



Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

March 30, 2023

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 23C02
Certain 2023 Model Year Transit
Wiring Harness Missing Jumper Loop**

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2023	Kansas City	November 2, 2022 through January 28, 2023

US population of affected vehicles is 4,809. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

For certain 2023 Model year Transit vehicles, Ford shipped a Special Service Kit that contains an auxiliary wiring harness for upfit or alterations. If the auxiliary wire harness is installed into the vehicle, including chassis cab units and vans, the HVAC system will not function as required by Federal Motor Vehicle Safety Standard (FMVSS) No.103 Windshield Defrosting and Defogging Systems, due to incorrect wiring in the auxiliary wiring harness connector. Loss of the ability to control the defrost or defog function may decrease the driver's visibility under certain driving conditions, increasing the risk of a crash.

SERVICE ACTION

Dealers are to repair the auxiliary wiring harness so the HVAC system will function as required by FMVSS No. 103. This service must be performed on all affected vehicles at no charge to the vehicle owner. If the upfitter chooses to repair the auxiliary wiring harness on their own, a letter of Attestation is included as an attachment for their completion to close out this recall. Once the letter has been returned to the dealer, the dealer should create an SSSC general contact and attach the signed attestation letter. (This can be one letter with multiple VINs or just one VIN).

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 11, 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
Attachment IV: Self Attestation for Upfitters
Owner Notification Letters

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, flowing style.

Stacy L. Balzer

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MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

OASIS ACTIVATION

OASIS will be activated on March 30, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> March 30, 2023. Owner names and addresses will be available by April 11, 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.

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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 repairing the auxiliary wiring harness so the HVAC system will function as required by FMVSS No. 103.

RENTAL VEHICLES

- Rental vehicles are not approved for this program.

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.

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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 (23C02) 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 23C02 - 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.
- **Mobile Repair:** Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
- **Provision for Locally Obtained Supplies:** Includes Electrical Tape, Motorcraft Uninsulated Butt Connectors (22-16 AWG), Motorcraft Dual Wall, Adhesive-Lined Heat Shrinkable Tubing (22-18 AWG) and mobile repair supplies (electrical tape and a clean lint free shop towel). Submit on the same line as the repair.
 - Program Code: 23C02
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$10.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Check HVAC Operation – If Pass – No Special Service Kit auxiliary harness is available in vehicle – Close Recall	23C02A	0.3 Hours
Check HVAC Operation – If Pass – Special Service Kit auxiliary harness is available with vehicle. Modify Special Service Kit harness by creating a Jumper using current wires from Special Service Kit harness – Do not install harness	23C02B	0.8 Hours
Check HVAC Operation – If does not pass and Special Service Kit harness is already installed, take harness connector out of glove box area, create jumper using current wires from harness. Plug in harness connector behind glove box.	23C02C	1.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

Obtain the parts below locally:

Part Number	Description	Quantity Needed
Obtain Locally	Electrical Tape Motorcraft Uninsulated Butt Connectors (22-16 AWG) Motorcraft Dual Wall, Adhesive-Lined Heat Shrinkable Tubing (22-18 AWG)	As Required - Claim as Misc. Other

CERTAIN 2023 MODEL YEAR TRANSIT VEHICLES — WIRING HARNESS MISSING JUMPER LOOP

SERVICE PROCEDURE

Unique Tool List:

Tape Measure / Ruler	22-18 AWG Dual Wall Heat Shrink Tubing
Wire Cutter	22-16 Gauge Butt Connectors
Wire Stripper	Paint Pen
Heat Gun	Seam Ripper
Electrical Tape	

1. Check the front HVAC defrost operation. Start the vehicle and let it run for five (5) minutes. Set the climate control to the max defrost position. Using your hands, feel for airflow from the instrument panel front windshield defroster vents. Can forced air be felt coming from the front windshield defroster vents?

Yes - Proceed to Step 2.

No - Proceed to Step 23.

2. Locate the loose item kit (shipped from factory) and remove the auxiliary climate control upfitter harness. See Figure 1. Was the auxiliary climate control upfitter harness found within the vehicle?

Yes - Proceed to Step 3.

No - No further action required. Repair complete.

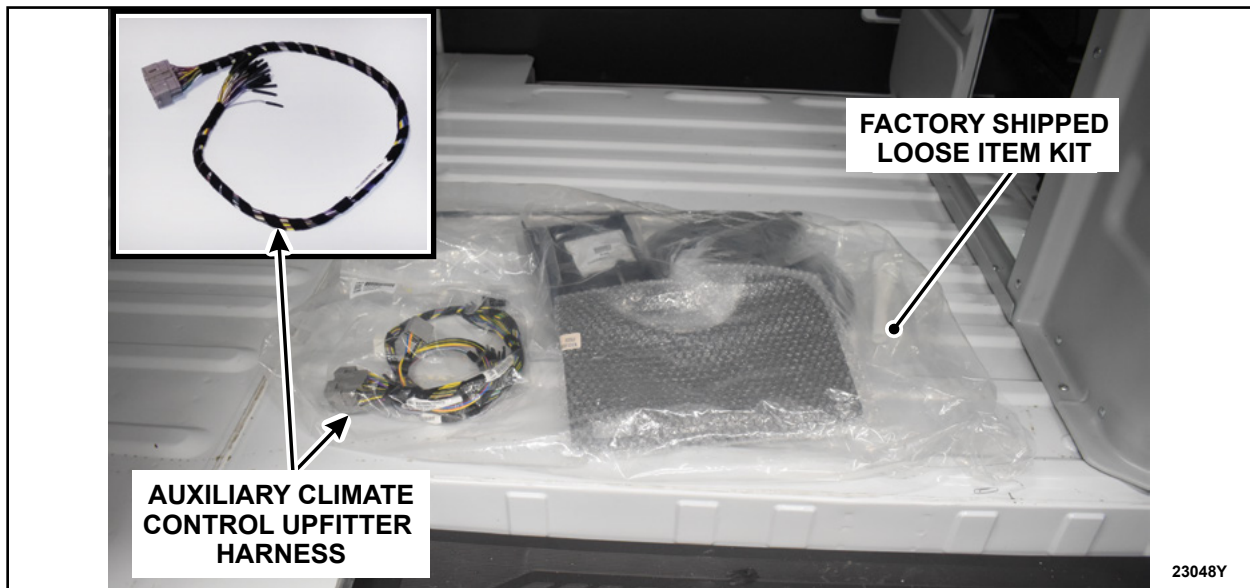


FIGURE 1



3. Locate pin terminal numbers 25, 26, 37 and 38 from within the auxiliary climate control upfitter harness connector as shown in Figures 2 and 3.

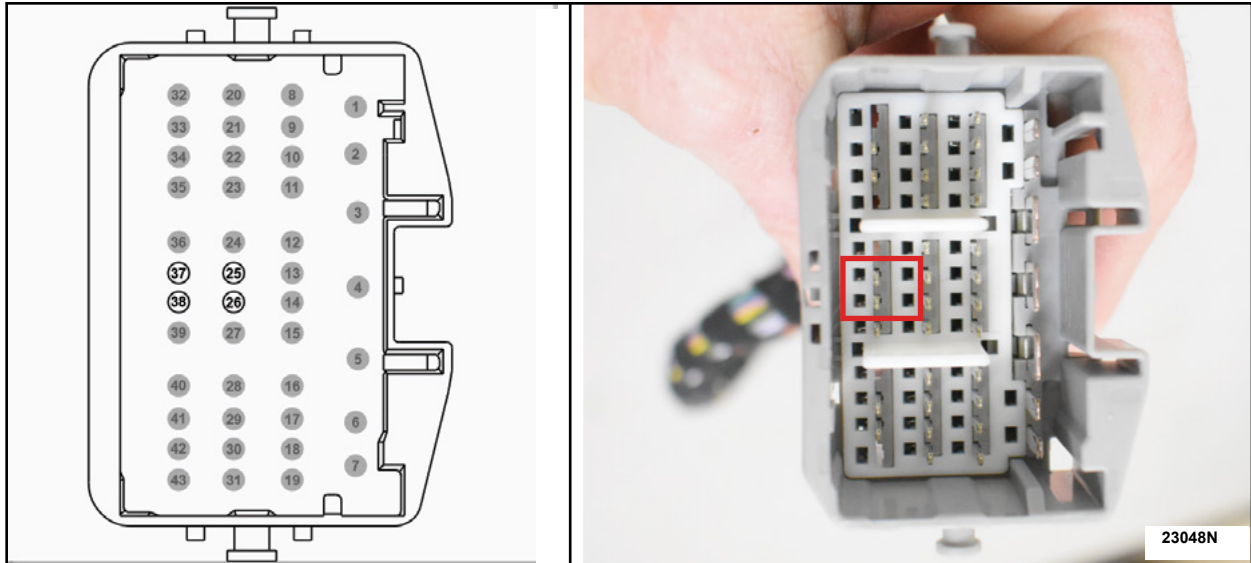


FIGURE 2

NOTE: Terminals and wires removed for clarity.

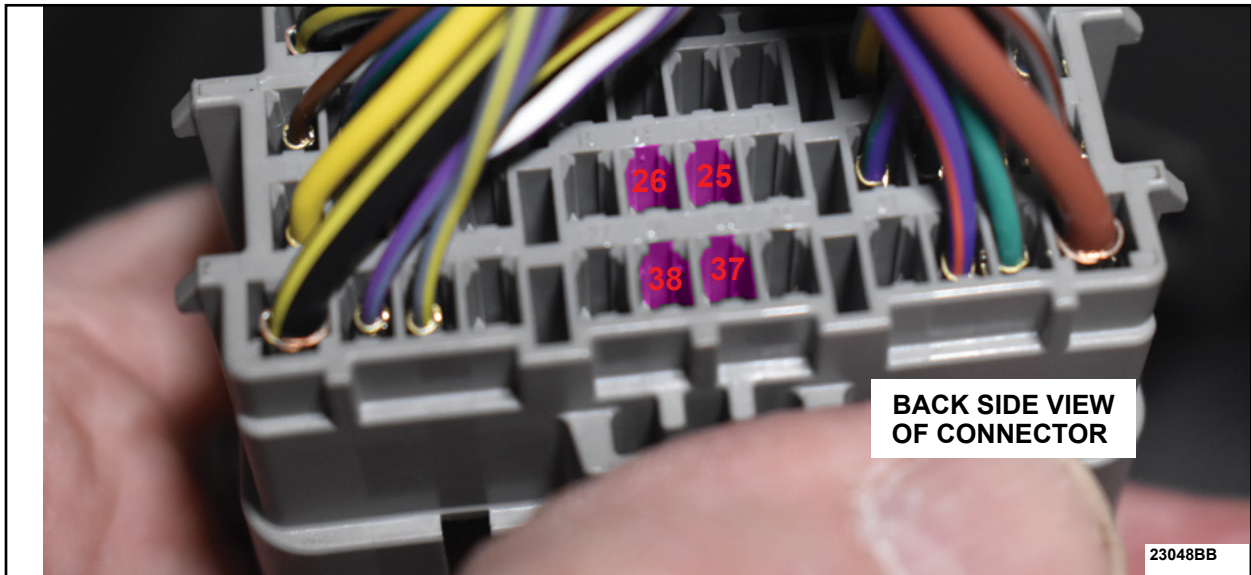


FIGURE 3



4. Measure 9 in (229 mm) from the connector and mark the location of how far to open the harness in the next Step. See Figure 4.

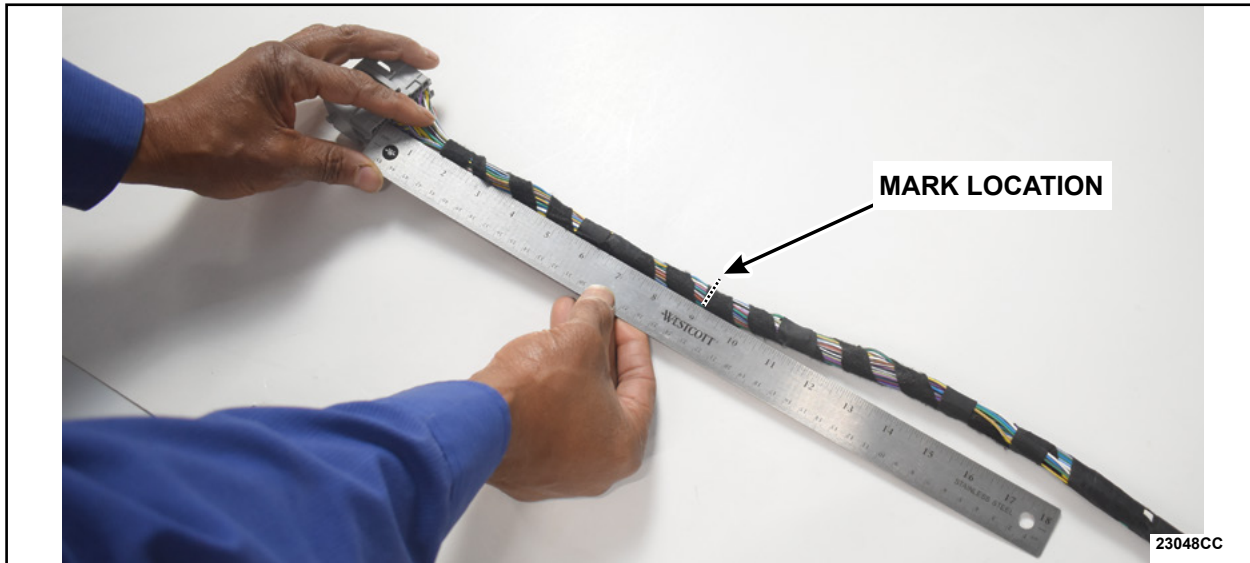


FIGURE 4

5. Using a seam ripper or similar tool, cut the harness tape up to the location mark made in the previous Step. See Figure 5.

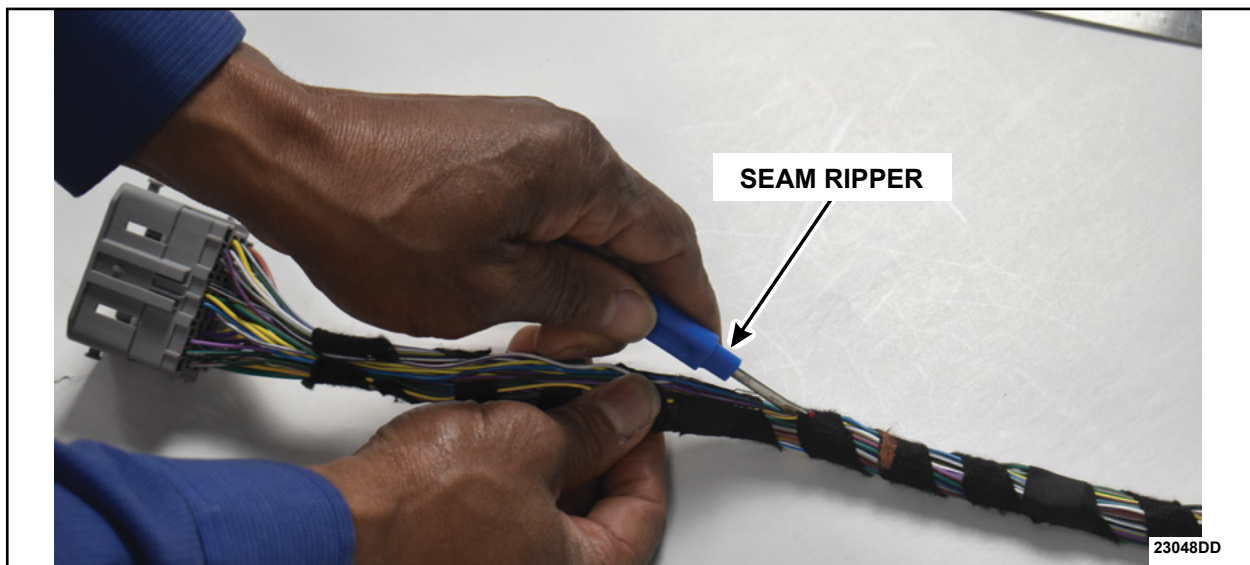


FIGURE 5



6. Open up the portion of the harness where the tape was cut. Locate the four (4) wires coming from terminal cavities 25, 26, 37 and 38. See Figures 3 and 6.

NOTE: The color of the wires will not be consistent. Make sure to locate the specific terminal cavities.

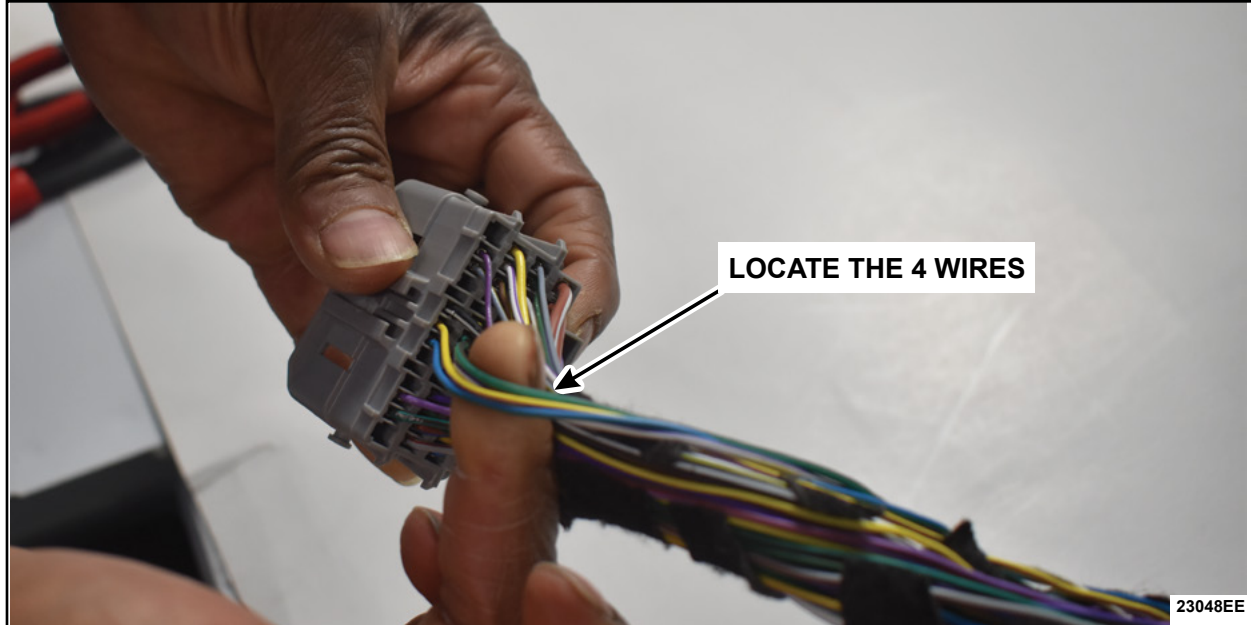


FIGURE 6

7. Starting at the connector end, measure 7 in (178 mm) down all four (4) wires and mark the location. See Figure 7.

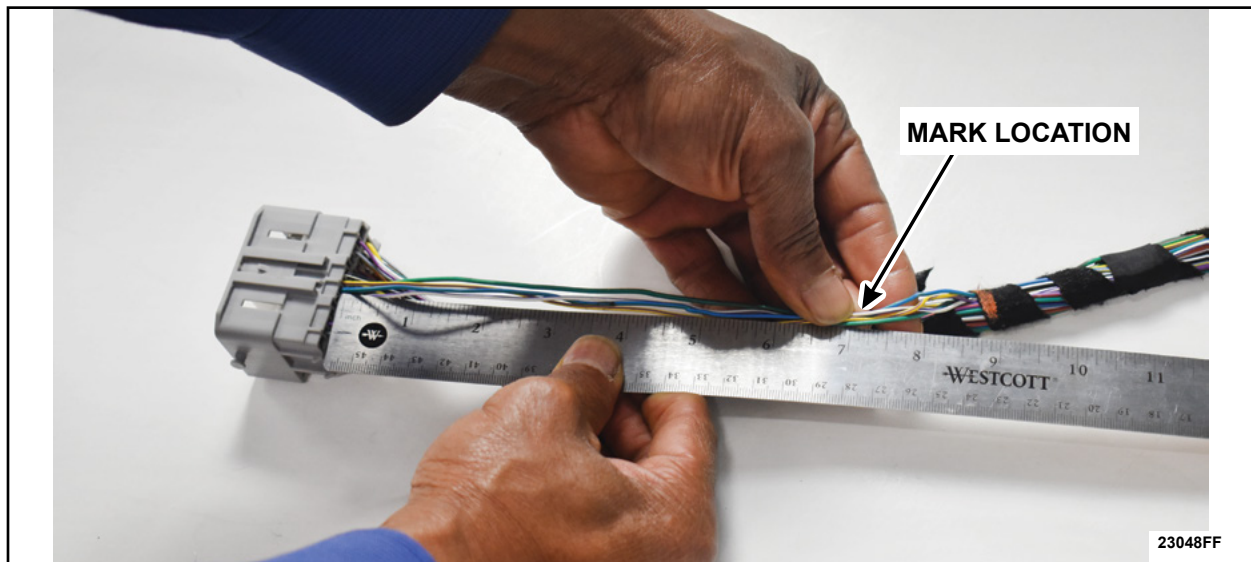


FIGURE 7



8. Cut all four (4) wires at their marked location. See Figure 8.

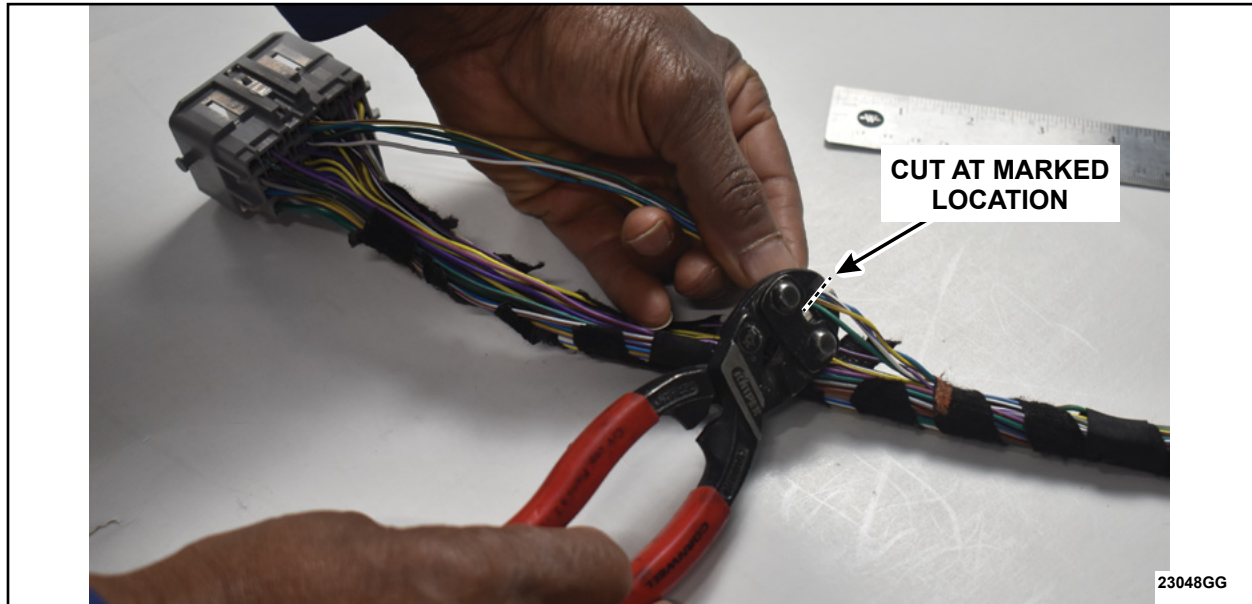


FIGURE 8

9. Apply a dual wall heat shrink tube over the ends of all four (4) wires, that will remain in the harness, and pinch off the ends. See Figure 9.

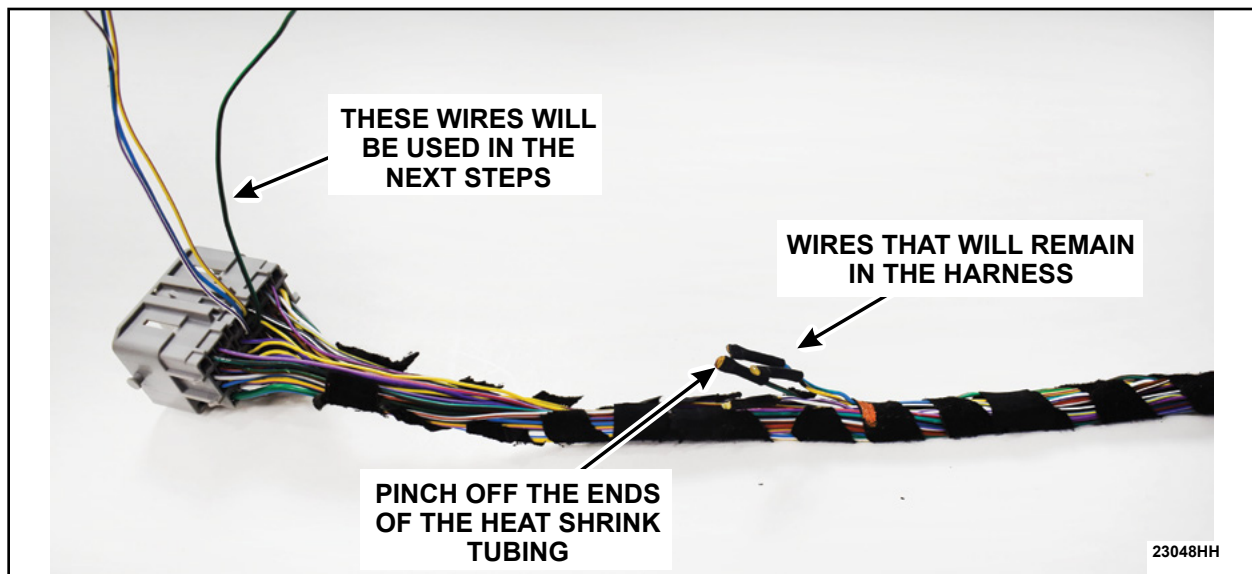


FIGURE 9



10. Using electrical tape, tape the four (4) wires, that the heat shrink tubes were just applied, to the harness as shown in Figure 10.

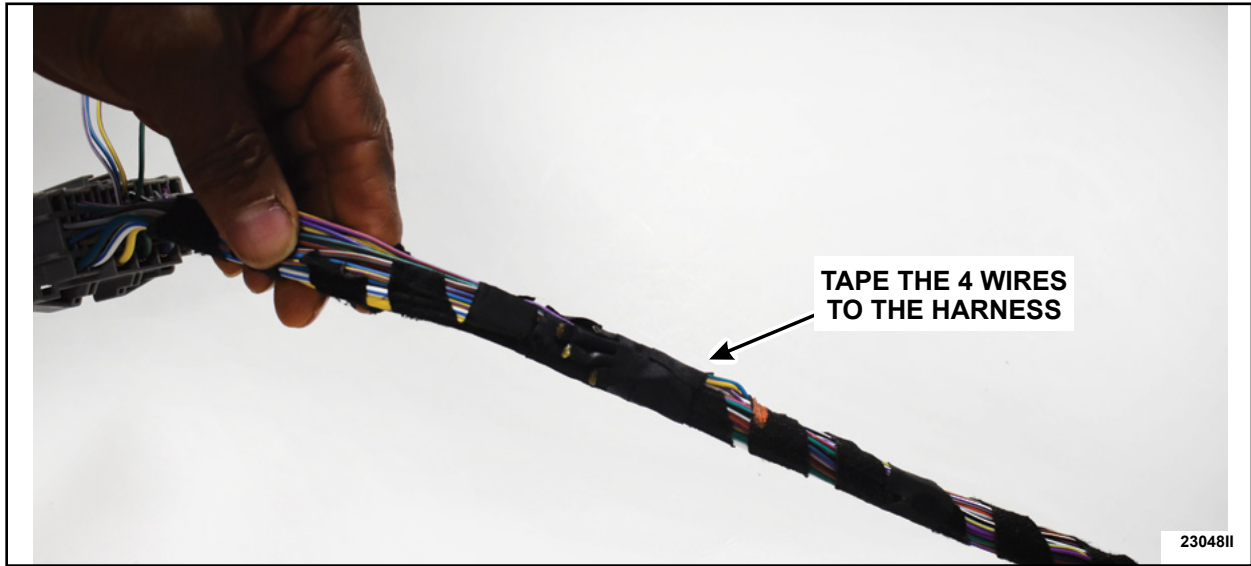


FIGURE 10



NOTE: The following Steps will create a twisted pair of communication wires.

11. Strip back .5 in (13 mm) of wire insulation from the ends of the 4 wires that are left going back into the harness connector.
12. Measure 2 in (50 mm) from the connector up the wires located in cavities 25 and 37 and apply electrical tape. See Figure 11. See Figure 12 for terminal cavity locations.

NOTE: Make sure the wires between the connector body and the tape installed are not twisted and no tension is being applied on the connector terminals.

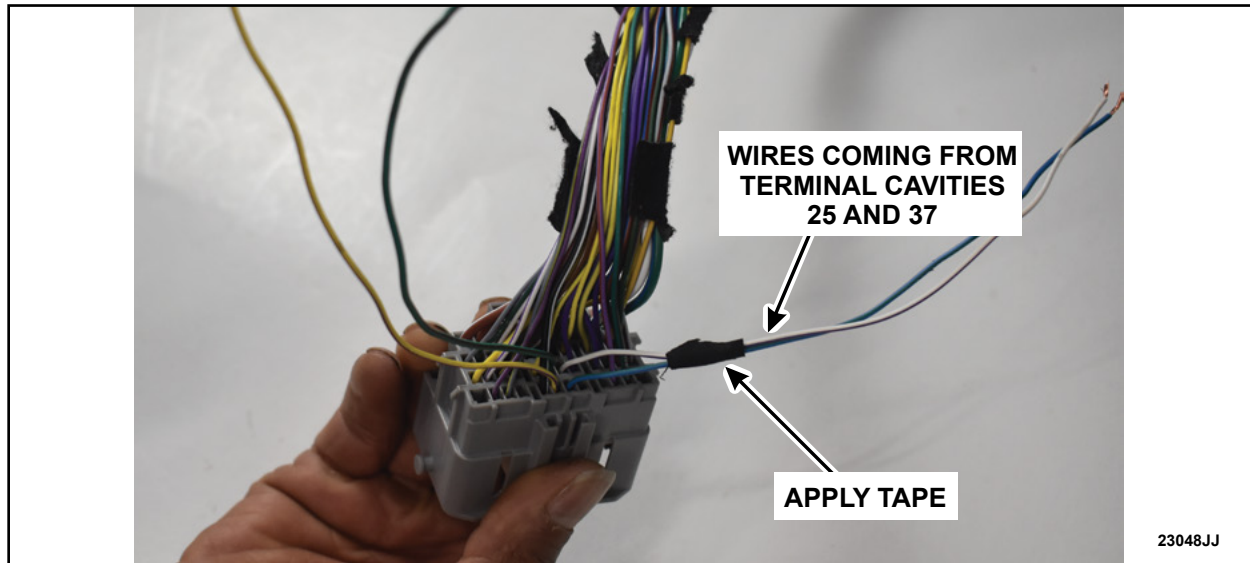


FIGURE 11

NOTE: Terminals and wires removed for clearer terminal cavity locations.

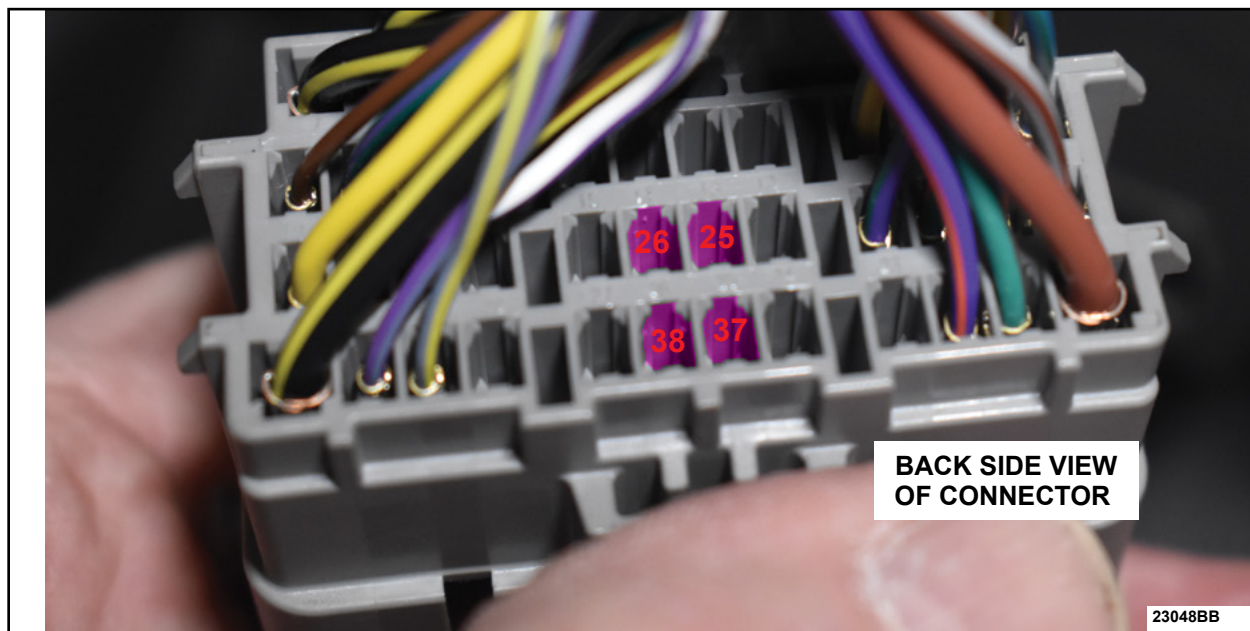


FIGURE 12



13. Measure 2 in (50 mm) up from the first piece of electrical tape applied and apply another piece of electrical tape. Holding the lower piece of electrical tape twist the pair of wires four (4) times. See Figure 13.

NOTE: Make sure to hold the piece of electrical tape closest to the connector when twisting the wires and that there are at least four (4) twists, within the 2 in (50 mm) measured, between the two (2) pieces of electrical tape that were applied.

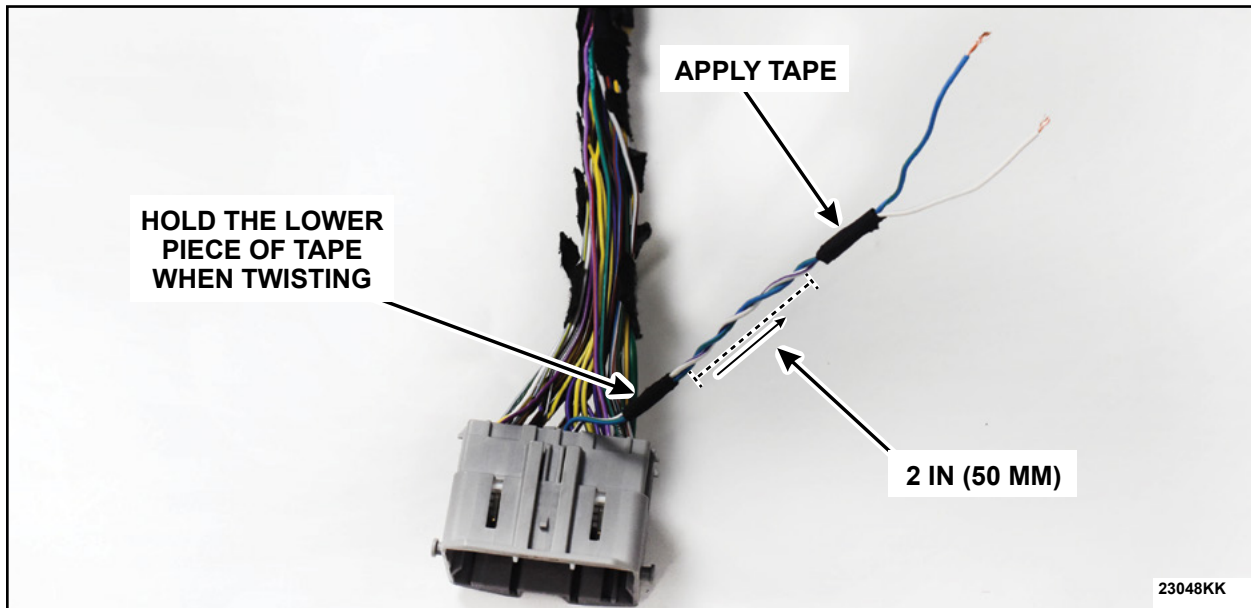


FIGURE 13

14. Repeat Steps 12 and 13 to the other two wires from cavities 26 and 38. See Figures 12 and 14.

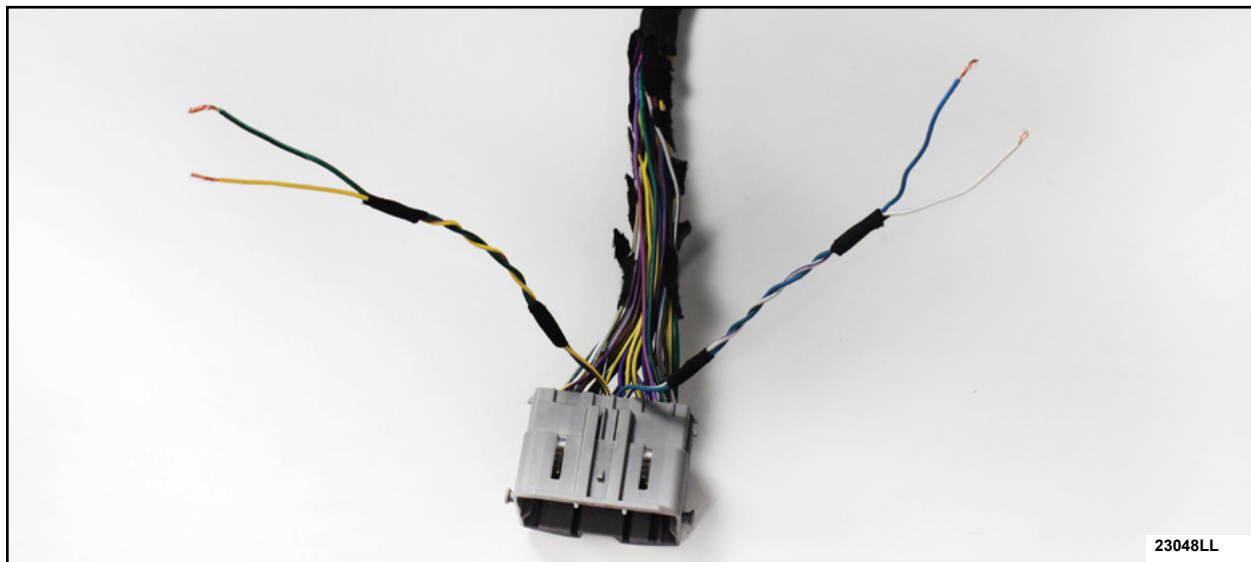


FIGURE 14



15. Twist together wires from cavities 25 and 26 and install a butt connector over the connection and crimp the wires. See Figures 15 and 16.
16. Twist together wires from cavities 37 and 38 and install a butt connector over the connection and crimp the wires. See Figures 15 and 16.

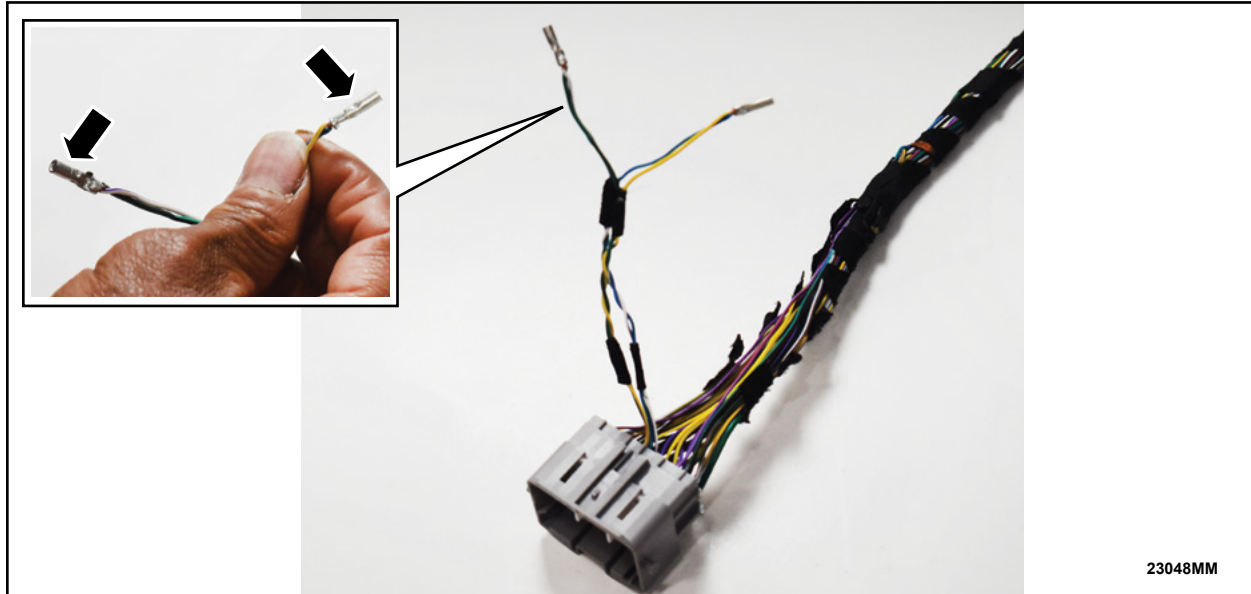


FIGURE 15

NOTE: Terminals and wires removed for clearer terminal cavity locations.

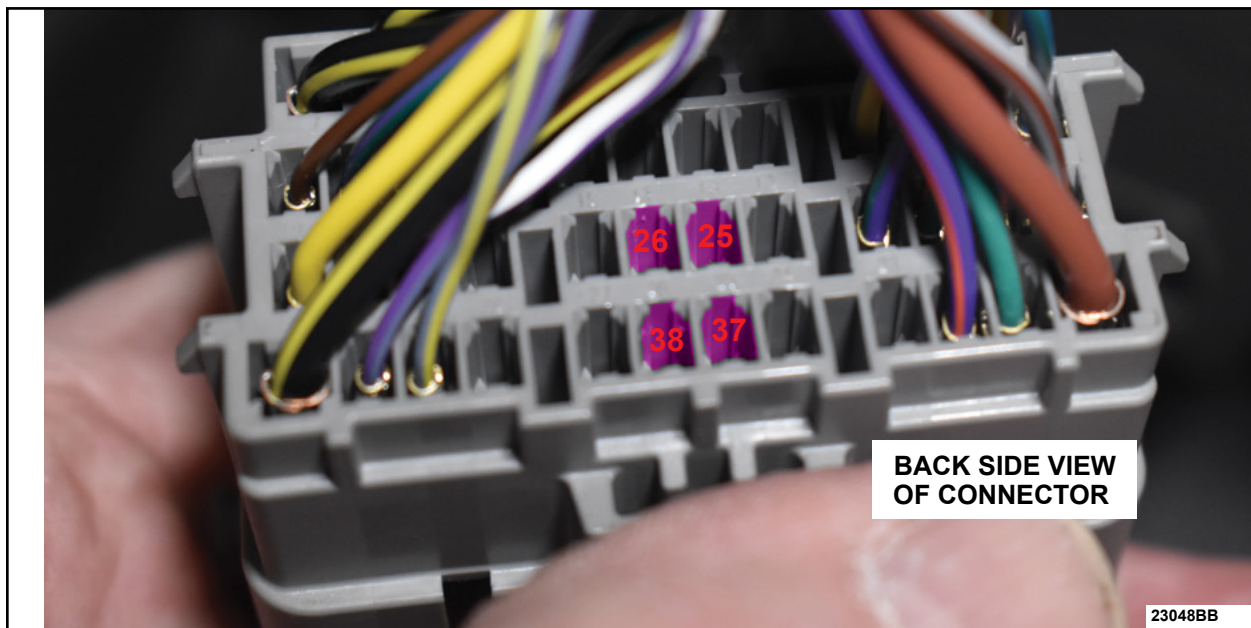


FIGURE 16



17. Install a dual wall heat shrink tube over both butt connectors and heat tube and pinch off the ends as shown in Figure 17.

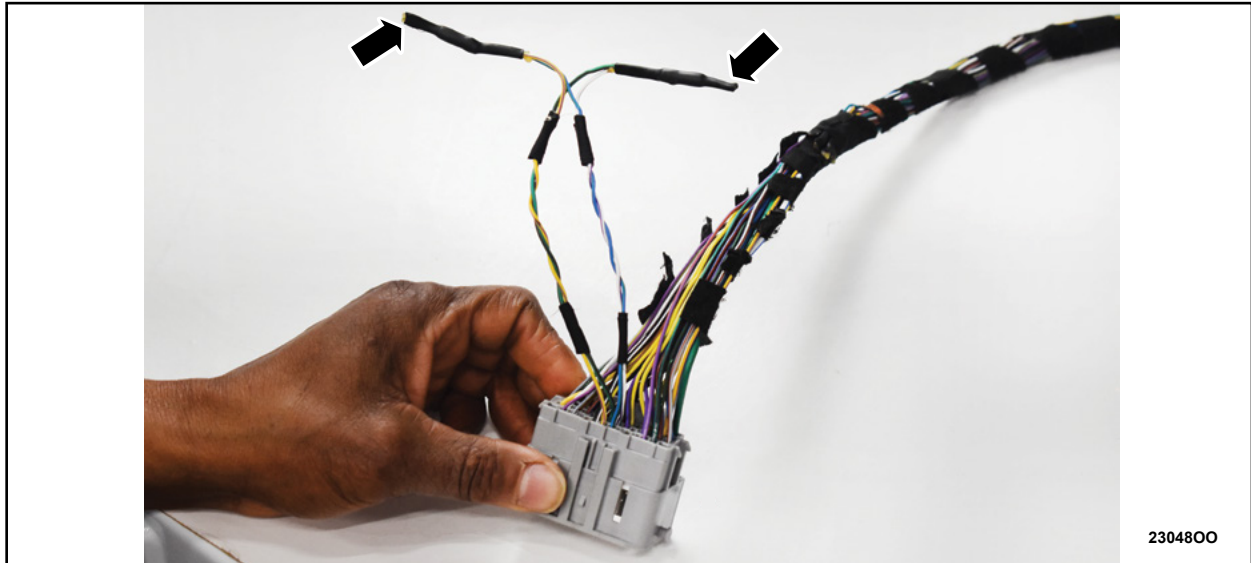


FIGURE 17

18. Using electrical tape, secure both sets of crimped wires to the circuits just created, as shown in Figure 18.

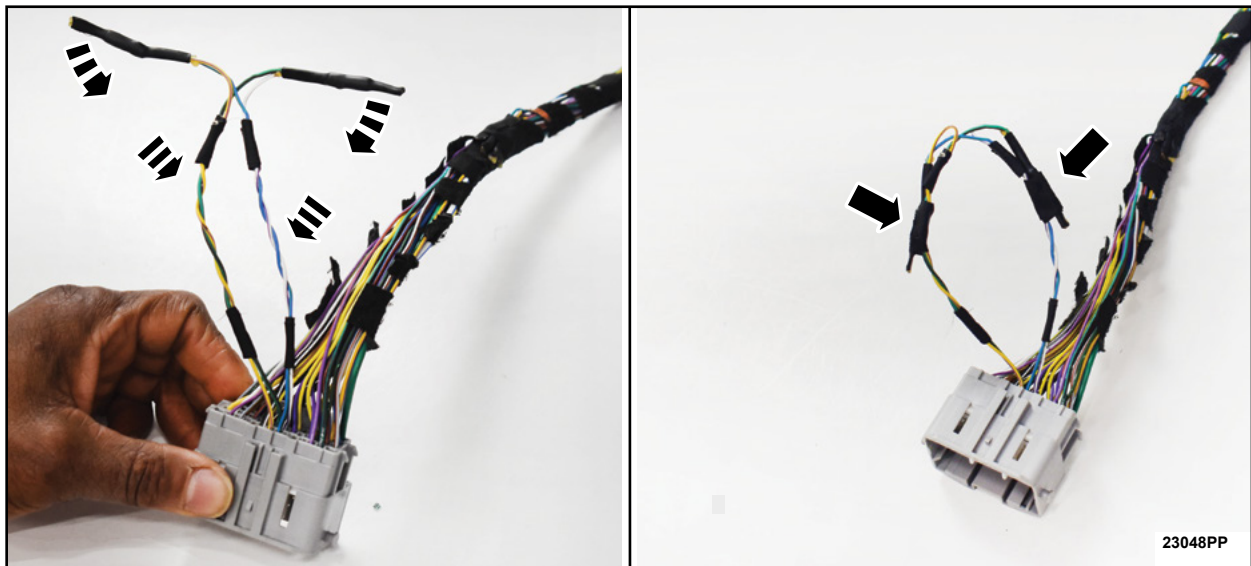


FIGURE 18



19. Remove any excess electrical tape from the harness that was left behind when opening up the harness.
20. Lay the twisted pair of wires along the wiring harness and tape the harness back up, including the twisted pair of wires. See Figure 19.

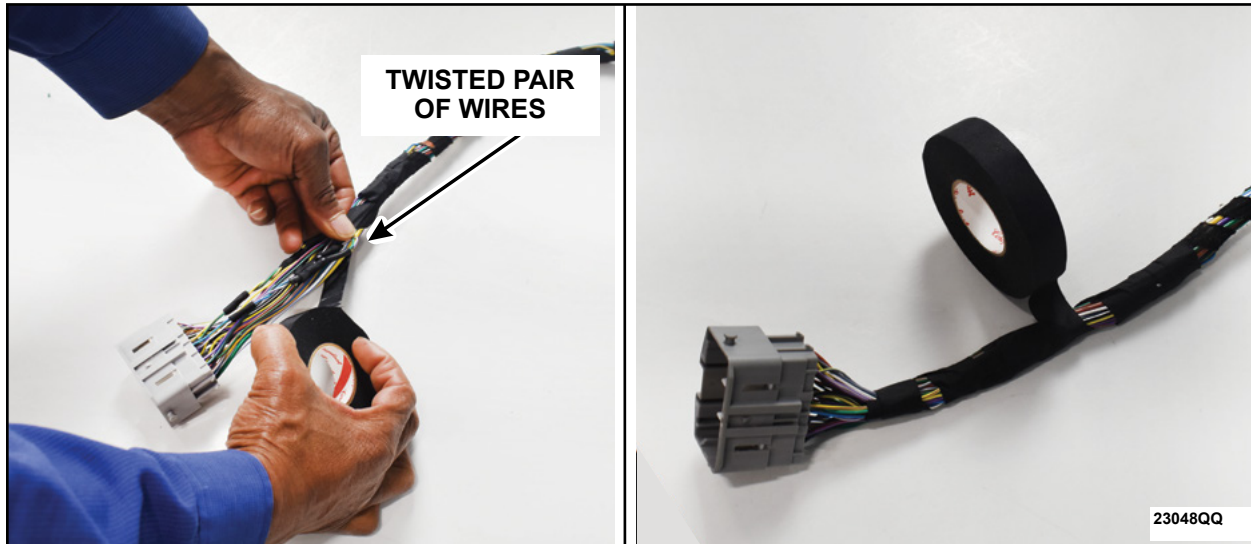


FIGURE 19

21. Install the auxiliary climate control upfitter harness back into the loose item kit and put the kit back in the vehicle. See Figure 20.



FIGURE 20

22. Repair complete.



FOR VEHICLES WITH INOPERATIVE DEFROSTER

23. Release the clips and remove the finish panel and the cup holder. See Figure 21.

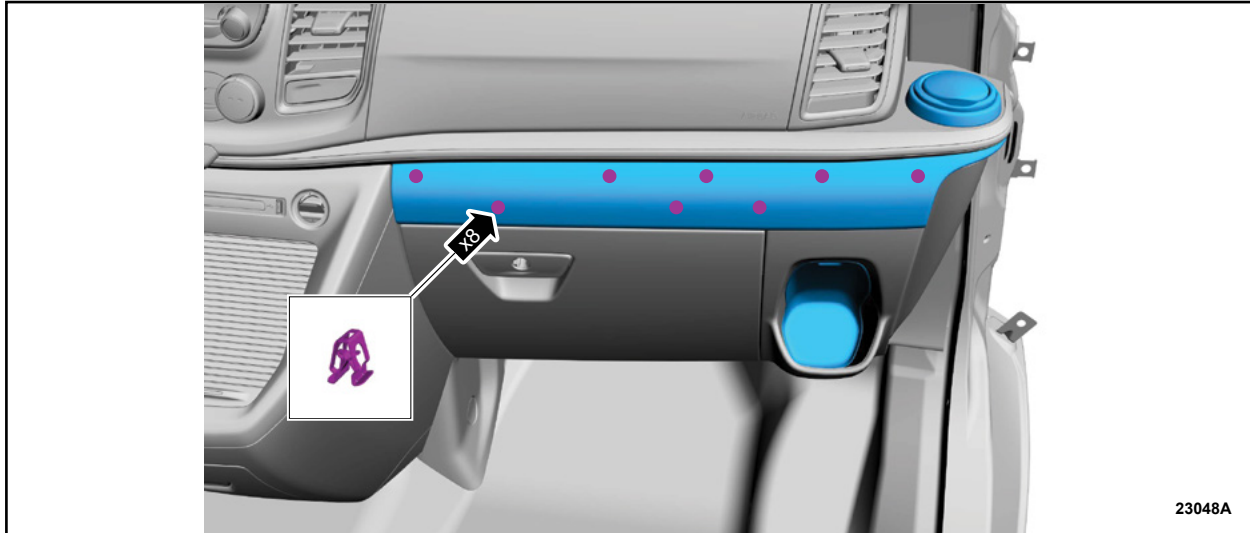


FIGURE 21

24. Remove the bolts from the right hand (RH) trim panel. See Figure 22.

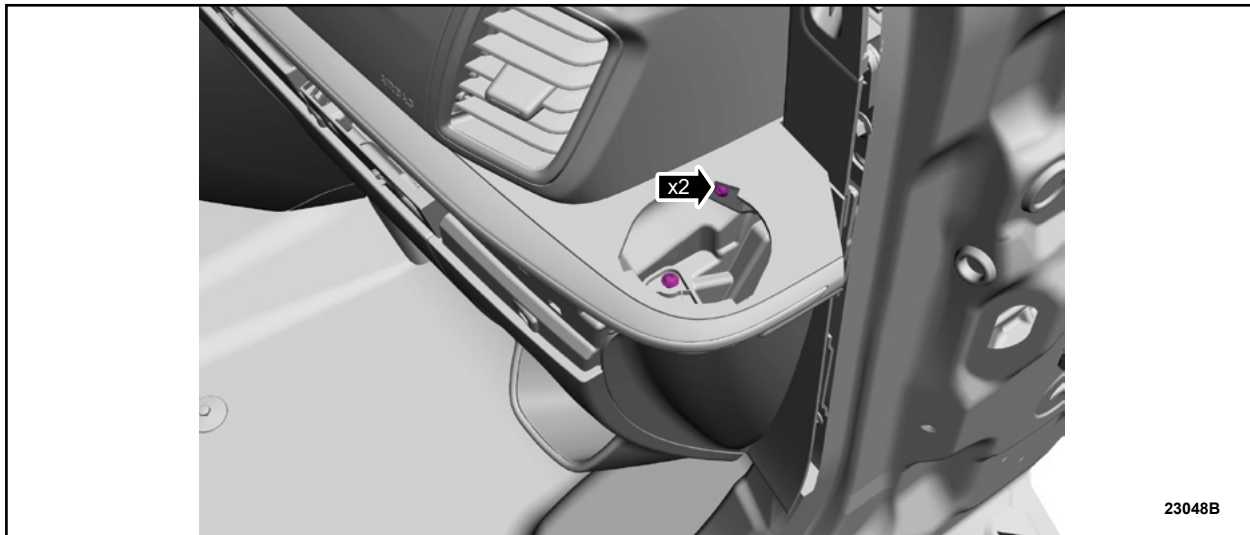


FIGURE 22



25. Remove the cover from the RH trim panel as shown in Figure 23.



FIGURE 23

26. Remove the bolts and the RH trim panel. See Figure 24.



FIGURE 24

27. Lower the glove box door.



28. Locate connector C2237 as shown in Figure 25.

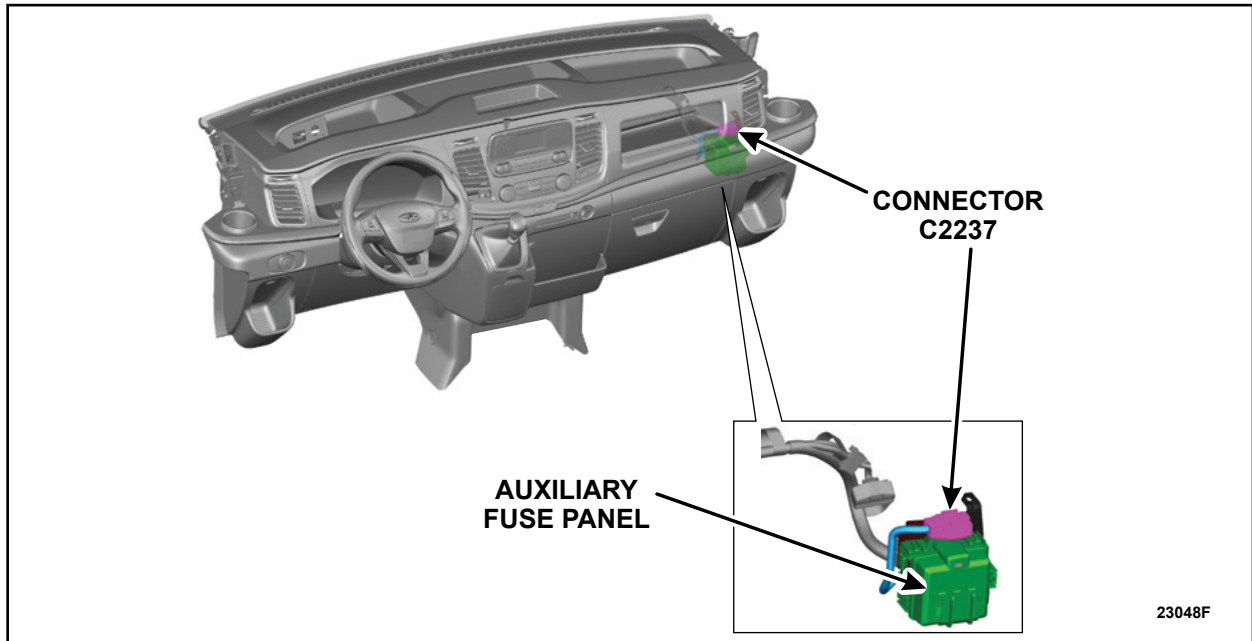


FIGURE 25

29. Release connector C2237 from the retaining slot on the auxiliary fuse panel and position the auxiliary climate control upfitter harness downward. See Figure 26.

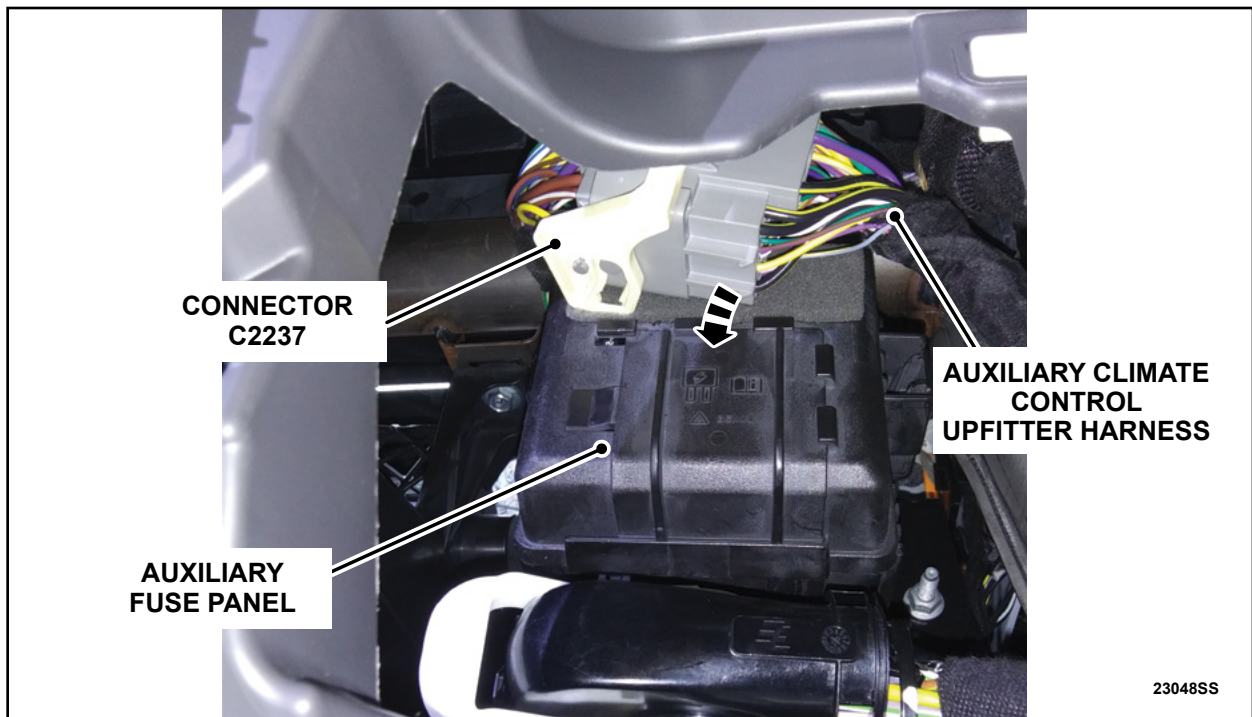


FIGURE 26



30. Disconnect and lower the auxiliary climate control upfitter harness down far enough to gain access to approximately 12 in (305 mm) of the harness. See Figure 27.

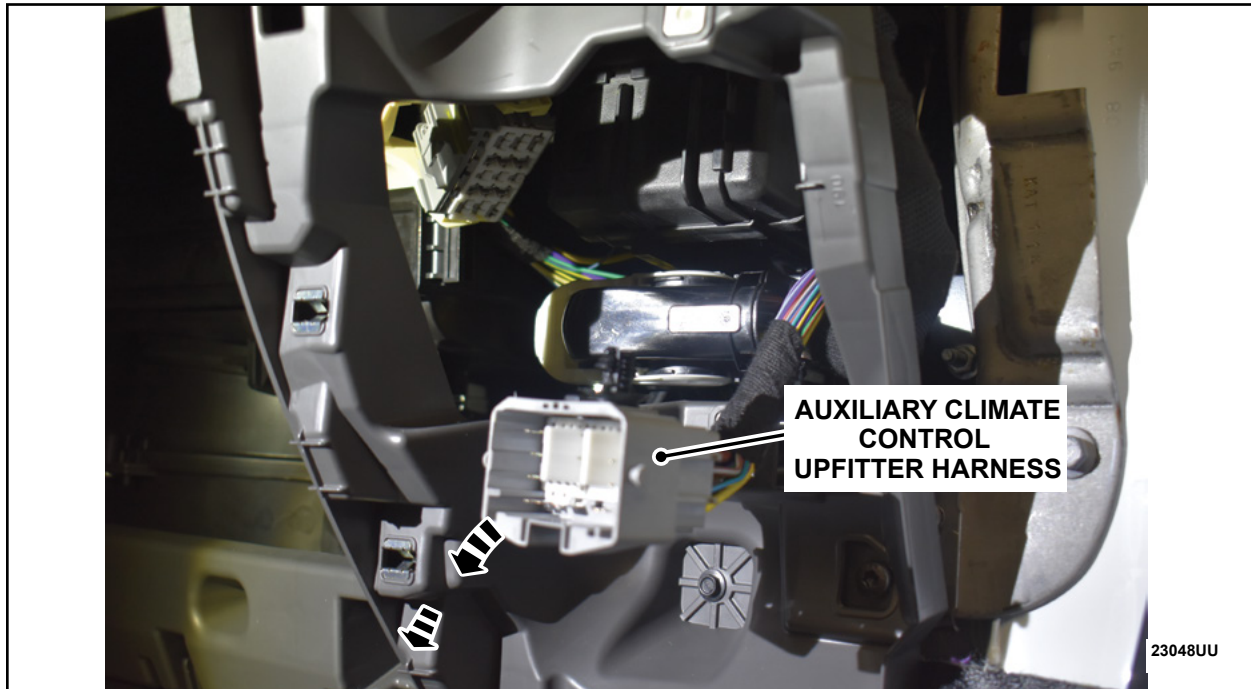


FIGURE 27

31. Perform Steps 3 through 20 on the auxiliary climate control upfitter harness. Then, proceed to Step 32.



32. Route the auxiliary climate control upfitter harness back into position. Connect the harness back to connector C2237 and secure the locking latch. Then re-attach the harness to the slot on the auxiliary fuse panel. See Figure 28.

NOTE: Make sure the harness is still routed towards the firewall, making sure that it will not come into contact with any moving components or sharp edges.

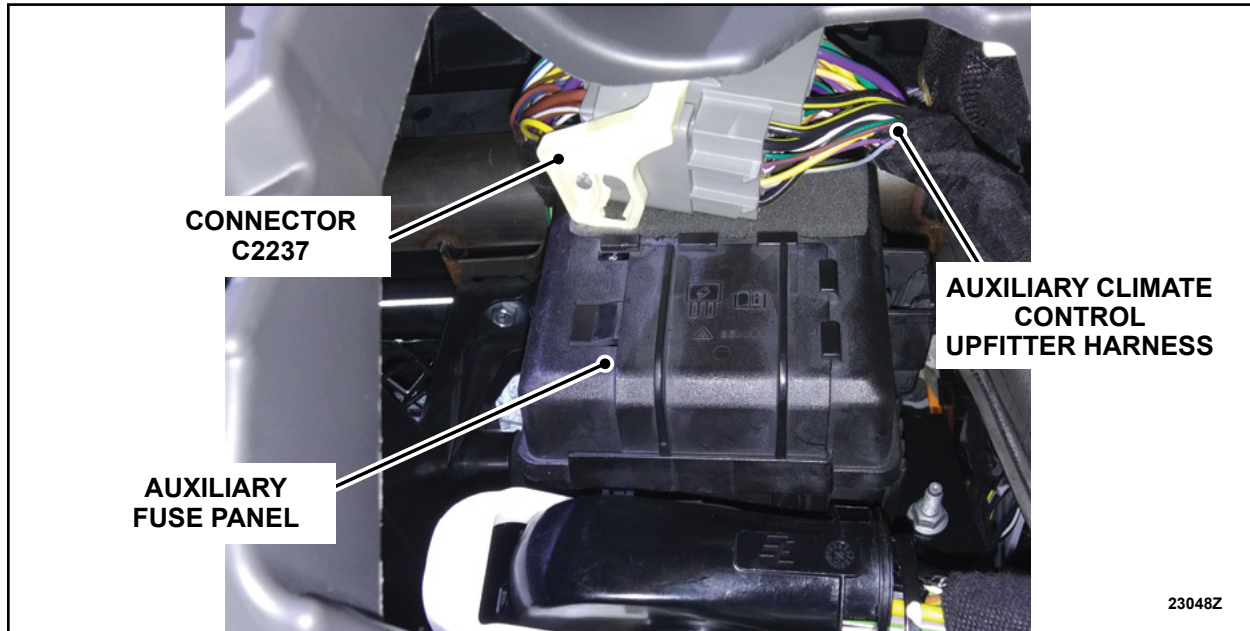


FIGURE 28

33. To re-assemble, reverse Steps 23 through 27.

34. Operate and verify the front HVAC defrost system operation. Repair complete.

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.



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Wiring Harness Missing Jumper Loop



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Operating Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

March 30, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: FSA 23C02 HVAC Function Validation

SERVICE ACTION (No part update required)

Certain incomplete Transit vehicles were ordered with a Ford Special Service Kit that contained an auxiliary wiring harness that connects to the Controller Area Network (CAN) and provides additional inputs and outputs for upfitters to use. Ford launched 23C02 to recall that auxiliary wiring harness in the Ford Special Service Kit. If it is used, it will make the HVAC system on Transit vehicles nonfunctioning and noncompliant with FMVSS No. 103, Windshield defrosting and defogging systems.

FSA 23C02 launched prior to some upfitters completing their manufacturing on the incomplete Transit vehicles and Ford is not aware of all the types of vehicle upfits that can occur. If the upfitter does not use the impacted vehicle wiring harness and uses the originally equipped wire harness connector, the Transit's HVAC system should function as intended when certifying to FMVSS No. 103 using the Type I Statement of Conformity in Ford's Incomplete Vehicle Manual ("IVM"). Likewise, when the upfitter is a final stage manufacturer, it can determine and certify the vehicle as compliant to FMVSS No. 103 and not rely on Ford's Type I Statement of Conformity for FMVSS No. 103 in the IVM.

Ford is proposing the following options that will help with its implementation and documentation of this noncompliance recall. As always, an upfitter can have a Ford Dealer provide a compliant auxiliary harness once parts are available. Please note that these options only address compliance with FMVSS No. 103; other steps may be needed to certify this vehicle to all FMVSSs.

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Use of the Original Wiring Harness – No Use of the Auxiliary Wiring Harness:

- 1) Confirm originally equipped wire harness connector is installed and attest (LK4Z-14A411-AR) has been discarded.
- 2) Follow the guidance on Ford's Type I Statement of Conformity for FMVSS No. 103:
 - a. Confirm that no alterations or adjustments are made to heater and blower assemblies, ducting, operating controls, electrical circuit from the blower assembly to the power source, windshield, coolant hoses from the radiator or engine to the heater.
 - b. Confirm that no obstructions are added that restrict or otherwise redirect the air flow from the defroster outlets to the windshield.
- 3) Start ignition, allow engine to warm for five minutes.
- 4) Set climate control to max defrost position.
- 5) Verify defrost function by placing hands on top of instrument panel above defroster vents.
- 6) Confirm airflow from areas as noted in figure (1).
- 7) Provide VIN(s) to Ford Motor Company.

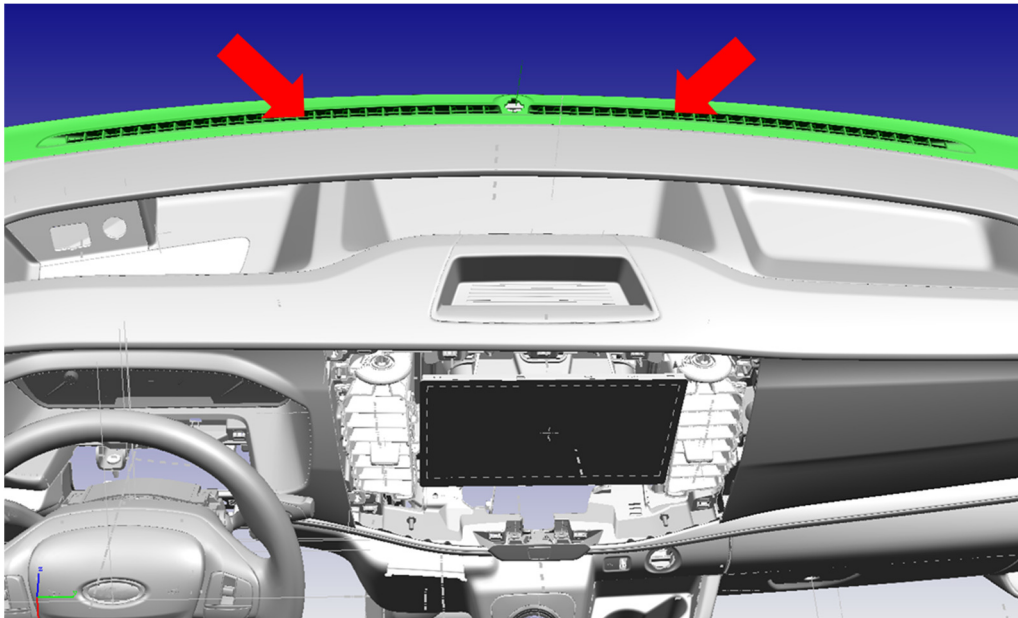


Figure (1)

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
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Wiring Harness Missing Jumper Loop

Upfitter Certification to FMVSS No. 103:

Using this option means that the upfitter is not relying on Ford's Type I Statement of Conformity for FMVSS/CMVSS 103:

- 1) Attest to Ford that the Upfitter has determined that the HVAC Defrost function is compliant with FMVSS 103.
- 2) Provide VIN(s) to Ford Motor Company.
- 3) Next steps: Once self-certification is completed, the recall will be removed from the provided VIN(s) from Recall.

Again, if either of the two certification options listed above do not apply, please contact your dealer so that the noncompliant auxiliary wiring harness can be replaced.

***This Attestation applies only to vehicles classified as "Incomplete Vehicle Manufactured by Ford Motor Company" as referenced in the examples below:**

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 23C02
Certain 2023 Model Year Transit
Wiring Harness Missing Jumper Loop

INCOMPLETE VEHICLE MANUFACTURED BY
FORD MOTOR COMPANY

DATE: XX/XX

GVWR/PNBV: XXXXXXXXXXXXXXXX
FRONT GAWR/PNBE AV/ REAR GAWR/PNBE AR
XXXXXXXX/XXXXXX / XXXXXXXX/XXXXXX
WITH/AVEC TIRES/PNEUS
XXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXX RIMS/JANTES XXXXXXXXX

AT/A kPa/PSI RC XXXX/XXX COLD/A FROID XXXX/XXX
VIN: XXXXXXXXXXXXXXXXXXXX XXXX/JUMEELES

NE
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX COMPLIES: ICES/NMB-002
EXT PNT: XXXXX XXXXX RC: XX DSO: XXXX
WB INT TR TP/PS R AXLE TR SPR XXXX
XXX XX XXX X XX XXX XXX XXXX
UCI 5U5A-1520472-BA

VEHICLE TYPE (SEE CHART)

DATE OF MANUFACTURE

VSO VEHICLE

TYPICAL - CANADA

INCOMPLETE VEHICLE MANUFACTURED BY
FORD MOTOR COMPANY

DATE: XX/XX

GVWR: 13000LB / 5897KG
FRONT GAWR: 6000LB REAR GAWR: 9750LB
2722KG WITH 4423KG WITH
LT245/75R17 TIRES LT245/75R17 TIRES
17x6.5J RIMS 17x6.5J RIMS
AT 515 kPa/ 75 PSI COLD AT 450 kPa/ 65 PSI COLD

VIN: XXXXXXXXXXXXXXXXXXXX DUAL

EQUIPPED WITH THE FORD
AMBULANCE PREP PKG.

410047
VSO

EXT PNT: Z1 RC: 13 DSO: 6F710
WB INT TR TP/PS R AXLE TR SPR D05
141 VE 7 4N B CCJ D05
UNC 5U5A-1520472-BA

DATE OF MANUFACTURE

VEHICLE TYPE (SEE CHART)

BARCODE VIN (CALIFORNIA)

OPTIONAL PREP PACKAGE

VSO VEHICLE

TYPICAL - UNITED STATES

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 23C02
Certain 2023 Model Year Transit
Wiring Harness Missing Jumper Loop

UPFITTER NAME	
CONTACT NAME	
ADDRESS	
CITY, STATE & ZIP CODE	
PHONE NUMBER	
VIN	
VIN	
VIN	
VIN	
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NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 23C02
Certain 2023 Model Year Transit
Wiring Harness Missing Jumper Loop

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**Ford Motor Company
Recall Reimbursement Plan for 23C02**

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 # 23C02, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to April 7, 2023. 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.