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Ford Motor Company
 P. O. Box 1904
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October 27, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 15S31
 Certain 2009 through 2010 Model Year Edge and MKX Vehicles
 Fuel Tank Corrosion Inspection and Repair

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2009-2010	Oakville	June 16, 2008 through July 1, 2010
MKX			

Affected vehicles were originally sold in, or are currently registered in the following states:

Connecticut	Iowa	Michigan	New York	West Virginia
Delaware	Kentucky	Minnesota	Ohio	Wisconsin
District of Columbia	Maine	Missouri	Pennsylvania	
Illinois	Maryland	New Hampshire	Rhode Island	
Indiana	Massachusetts	New Jersey	Vermont	

Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: A separate Customer Satisfaction Program (15R02), covering inspections and repairs on affected vehicles located outside of the above listed corrosion states, will be released when parts are available. If a 2009 or 2010 model year Edge or MKX outside the 15S31 population (not listed in OASIS) is presented to your dealership with a fuel tank leak prior to the launch of 15R02, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site for direction.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles which are operated in high-corrosion environments associated with road salt use, moisture and salt may become trapped under the fuel tank mounting reinforcement brackets at the four corners where the fuel tank is attached to the vehicle. Over time, corrosion under these reinforcement brackets can spread to the fuel tank which can result in a fuel leak. A fuel leak in the presence of an ignition source may result in a fire.

NOTE: This is the same concern and remedy as Safety Recall 14S22 for 2007-2008 Edge and MKX vehicles.

SERVICE ACTION

Dealers are to inspect the fuel tank for corrosion and either clean and treat or replace the fuel tank as needed. This service must be performed at no charge to the vehicle owner.

If a vehicle within the affected build date range is not open in OASIS, and an owner or dealer believes it should be included in the recall, enter an SSSC web contact under 15S31 using Non-Involved Vehicle as the contact type.

NOTE: DTCs P0442 and P0456 may be caused by components other than a leaking fuel tank. Replacement or repairs of components other than the fuel tank are not covered by this recall. Only inspection and either treatment or replacement of a fuel tank is covered under this recall.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of December 14, 2015 advising owners that, although parts are not currently available in sufficient quantities to repair all vehicles, they may bring their vehicle to dealers for repairs if their vehicle exhibits one or more of the following symptoms consistent with fuel tank leaks:

- Fuel odor
- Fuel on the ground
- Illumination of the “Service Engine Soon” indicator with DTCs P0442 or P0456.

When parts become available in sufficient quantities to repair all vehicles, all remaining owners will receive a follow-up notification instructing them to bring their vehicle to dealers for inspection and repairs.

Dealers should inspect and repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

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

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

Safety Recall 15S31

Certain 2009 through 2010 Model Year Edge and MKX Vehicles
Fuel Tank Corrosion Inspection and Repair

OASIS ACTIVATION

OASIS will be activated on October 27, 2015.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 27, 2015. Owner names and addresses will be available once parts are available and customers have been notified to schedule service appointments for their vehicles.

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.

STOCK VEHICLES

Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs if their vehicle exhibits symptoms consistent with fuel tank leaks.
- Correct other affected vehicles identified in OASIS which are brought to your dealership with symptoms consistent with fuel tank leaks.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL LABOR TIME AND/OR PARTS

Submit a request to the SSSC Web Contact Site prior to the repair if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
 - For repairs where additional time is needed due to difficulty removing fuel tank bolts, etc., dealers are authorized to claim up to 2.0 hours actual time without contacting the SSSC Web Contact Site for approval.
 - Claims for additional parts or labor over 2.0 hours should be submitted to the SSSC as a Related Damage contact.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

Safety Recall 15S31

Certain 2009 through 2010 Model Year Edge and MKX Vehicles
Fuel Tank Corrosion Inspection and Repair

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with corrosion-related fuel tank repairs or replacement.

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the fuel tank and it is necessary to order parts, Ford Motor Company has pre-approved one day of vehicle rental. The daily rate can include applicable taxes but must not exceed \$55.00. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the SSSC via the SSSC Web Contact Site.

Safety Recall 15S31

Certain 2009 through 2010 Model Year Edge and MKX Vehicles
Fuel Tank Corrosion Inspection and Repair

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15S31) is the sub code.
- Additional parts and/or labor must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed.
 - Dealers are authorized to claim up to 2.0 hours of additional time as related damage using labor operation MT15S31 without contacting the SSSC for approval.
 - Additional parts and/or labor time over 2.0 hours requires prior approval from the SSSC via the SSSC Web Contact Site.
- Claim up to \$55.00 per day for customer rental vehicles. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- Submit refunds on a separate repair line.
 - Program Code: 15S31 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- Provision for Locally Obtained Supplies: Valugard VG-101A rust inhibitor aerosol or Daubert NOX RUST® 7703-W aerosol. Submit on the same line as the repair.
 - Program Code: 15S31
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$8.00

Safety Recall 15S31
 Certain 2009 through 2010 Model Year Edge and MKX Vehicles
 Fuel Tank Corrosion Inspection and Repair

LABOR ALLOWANCES

Description	Vehicle Type	Labor Operation	Labor Time
Remove, Clean, and Treat Fuel Tank Includes inspection (pass).	FWD vehicles	15S31B	1.7 Hours
Remove, Clean, and Treat Fuel Tank Includes inspection (pass).	AWD vehicles		2.0 Hours
Remove and Replace Fuel Tank Includes inspection (fail) and transfer of parts.	FWD vehicles	15S31C	1.6 Hours
Remove and Replace Fuel Tank Includes inspection (fail) and transfer of parts.	AWD vehicles		2.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: If needed, fuel tanks from the seed stock plan for Safety Recall 14S22 may be used for repairs.

Part Number	Part Name	Order Quantity
FWD vehicles		
AT4Z-9002-DCP	Fuel tank assembly (replace <u>only if inspection failed</u>)	1
4L3Z-9276-AA	Fuel pump o-ring (replace <u>only if inspection failed</u>)	1
W713928-S438	Fuel tank bolts (4/package, 4 needed)	1
W506023-S439	Fuel tank to bracket bolts (4/package, 4 needed)	1
AWD vehicles		
AT4Z-9002-CCP	Fuel tank assembly (replace <u>only if inspection failed</u>)	1
4L3Z-9276-AA	Fuel pump o-ring (replace <u>only if inspection failed</u>)	1
W713928-S438	Fuel tank bolts (4/package, 4 needed)	1
W506023-S439	Fuel tank to bracket bolts (4/package, 4 needed)	1
W711918-S439	Rear driveshaft flange bolts (4/package, 4 needed)	1
W520113-S440	Driveshaft center support bearing nuts (4/package, 4 needed)	1
Additional materials for fuel tank anti-corrosion treatment		
VG-101A - or - 7703-W	Valugard rust inhibitor aerosol (obtain from www.valugard.net)	Claim anti-corrosion treatment as MISC OTHER
	Daubert NOX RUST® aerosol (obtain from www.daubertchemical.com)	
PM-4-B (or equivalent)	Motorcraft metal brake parts cleaner	1

Safety Recall 15S31
Certain 2009 through 2010 Model Year Edge and MKX Vehicles
Fuel Tank Corrosion Inspection and Repair

PARTS REQUIREMENTS / ORDERING INFORMATION, Continued

The DOR/COR number for this recall is 51010.

Order your parts through normal order processing channels.

For questions regarding parts, contact SSSC via the SSSC Web Contact Site.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2009 THROUGH 2010 MODEL YEAR EDGE AND MKX VEHICLES — FUEL TANK CORROSION INSPECTION AND REPAIR

OVERVIEW

In some of the affected vehicles which are operated in high-corrosion environments associated with road salt use, moisture and salt may become trapped under the fuel tank mounting reinforcement brackets at the four corners where the fuel tank is attached to the vehicle. Over time, corrosion under these reinforcement brackets can spread to the fuel tank which can result in a fuel leak. A fuel leak in the presence of an ignition source may result in a fire.

SERVICE PROCEDURE

-  **WARNING:** Do not smoke, carry lighted tobacco or have an open flame of any type when working on or near any fuel-related component. Highly flammable mixtures are always present and may be ignited. Failure to follow these instructions may result in serious personal injury.
-  **WARNING:** Do not carry personal electronic devices such as cell phones, pagers or audio equipment of any type when working on or near any fuel-related component. Highly flammable mixtures are always present and may be ignited. Failure to follow these instructions may result in serious personal injury.
-  **WARNING:** Before working on or disconnecting any of the fuel tubes or fuel system components, relieve the fuel system pressure to prevent accidental spraying of fuel. Fuel in the fuel system remains under high pressure, even when the engine is not running. Failure to follow this instruction may result in serious personal injury.
-  **WARNING:** Remove the fuel filler cap slowly. The fuel system may be under pressure. If the fuel filler cap is venting vapor or if you hear a hissing sound, wait until it stops before completely removing the fuel filler cap. Otherwise, fuel may spray out. Failure to follow these instructions may result in serious personal injury.
-  **WARNING:** When handling fuel, always observe fuel handling precautions and be prepared in the event of fuel spillage. Spilled fuel may be ignited by hot vehicle components or other ignition sources. Failure to follow these instructions may result in serious personal injury.

Fuel Tank Removal Procedure

All Vehicles

1. Position vehicle on a hoist. Please follow Workshop Manual (WSM) procedures in Section 100-02.
2. Check fuel level indication on instrument cluster and drain fuel if needed.
 - If less than 1/2 tank, it is not necessary to drain fuel. Continue to Step 3.
 - If more than 1/2 tank, drain fuel to attain less than 1/2 tank as follows:
 - a. Remove fuel tank filler cap and position it aside.
 - b. Insert a suitable fuel drain tube into the fuel tank filler pipe until it enters the fuel tank.
 - c. Attach a fuel storage tanker to the drain tube and drain fuel to bring fuel level below 1/2 tank.



3. Release the fuel system pressure. Please follow WSM procedures in Section 310-00.
4. Disconnect the battery ground cable. Please follow WSM procedures in Section 414-01.
5. Lower or remove the muffler and tailpipe as follows:

NOTE: Do not damage or tear the isolators during removal. Do not use oil or grease-based lubricants on the isolators. They may cause deterioration of the rubber. Use soapy water as needed to separate the isolators from the vehicle.

Front Wheel Drive (FWD) Vehicles

- a. Detach the three (3) muffler and tailpipe assembly rear isolators. See Figure 1.
- b. Position the rear of the exhaust system down approximately 305 mm (12 in) and support using a jack stand.

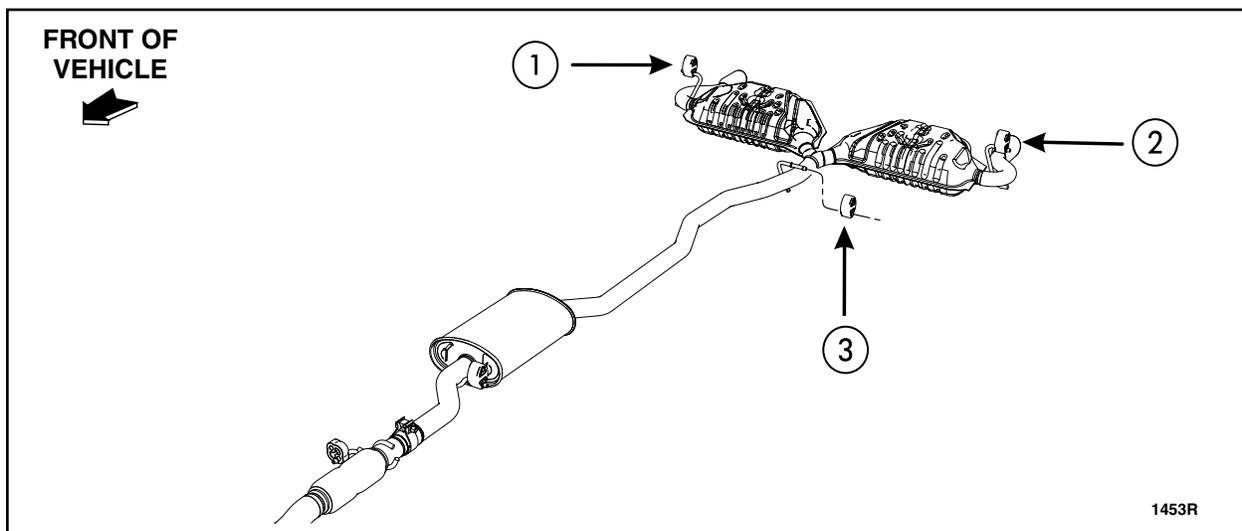


FIGURE 1



All Wheel Drive (AWD) Vehicles

- a. Detach the four (4) muffler and tailpipe assembly isolators. See Figure 2.
- b. Loosen the Torca® clamp and remove the exhaust system from the vehicle.

NOTE: Install a *new* Torca® clamp, if necessary, following the procedures in Section 309-00.

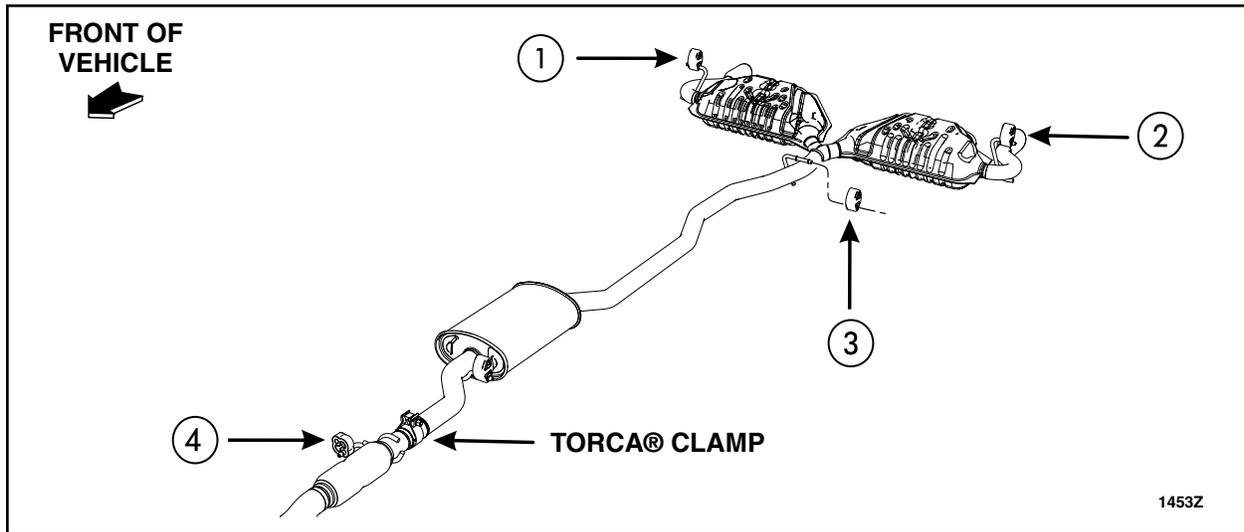


FIGURE 2

6. With the help of an assistant, detach and position the rear of the driveshaft aside as follows:
See Figure 3.
 - a. Remove and discard the four (4) rear u-joint flange bolts at the differential assembly.
 - b. Remove and discard the two (2) or four (4) center bearing support nuts. Position and secure the driveshaft up and to the left side of the vehicle.

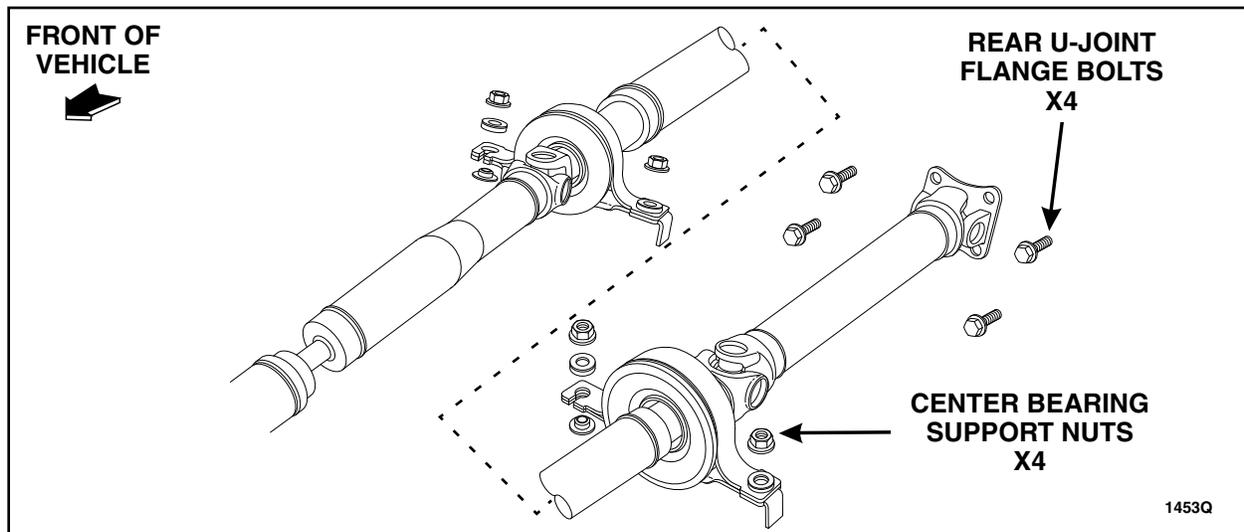


FIGURE 3



All Vehicles

7. Install a suitable lifting device under the fuel tank.
8. Disconnect the fuel tank wiring harness electrical connector.
9. Disconnect the Fuel Tank Pressure (FTP) sensor electrical connector.
10. Disconnect the fuel vapor tube assembly-to-fuel tank quick connect coupling. Please follow WSM procedures in Section 310-00.
11. Release the clamp and disconnect the fuel tank filler pipe hose from the fuel tank.
12. Disconnect the fuel tank jumper tube-to-fuel tube quick connect coupling. Please follow WSM procedures in Section 310-00.
13. Remove the two (2) parking brake cable bracket bolts and position cables aside.

NOTICE: Position the lifting device securely against the fuel tank prior to loosening any fuel tank attaching bolts.

14. Remove the fuel tank bolts as follows:
 - a. Remove and discard two (2) bolts attaching the fuel tank to the fuel tank brackets at both the front center and rear center of the tank (four (4) bolts total). Leave the brackets attached to the vehicle. See Figure 4.
 - b. Remove and discard the four (4) bolts (one at each corner) attaching the fuel tank to the body.

NOTE: Two (2) rear center fuel tank to bracket bolts shown, two (2) front center fuel tank to bracket bolts similar.

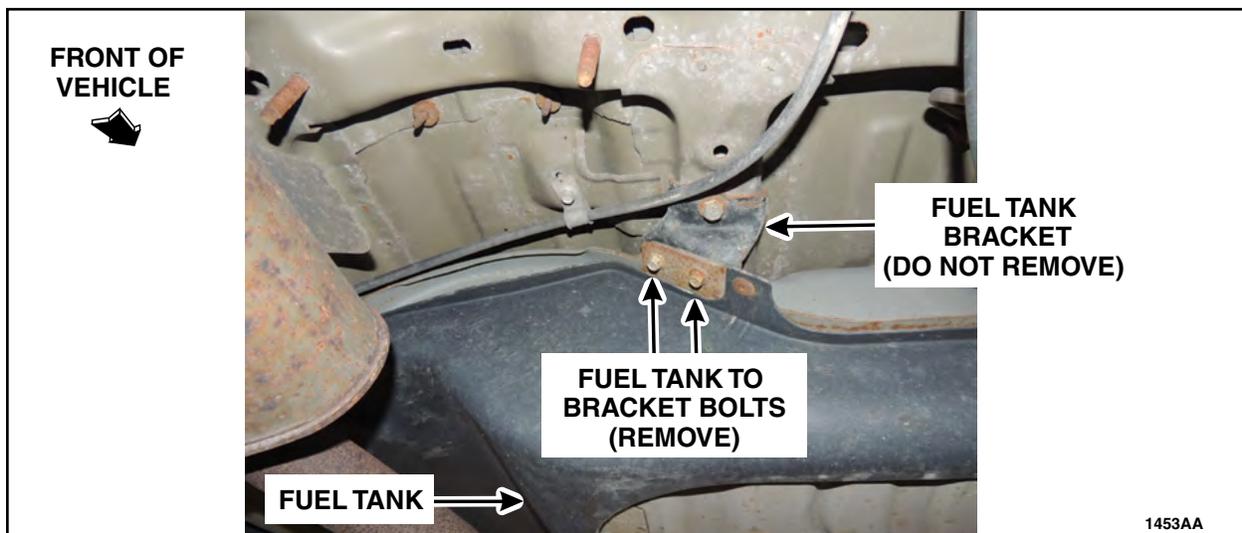


FIGURE 4



NOTE: AWD vehicles require the fuel tank to be positioned forward, past the Rear Differential Unit (RDU), then lowered. FWD vehicles require the fuel tank be partially lowered onto a 102 mm (4 in) by 102 mm (4 in) piece of lumber (or equivalent) placed under the right side of the tank and then lifted and lowered over the exhaust and out the drivers side of the vehicle.

15. Remove the fuel tank. Continue to Fuel Tank Inspection Procedure on Page 6.

NOTE: If you experience difficulty removing fuel tank corner attaching bolts, it may be necessary to safely heat the bolts during removal. If necessary, use the following procedure.

⚠ WARNING: Only use Mini-Ductor™ or equivalent heating device if there is no visible fuel leak and no fuel smell that could be the result of a fuel leak. Do not allow the temperature of the bolt to rise above 165°C (330°F).

- a. Using a Mini-Ductor™ or equivalent and infrared thermometer, heat the corner attaching bolts one at a time to approximately 160°C (320°F). See Figure 5.
- b. Use an air impact gun to remove each bolt immediately after it is heated.

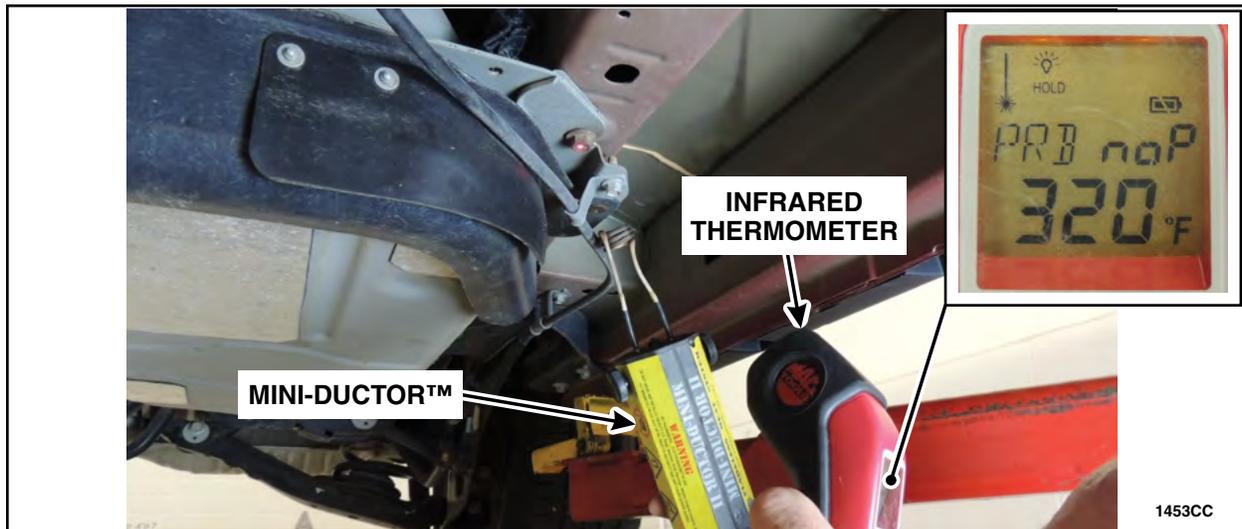


FIGURE 5



Fuel Tank Inspection Procedure

1. Inspect the bottom side of the fuel tank for a "FoMoCo" part number stamping. See Figure 6.
 - If the fuel tank has a "FoMoCo" part number stamping, proceed to Step 2.
 - If the fuel tank does not have a "FoMoCo" part number stamping, replace the fuel tank.



FIGURE 6

2. If necessary, use a stiff nylon brush and Motorcraft Metal Brake Parts Cleaner to clean any heavy deposits of dirt/debris from around the top center flange area of the fuel tank so the metal in the corner bracket areas can be inspected for rust/corrosion. See Figure 7.

NOTE: DO NOT use a metal or wire brush or scraper. This will compromise the coatings on the tank.

3. Inspect the fuel tank corner bracket areas, fuel filler and vent tube attachment areas and other areas of the fuel tank for signs of leaks or corrosion. See Figures 7, 8a-8b, and 9a-9b.

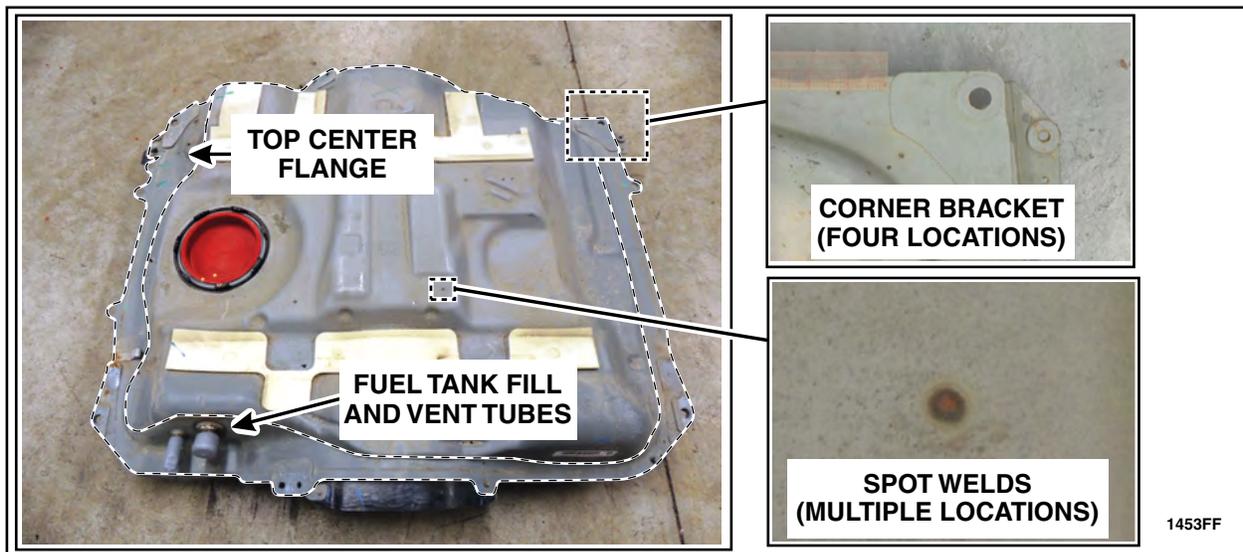


FIGURE 7



A fuel tank **PASSES** the inspection procedure if there are no signs of leaks, soft/bubbling paint or corrosion at the edges of the corner brackets, fuel filler and vent tube attachment areas, or other areas of the fuel tank. If the fuel tank passes the inspection, continue to Fuel Tank Corrosion Treatment Procedure on the next page. See Figures 8a and 8b.



FIGURE 8a

FIGURE 8b

Conditions that indicate a fuel tank **FAILS** and must be replaced include:

- Any soft or bubbling paint that is easily scraped from the surface of the tank at **ANY** location.
- Any corrosion stemming from below the corner brackets that has compromised the surface of the metal.
- Excessive corrosion at the weld seam around the top center flange of the tank, at the base of the fuel inlet and vent ports, and on top of the tank at the baffle spot welds.

If the fuel tank fails the inspection, replace the tank and proceed to Fuel Tank Installation Procedure on Page 11. See Figures 9a and 9b.

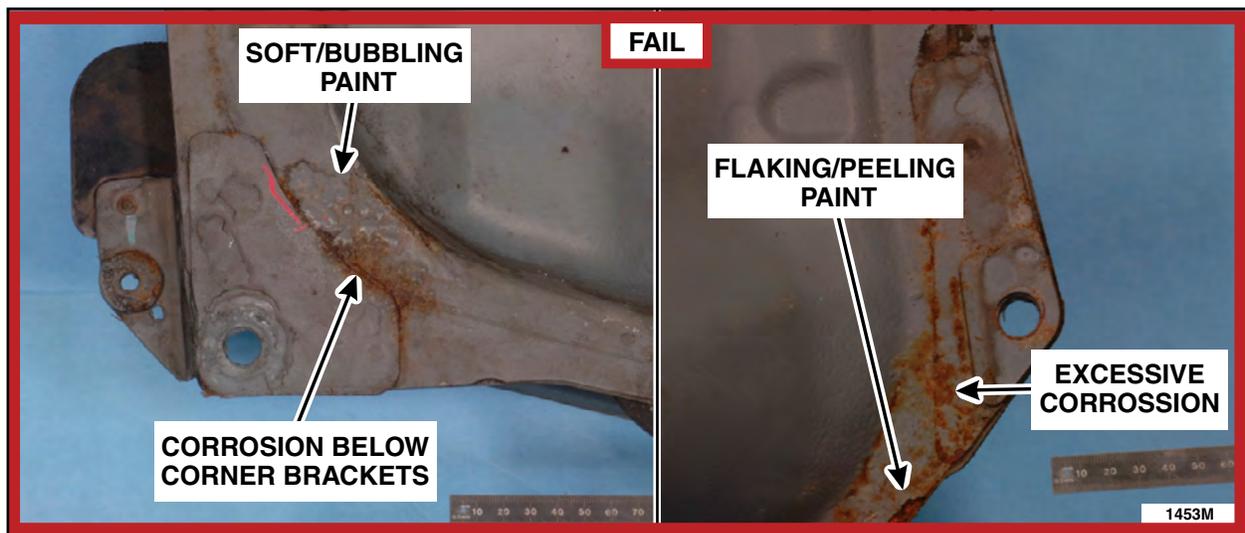


FIGURE 9a

FIGURE 9b



Fuel Tank Corrosion Treatment Procedure

1. Using a stiff nylon brush and Motorcraft Metal Brake Parts Cleaner, clean the top surface area of all four (4) corner brackets and surrounding area of the center tank flange.

NOTE: DO NOT use a metal or wire brush or scraper. This will compromise the coatings on the tank.

2. Clean the area around the fuel fill and vent tubes.
3. Clean the spot welds on top of the tank.
4. Wipe clean with shop towel.
5. Spray Motorcraft Metal Brake Parts Cleaner under each of the corner brackets using the supplied aerosol spray tube. See Figure 10a.
6. Use compressed air regulated to approximately 137 kpa (20 psi) to spray under the corner brackets to clean/dry the surfaces under them. See Figure 10b.

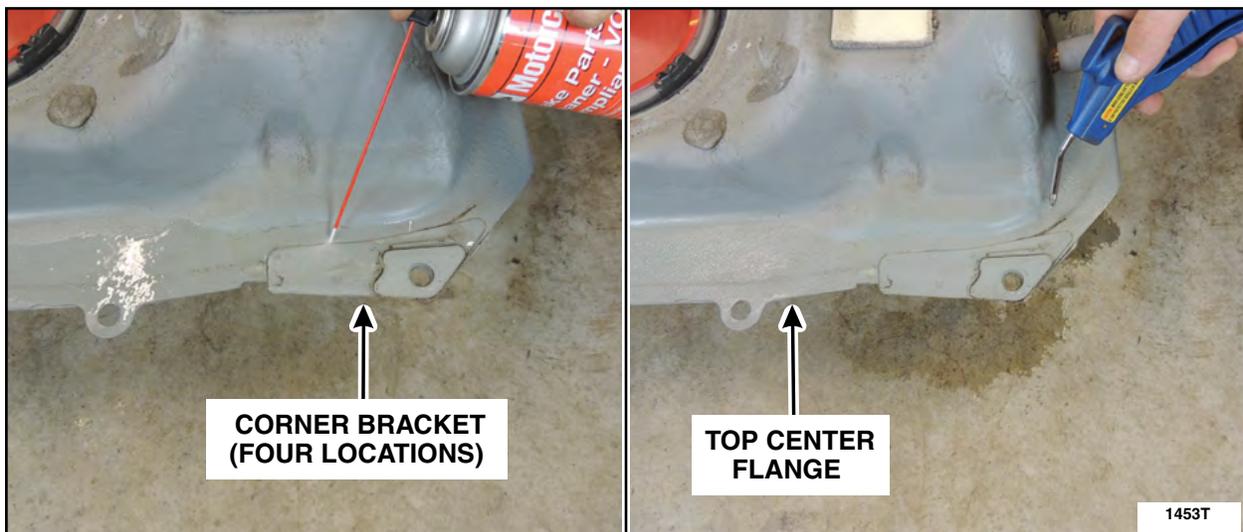


FIGURE 10a

FIGURE 10b



7. Spray anti-corrosion treatment under each corner bracket using the supplied aerosol spray tube. See Figure 11a.
8. Use compressed air regulated to approximately 137 kpa (20 psi) to force the anti-corrosion treatment under each of the corner brackets. See Figure 11b.



FIGURE 11a



FIGURE 11b

9. Repeat spraying a second application of anti-corrosion treatment under each of the corner brackets but **DO NOT** use compressed air on the second application.

NOTE: Before applying anti-corrosion treatment to the fuel tank surface, cover the filler neck and vent tube with a suitable cover to keep these areas free of the treatment. See Figure 12a.

10. Remove the aerosol tube and apply a heavy coat of anti-corrosion treatment over the following areas of the fuel tank: See Figures 7 and 12a-12d.

- a. Around the fill and vent tubes.
- b. All spot welds on top of the tank.
- c. Corner bracket areas.
- d. On the top center flange around the entire perimeter of the tank.

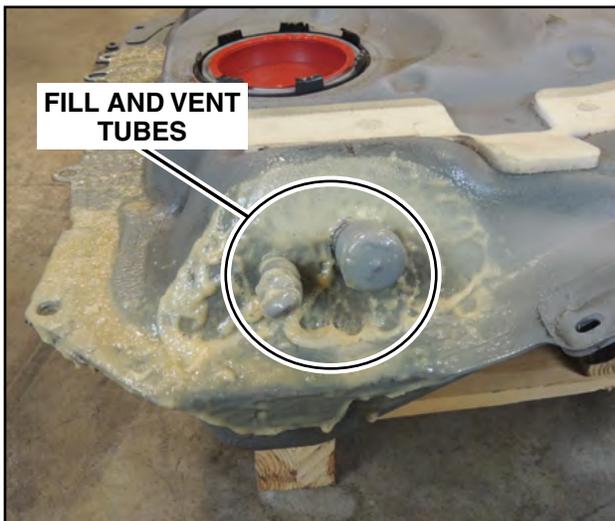


FIGURE 12a

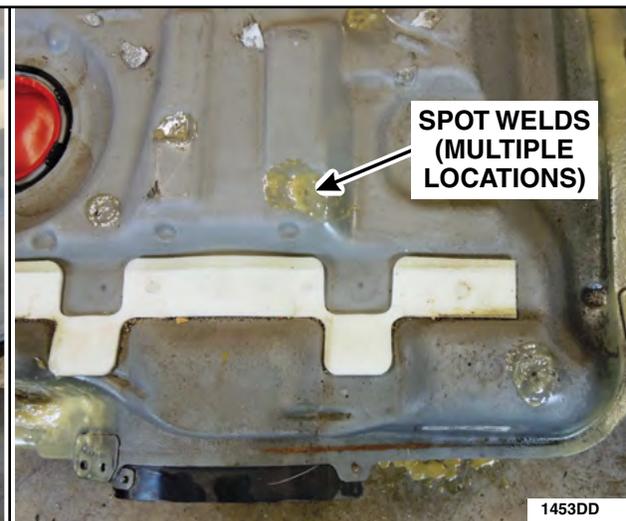


FIGURE 12b



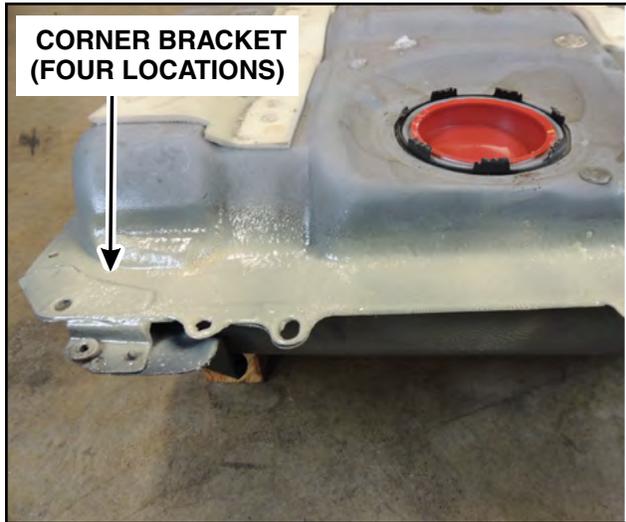


FIGURE 12c

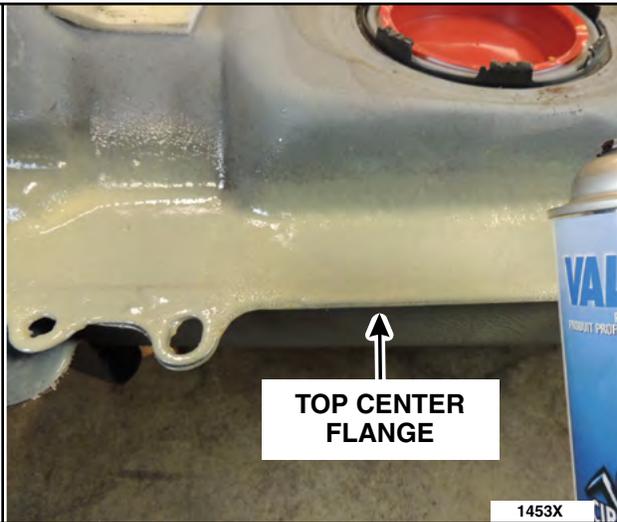


FIGURE 12d

11. Reinstall the fuel tank per the Fuel Tank Installation Procedure on Page 11.



Fuel Tank Installation Procedure

All Vehicles

NOTE: If installing a *new* fuel tank, the fuel pump module and the fuel level sensor (AWD) must be transferred to the *new* fuel tank (lubricate the fuel level sensor seal with clean oil to aid in sensor installation), following the procedures in Section 310-01.

1. Using a suitable lifting device, raise the fuel tank into position.
2. Install the four (4) *new* fuel tank bolts (one at each corner).
 - Tighten to 25 Nm (18 lb-ft).

NOTE: The brackets may need to be loosened slightly to reposition them if the center bracket to tank attaching holes do not line up. If necessary, safely heat the bolts using the procedure on Page 5.

3. Install the four (4) *new* fuel tank to bracket bolts. See Figure 4.
 - Tighten to 25 Nm (18 lb-ft).
4. Position the parking brake cables and install the two (2) parking brake cable bracket bolts.
 - Tighten to 23 Nm (17 lb-ft).
5. Connect the fuel tank jumper tube-to-fuel tank quick connect coupling. Please follow WSM procedures in Section 310-00.
6. Connect the fuel tank pressure sensor.
7. Connect the fuel tank wiring harness connector.

FWD Vehicles

8. Attach the three (3) muffler and tailpipe assembly isolators. See Figure 1.

AWD Vehicles

9. Position the driveshaft and install the two (2) or four (4) *new* center bearing support nuts. See Figure 3.
 - Tighten to 40 Nm (30 lb-ft).
10. Position the driveshaft and install the four (4) *new* rear u-joint flange bolts. See Figure 3.
 - Tighten to 70 Nm (52 lb-ft).



NOTE: Install a *new* Torca® clamp, if necessary, following WSM procedures in Section 309-00.

11. Install the muffler and tailpipe assembly and attach the four (4) isolators. See Figure 2.

All Vehicles

12. Connect the battery ground cable. Please follow WSM procedures in Section 414-01.



Ford Motor Company
Recall Reimbursement Plan for 15S31

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 # 15S31, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to January 31, 2016. 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 February 2015. 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, 2015 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.