



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

September 26, 2025

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 25C43**
Certain 2024 and 2025 Model Year Mustang Vehicles
Body Control Module (BCM) Water Intrusion Inspection

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice
Compliance Recall 25C43 - Supplement #1**
Dated September 15, 2025

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Mustang	2024	Flatrock	September 07, 2022 through November 04, 2024
Mustang	2025	Flatrock	June 24, 2024 through July 14, 2025
Mustang	2025	Multimatic	January 16, 2025 through August 26, 2025

U.S. population of affected vehicles: 105,056. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 108 Table I.-a. - Lamps, Reflective Devices, and Associated Equipment. Water intrusion on to the Body Control Module (BCM) may lead to corrosion in the BCM. Corrosion in the BCM causes loss of communication with exterior lighting components, and signal lamps that are required to be activated with low beams (front and rear side marker lamps, taillamps, and license plate lamps) are not activated. In addition, the side marker and taillamp functions may flicker and not be steady burning.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealerships are to seal the vehicle to prevent water leaking onto the Body Control Module (BCM) area, inspect the windshield for leaks, reseal the windshield (if necessary), and inspect the BCM for evidence of water/corrosion. If water/corrosion is found, an upcoming supplement, expected 4th quarter of 2025, will address that repair. Customers impacted by corrosion/water intrusion can be offered a loaner vehicle until the supplement becomes available. 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, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs
 - 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.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 29, 2025 or sooner. 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 \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Vehicle Pick-Up & Delivery Record
- 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

Compliance Recall 25C43

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 September 26, 2025

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 26, 2025. Owner names and addresses will be available by October 6, 2025.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this compliance recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

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

Compliance Recall 25C43**OWNER REFUNDS**

- **This Compliance 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 water leak onto BCM.

RENTAL VEHICLES

Dealers are eligible for up to 30 days for a comparable rental vehicle by providing picture evidence of corroded/water contaminated BCM terminals or connectors to Special Service Support Center (SSSC). Dealers should reach out to SSSC to obtain authorization to put customer into a loaner vehicle until parts are available. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 30 rental day(s) is required from the SSSC for consideration and approval if appropriate.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16913, 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.

Compliance Recall 25C43**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence if BCM terminals or connectors have corrosion or water intrusion present.

- 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. Provide photos of the BCM terminals or connectors that have corrosion or water intrusion, and the Vehicle Identification Number (VIN). 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.

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 software module replacement:**
 - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
 - **Claiming the MT25C43RR** labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.
- **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.

Compliance Recall 25C43

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<u>Passes corrosion/water inspection.</u> Apply sealant to the vehicle (includes time to scuff and clean), perform the water test, and inspect the BCM and connectors. If no water or corrosion is found during the inspection, this labor operation will close the recall.	25C43B	1.0 Hours
Reseal windshield. Can be claimed with 25C43B or 25C43D.	25C43C	1.0 Hours
<u>Fails corrosion/water inspection.</u> Apply sealant to the vehicle (includes time to scuff and clean), perform the water test, and inspect the BCM and connectors. If water or corrosion is found during the inspection, this labor operation <u>WILL NOT</u> close the recall.	25C43D	1.0 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25C43PP	0.5 Hours
Time allowed to submit photos. 1. Attach a photo of BCM terminals or connectors that have corrosion or water intrusion 2. Attach a photo of door tag showing VIN.	25C43ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Order the parts below through normal order processing channels:

Inspection required, see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
PR3Z- 6303100-H	1	1	1	Windshield Left Hand Drive (LHD) Acoustic
PR3Z-6303100-L	1	1	1	Windshield LHD Non-Acoustic

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

Obtain the parts below locally:

Part Number	Description	Quantity Needed
Obtain Locally	Sika SikaTack Mach-30	1 tube per vehicle - Claim as Misc. Other

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

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

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 2024 AND 2025 MODEL YEAR MUSTANG VEHICLES — BODY CONTROL MODULE (BCM) WATER INTRUSION INSPECTION

SERVICE PROCEDURE

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.

NOTE: During this procedure, it is highly recommended that protective rubber gloves and safety glasses be worn.

1. Remove the cowl panel grille. Follow the Workshop Manual (WSM) procedures in Section 501-02.
2. Using a soft bristle brush and 90% or higher isopropyl alcohol, clean the upper cowl panel surface in the areas shown in Figure 1.



FIGURE 1



3. On both sides of the cowl and the vertical pinch seam, using a scotch-brite pad and isopropyl alcohol, scuff up the areas shown in Figure 2. Then, using shop air, dry the surfaces that were cleaned and scuffed up.

NOTE: Right side shown, left side similar minus the grommet.

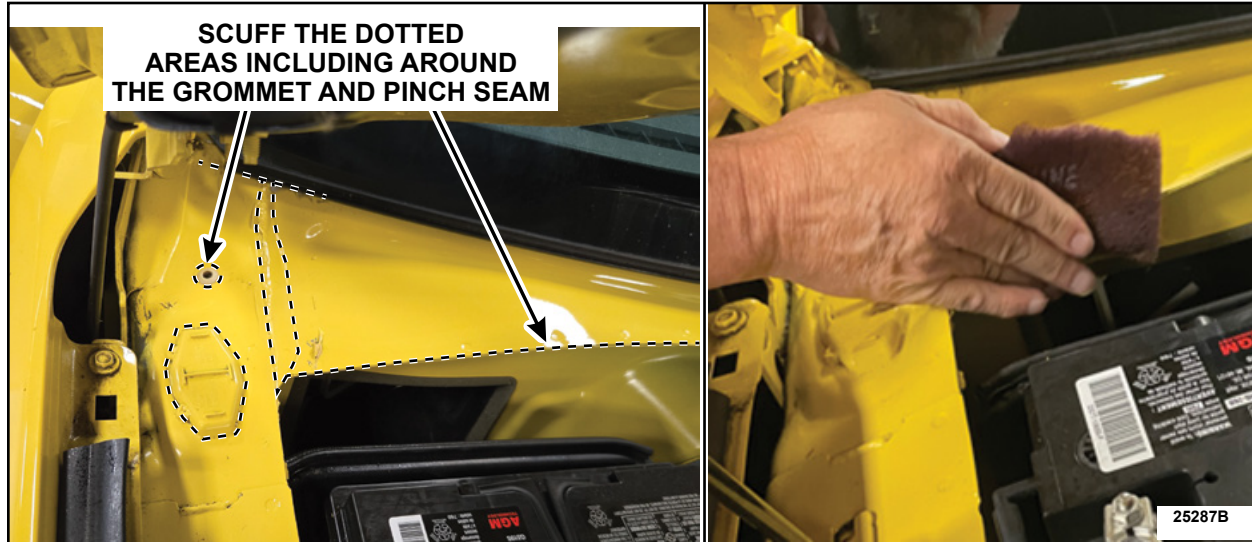


FIGURE 2

4. On the right side, make sure the rubber grommet is fully seated before continuing. See Figure 3.



FIGURE 3



NOTE: The right-side seal on the bottom of the windshield must be raised slightly to allow sealer to flow under the corner of the windshield.

- Using care and a plastic trim stick, prop up the right-side lower windshield seal as shown in Figure 4. This will allow the sealant to penetrate the lower windshield to body gap.



FIGURE 4

- Load the repair adhesive into the caulk gun and cut the nozzle tip for a 5mm (0.20 in.) bead.
- On the right side, apply a 5mm (0.20 in.) bead of adhesive to the dotted areas shown in Figure 5. Make sure no sealant is in the opening of the grommet, or the retainer will not secure.

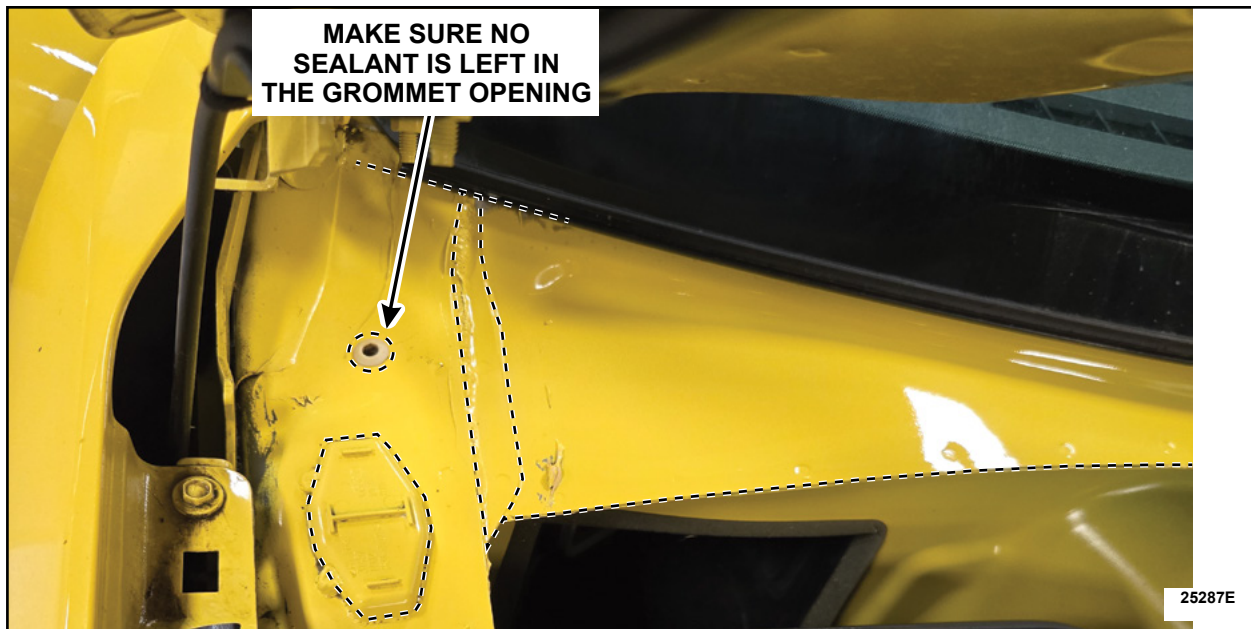


FIGURE 5



8. Caulk under the windshield seal at the right-hand lower corner as shown. See Figure 6. Then, using your finger flatten all of the caulk beads. Remove the plastic trim stick.



FIGURE 6

9. On the right side, caulk half of the vertical cowl panel pinch seam as shown in Figure 7. Then, using your finger flatten the caulk bead.



FIGURE 7



10. On the left side, caulk the other half of the vertical cowl panel pinch seam as shown in Figure 8. Then, using your finger flatten the caulk bead.



FIGURE 8

11. On the left side, apply a 5mm (0.20 in.) bead of adhesive to the dotted areas shown in Figure 9. Then, using your finger flatten the caulk beads.

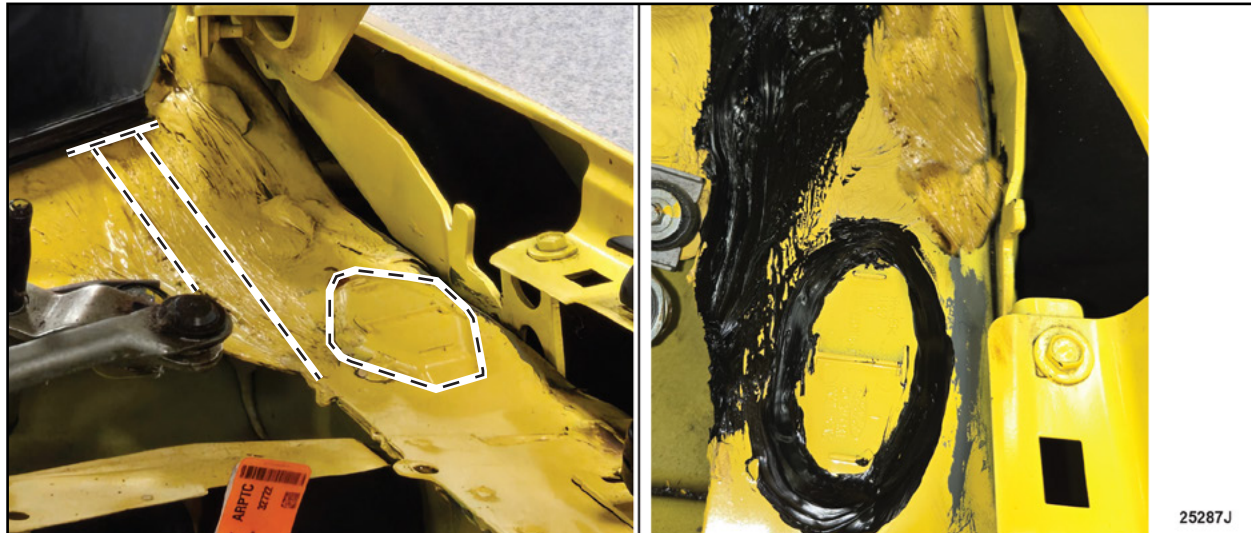


FIGURE 9

12. Let the sealant dry for at least 2 hours before performing the water test. Steps 1-4 of the Water Test Procedure on Page 6 can be performed while waiting for the sealant to dry.



Water Test Procedure

1. Release the clips and remove the right door scuff plate. See Figure 11.

- Use the General Equipment: Interior Trim Remover

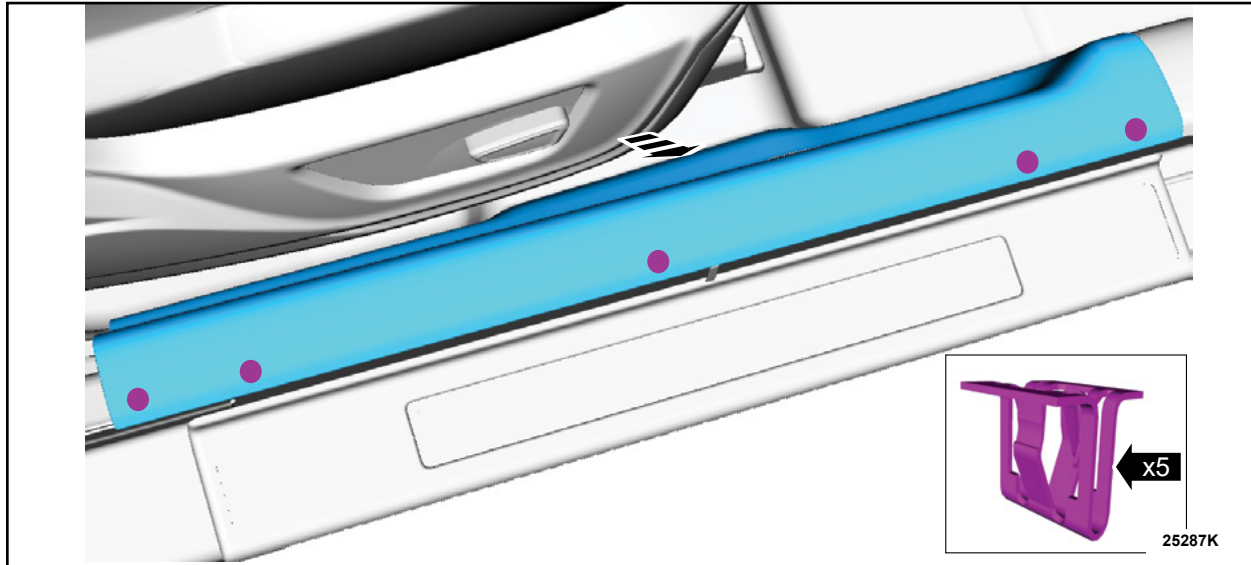


FIGURE 11

2. Remove the BCM access cover. See Figure 12.

1. Pull outward to release the retainer.
2. Lift upwards and remove the access panel.

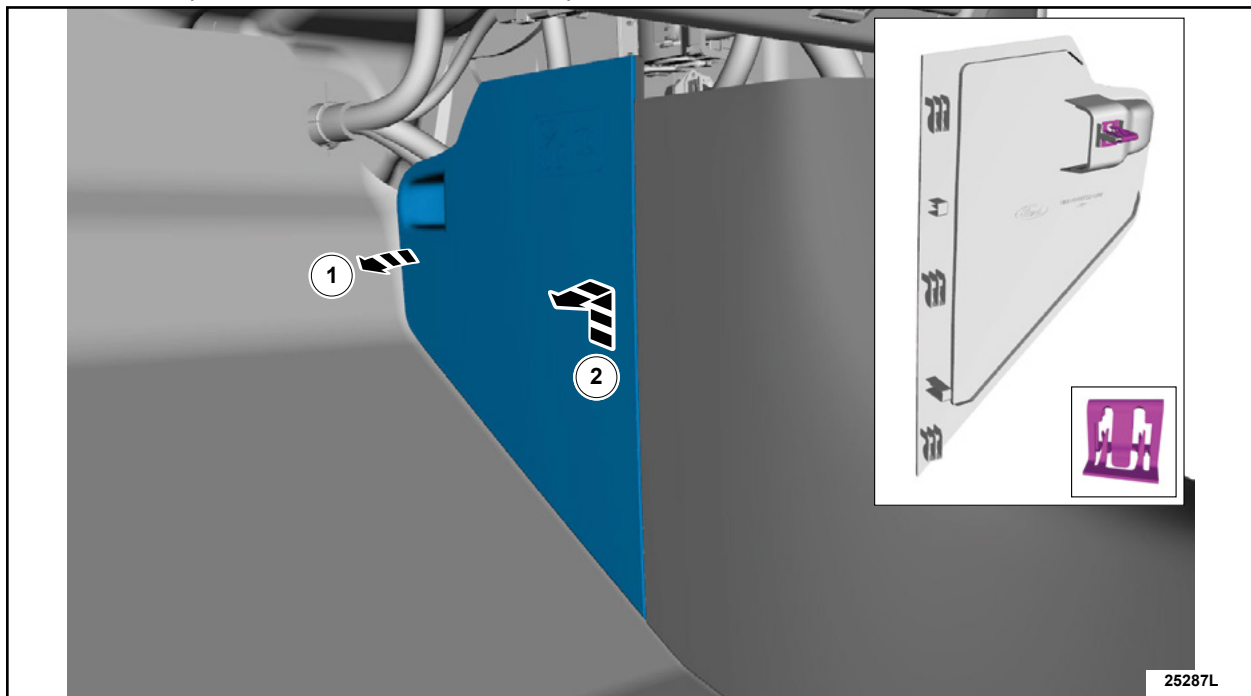


FIGURE 12



3. Release the clips and remove the lower right cowl trim panel. See Figure 13.

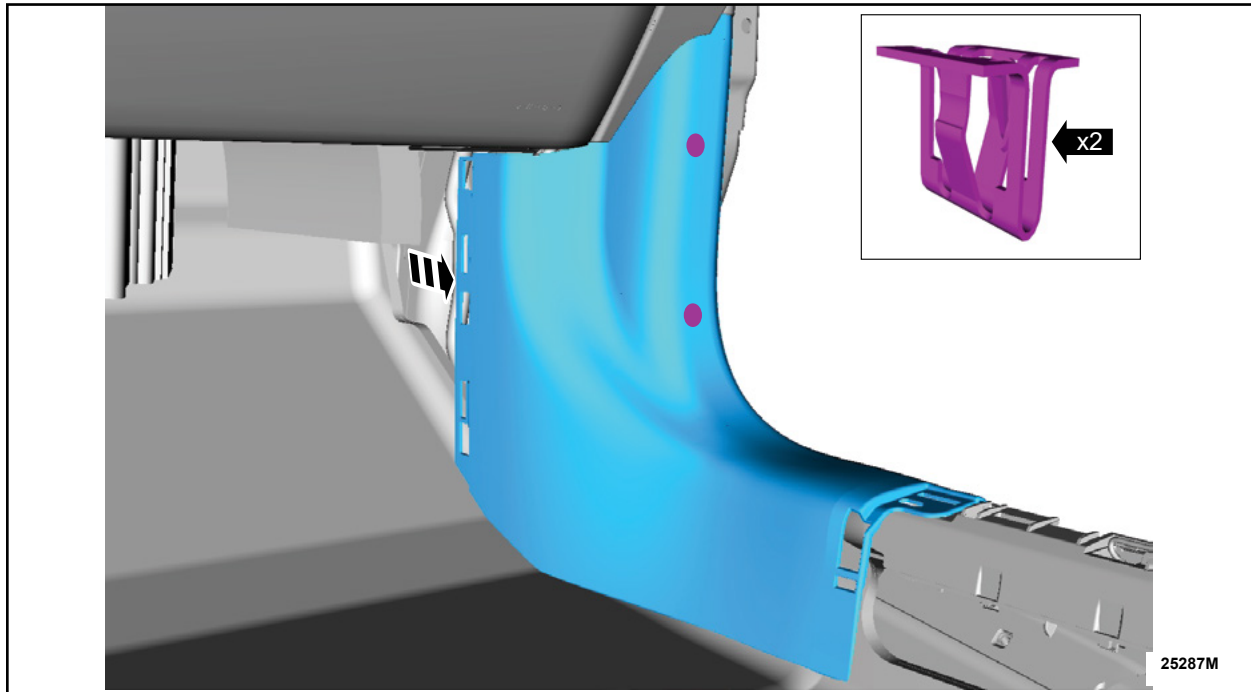


FIGURE 13



4. Remove the glove compartment. Follow the WSM procedures in Section 501-12.
5. Once the two (2) hours has elapsed, set the cowl panel grille in place but do not secure at this time. Also, do not tuck the ends of the cowl panel under the fender, leave them uninstalled. See Figure 14.

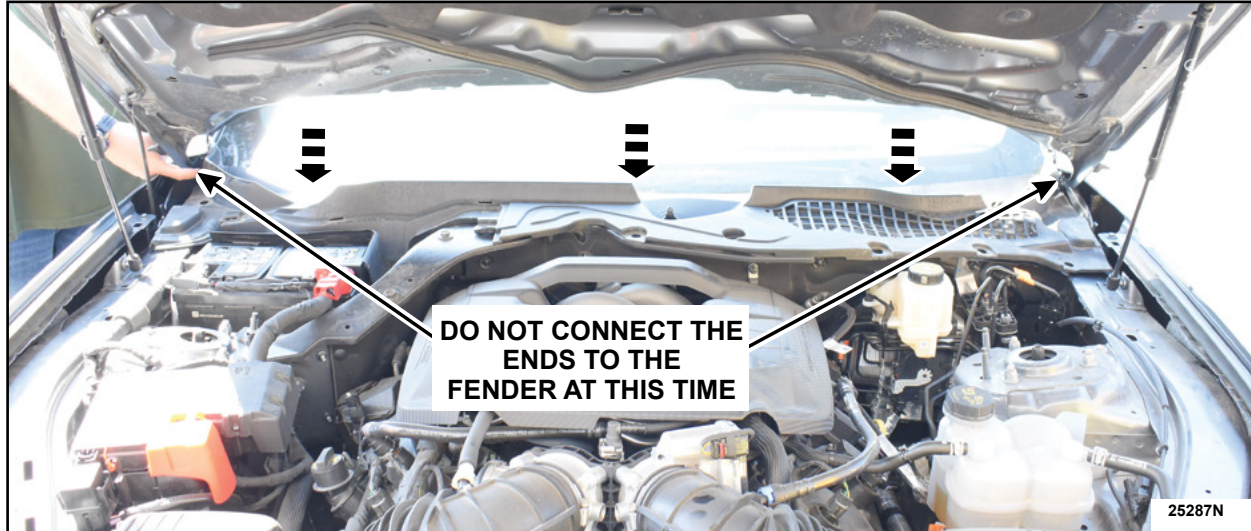


FIGURE 14

6. With the hood open and all of the doors and windows closed, start the vehicle and set the HVAC to recirculation mode with no fan speed.
7. Using a garden hose with no attachments, adjust a stream of approximately 6 inches of pressure when performing the following water test.
8. Start with the hose pointing downward from the top for 30 seconds, then upward from the front for 30 seconds alternate the direction every 30 seconds for a total of 3 minutes. See Figure 15.



FIGURE 15



9. Open the passenger door and slightly lift the carpet and check for the presence of water and check above the BCM for any signs of water intrusion. See Figure 16. Was water intrusion found?

Yes – Continue to Step 11.

No – Close the passenger door and continue water test for another 3 minutes. Continue to Step 10.



FIGURE 16

10. Open the passenger door and slightly lift the carpet and check for the presence of water and check above the BCM for any signs of water intrusion. See Figure 17. Was water intrusion found?

Yes – Continue to Step 11.

No – Close the passenger door and continue to Step 13.



FIGURE 17



11. Is water present above the BCM? See Figure 18.

Yes – Inspect repaired seams for any pin holes or missed areas. If any seams were missed, repair them and repeat Step 1 of water testing. If the unit still leaks, reseal the windshield. Follow WSM procedures in Section 501-11 (General Procedures > Fixed Glass). If windshield breaks during the reseal procedure, replace windshield.

No – Continue to Step 12.

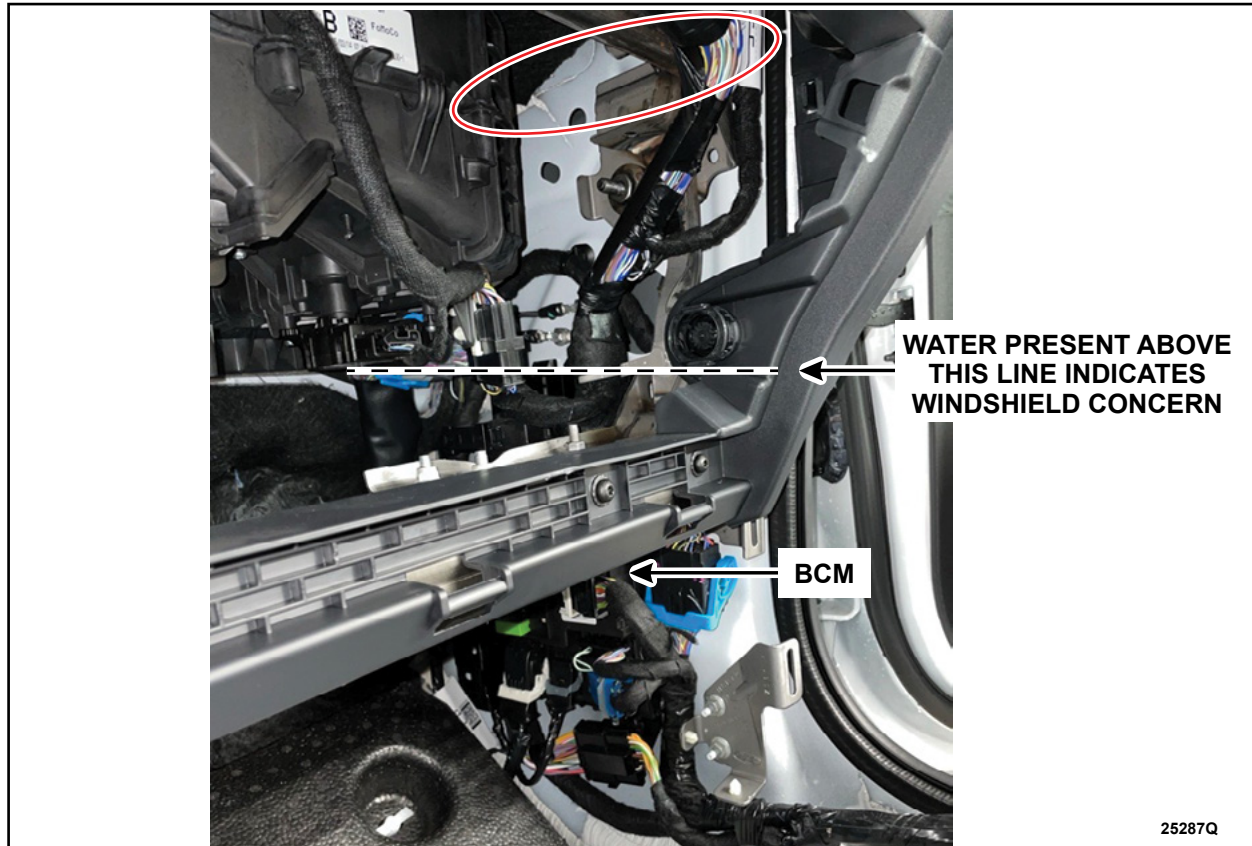


FIGURE 18

12. If water is present on the floor or below the BCM, follow WSM procedures in Section 501-00, for water leak investigation. Continued repairs are not covered under this FSA. Continue to Step 13.

13. Turn OFF the HVAC system and shut off the vehicle.



BCM Inspection

14. Disconnect the three (3) BCM connectors. See Figure 19.



FIGURE 19

15. Inspect the connectors and the BCM for evidence of water intrusion. See Figures 20 and 21.

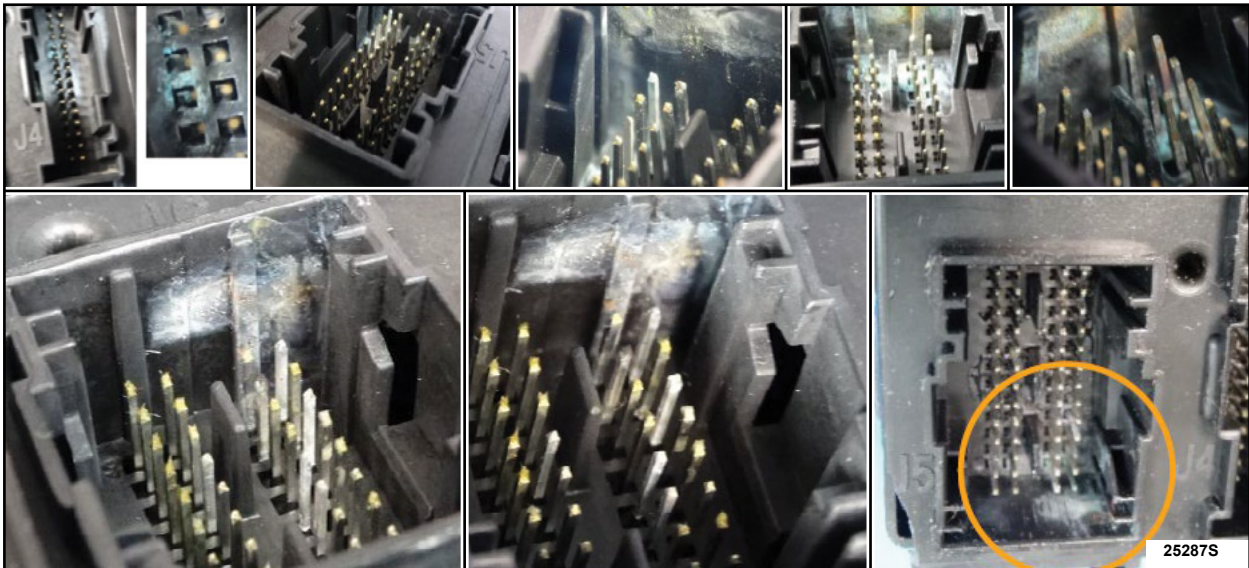


FIGURE 20



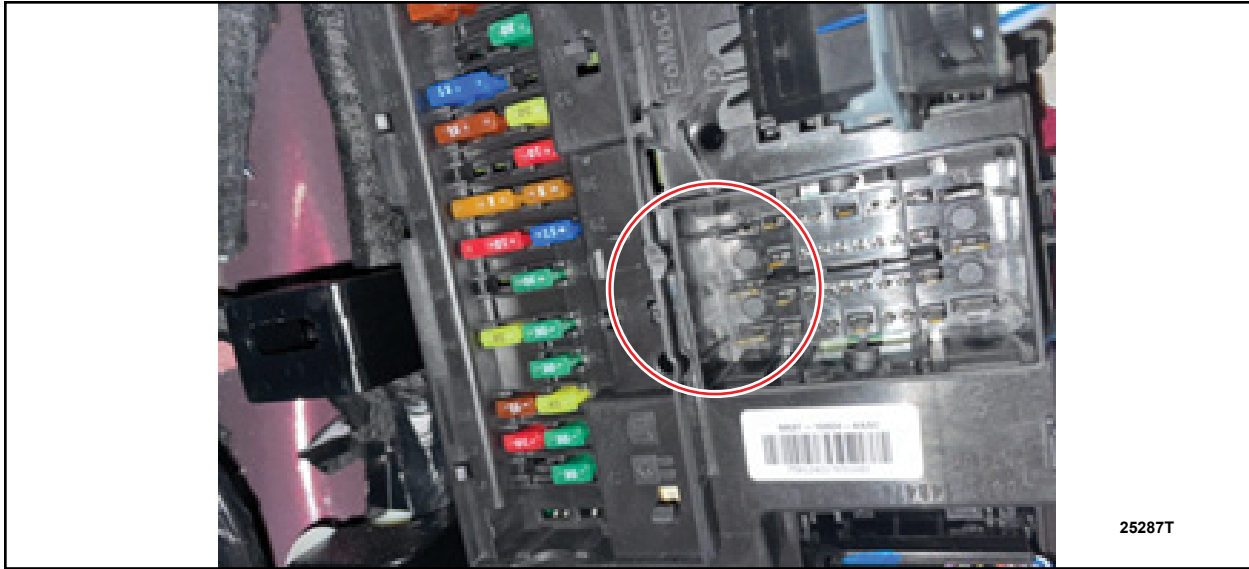


FIGURE 21

16. Is there presence of corrosion or water in the BCM and/or the connector(s)?

Yes – Contact Special Service Support Center (SSSC). Provide pictures of the VIN and of the corrosion and/or water intrusion. This FSA will remain open. Follow Rental Vehicles guidelines in the Dealer Bulletin.

No – Continue to Step 17.

17. Install the glove compartment. Follow the WSM procedures in Section 501-12.

18. Install the lower right front cowl trim panel. See Figure 13.

19. Install the access cover. See Figure 12.

20. Install the right front scuff plate. See Figure 11.

21. Fully install the cowl panel grille. Follow the WSM procedures in Section 502-02.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Compliance Recall 25C43**

Certain 2024 and 2025 Model Year Mustang Vehicles
Body Control Module (BCM) Water Intrusion Inspection














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 (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

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

-  – Mobile Reprogramming (MRA1)
 - 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 (MRA2)
 - 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**Compliance Recall 25C43**

Certain 2024 and 2025 Model Year Mustang Vehicles
Body Control Module (BCM) Water Intrusion Inspection

 – Enhanced Mobile Service (MRA3)

- **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 (MRA4)

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

 – Not a Mobile Service Repair (MRA5)

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

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

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

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 25C43 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 25C43

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 # 25C43, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before September 26th, 2025. 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 2025. 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 non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 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.