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March 20, 2023

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
 Safety Recall 23S05**

Certain 2020-2022 Model Year Explorer Vehicles Equipped with 2.3L Engines and  
 10R60 Transmission  
 Transmission Park System Inspection and Repair

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2020	Chicago	May 13, 2019 through September 24, 2020
Explorer	2021	Chicago	June 9, 2020 through November 9, 2021
Explorer	2022	Chicago	August 18, 2021 through August 25, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, customers may encounter transmission park system damage following a Powertrain Control Module (PCM) reset. When the PCM resets, the transmission clutches default to off (neutral) and line pressure defaults to high, resulting in park system actuation. If reset occurs while the vehicle is in park or is stopped, there is no concern. If the reset occurs when the vehicle is in motion, the park pawl will ratchet and not engage until transmission output shaft speed (OSS) reaches 84-111 RPM (approximately 1.5 – 3 mph).

During a PCM reset, customers may notice a temporary loss of motive power, and/or a loud or harsh grinding noise. If park system damage occurs, customers may notice the vehicle will roll in “Park” until the Electronic Park Brake applies automatically. Alternatively, customers may notice the vehicle stuck in “Park”, or the vehicle will not move.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the vehicle and repair the transmission park system per the technical instructions. 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 March 27, 2023. 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 \$26,315 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. Park System Inspection  
Attachment IV: Technical Information. Park System Replacement  
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 black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized "S" and "B".

Stacy L. Balzer

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**OASIS ACTIVATION**

OASIS will be activated on March 20, 2023.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 20, 2023. Owner names and addresses will be available by April 14, 2023.

**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 compliance recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable. 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.

**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 before 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 transmission park system replacement.

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**RENTAL VEHICLES**

- **PASS INSPECTION:** Vehicles that pass the transmission park system inspection are **NOT** affected and are not approved for rental vehicles. Refer to the 23S05 technical instructions for additional information.
- **FAIL INSPECTION:** Vehicles that fail the applicable transmission park system inspection:
  - ✓ Prior approval is required from the SSSC, submit contact type 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.
- Follow Extended Service Plan (ESP) guidelines for dollar amounts. Prior approval is required from the SSSC.

**PICK-UP AND DELIVERY**

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) in lieu of a rental vehicle. Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

**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 FSAs / 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 before 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 23S05 is the subcode.
  - 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 the same claim type and subcode as described in Claim Entry above.  
**IMPORTANT:** Click the Related Damage Indicator radio button.

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- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 23S05                      - 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.
- **Pickup & Delivery:** Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b><u>Transmission Park System Inspection</u></b> This includes removing the fuse, setting up OSS recording, doing the test, review the data, install the fuse, and clear codes after	23S05A	0.5 Hours
<b><u>Fails Inspection</u></b> <b>AWD</b> – Remove transmission, replace park components, and install transmission	23S05B	10.8 Hours
<b><u>Fails Inspection</u></b> <b>RWD</b> – Remove transmission, replace park components, and install transmission	23S05C	10.4 Hours
Time allowed to submit photos of park test results	23S05ZZ	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION****Parts To Inspect And Replace Only If Necessary**

Part Number	Description	Order Quantity	Claim Quantity
L1MZ-4650-A	Driveshaft Alignment Bushing	1	1
L1MZ-4782-A	Flex Coupling	1	1
LP5Z-7A098-A	Fluid Filter	1	1
HL3Z-7A191-B	Fluid Pan Gasket	1	1
ML3Z-7A191-A	Hybrid Drive Unit Gasket	1	1
HL3Z-7A248-D	Fluid Pump Seal	1	1
HL3Z-7G199-A	Aux Pump Tube Seal	1	1
7L1Z-7J227-A	Fluid Cooler O-ring Seals	2	2
HL3Z-7J227-A	Aux Pump Tube O-ring Seal	1	1
7T4Z-7Z302-A	Fluid Filter Seal	1	1
HL3Z-7Z490-E	Channel Plate	1	1
W719511-S439	Driveshaft Flex Coupling Bolts	4	3
W719698-S900	Left Catalytic Converter Studs	1	3
W701183-S300	Engine Dowel	4	2
LP5Z-7A527-M	T-3 Shim 3.05-3.15mm Selective	1	1
LP5Z-7A527-N	T-3 Shim 3.2-3.3mm Selective	1	1
LP5Z-7A527-P	T-3 Shim 3.35-3.45mm Selective	1	1

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

LP5Z-7A527-Q	T-3 Shim 3.5-3.6mm Selective	1	1
LP5Z-7A527-R	T-3 Shim 3.5-3.6mm Selective	1	1
LP5Z-7A527-S	T-3 Shim 3.8-3.9mm Selective	1	1
LP5Z-7A527-T	T-3 Shim 3.95-4.05mm Selective	1	1
LP5Z-7A527-U	T-3 Shim 4.1-4.2mm Selective	1	1
LP5Z-7A527-V	T-3 Shim 4.25-4.35mm Selective	1	1

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

**AWD Only Parts:**

Vehicle	Part Number	Description	Order Quantity	Claim Quantity
AWD	L1MZ-4421-A	Front Drive Shaft Boot	1	1
AWD	L1MZ-7060-F	Output Shaft And Planetary Carrier	1	1
AWD	L1MZ-3B478-A	Front Drive Shaft Boot Clamp	1	1
AWD	W716375-S900	Transfer Case Mounting Bolts – 8 required, 5 in package, order 2	2	8
AWD	W719431-S439	Transmission Mount Bolts – 3 required, 4 in package, order 1	1	3

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

**RWD Only Parts:**

Vehicle	Part Number	Description	Order Quantity	Claim Quantity
RWD	JR3Z-00811-A	Output Shaft Retaining Nut	1	1
RWD	L1MZ-7060-E	Output Shaft And Planetary Carrier	1	1
RWD	W719431-S439	Transmission Mount Bolts – 2 required, 4 in package, order 1	1	2

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

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**Required for all vehicles:**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
XG-1-E1	Motorcraft® Premium Long-Life Grease	1	0.13
XG-11	Motorcraft® High Temperature 4x4 Front Axle and Wheel Bearing Grease	1	0.13
XL-1	Motorcraft® Penetrating And Lock Lubricant	1	0.13
XL-2	Motorcraft® High Temperature Nickel Anti-Sieze Lubricant	1	0.13
XL-5-A	Motorcraft® Multi-Purpose Grease Spray	1	0.13
XT-10-QLVC	Motorcraft® MERCON® LV Automatic Transmission Fluid (Transfer Case Fluid) (All Markets Except Canada)	1	As Needed
CXT-10-LV6	Motorcraft® MERCON® LV Automatic Transmission Fluid (Transfer Case Fluid) (Canada Only)	1	As Needed
XT-12-QULV	Motorcraft® MERCON® ULV Automatic Transmission Fluid	1	As Needed
VC-13-G	Motorcraft® Yellow Concentrated Antifreeze/Coolant (All Markets Except Canada)	1	As Needed
CVC-13-G	Motorcraft® Yellow Concentrated Antifreeze/Coolant (Canada Only)	1	As Needed
ZC-37-A	Motorcraft® Wheel and Tire Cleaner	1	0.13
L1MZ-7Z490-E	Valve Body Separator Plate	1	1
L1MZ-6L612-A	Exhaust Gasket	1	1
LP5Z-7A248-A	Torque Converter Hub Seal	1	1
LP5Z-7A441-B	Park Pawl	1	1
LP5Z-7B031-A	Front Support To Case Seal	1	1
LP5Z-7D019-A	(F10) Output Shaft Seals – 2 required, 1 in package	2	2
LP5Z-7D070-B	Park Pawl Return Spring	1	1
9L3Z-7D071-A	Park Pawl Shaft	1	1
LP5Z-7D410-B	Park Pawl Actuator Rod	1	1
HL3Z-7D419-B	Park Pawl Actuator Rod Sleeve Seals – 2 required, 1 in package	2	2
HL3Z-7D419-C	Park Pawl Actuator Rod Sleeve	1	1



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

HL3Z-7F337-A	Manual Control Shaft Seal	1	1
LP5Z-7G091-A	(F9) Input Shaft Seal	1	1
LP5Z-7G091-B	(F2) Input Shaft Seals – 5 required, 1 in package, order 5	5	5
HL3Z-7G100-B	Manual Shaft To Transmission Range Sensor Roll Pin	1	1
HL3Z-7G100-C	Park Rod Sleeve Roll Pin	1	1
JL3Z-7N134-A	Front Support Assembly Bolts – 12 are required, 1 in package, order 12	12	12
W520214-S440	Transmission Mount Nut	2	1
W712658-S439	Solenoid Retaining Plate Bolt	4	2
W715131-S442	Park Manual Release Bracket Bolts	4	2
W715618-S437	Torque Converter Nuts – 6 required, 4 to a package, order 2	2	6
W719511-S439	Driveshaft Flex Coupling Bolts	4	3
W719699-S442	Catalytic Converter Nuts	4	3
W720576-S439	Transmission Support Insulator Bolts	4	4
L1MZ-9450-A	Downstream Exhaust Gasket	1	1

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

**DEALER PRICE**

For the 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 by 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**

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

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**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 dealer fixed operations management team or an employee of 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 of 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 identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

## CERTAIN 2020-2022 MODEL YEAR EXPLORER VEHICLES EQUIPPED WITH 2.3L ENGINES AND 10R60 TRANSMISSION — PARK SYSTEM INSPECTION

### SERVICE PROCEDURE

#### Table Of Contents

<i>Pulling the Fuse</i> .....	1
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#### Pulling the Fuse

1. Place chocks on wheels in order to help prevent unintended vehicle movement.
2. Switch the ignition on.
3. Press and hold the brake pedal and push the Electric Parking Brake (EPB) switch downward to verify the EPB is off.
4. Switch the ignition off.
5. Using FDRS, check and clear codes.
6. Locate the engine compartment fuse box under the driver side leaf screen in the engine compartment.
7. Ensure that the key is in the off position and locate and remove fuse number 28 from the fuse box. See Figure 1.

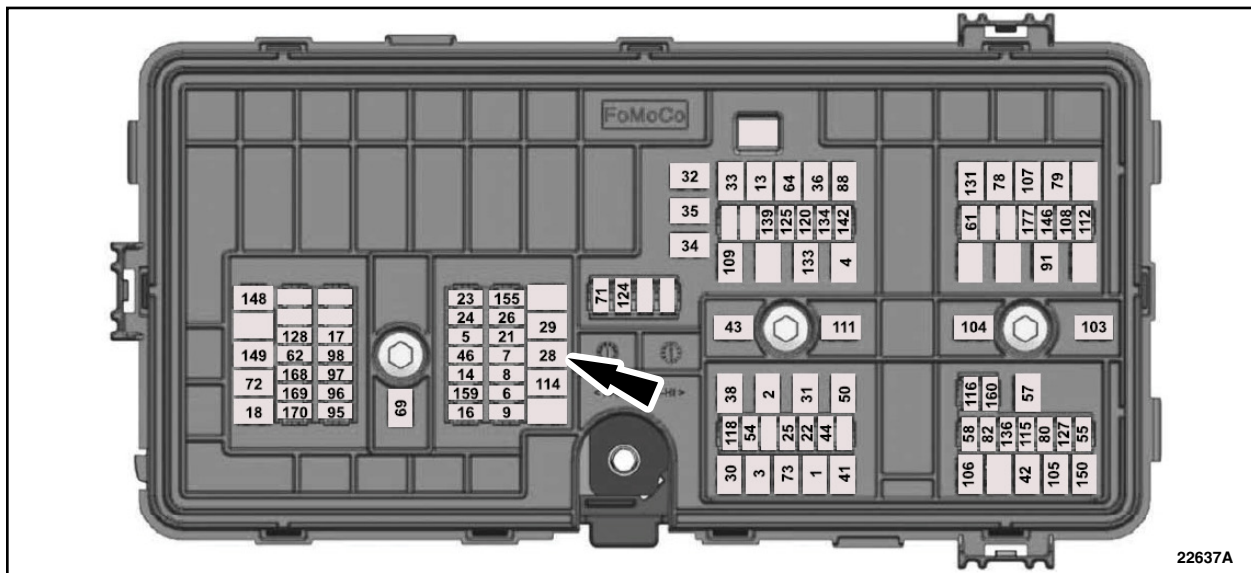


FIGURE 1



- With ignition on, apply the EPB by pulling the switch upward. If the correct fuse has been pulled the red "BRAKE" lamp should be flashing and a message stating "Park Brake Malfunction Service Now" displayed on the cluster screen. This will indicate that the EPB system has been disabled. Is the red brake" lamp flashing and the brake message displayed on the cluster screen?

Yes - Proceed to Step 9.

No - Return to Step 7 and identify and remove the correct fuse.

- Have a second person remove the wheel chocks.
- With two people inside of the vehicle and their seat belts properly buckled, drive the vehicle to an area of flat ground or slight uphill. A parking lot can accommodate this.

### Preparing Data Logger and Park Ratchet Test

- In FDRS, select **Toolbox** tab.
- From the list on the RH side of the screen, select **Datalogger**.
- Click **RUN**.
- From the list on the LH side of the screen, select **PCM**, then click **Continue**. See Figure 2.

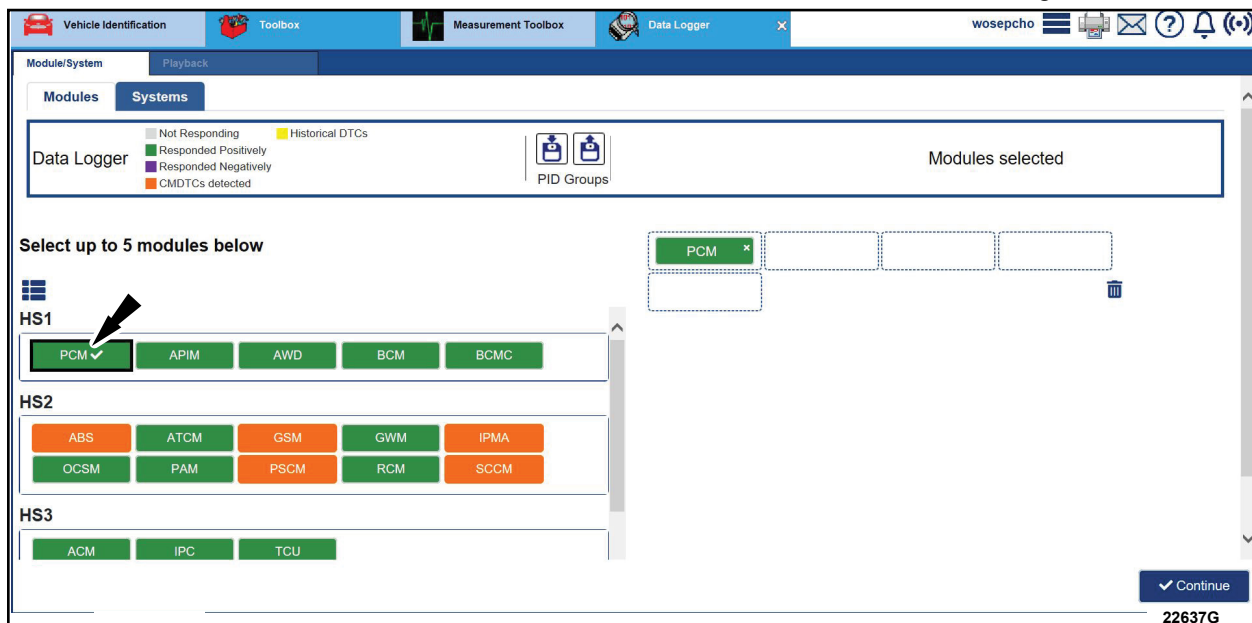


FIGURE 2



15. In the search bar, type in **OSS\_RAW**. See Figure 3.

16. Check the box to select **Output Shaft Speed - Raw**, then click **Continue**. See Figure 3.

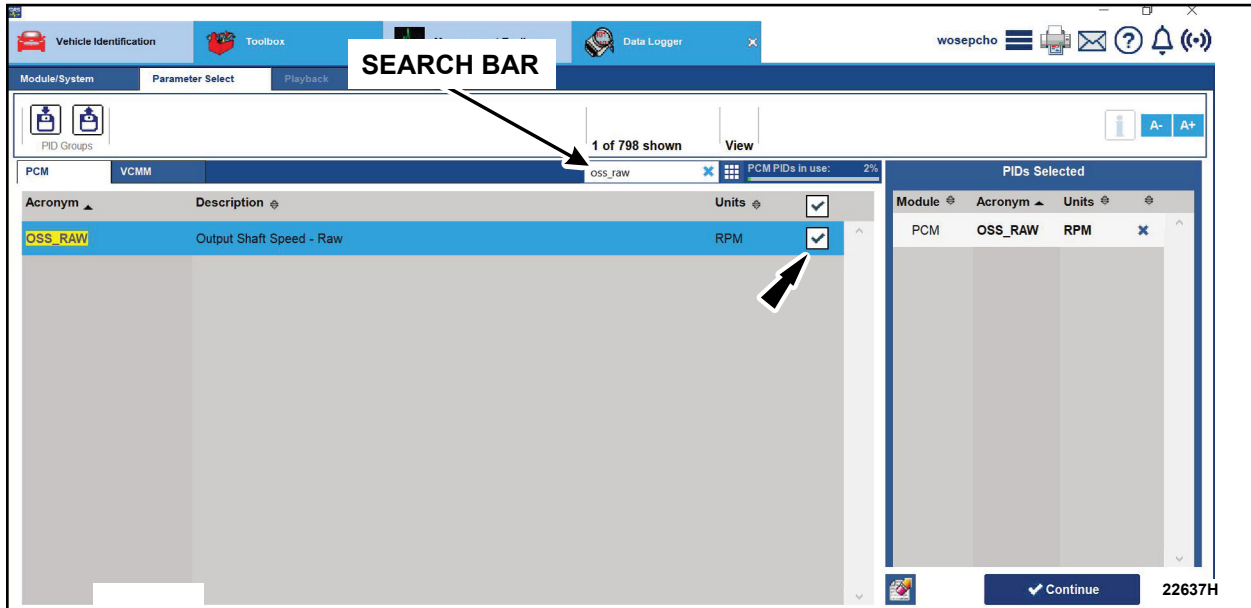


FIGURE 3

17. Select the **Settings** icon. See Figure 4.

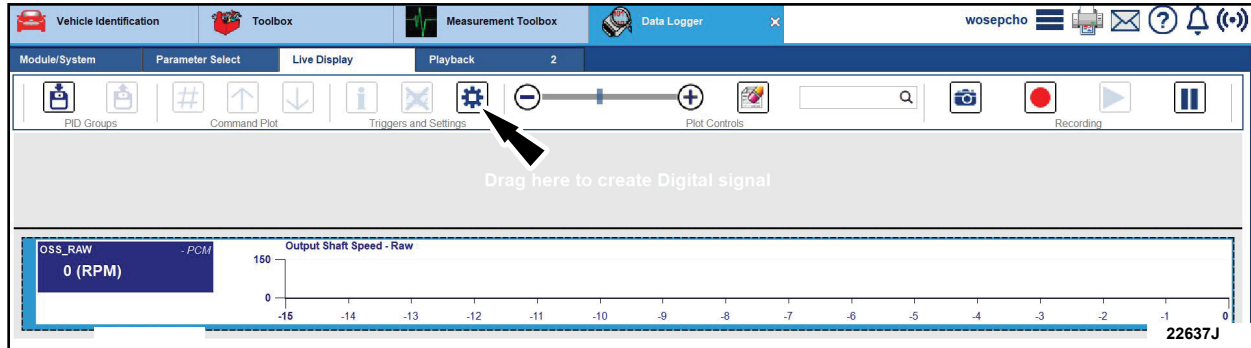
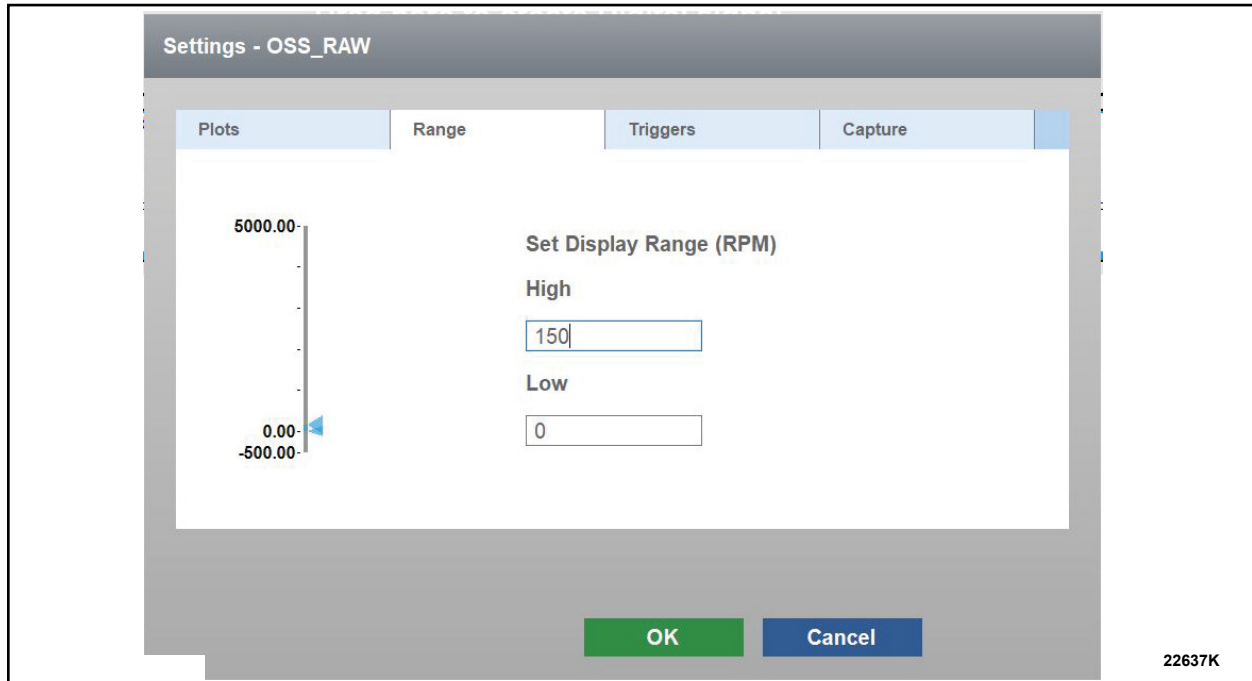


FIGURE 4



18. Select the **Range** tab.

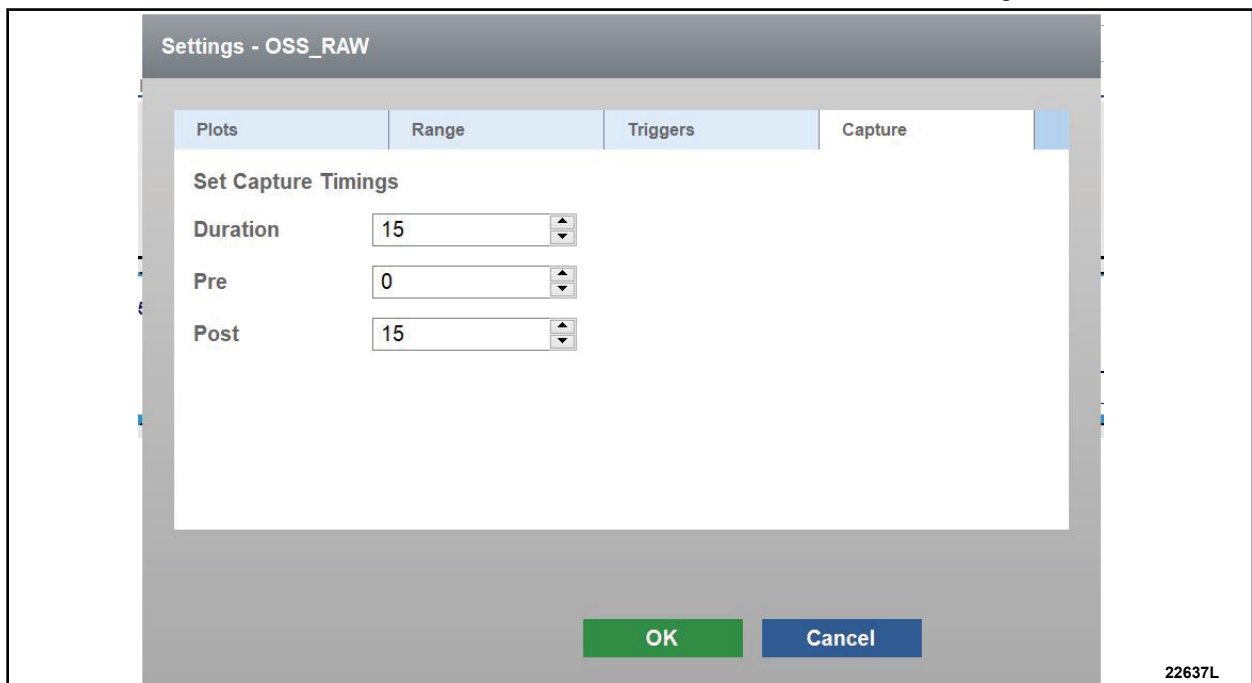
19. Rescale the Set Display Range (RPM) to a High of 150 and a Low of 0. See Figure 5.



**FIGURE 5**

20. Select the **Capture** tab.

21. Make sure the Duration is set to 15, with Pre set to 0 and Post set to 15. See Figure 6.

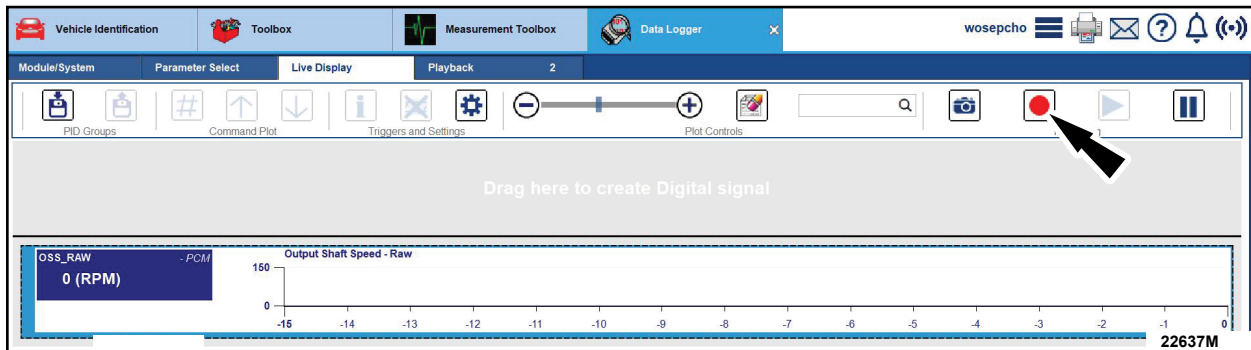


**FIGURE 6**



22. Click **OK**.

23. Click **Record**. See Figure 7.



**FIGURE 7**

24. Drive the vehicle forward until it has reached 5 mph (8 km/h).

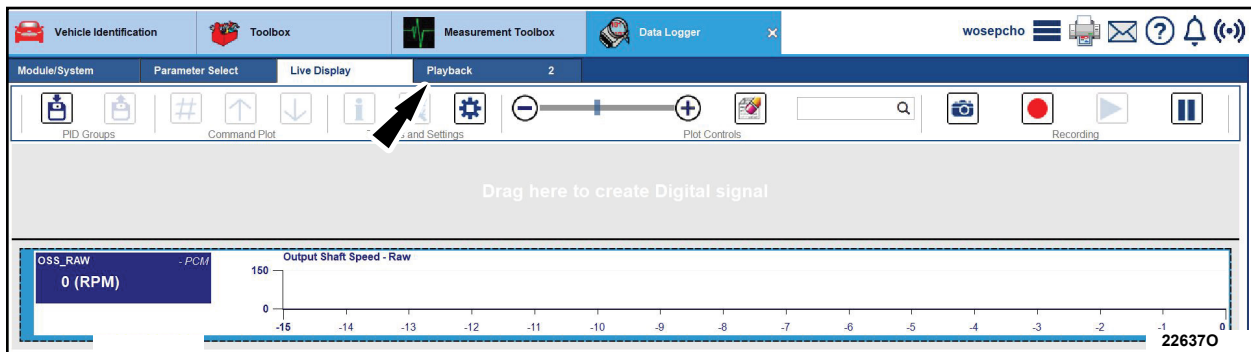
25. Remove foot from accelerator pedal and rapidly shift the transmission selector directly into park (P).

**NOTE:** Do NOT apply the brake pedal unless needed to avoid a hazard.

26. Let the vehicle coast until it comes to a complete stop. As speed decreases, you should hear a ratcheting noise from the park pawl. This is normal.

**NOTE:** If the brakes were applied at any point to slow the vehicle, repeat the test (steps 24-26).

27. Select the **Playback** tab. See Figure 8.



**FIGURE 8**



28. Place the cursor over the last non-zero value of the output speed chart and left mouse click on it. The RPM value should now be displayed to the left of the graph. See Figure 9.

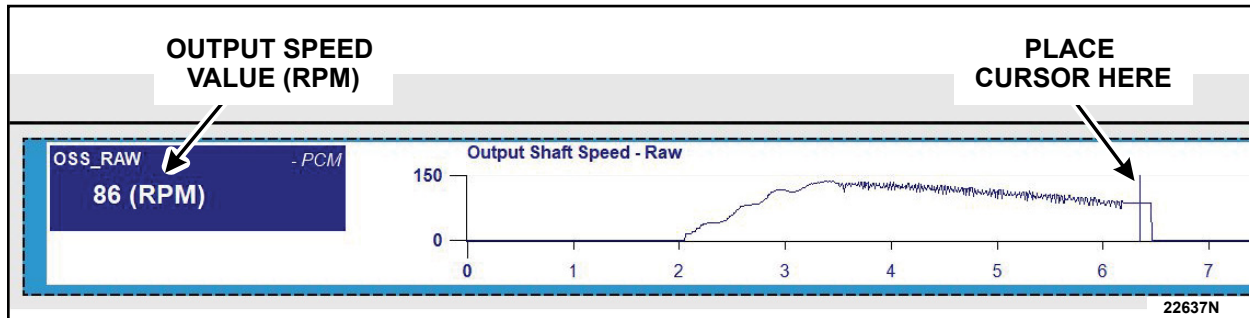


FIGURE 9

29. Using either the Snipping Tool or pressing the prt sc button on the keyboard, capture and save a screenshot of the entire graph, including the Output Speed Value.

**NOTE:** Photos taken for Special Service Support Center (SSSC) submission need to have proper lighting and be clear to allow decision for parts replacement. Photos that are blurry or that are too dark may be rejected.

30. Perform the test a second time. Repeat steps 23-29.

**NOTE:** This test applies near maximum loading into park system. The purpose of the second test is for confirmation of correct test implementation and repeatability of correct system function.

31. Did the output speed decrease in a step change from a speed of 65 rpm or above down to 0 rpm in BOTH tests? See Figures 10 through 12.

Yes – Passes inspection. Reinstall fuse number 28 back into the fuse box and continue Step 32.

No – Does not pass inspection. Reinstall fuse number 28 back into the fuse box, then check and clear codes. Submit both screenshots to SSSC for further repair approval.

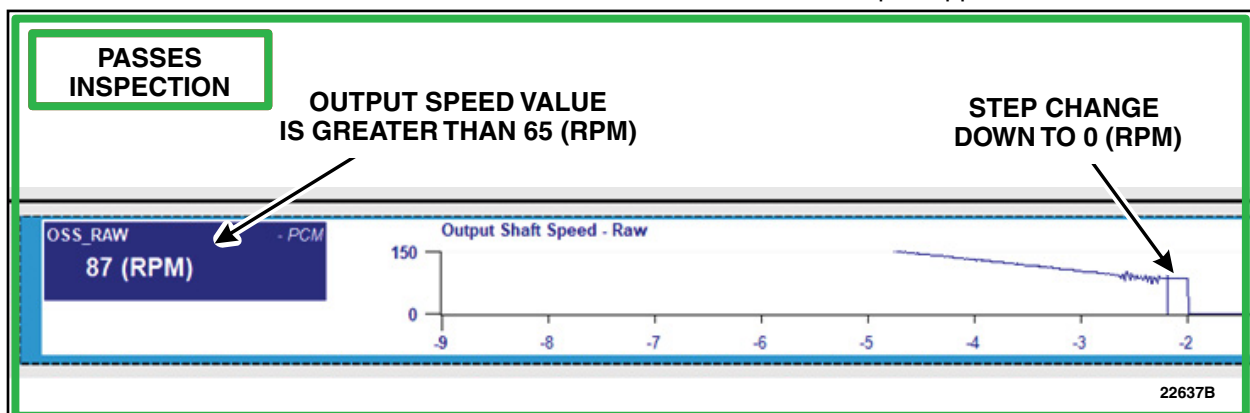
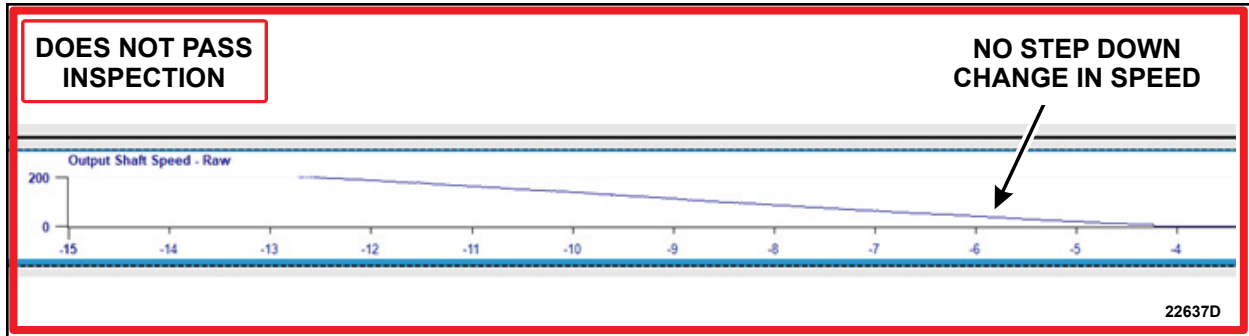


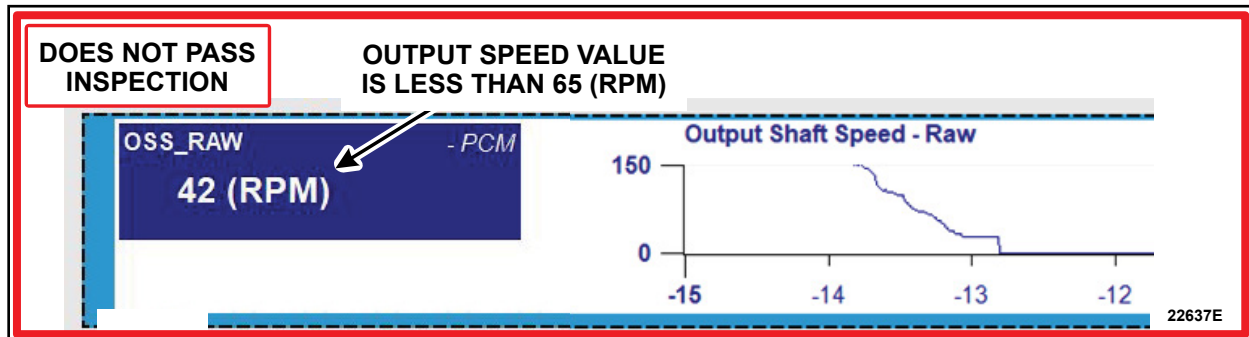
FIGURE 10







**FIGURE 11**



**FIGURE 12**

32. Check codes. Is the p07e4 code present?

Yes - Does not pass inspection. Contact SSSC for further repair approval.

No - Passes inspection. Clear codes. This recall is complete.



## CERTAIN 2020-2022 MODEL YEAR EXPLORER VEHICLES EQUIPPED WITH 2.3L ENGINES AND 10R60 TRANSMISSION — PARK SYSTEM REPLACEMENT

### SERVICE PROCEDURE

**NOTE:** It will be required to obtain photo submission approval by the Special Service Support Center (SSSC) before completing this procedure.

1. Remove the transmission. Please follow Workshop Manual (WSM) Procedures in Section 307-01A.
2. Disassemble the transmission to replace the output shaft and planetary carrier No. 4 assembly, park pawl and park actuator rod. Refer to WSM, Section 307-01A - Overhaul.

**NOTE:** Only the following steps are necessary to perform this repair.

- a. Remove the torque converter.
- b. Remove the transmission fluid pan.
- c. Remove the park override lever.
- d. Disconnect and remove the intermediate speed sensor A (ISSA).
- e. Disconnect and remove the output shaft speed (OSS) sensor.  
**NOTE:** Make sure to clean all metallic debris from sensor.
- f. Disconnect the transmission range (TR) sensor.
- g. Remove the transmission fluid pump.
- h. If equipped (RWD), remove the output shaft flange nut and the output shaft flange.
- i. Using a punch, remove and discard the manual shaft-to-TR sensor roll pin.
- j. Remove the manual shaft, the TR sensor and the park pawl actuator rod. Discard the park pawl actuator rod.
- k. Remove the front support assembly.
- l. Remove the clutch and planetary assembly.
- m. Remove and discard the output shaft and planetary carrier No. 4 assembly.
- n. Remove and discard the output shaft seals.
- o. Remove and discard the park pawl.

3. Reassemble the transmission by reversing the disassembly procedure. Please follow WSM procedures in Section 307-01 - Overhaul.

- Perform the T3 selective shim measurement to calculate the correct shim thickness needed.

4. Install the transmission. Please follow WSM procedures in Section 307-01A.



**Ford Motor Company**  
**Recall Reimbursement Plan for 23S05**

*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 the dealers.*

*Regarding the specific reimbursement plan for Recall # 23S05, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before April 14, 2023. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, 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)

Under the requirements outlined in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting the required information about 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 according 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 before 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 before 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's 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 from 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's 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 the 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 according to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.