



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

October 2, 2014

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S17**

Certain 2013 and 2014 Model Year Focus ST and Escape Vehicles Equipped with a 2.0L Engine  
Engine Wiring Splice Repair

**REF:** DEMONSTRATION / DELIVERY HOLD Advance Notice – Safety Recall 14S17 Dated August 8, 2014

**AFFECTED VEHICLES**

Certain 2013 and 2014 model year Focus ST vehicles built at the Michigan Assembly Plant from February 14, 2012 through October 14, 2013, and Escape vehicles equipped with a 2.0L engine built at the Louisville Assembly Plant from October 5, 2011 through April 1, 2013. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information was available on August 8, 2014.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, certain splices in the engine wiring harness may not be sufficiently crimped, resulting in the potential for high resistance in engine sensor circuits. High resistance in these circuits may result in engine performance issues that can include illumination of the Malfunction Indicator Lamp (MIL), reduced engine power, hesitation, running rough, or stall without warning. Engine stalls while driving with no warning may increase the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to repair the engine wiring harness splices. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of October 6, 2014. 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 \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Escape 2.0L Technical Information
- Attachment IV: Focus ST Technical Information
- Video: Repair Overview (available mid-October, 2014)
- Owner Notification Letter
- Recall Reimbursement Plan

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621

Sincerely,



Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD Safety Recall 14S17**

Certain 2013 and 2014 Model Year Focus ST and Escape Vehicles Equipped with a 2.0L Engine  
Engine Wiring Splice Repair

**OASIS ACTIVATED?**

Yes, OASIS was activated on August 8, 2014.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on August 8, 2014. Owner names and addresses will be available by October 13, 2014.

**NOTE:** Your FSA VIN list 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**

- Correct all affected units in your new vehicle inventory before delivery.
- 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.
- 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 that are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**ADDITIONAL LABOR TIME AND/OR PARTS**

Contact the Special Service Support Center (SSSC) 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.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. 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).

**DEMONSTRATION / DELIVERY HOLD– Safety Recall 14S17**

Certain 2013 and 2014 Model Year Focus ST and Escape Vehicles Equipped with a 2.0L Engine  
Engine Wiring Splice 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 engine wiring splice repairs.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
  - Program Code: 14S17
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- **Provision for Locally Procured Supplies:** Includes specified lead-free solder, wire, electrical tape, and up to one zip tie required for Escape models only. Submit on the same repair line as the repair.
  - Program Code: 14S17
  - Misc. Expense: OTHER
  - Misc. Expense: Claim Actual Cost up to \$12.00

**DEMONSTRATION / DELIVERY HOLD– Safety Recall 14S17**

Certain 2013 and 2014 Model Year Focus ST and Escape Vehicles Equipped with a 2.0L Engine  
Engine Wiring Splice Repair

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Escape 2.0L Models - Repair Splices S108 and S182.	14S17B	1.2 Hours
Focus ST Models - Repair Splices S132 and S133.		

**PARTS REQUIREMENTS / ORDERING INFORMATION\***

Description	Part Number or Specification	Quantity
Solder – Lead free	Lead-free solder (1.575 mm (0.062”) or equivalent dia.) meeting specification SAC305 or equivalent (Procure Locally) a/	25.4 cm (10 in) or equivalent
Wire – Stranded copper	18 AWG Wire meeting SAE J1128-SXL (Ford Specification ESB-M1L123-A (3TAD)) or equivalent with a max. temp rating that exceeds 160 deg.C. (320 deg. F.) (Procure Locally) a/	2 ea. @ 40.6 cm (16 in)
Dual wall heat shrink tubing	AS-1. Available in 4/pkg. in the following kits: 3U2Z-14A088- AB, BA and CA (Equivalent Motorcraft P/Ns are WT-56814, WT-56815 and WT56816)	1 ea. (Pkg. of 4)
Electrical Tape	Electrical Harness Tape a/ (Procure Locally)	Approximately 1/10 Roll
Zip Tie	WA-14-SBA or use equivalent 15.24 cm (6” or longer) outside part a/ b/	1 ea. (Escape Models only)

\* A parts kit is expected to be released in the 4<sup>th</sup> quarter, 2014, to simplify parts procurement.

a/ Claim as MISC OTHER. See Attachment I (CLAIMS PREPARATION AND SUBMISSION).

b/ Part #WA-14-SBA includes 50 zip ties. One is needed for Escape repairs only.

The DOR/COR number for this recall is 50559.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**DEMONSTRATION / DELIVERY HOLD– Safety Recall 14S17**

Certain 2013 and 2014 Model Year Focus ST and Escape Vehicles Equipped with a 2.0L Engine  
Engine Wiring Splice Repair

**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 2013 AND 2014 MODEL YEAR ESCAPE VEHICLES EQUIPPED WITH A 2.0L ENGINE — ENGINE WIRING SPLICE REPAIR

### OVERVIEW

In some of the affected vehicles, certain splices in the engine wiring harness may not be sufficiently crimped, resulting in the potential for high resistance in engine sensor circuits. High resistance in these circuits may result in engine performance issues that can include illumination of the Malfunction Indicator Lamp (MIL), reduced engine power, hesitation, running rough, or stall without warning.

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to repair the engine wiring harness splices.

### SERVICE PROCEDURE

1. Disconnect the battery ground cable. For additional information, refer to Workshop Manual (WSM) Section 414-01.
2. Remove the engine appearance cover.
3. Remove the air cleaner and air cleaner outlet pipe. For additional information, refer to WSM Section 303-12B.
4. Remove the lower radiator hose retaining clip and detach the push pin retainer from the transmission. See Figure 1.
  - Position the lower radiator hose aside.

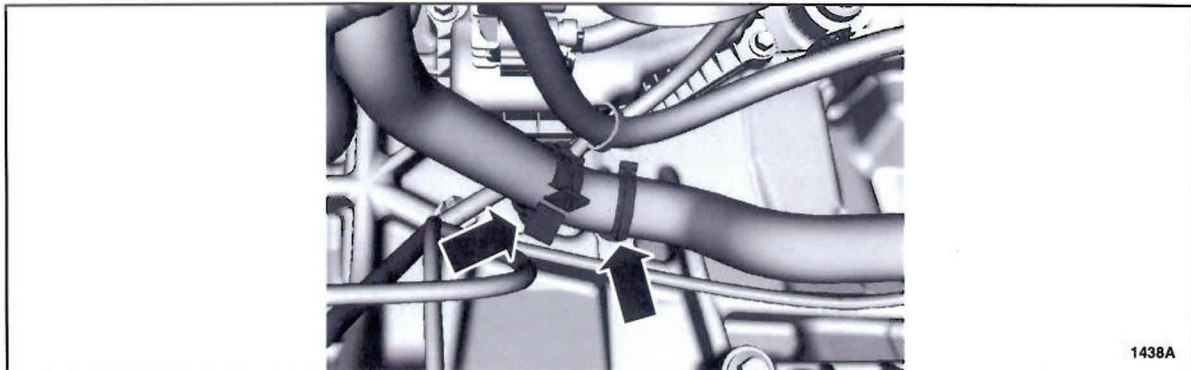
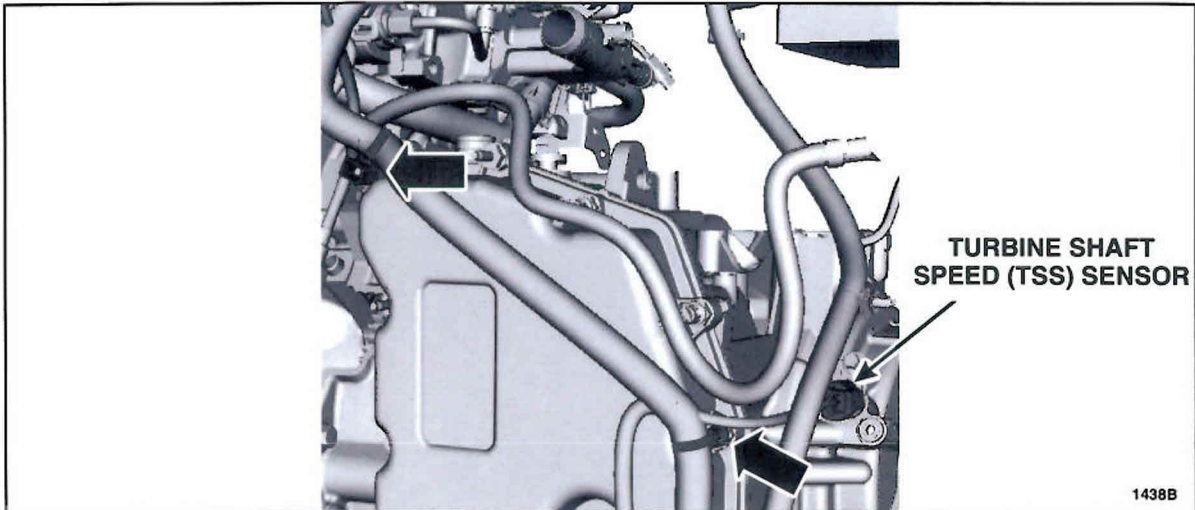


FIGURE 1

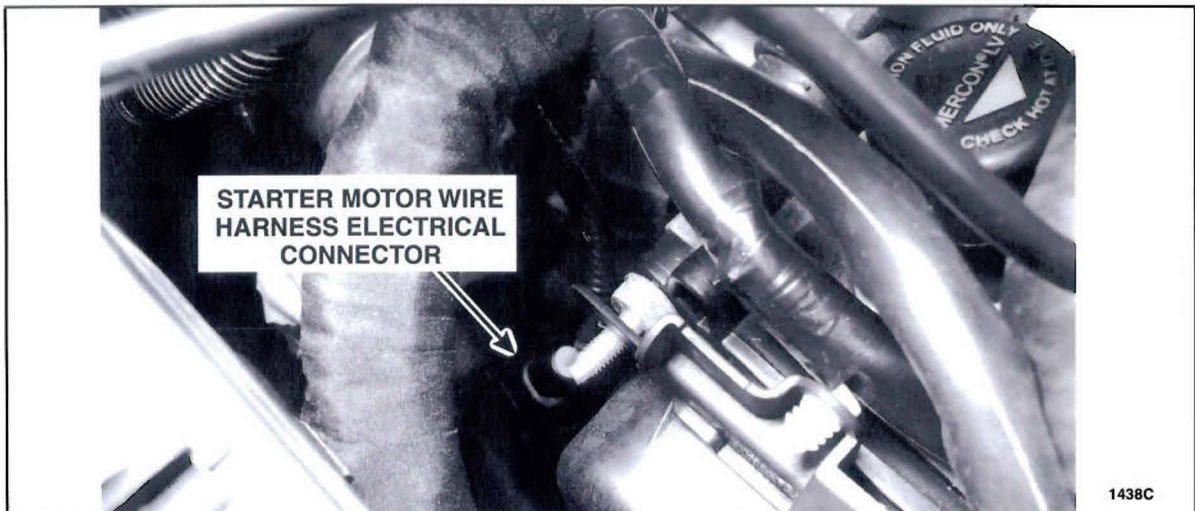


5. Disconnect the two wire harness retainers and disconnect the Turbine Shaft Speed (TSS) Sensor. See Figure 2.



**FIGURE 2**

6. Disconnect the starter motor wire harness electrical connector. See Figure 3.



**FIGURE 3**





7. Cut the upper wire harness retainer tie strap and remove it from the engine wire harness.  
See Figure 4.

- Remove the tie strap from the upper wire harness retainer. Save the retainer as it will be used during reassembly.

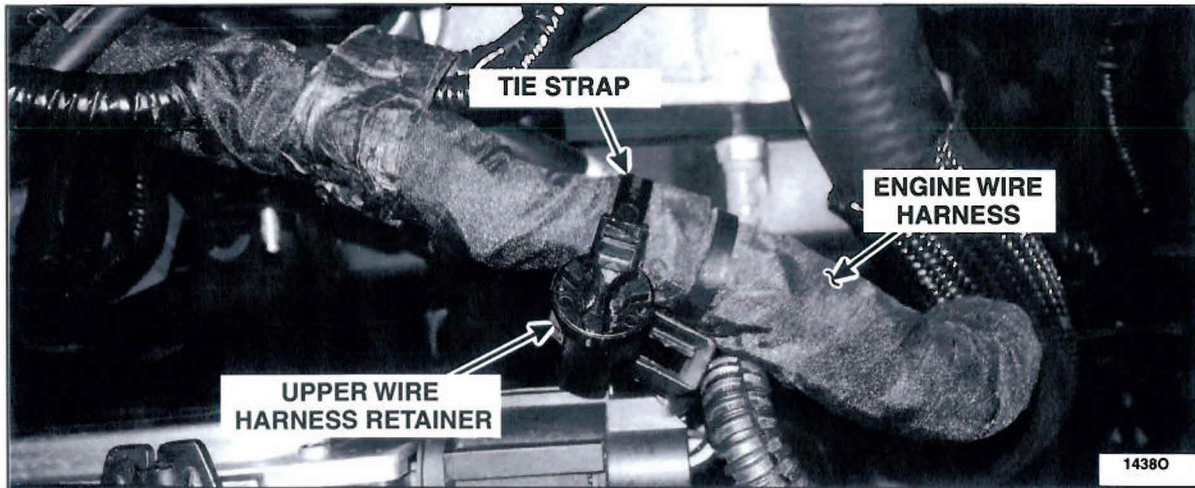


FIGURE 4

8. Pull the engine wire harness upward to provide better access for the repair. Locate the section of engine wire harness that contains splice S182 and S108. See Figure 5.

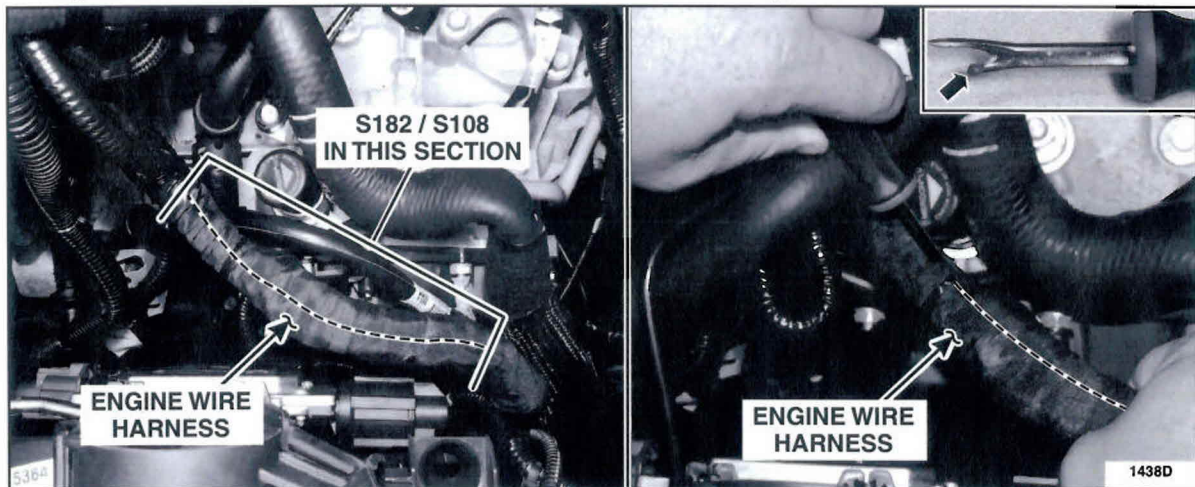


FIGURE 5

**NOTICE:** Do not use a knife or razor blade or other sharp cutting tools to strip the wire harness tape. Using a sheathing ripper will help to prevent damage to wire insulation.

9. Using a commercially available sheathing ripper such as Snap-On SGTT4A or equivalent, carefully strip the wire harness tape from the section of wire harness that contain splice S182 and S108.  
See Figure 5.

- Insert the **ball end** of the sheathing ripper into the wire harness.
- Use caution not to damage the wires or wire insulation when stripping the wire harness tape to access splice S182 and S108.

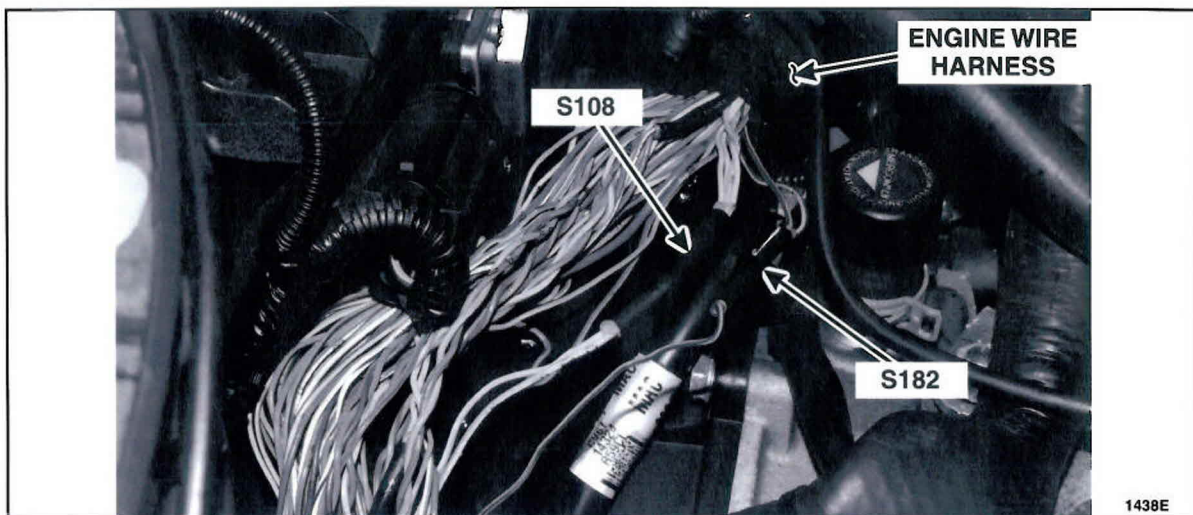


**NOTE:** There are several splices in the area of S182 and S108. Be sure you have located the correct splices to repair as identified below.

10. Locate splice S182 and S108. See Figure 6.

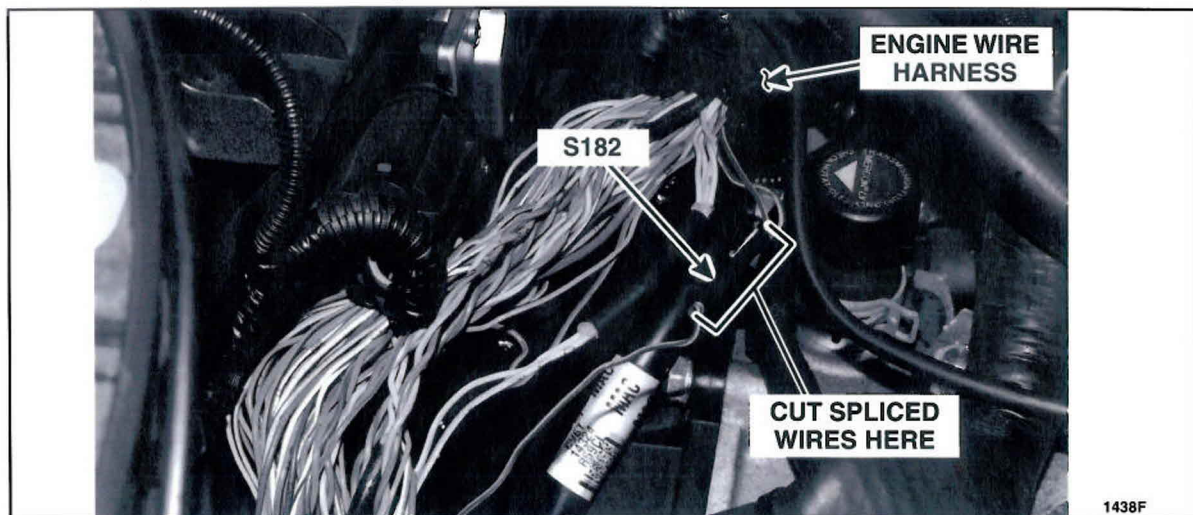
- S182 is a one (1) wire into two (2) wire splice with Gray/Brown wires.
- S108 is a two (2) wire into four (4) wire splice with Yellow/Green wires.

**NOTE:** There is another splice with Yellow/Green wires in this area. Be sure the splice you repair with Yellow/Green wires is splice S108 having four (4) wires on one side and two (2) wires on the other.



**FIGURE 6**

11. Cut the wires on each side of the splice S182 and strip off 19 mm (0.75 in) of insulation from each of the Gray/Brown wires. See Figure 7.

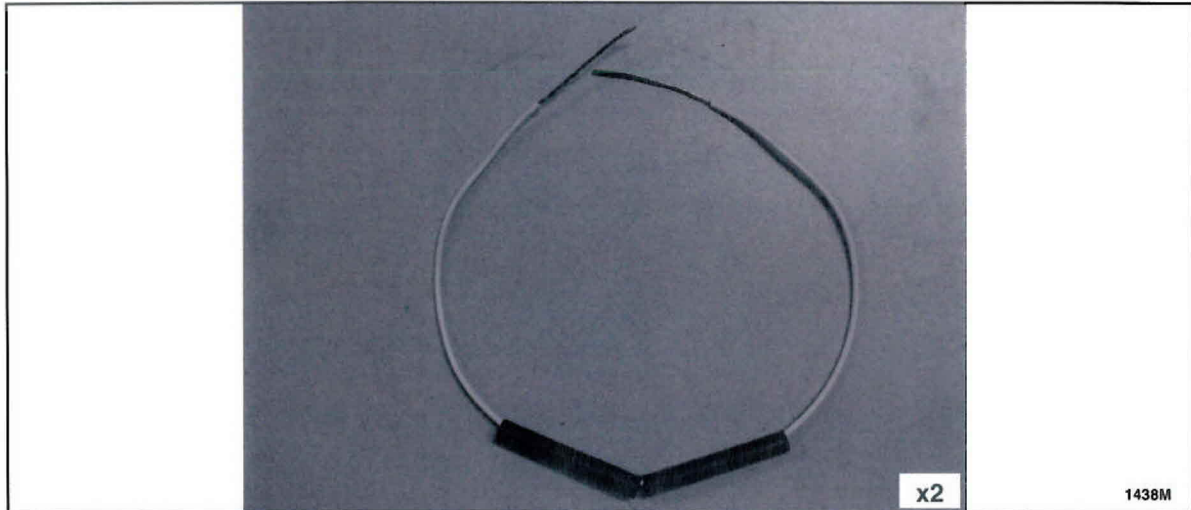


**FIGURE 7**



12. Prepare two lengths of wire for splicing as follows. See Figure 8.

- a. Obtain locally two 40.6 cm (16 in) lengths of 18 AWG wire meeting Ford specification ESB-M1L123-A (3TAD) or SAE J1128-SXL, or equivalent.
- b. Strip 38 mm (1.5 in) of insulation from each end of the wire.
- c. Position two (2) lengths of ES-1 double wall heat shrink tubing onto each wire.



**FIGURE 8**



13. Join the two Gray/Brown wires on the engine side of the harness with one end of the previously prepared 40.6 cm (16 in) length of wire. Twist 13 mm (0.5 in.) of the ends of the wires together and bend the splice wire 90 degrees to the harness wire at the end of the twisted area. Solder the wires together using lead free electrical solder, with the heat being applied opposite of the applied solder. See Figures 9 and 10.

- Repeat this step to join the single wire end of the splice S182 Gray/Brown Wire to the opposite end of the prepared wire.

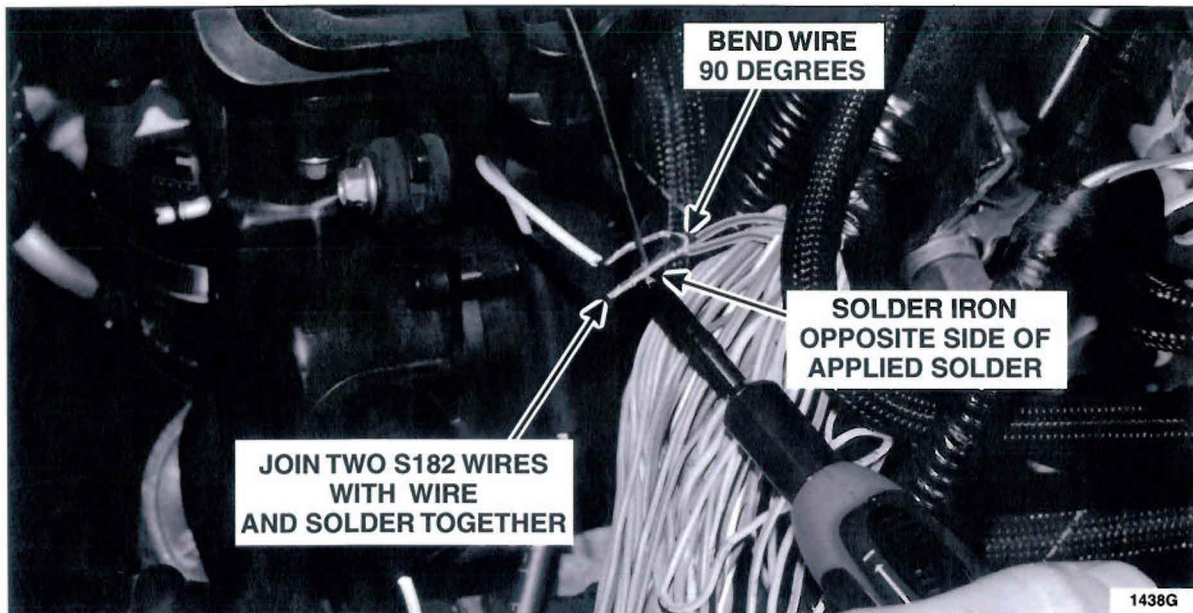


FIGURE 9

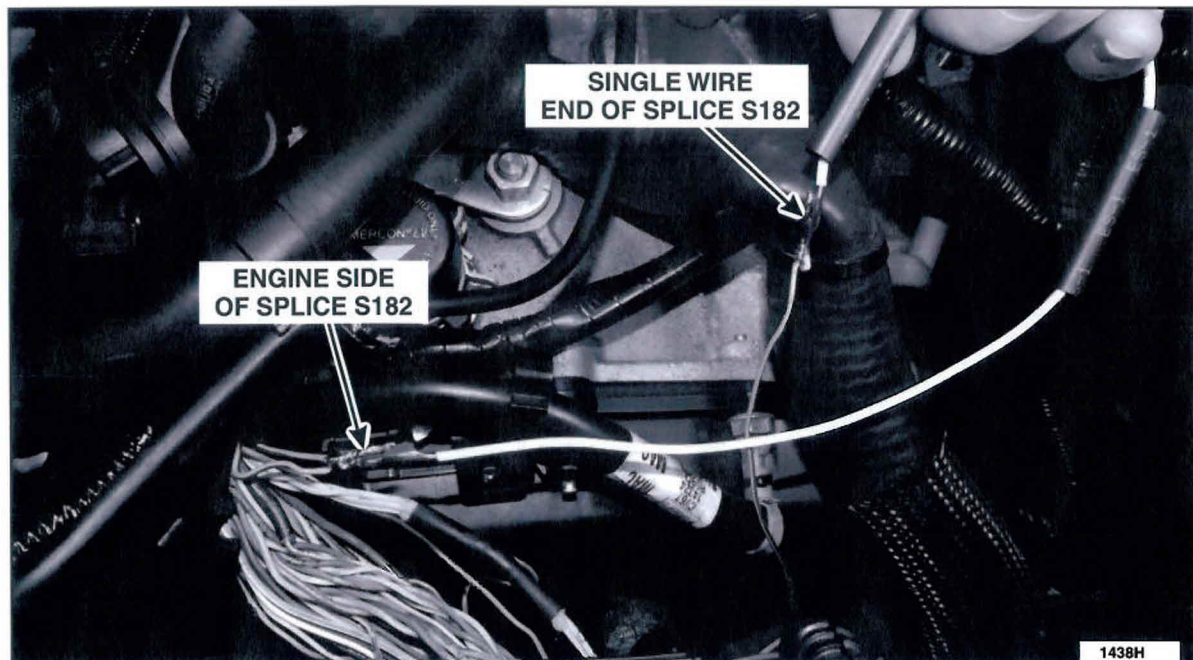


FIGURE 10



14. Position the heat shrink tubing over both ends of the splice wire. Use a suitable heat gun such as Rotunda Shielded Flameless Heat Gun with Heat Deflector, number NAIAT-R5902, that is equipped with a shrink tubing attachment, to heat the heat shrink tubing until the sealant comes out of both ends. See Figures 11 and 12.

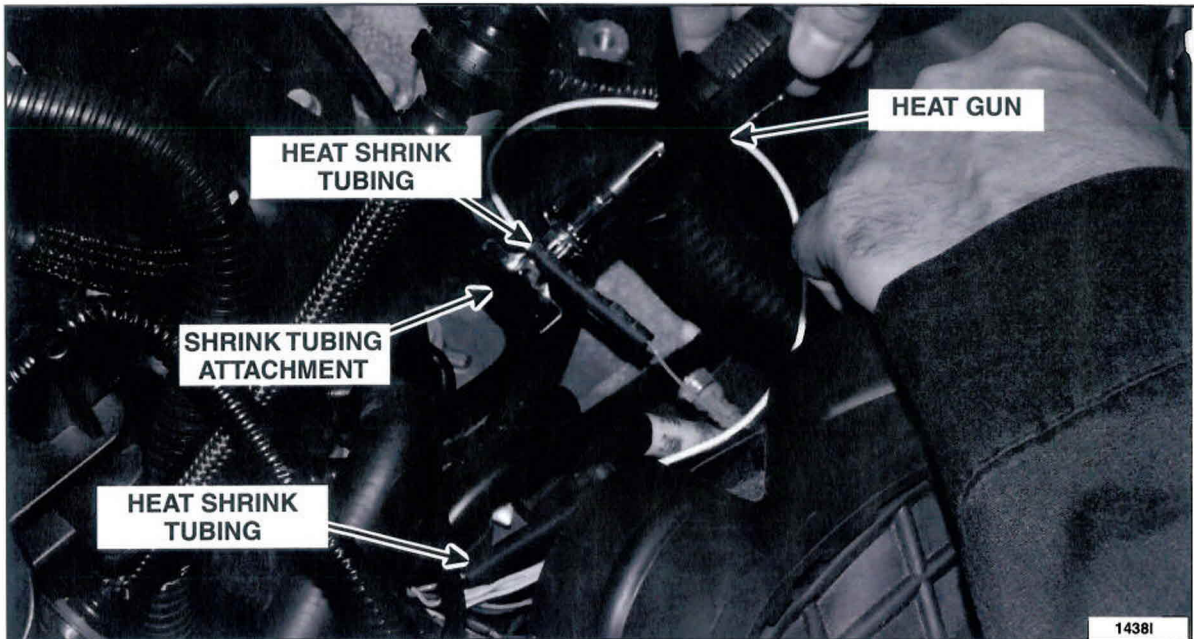


FIGURE 11

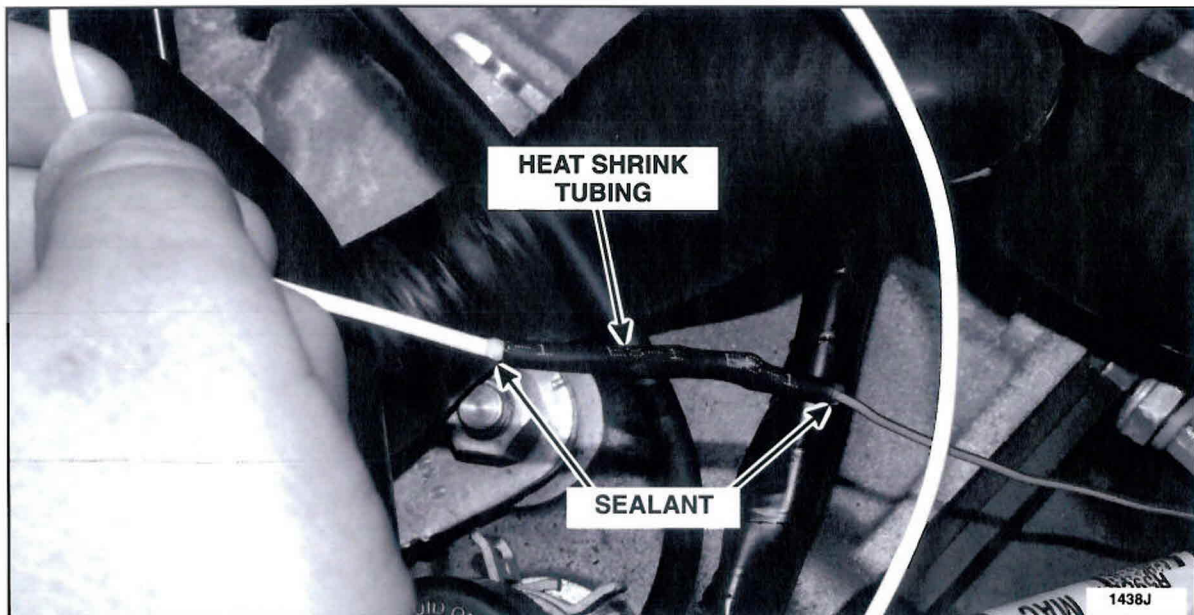
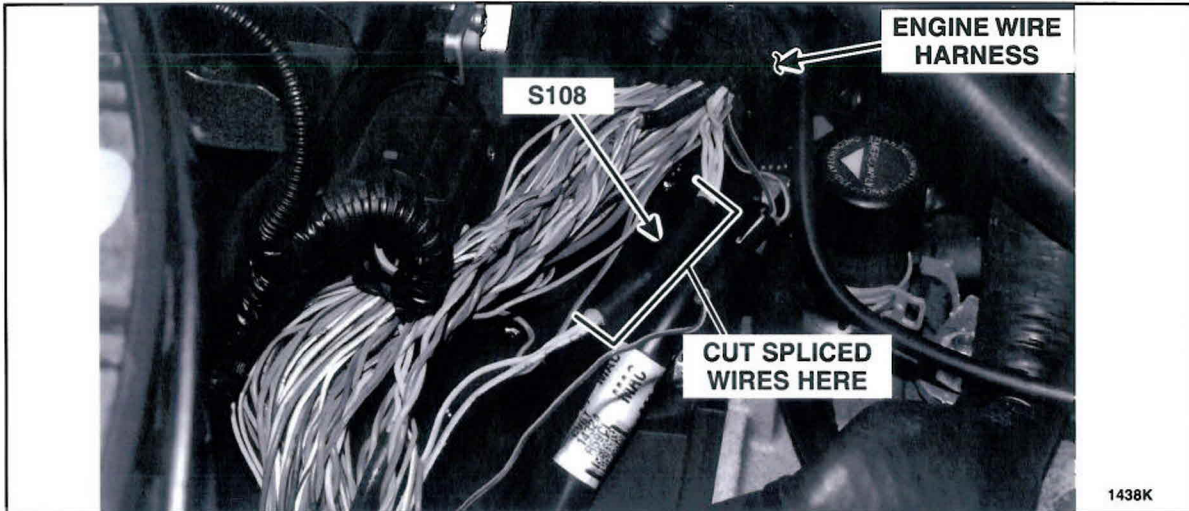


FIGURE 12



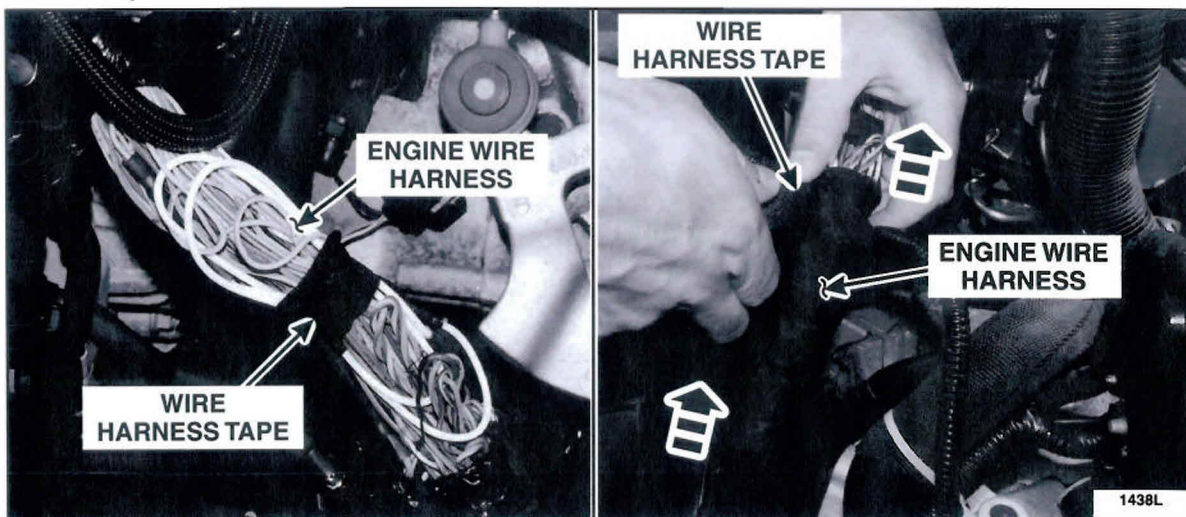
15. Cut the wires on each side of the splice S108 and strip off 19 mm (0.75 in) of insulation from each of the Yellow/Green wires. See Figure 13.

**NOTE:** There is another splice with Yellow/Green wires in this area. Be sure the splice you repair with Yellow/Green wires is splice S108 having four (4) wires on one side and two (2) wires on the other.



**FIGURE 13**

16. Repeat Steps 13 and 14 for both ends of the splice S108 Yellow/Green wires.
17. Bundle the wires as shown and apply wire harness tape to the harness, starting from the bottom of the previously cut harness tape and working upward until all exposed wires are covered. See Figure 14.



**FIGURE 14**



18. Position the engine wire harness back to its original position.
19. Connect the starter motor wire harness electrical connector. See Figure 3.
20. Install the upper wire harness retainer that was removed during Step 7 onto the engine wire harness using a *new* tie strap. See Figure 4.
21. Connect the two wire harness retainers and connect the TSS sensor. See Figure 2.
22. Position the lower radiator hose back in place. Install the radiator hose retaining clip and attach the push pin retainer onto the transmission. See Figure 1.
23. Install the air cleaner and air cleaner outlet pipe. For additional information, refer to WSM Section 303-12B.
24. Install the engine appearance cover.
25. Connect the battery ground cable. For additional information, refer to WSM Section 414-01.



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

October, 2014

**\* \* \* IMPORTANT SAFETY RECALL \* \* \***  
**(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 14S17 / NHTSA Recall 14V-495**  
**Aviso de Revisión de Seguridad 14S17**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

This notice applies to your vehicle, 12345678901234567.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number (VIN) shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?** On your vehicle, it is possible that the engine wiring harness may not be properly manufactured, resulting in the potential for high resistance to develop in engine sensor circuits. High resistance in these circuits may result in engine performance issues that can include illumination of the Malfunction Indicator Lamp (MIL), reduced engine power, hesitation, running rough, or stall without warning. Engine stalls while driving with no warning may increase the risk of a crash.

**What will Ford and your dealer do?** Ford Motor Company has authorized your dealer to repair the engine wiring harness free of charge (parts and labor).

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair.

**What should you do?** Please call your dealer without delay and request a service date for Recall 14S17. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.



**What should you do?  
(Continued)**

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Have you previously  
paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to engine wiring harness splice repair/replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**What if you no longer  
own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you  
further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is:  
[www.Fordowner.com](http://www.Fordowner.com) .

*Para asistencia en Español:*

*Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.*

**Can we assist you  
further? (Continued)**

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 14V-495.

Thank you for your attention to this important matter.

Ford Customer Service Division

**Ford Motor Company**  
**Recall Reimbursement Plan for 14S17**

*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 # 14S17, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to October 31, 2014. 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 2009. 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 28, 2007 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.