



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 6, 2026

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –
Safety Recall 26S12**

Certain 2026-2027 Model Year Econoline Vehicles Equipped with Exterior Sounder (Backup Alarm)
Hardshell Connector Replacement

AFFECTED VEHICLES (U.S. Population of Affected Vehicles: 316)

Vehicle	Model Year	Assembly Plant	Build Date Range
Econoline	2026	Ohio	August 25, 2025 through December 8, 2025
	2027		October 14, 2025 through October 16, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have been repaired or are in the process of being repaired at the assembly plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in the FSA Policy Document for more information.

REASON FOR THIS SAFETY RECALL

On all the affected vehicles, the exterior sounder (backup alarm) connector on the frame wiring harness could become loose or disengage from the mating connector on the exterior sounder (backup alarm). The customer may experience an intermittent or inoperative warning sound from the exterior sounder (backup alarm). An exterior sounder (backup alarm) that does not emit sound may fail to alert pedestrians or other road users of a reversing vehicle, increasing the risk of a crash or injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the incorrect exterior sounder (backup alarm) electrical connector plastic hardshell C4558 from the vehicle harness -14406- side, with a new connector hardshell supplied in the new service jumper pigtail. 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.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	No	See the Rental Vehicles section below, if applicable.

FSA PROGRAM OPTIONS (continued)

Program Option	Eligibility	Comments
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	Yes	See Owner Refunds section below, if applicable.
Photo Submission	Yes	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of March 9, 2026 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
- Technical Instructions
- Vehicle Pickup & Delivery Record
- Owner Notification Letter
- Recall Reimbursement Plan

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>


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.

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All Vehicles Affected
 -  - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on March 6, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 6, 2026. Owner names and addresses will be available by March 31, 2026.

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

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as 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.

OWNER REFUNDS

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

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OWNER REFUNDS (continued)

- Refunds will only be provided for the cost associated with exterior sounder (backup alarm) wiring connector repair.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type **31**: Field Service Action. The FSA number 26S12 is the subcode.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 26S12
 - 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.

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LABOR ALLOWANCES

NOTE: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
Repair: <ol style="list-style-type: none"> 1. Replace hard shell end connector C4558 from vehicle harness -14406- with new hard shell connector supplied in service wiring pigtail kit. 2. Reconnect connector C4558 (Push-Click-Push) back to the Exterior Sounder (Backup Alarm) connector and install it back on the vehicle chassis frame. 3. Follow FSA 26S12 Technical Instructions. This labor operation code closes Safety Recall 26S12.	26S12B	0.4 Hour

SUPPLEMENTAL LABOR ALLOWANCES This labor operation code DOES NOT close the FSA.

NOTE: Claim only relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 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.	26S12PP	0.5 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Follow the Technical Instructions in this FSA and obtain the following part..

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
3U2Z-14S411-BXAB or Motorcraft® # WPT984	1	1	1	Motorcraft® Wiring Pigtail Kit

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

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PARTS REQUIREMENTS / ORDERING INFORMATION(continued)

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Please refer to the FSA Policy Document for any and all questions on parts.

CERTAIN 2026-2027 MODEL YEAR ECONOLINE VEHICLES EQUIPPED WITH EXTERIOR SOUNDER (BACKUP ALARM) – HARDSHELL CONNECTOR REPLACEMENT


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

SERVICE PROCEDURE

Dealers are to replace the exterior sounder (backup alarm) electrical connector plastic hardshell C4558 from the vehicle harness -14406- side, with a new hardshell connector provided in wiring pig-tail service kit part # 3U2Z-14S411-BXAB (Motorcraft® # WPT-984).

NOTE: If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the Field Service Action (FSA) repair, please contact 1-800 ROTUNDA and choose option 4 to place an order.

NOTE: For this FSA, the following pin terminal release tool is available. The Rotunda Tool, Part Number NUD900-001 (NUDI .64 MM Terminal) or equivalent, is the preferred tool to use. See Figure 1.

Additional Tool Needed		
Part Number	Description	Contact
NUD900-001 	Rotunda RTTP Tool Black Handle	1-800-ROTUNDA (768-8632) Option #4

1992LL

FIGURE 1



1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to: Jacking and Lifting (100-02 Jacking and Lifting, Description and Operation)
2. Using a trim tool or equivalent, remove the exterior sounder (backup alarm) connector C4558 and fir tree retainer from the vehicle cross-frame assembly. See Figure 2.

NOTE: Additional information and location of connector C4558 can also be found in Professional Technician System (PTS), under the Wiring Tab. Select the Wiring Diagram >Connector Viewer > Cell 150 - Connector views > Search for Connector C4558 Exterior Sounder (Backup Alarm).

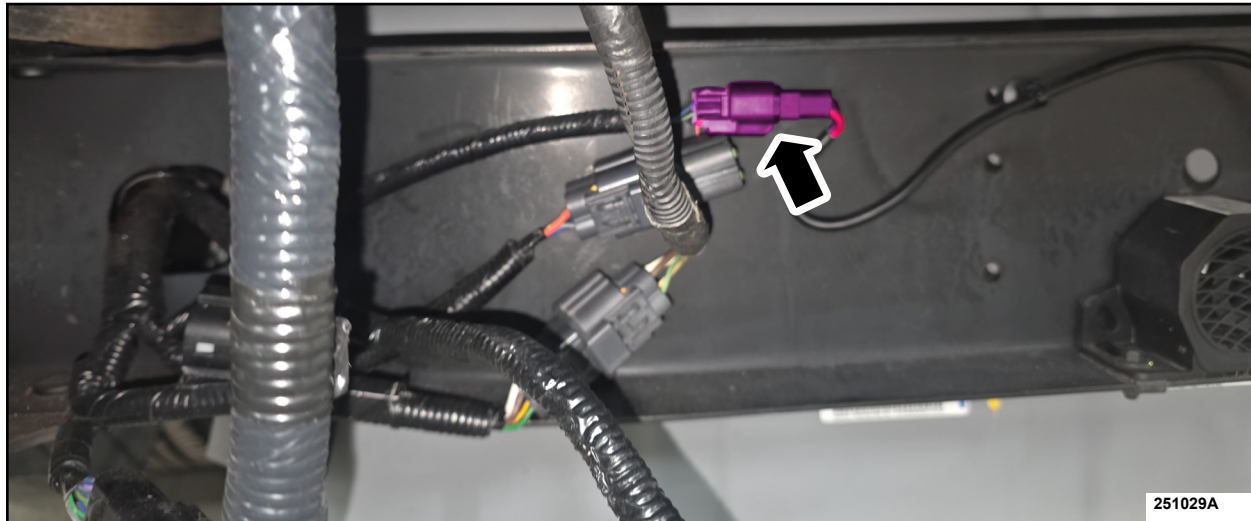


FIGURE 2

3. From the vehicle harness (base part # -14406-) side, disconnect the exterior sounder (backup alarm) connector C4558.
4. Using a pick tool or equivalent, remove and discard the terminal protector from inside the connector C4558 hardshell. See Figure 3.

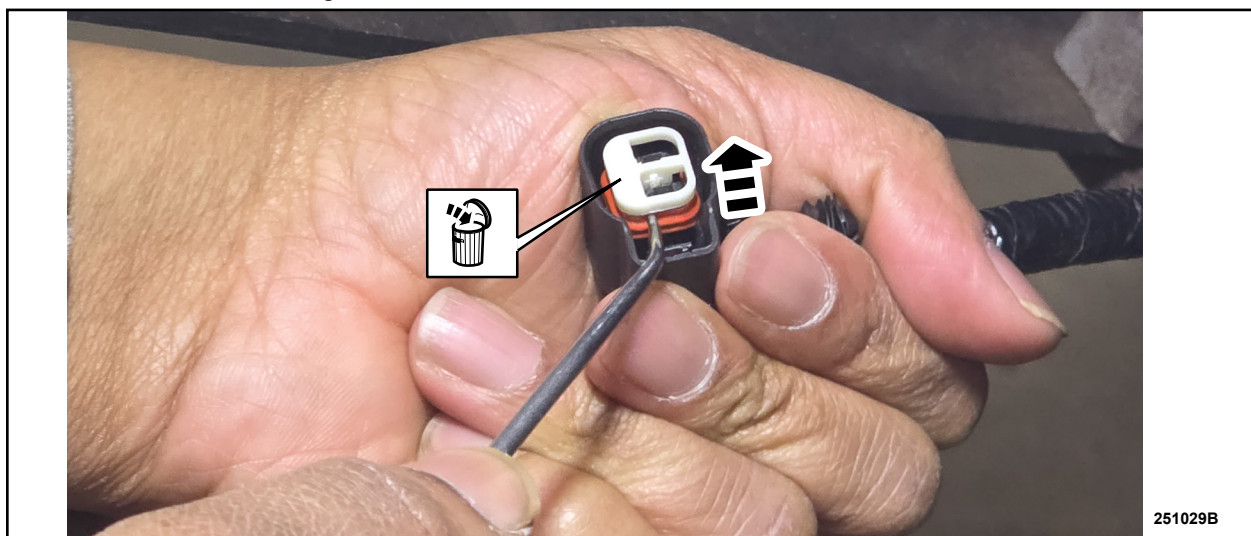


FIGURE 3



5. Using Rotunda™ Terminal Release Tool NUD900-001 (NUDI .64 MM Terminal) or equivalent, remove both pin terminals from the connector hardshell. See Figures 4 and 5.

NOTE:

- Insert the tip of the terminal removal tool into the terminal cavity until it stops.
- Gently push out both wire terminals from connector C4558 and remove them outside the connector housing.
- Make sure to release each terminal locking tab and pull the wires until the terminals are released, then pull them straight out of the connector.



FIGURE 4

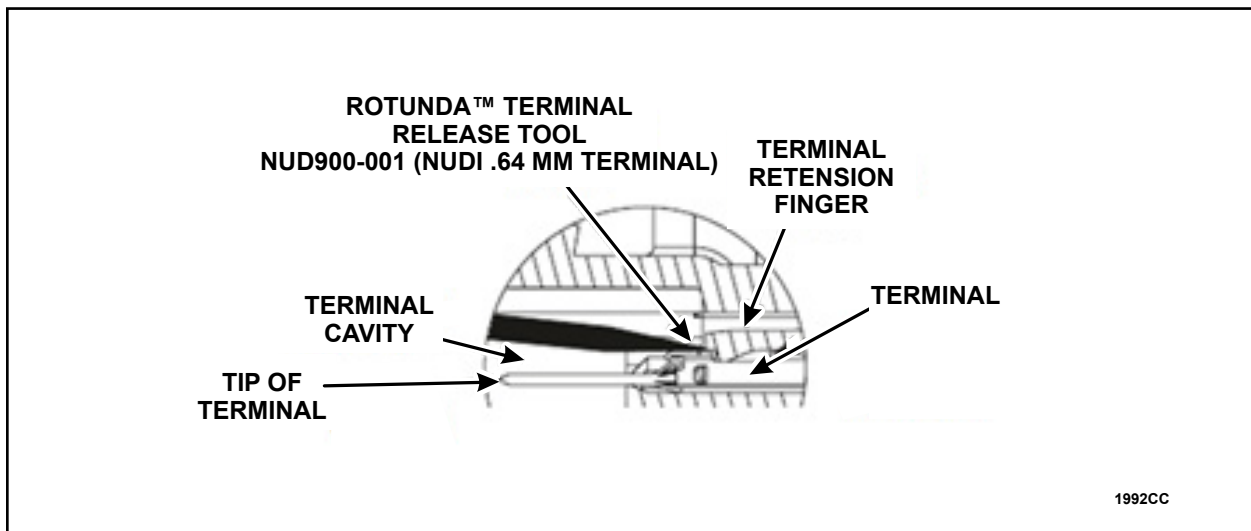


FIGURE 5



6. Repeat steps 4 and 5 on the *new* hardshell connector wiring pig-tail service kit part # 3U2Z-14S411-BXAB (Motorcraft® # WPT-984), but do **NOT** discard the white terminal protector from the *new* hardshell connector.

NOTE: The *new* hardshell connector will be used to correct the concern and the GREEN wiring pins from the *new* wiring pig-tail service kit Part # 3U2Z-14S411-BXAB (Motorcraft® # WPT-984) will not be used for this repair.

7. From the vehicle wiring harness -14406- install the Green/Brown (GN-BN) wire into pin 1 location and the Blue/Grey (BU-GY) wire into pin 2 location into the *new* connector C4558 hardshell. See Figure 6.

NOTE: When installing each wiring terminal, gently insert each terminal straight into the connector hardshell until you hear an audible click from the hardshell connector tabs. When each terminal is fully inserted, gently pull on each terminal lead to ensure each terminal is locked into place.

NOTE: Make sure the cavity number from each pin terminal that was removed from the original connector hardshell is installed into the same cavity number in the *new* connector hardshell cavity pins.

NOTE: Connector Face, wiring color and pin location can also be found in PTS - Wiring Diagram - Connector Viewer - Cell 150 Cell for connector C4558.
Connector C4558 Pin #1 wire color is Green/Brown (GN-BN) and Connector C4558 Pin #2 wire color is Blue/Grey (BU-GY).

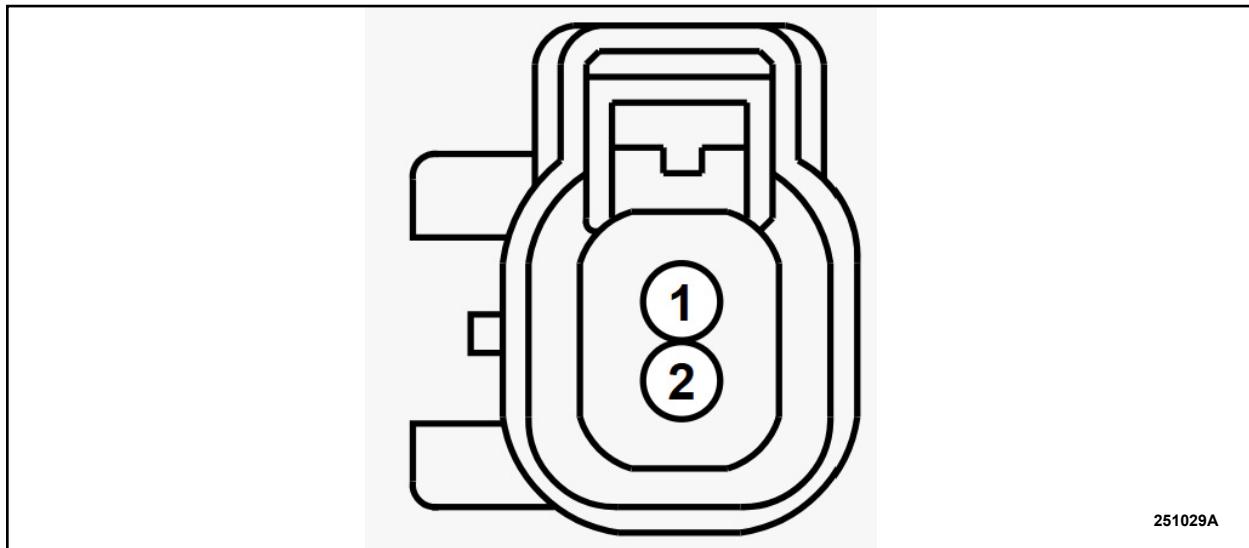


FIGURE 6



8. Reinstall the *new* white terminal protector into the *new* connector hardshell. See Figure 7.

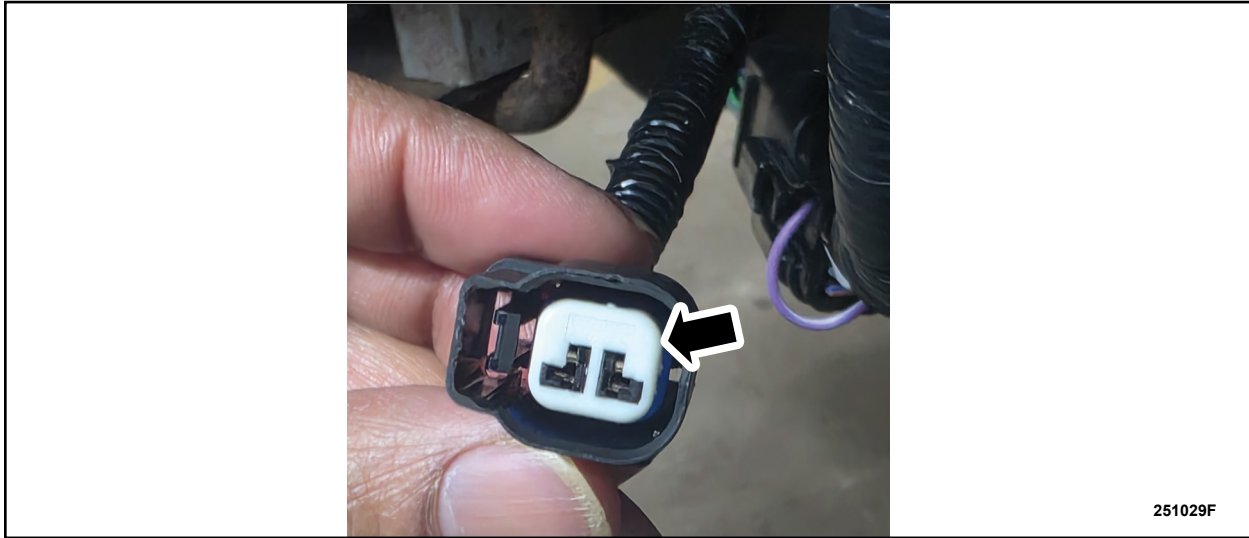


FIGURE 7

9. Lift up on the retaining tab and slide the fir tree retainer off of the original connector hardshell. See Figure 8.

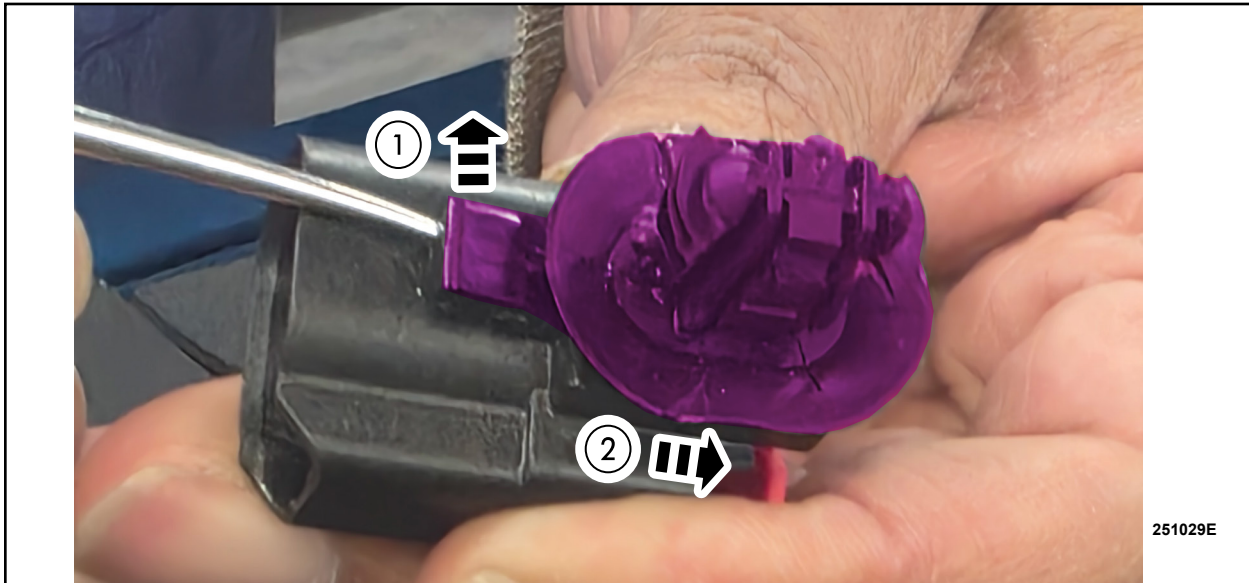


FIGURE 8



- Slide the fir tree onto the *new* wiring connector C4558 hardshell until you hear an audible click.
See Figure 9.

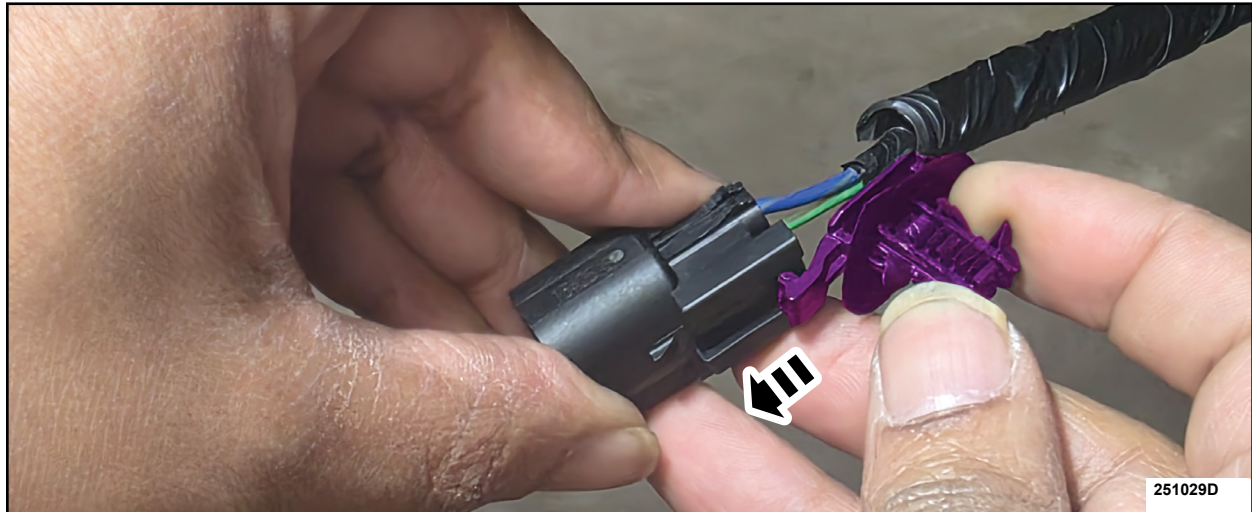


FIGURE 9

- Reconnect the -14406- vehicle harness connector C4558 to the exterior sounder (backup alarm) connector.

NOTE: Ensure to push - *Click* - push (do NOT pull) connector C4558 to the exterior sounder (backup alarm) connector and ensure proper connection is made.

- Install the exterior sounder (backup alarm) connector and fir tree retainer back onto the vehicle cross-frame assembly.
- Lower vehicle from hoist. For additional information, refer to: Jacking and Lifting (100-02 Jacking and Lifting, Description and Operation).
- With the vehicle in park and the parking brake engaged, turn the ignition key to the ON position. Do NOT start the engine. Shift the vehicle into reverse.
- Does the vehicle exterior sounder (backup alarm) make the sounded noise, and function as designed?

Yes – This completes Safety Recall 26S12.

No – Follow normal diagnostics in WSM section 417-01 outside this FSA.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Safety Recall 26S12
Vehicle Pickup and Delivery Record

VIN _____ received (check one):

Pickup and/or delivery service

As outlined below for the 26S12 Field Service Action program.

Pickup – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 26S12

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 # 26S12, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before March 31, 2026. 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.