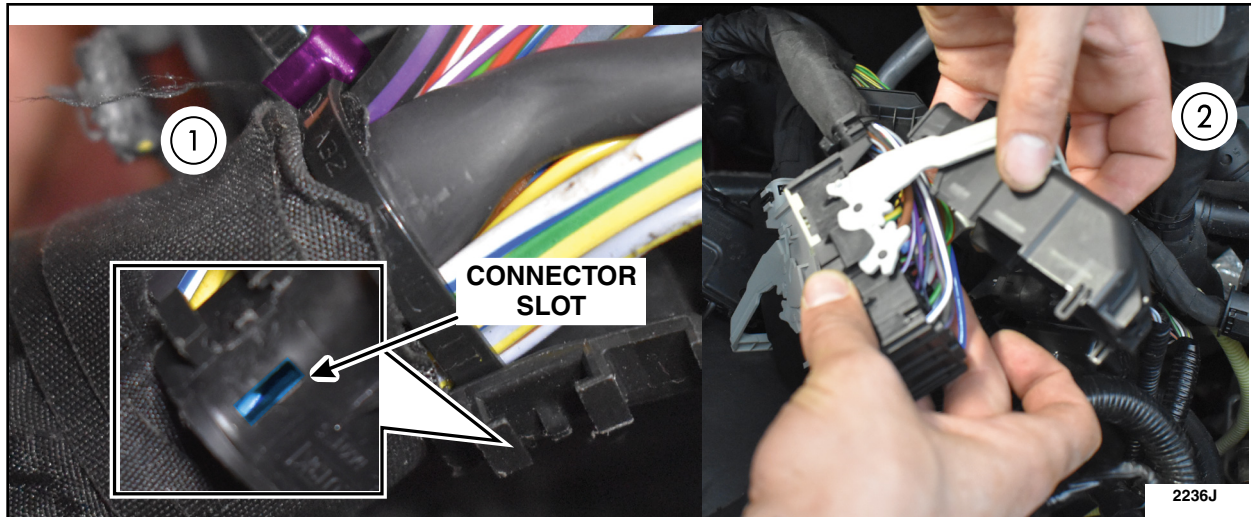
**FIGURE 22**

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26. Secure wire covering and wire bundle with a zip tie. Clip back shell into place on connector C1035B. See Figure 23.

**NOTE:** Be sure to use identified slots to pull zip-tie through. Also, the head of the zip-tie must be placed so that it will be underneath the shell, or it will not clip back into place.



**FIGURE 23**

27. Install BJB. Reverse removal directions Steps 6-16.



28. Ensure both covers of the BJB are properly installed and securely engaged.

29. Check functionality of the blower motor for normal operation.

30. Verify proper operation of the front and rear washer motor. Ensure that there are no leaks from the washer system and hoses, near the BJB.



**Ford Motor Company**  
**Recall Reimbursement Plan for 22S48**

*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 # 22S48, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to August 19, 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 noncompliance's 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.