

# CLAIM FORM INSTRUCTIONS

Please review the following instructions before proceeding. If your claim is not accompanied by the required documentation, your claim may be rejected.

Supporting documentation is required depending on the claim option you select. You must attach all required documentation with this Claim Form. Required documentation is further explained below.

Proof of Ownership/Lease at Time of Repair (required for Options 1 and 2): You must submit documentation proving that you owned or leased your Class Vehicle at the time of (or before) the first repair for which you are seeking compensation AND at the time of (or after) the last repair for which you are seeking compensation. "Class Vehicle" means model year 2015-2018 Ford F-150 trucks and 2017-2018 Ford F-250, F-350, F-450, and F550 trucks sold or leased in the United States, as well as model year 2019 Ford F-150, F-250, F-350, F-450 and F-550 trucks sold or leased in the United States that were built at Ford's Dearborn Assembly Plant before February 26, 2019, Ford's Kansas City Assembly Plant before March 4, 2019, Ford's Kentucky Assembly Plant before March 5, 2019, or Ford's Ohio Assembly Plant before March 11, 2019.

*Some examples of the kinds of documents you can use to show that you owned/leased the vehicle at the time of this repair include: vehicle title, purchase or lease agreement, automobile insurance documentation (i.e. your insurance card), financing documentation, vehicle registration, or a vehicle repair invoice or vehicle service record showing you as vehicle owner/lessee.*

*Please contact the Settlement Administrator at 1-833-900-1642 for any questions about what kind of documentation qualifies. Please note that the documentation must include the Vehicle Identification Number (VIN).*

Proof of Payment (required for Options 1 and 2): You must submit documentation showing that you paid for the repair or other eligible out-of-pocket expenses.

*Common documents with this information include an invoice from an authorized Ford dealer marked "paid in full," a contemporaneous credit card receipt, an entry for the repair amount on your monthly credit card statement, or a cancelled check.*

Every eligible Class Member may be entitled to receive a monetary payment under the Settlement Agreement. If you elect to submit a claim the amount of any payment you receive will depend on which option(s) you choose below, and the ownership and repair information associated with your vehicle. If you elect not to submit a claim, and you are the original owner or lessee of a Class Vehicle for which no claim is submitted, you may receive a payment if Ford's records show you were the original owner or lessee of a Class Vehicle that received one or more Door Latch Repairs as identified in Ford's Warranty Records.

## **Option 1: Reimbursement of Costs for Door Latch Repairs Before May 4, 2020:**

**The Claims Filing deadline for Option 1 is November 30, 2020. If your claim is not accompanied by the required documentation, your claim may be rejected.**

If, while you owned or leased your vehicle, you paid a service provider to perform one or more Door Latch Repairs to your Class Vehicle and/or paid out-of-pocket expenses for towing charges or for a rental car

in connection with obtaining a Door Latch Repair<sup>1</sup> to your Class Vehicle *prior to May 04, 2020*, you may receive reimbursement up to a maximum of \$400 for all such Door Latch Repairs on your Class Vehicle and other eligible out-of-pocket expenses.

### **Required Documentation:**

#### **1) Proof of Repair and/or Towing or Rental Car Costs**

You must submit documentation, like an invoice or service record from the dealership or other repair facility, sufficient to show that your Class Vehicle received a Door Latch Repair and/or that you incurred towing or a rental car costs in connection with obtaining the Door Latch Repair. This documentation should include:

- the description of the vehicle (e.g., vehicle identification number),
- the description of the repair and/or indication that it is a towing charge or rental car charge,
- the date of service, and
- the identity of the service provider who performed the repair and/or towing or rental car service.

If you are seeking reimbursement for only a towing charge or rental car charge, you must also provide proof that the vehicle received a related eligible Door Latch Repair (e.g., an invoice showing a repair near the date of the towing/rental charge)

#### **2) Proof of Payment**

You must submit documentation showing that you paid for the repair, towing charge, and/or rental car charge, and the amount you paid.

#### **3) Proof of Ownership/Lease at Time of Repair:**

You must submit documentation proving that you owned or leased your vehicle at the time of (or before) the first repair for which you are seeking compensation AND at the time of (or after) the last repair for which you are seeking compensation.

### **Option 2: Reimbursement of Costs for Door Latch Repairs Between May 4, 2020 and May 4, 2021:**

**The Claims Filing deadline for Option 2 is either November 30, 2020 or 30 days from the date of the repair, whichever is later. If your claim is not accompanied by the required documentation, your claim may be rejected.**

If, while you owned or leased your vehicle, you paid a service provider to perform one or more Door Latch repairs to your Class Vehicle and/or paid out-of-pocket expenses for towing charges or for a rental car in connection with obtaining a Door Latch Repair to your Class Vehicle between May 4, 2020 and May 4, 2021, you may receive reimbursement up to a maximum of \$200 for all such Door Latch Repairs on your Class Vehicle and other eligible out-of-pocket expenses.

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<sup>1</sup> "Door Latch Repair" means a repair to address a malfunctioning Door Latch in a Class Vehicle, including but not limited to repairs performed under Ford Technical Service Bulletin ("TSB") 15-0052, TSB 16-0155, TSB 19-2007, TSB 19-2081, Ford's Safety Recall 17S33, Ford's Customer Satisfaction Programs 18N03, 19N02, or 19N06, or any service program Ford subsequently issues to address a Door Latch malfunction in the Class Vehicles. "Door Latch" means the door latch and lock mechanisms, including but not limited to interior and exterior handles, cables, locks, and related components, on Class Vehicles.

To be eligible for reimbursement under this option you must have first obtained a Door Latch Repair from an Authorized Ford Dealer under the most current Door Latch Service Program applicable to your Class Vehicle prior to obtaining the Door Latch Repair on which your claim for reimbursement is based. Current Door Latch Service Programs include Ford's Safety Recall 17S33, Ford's Customer Satisfaction Program 18N03, Ford's Customer Satisfaction Program 19N02, or Ford's Customer Satisfaction Program 19N06.

### **Required Documentation:**

#### **1) Proof of Prior (First) Repair**

You must submit documentation, like an invoice or a service record from the dealership or other repair facility, sufficient to show that you obtained a repair to your class vehicle under the most current Door Latch Service Program. This documentation should include:

- the description of the vehicle (e.g., vehicle identification number),
- the description of the repair,
- the date of service, and
- the identity of the service provider who performed the repair and/or service.

#### **2) Proof of Second Repair and/or Towing or Rental Car Costs**

You must submit documentation, like an invoice or service record from the dealership or other repair facility sufficient to show that your class vehicle obtained a Door Latch Repair and/or that you incurred towing or a rental car costs in connection with obtaining the Door Latch Repair. This documentation should include:

- the description of the vehicle (e.g., vehicle identification number),
- the description of the repair and/or indication that it is a towing charge or rental car charge,
- the date of service, and
- the identity of the service provider who performed the repair and/or towing or rental car service.
- If you are seeking reimbursement for only a towing charge or rental car charge, you must also provide proof that the vehicle received a related eligible Door Latch Repair (e.g., an invoice showing a repair near the date of the towing/rental charge)

#### **3) Proof of Payment**

You must submit documentation showing that you paid for the repair, towing charge, and/or rental car charge, and the amount you paid.

#### **4) Proof of Ownership/Lease at Time of Repair:**

You must submit documentation proving that you owned or leased your vehicle at the time of (or before) the first repair for which you are seeking compensation AND at the time of (or after) the last repair for which you are seeking compensation.

### **Option 3: Compensation for Dissatisfaction with Door Latch Performance:**

**The Claims Filing deadline for Option 3 is November 30, 2020.**

Even if no Door Latch Repairs were made while you owned or leased your vehicle, you are still eligible to file a claim for up to \$10 in monetary compensation if, *prior to May 4, 2020*, you experienced at least one instance of a Door Latch on your Class Vehicle failing such that the door did not open, did not close,

or opened while driving, or if you are concerned that your Class Vehicle may in the future experience an instance of a Door Latch on your Class Vehicle failing such that the door does not open, does not close, or opens while driving.

Please submit a separate Claim Form for each Class Vehicle you are claiming.