



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 2, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 23S65 – Supplement #2**

Certain 2021-2023 Model Year F-150 Vehicles Equipped with 9.75" HD Axle – ¾
Float Axle

Rear Axle Half-Shaft and Hub Assembly Replacement – Final Repair

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 23S65 – Supplement #1
Dated May 24, 2024**

Certain 2021-2023 Model Year F-150 Vehicles Equipped with 9.75" HD Axle – ¾
Float Axle

Rear Axle Half-Shaft and Hub Assembly Replacement – Interim Repair

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 23S65
Dated January 16, 2024**

Certain 2021-2023 Model Year F-150 Vehicles Equipped with 9.75" HD Axle – ¾
Float Axle

Rear Axle Half-Shaft and Hub Assembly Replacement – Interim Repair

**Customer Satisfaction Program 22B34 – Supplement #2
Dated July 7, 2023**

Certain 2021-2022 Model Year F-150 Vehicles Equipped with 9.75" HD Axle – ¾
Float Axle

Rear Axle Half-Shaft and Hub Assembly Replacement

New! REASON FOR THIS SUPPLEMENT

Parts Availability for final repair Update:

- *Parts for the final repair for this program are now available in very limited quantities.*
- *Owner letters will be mailed the week of May 12, 2025, to provide updated part availability.*
- *Technical instructions have been updated related to new final parts.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2021	Dearborn	January 28, 2020 through November 22, 2021
F-150	2021	Kansas City	May 27, 2020 through December 20, 2021
F-150	2022	Dearborn	September 16, 2021 through October 24, 2022
F-150	2022	Kansas City	October 13, 2021 through November 18, 2022
F-150	2023	Dearborn	May 13, 2022 through December 24, 2022
F-150	2023	Kansas City	June 17, 2022 through December 25, 2022

U.S. population of affected vehicles: 114,207. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: 22B34 is closed for all VINs beginning 1/17/2024 and has been superseded with the publication of this program 23S65. All VINs in 22B34 are now part of this program 23S65.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the wheel end hub bolt may become loose and make a clicking noise or separate and make a rattle noise. This is often discovered by technicians during routine maintenance such as oil changes and tire rotations and a rattle is found coming from the wheel cap. The loss of a wheel hub bolt will not result in a wheel separation. However, over time, a broken bolt may lead to wear within the axle and damage the axle hub splines. In this condition, the vehicle may roll in park if the parking brake is not applied, increasing the risk of injury or a crash. Also, a vehicle with a damaged hub axle spline may lose drive power, increasing the risk of injury or a crash.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace both the right hand (RH) and left hand (LH) rear axle half-shaft and hub assemblies. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs. Rentals are authorized – see Rental Vehicles.
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery should be made available for all customers. Refer to the Rental and Claiming sections for further details.

New! OWNER NOTIFICATION MAILING SCHEDULE

A third owner letter with updated part availability will be mailed the week of May 12, 2025.

A second owner letter with updated part availability is expected to be mailed the week of June 10, 2024.

Owner letters were mailed the week of January 29, 2024. Dealers should inspect the rear axle bolts and if loose or broken, 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 \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New: **ATTACHMENTS**

- *Administrative Information*
- *Labor Allowances and Parts Ordering Information*
- *Technical Instructions*
- Mobile Service Repair Assessment
- *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.

Customer Service Division

Safety Recall 23S65 – Supplement #2**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level:

Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on January 16, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 16, 2024. Owner names and addresses will be available by February 9, 2024.

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 dealers for an appointment to have their vehicles remedied as soon as is practicable.
- 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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title 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 PO 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 rear axle shaft & hub assembly replacement.

Safety Recall 23S65 – Supplement #2**RENTAL VEHICLES**

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, please contact the Centralized Loaner Support Team via the CRC Dealer Portal.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- *If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.*

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16393, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Three photos should be submitted:
 - A photo of the door tag with the VIN.
 - A photo of the odometer.
 - A photo of the open repair order.
- This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- No approval code is needed for claiming. Verbal approval from the SSSC is sufficient.

Safety Recall 23S65 – Supplement #2**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

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **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 (23S65) 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.

Rentals: For rental vehicle claiming, follow Customer Loyalty Program (CLP) 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: 23S65
 - 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.
- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC16393, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

Safety Recall 23S65 – Supplement #2

New! LABOR ALLOWANCES

Description: Final Repair	Labor Operation	Labor Time
<i>Replace both rear axle and hub assemblies, install rear tires. (Includes axle fluid check and top off).</i>	23S65C	1.0 Hours
Time allowed to submit photos. 1. Attach a photo of vehicle mileage (odometer). 2. Attach a photo of door tag showing VIN. 3. Attach a photo of the open repair order. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.	23S65ZZ	0.2 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

SEED STOCK:

- *Effective immediately, both RH and LH Axle Shaft Assemblies are available with limited quantities.*
- *When created, a part order will be put in a que, and held until parts are available.*
- *Submit a VIN-specific Part Order contact via the SSSC Web Contact Site - three or more photos are required:*
 - *Door label with VIN*
 - *Odometer showing mileage of vehicle*
 - *Open repair order*

PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Service Part Number	Description	Package Order Quantity	Claim Quantity
<i>ML3Z-4234-K</i>	RH Rear Axle Shaft Assy	1	1
<i>ML3Z-4234-L</i>	LH Rear Axle Shaft Assy	1	1

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

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
XY-75W85-QL	Motorcraft Rear Axle Fluid (4 oz per repair/32 oz container)	1	0.13
W718680-S439	Caliper Anchor Plate Bolts (2 required each side - 4 per repair/4 per pkg)	1	4

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

DEALER PRICE

For the latest prices, refer to DOES II.

Safety Recall 23S65 – Supplement #2

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.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 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.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 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 2021-2023 MODEL YEAR F-150 VEHICLES EQUIPPED WITH 9.75" HD AXLE – 3/4 FLOAT AXLE — REAR AXLE HALF-SHAFT AND HUB ASSEMBLY REPLACEMENT

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

IMPORTANT! This procedure was modified from the original Workshop Manual (WSM) procedure. The brake caliper and anchor plate assemblies will be removed and positioned aside as an assembly. Follow technical instructions carefully.

NOTE: If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

NEW! SERVICE PROCEDURE

1. Position the vehicle on a hoist. Follow the Workshop Manual (WSM) procedures in Section 100-02.
2. On both sides, remove the rear tire to prevent any possible scratching. Follow the WSM procedures in Section 204-04A.
3. Activate the brake service mode. Follow the WSM procedures in Section 206-00.
4. On both sides, disconnect the Electric Parking Brake (EPB) actuator motor electrical connector and position aside the wiring harness. See Figure 1.

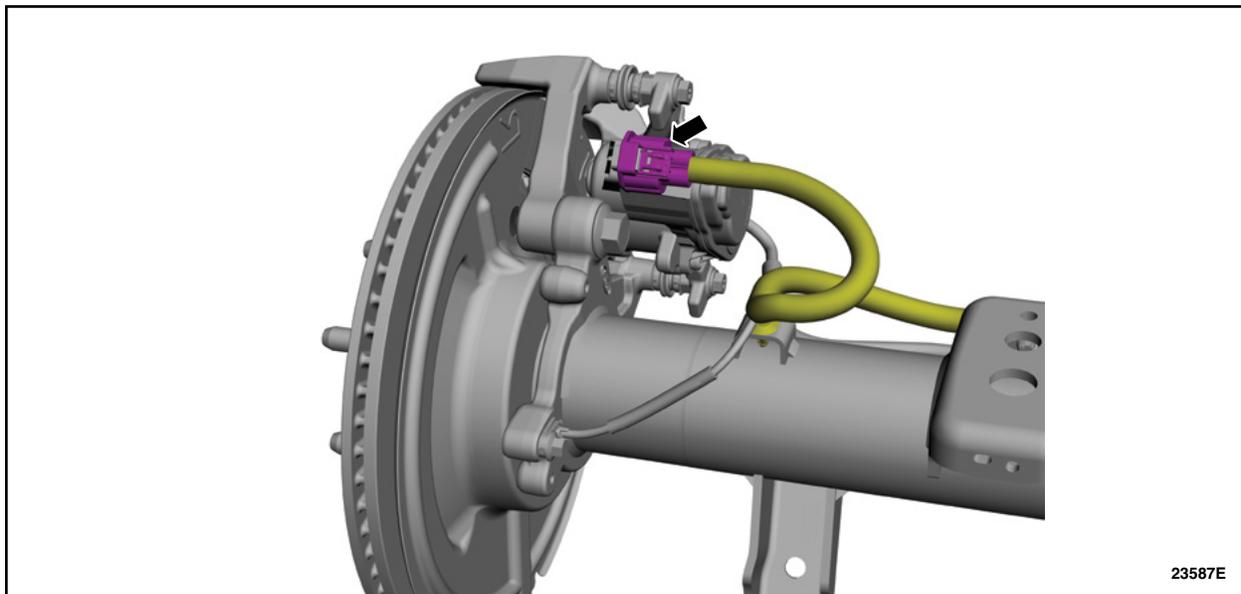


FIGURE 1



NOTICE: Do not allow the brake caliper and anchor plate assembly to hang from the brake hose or damage to the hose can occur.

5. On both sides, remove and discard the two (2) anchor plate bolts and position aside the brake caliper and anchor plate assembly. See Figure 2.

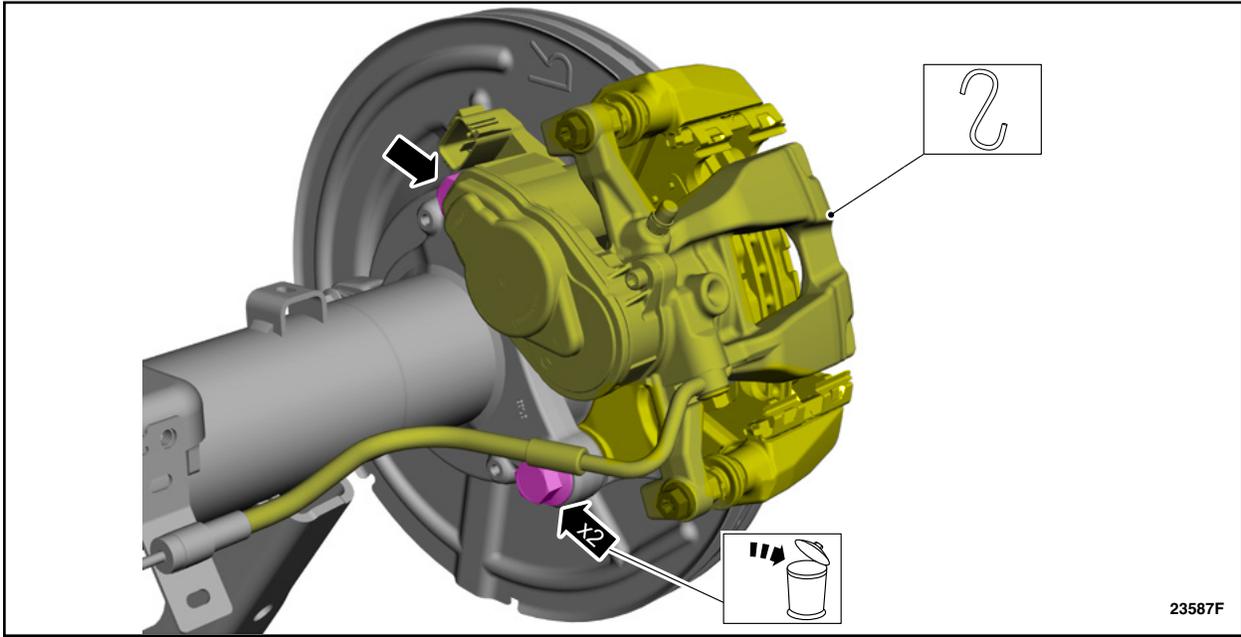


FIGURE 2

6. On both sides, remove the brake disc. See Figure 3.

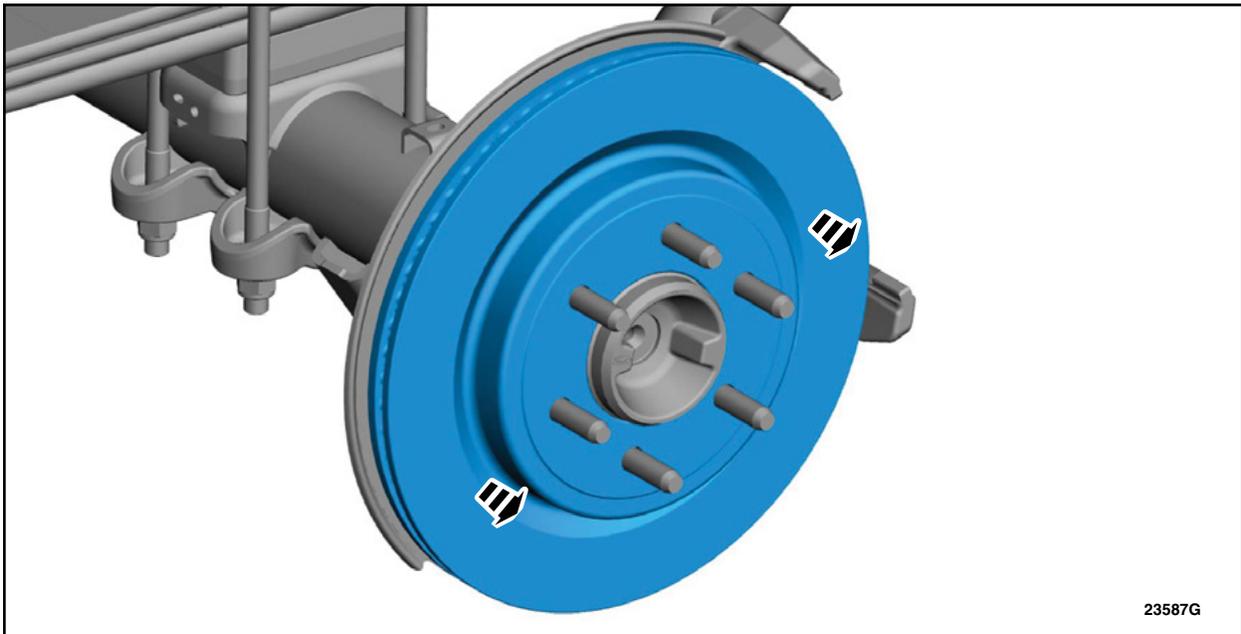


FIGURE 3



NOTE: The original axle has a bolt in the center to secure the hub to the axle shaft, the new axle is threaded and secured with a nut. See Figure 4.

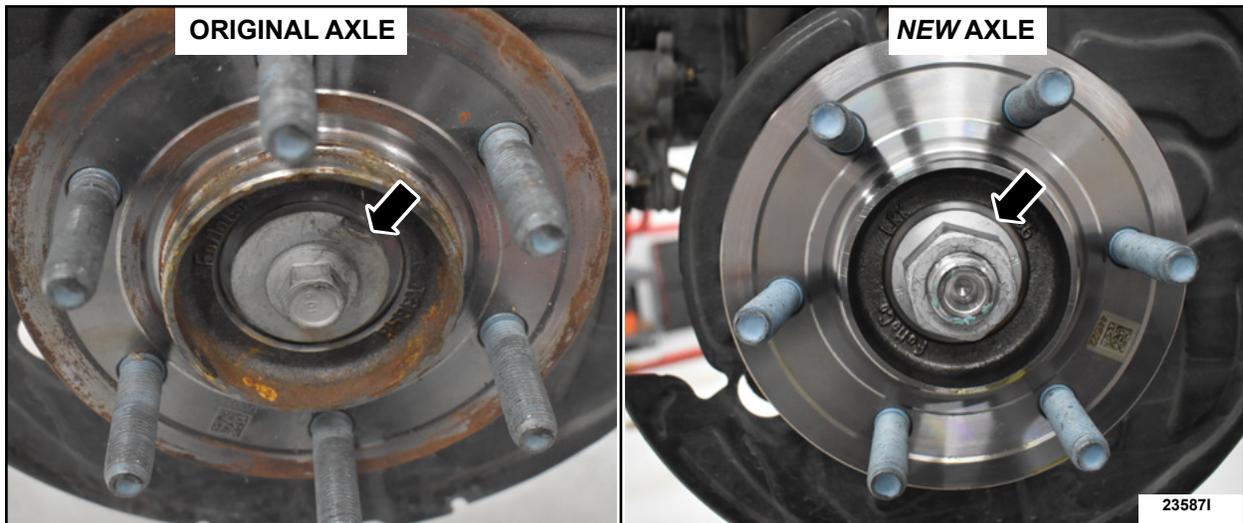


FIGURE 4

NOTE: The Right Hand (RH) side axle is shorter than the Left Hand (LH) side axle. See Figure 5.

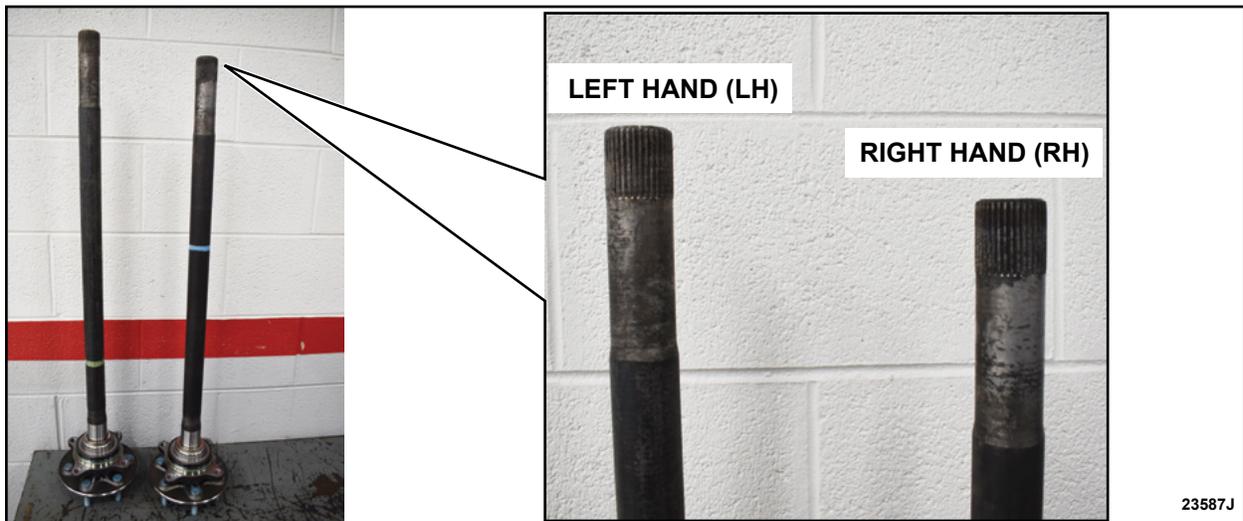


FIGURE 5



7. Starting on Step 2 of the WSM procedures in Section 205-02B, replace BOTH rear axle shaft assemblies. Then, continue to the next Step below.
8. On both sides, clean the brake disc mating surfaces using a wire brush and the specified material. See Figure 6. Material: Motorcraft® Metal Brake Parts Cleaner / PM-4-A, PM-4-B.

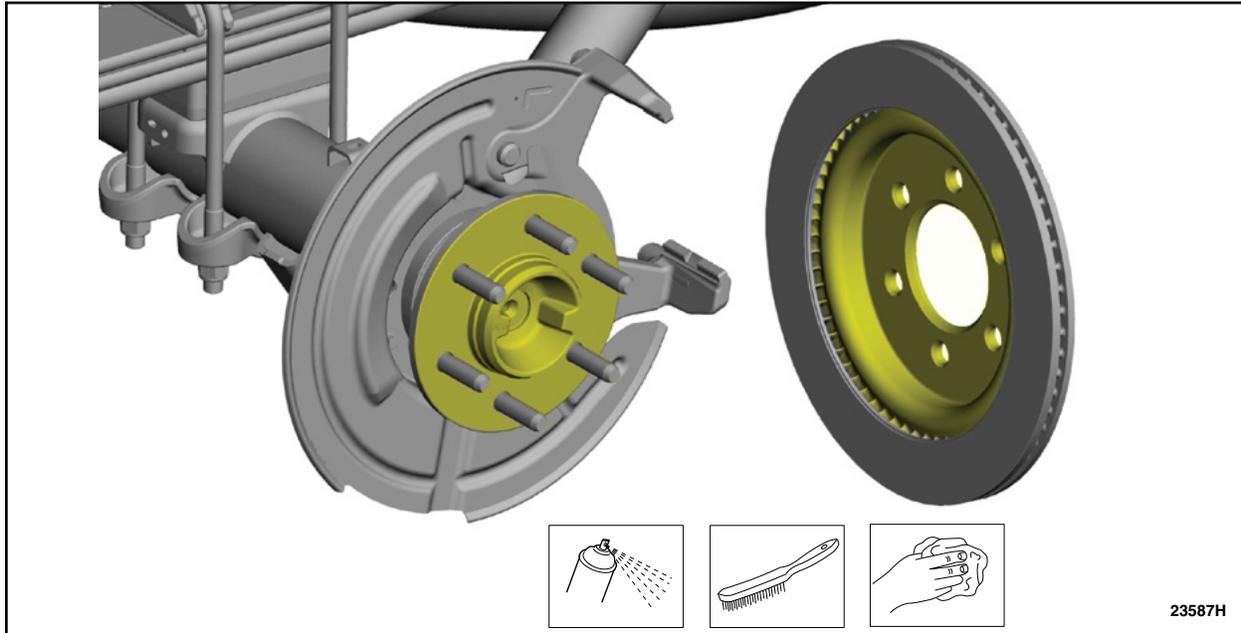


FIGURE 6

NOTICE: Make sure that the brake hose is not twisted when installing the brake caliper or damage to the brake flexible hose may occur.

9. On both sides, position back the brake caliper and anchor plate assembly and install the new bolts. See Figure 2.
 - The anchor plate bolt is a M18, torque each bolt to 258 lb ft (350 Nm).
10. On both sides, position back the wiring harness and connect the Electric Parking Brake (EPB) actuator motor electrical connector. See Figure 1.
11. Reinstall the rear wheels and tires. Follow the WSM procedures in Section 204-04A.
12. Deactivate the brake service mode. Follow the WSM procedures in Section 206-00.
13. Apply the brake pedal several times to verify correct brake system operation.

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.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -

Safety Recall 23S65

Certain 2021-2023 Model Year F-150 Vehicles Equipped with 9.75" HD Axle – ¾ Float Axle
Rear Axle Half-Shaft and Hub Assembly Replacement – Interim Repair

Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.

Dealer Bulletin

Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -

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   – Enhanced Mobile Service

- **A two-person process is required anytime a procedure requires work under the vehicle**
 - Brake Inspection and Brake Repair/Replacement
 - Limited Suspension Component replacement (no alignment)
 - Under Vehicle access for limited repairs (no large component removal)
 - Vehicle Check Up - VCU
 - Pre-Delivery Inspection - PDI
 - Used Car Inspection/Presale Inspection
 - May require floor jack, jack stands, and impact tools
- Note: Wheel lock may be required.*

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

Ford Motor Company
Recall Reimbursement Plan for 23S65

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 # 23S65 owners who have paid for service to remedy the defect or noncompliance must have had that service performed before February 9, 2024. 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)

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 May 5, 2021 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 repair did not correct the problem related to the recall

Failure to submit all 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.