



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 30, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S13
Certain 2025-2026 Model Year F-250 - F-350 Vehicles Equipped with Aluminum Rear Driveshaft
Rear Driveshaft Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice**
Safety Recall 26S13
Dated March 5, 2026

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 11,432):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-250 - F-350	2025	Kentucky	May 31, 2025 through July 21, 2025
	2026		July 15, 2025 through December 22, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Affected vehicles may have an improperly welded rear driveshaft, which can result in separation at the friction weld between the driveshaft tube and end yoke. Drivers may experience a loud popping noise, or observe a range of significant Noise, Vibration, and Harshness (NVH) symptoms at the time of failure. A rear driveshaft separation may result in a loss of motive power while driving, which increases the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the rear driveshaft label and replace the rear driveshaft if the number is identified as suspect on the 'Rear Driveshaft Serial Number Lookup Table' or the serial number is illegible.

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	Yes	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.

FSA PROGRAM OPTIONS (continued)

Program Option	Eligibility	Comments
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	Yes	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 30, 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

- Technical Instructions
- Owner Notification Letter
- Vehicle Pickup & Delivery Record
- Driveshaft Serial Number Lookup Table
- 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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Safety Recall 26S13**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Ⓢ - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS was activated on March 5, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on March 5, 2026. Owner names and addresses were released on March 27, 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.
- Refunds will only be provided for the cost associated with aluminum rear driveshaft replacement.

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RENTAL VEHICLES

Dealers are pre-approved for up to one day for a rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

TOWING

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program. Towing is only approved if vehicle does not move on its own.

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence to order the restricted parts if the vehicle does not pass the inspection for this recall.

- 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. Attach a photo of the open Repair Order, the door tag showing the vehicle's VIN, the vehicle's mileage, and a clear photo of the rear driveshaft midpoint label showing the suspect or illegible serial number. 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 photos 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.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

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.

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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 26S13 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.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code **RENTAL**.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 26S13
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Provision for Locally Obtained Supplies:** Includes Loctite® 243 Threadlocker and Motorcraft® Premium Long-Life Grease / XG-1-E1. Submit on the same line as the repair.
 - Program Code: 26S13
 - Misc. Expense: OTHER
- Misc. Expense: Claim up to \$20.00
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Towing is only approved if vehicle does not move on its own. Submit on the same line as the repair.
 - Program Code: 26S13
 - Misc. Expense: TOW
 - Misc. Expense: Claim up to \$250.00

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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)
<p><u>PASSES INSPECTION</u> Inspect rear driveshaft serial number against the Driveshaft Serial Number Lookup Table attachment. Serial number <u>IS NOT</u> on the attachment; the vehicle passes the inspection. No further action required. - Cannot be claimed with 26S13B. This labor operation code closes the FSA.</p>	26S13A	0.3
<p><u>DOES NOT PASS INSPECTION</u> Inspect rear driveshaft serial number against the Driveshaft Serial Number Lookup Table attachment. Serial number <u>IS</u> on the attachment, or serial number is illegible; replace the rear driveshaft. - Cannot be claimed with 26S13A. This labor operation code closes the FSA.</p>	26S13B	0.5

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

Note: Claim the relevant supplemental labor operation in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
<p>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.</p>	26S13PP	0.5
<p>Time allowed to submit photos. If VOR is required and vehicle must be present in dealership to complete repair:</p> <ol style="list-style-type: none"> 1. Attach a photo of vehicle mileage. 2. Attach a photo of door tag showing VIN. 3. Attach a photo of the open repair order. 4. Attach a photo of the rear driveshaft midpoint label showing the suspect or illegible serial number. <p>- Can only be claimed with 26S13B. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.</p>	26S13ZZ	0.2

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PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

Inspection required, see Technical Instructions.

NOTE: Use parts catalog to determine which part(s) are required for the repair.

To place an order for a rear driveshaft, submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Photo approval from the SSSC is required to order the restricted parts.

The VIN-specific part order must provide the following:

1. Attach a photo of vehicle mileage.
2. Attach a photo of door tag showing VIN.
3. Attach a photo of the rear driveshaft midpoint label showing the suspect or illegible serial number.
4. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
PC3Z-4602-S	Claim 1 ONLY if driveshaft is replaced	1	1	Rear Driveshaft
PC3Z-4602-U				
PC3Z-4602-Z				
PC3Z-4602-AC				
PC3Z-4602-AD				

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Less than 10% of the affected vehicle population is expected to require rear driveshaft replacement.

Order the parts below through normal order processing channels:

Inspection required, see Technical Instructions.

*The parts listed in the table below may be needed **ONLY IF DRIVESHAFT REPLACEMENT IS REQUIRED**. Bolt part number is dependent on driveshaft ordered.*

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
F1HZ-4N272-A	Up to 4 Bolts (As Needed)	1	1	Half Round Flange Attachment Bolts
N811880-S100	Up to 4 Bolts (As Needed)	1	4	Fixed Flange Interface Attachment Bolts
PC3Z-7B215-A	1 (As Needed)	1	1	Transfer Case Output Seal

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

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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.

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 2025-2026 MODEL YEAR F-250 – F-350 VEHICLES EQUIPPED WITH ALUMINUM REAR DRIVESHAFT — REAR DRIVESHAFT INSPECTION

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

IMPORTANT! This procedure was modified from the original Workshop Manual (WSM) procedure. Follow technical instructions carefully. Checking the transfer case fluid after driveshaft replacement is not required for this recall.

1. With the vehicle in NEUTRAL, position it on a hoist. Follow WSM procedures in Section 100-02.
2. Locate the rear driveshaft serial number on the midpoint label. If needed, gently clean the label with a small, dry cloth. Do not use brake cleaner, as it may remove the ink. See Figure 1.



FIGURE 1



3. Is the serial number on the rear driveshaft label legible? See Figure 2.

No - Does not pass inspection. Proceed to Step 5.

Yes - Proceed to Step 4.



FIGURE 2

4. Cross-reference the recorded serial number with the 'Rear Driveshaft Serial Number Lookup Table' document. Is the serial number identified as a suspect part on the Lookup Table?

No - Passes inspection. Rear driveshaft replacement is not required. Recall is complete.

Yes - Does not pass inspection. Proceed to Step 5.

5. Capture a clear image of the driveshaft midpoint label. See Figure 2. Photo approval from the Special Service Support Center (SSSC) is required to order the restricted parts. Proceed to Page 3 for photo requirements.



PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)

Ford has requested photo evidence prior to performing the repair for the FSA.

The SSSC must provide approval prior to performing the repair.

1. Contact the SSSC and upload the necessary photos for review.
 - Attach a photo of vehicle mileage.
 - Attach a photo of the Vehicle Identification Number (VIN).
 - Attach a photo of the open repair order.
 - Attach a photo of driveshaft midpoint label showing the suspect or illegible serial number.
2. There are two ways to submit the requested items to SSSC.
 - a. Directly in the SSSC contact request form while submitting your contact on your desktop.
 - b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.

NOTE: If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.

3. Upon approval, the SSSC will provide an approval code that must be used for claiming.
4. Upon approval, replace the rear driveshaft. Follow the WSM procedures in Section 205-01.

NOTE: Checking the transfer case fluid is not required for this recall.

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.



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Vehicle Pickup and Delivery Record

VIN _____ received:

As outlined below for the 26S13 Field Service Action program.

Pickup – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -

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Certain 2025-2026 Model Year F-250 - F-350 Vehicles Equipped with Aluminum Rear Driveshaft - Rear Driveshaft Inspection

AFFECTED VEHICLES

The table starting on page 2 contains a list of suspect rear driveshaft serial numbers.

Once the serial number has been located on the driveshaft, perform a lookup in this attachment using the “ctrl” + “F” keys on your computer’s keyboard. Accurately enter the serial number (without spaces) to check if it’s on this list. If found, replace the driveshaft per the Technical Instructions.

SUSPECT DRIVESHAFT SERIAL NUMBERS

1TUV25160X7413	1TUV25234X7640	1TUV25265X3418	1TUV25268X8237
1TUV25160X7414	1TUV25234X7641	1TUV25265X5412	1TUV25268X8239
1TUV25160X7416	1TUV25234X7642	1TUV25265X5414	1TUV25268X8241
1TUV25160X7417	1TUV25234X7643	1TUV25265X5423	1TUV25268X8242
1TUV25160X7419	1TUV25234X7645	1TUV25265X5448	1TUV25275X5493
1TUV25160X7421	1TUV25237X7540	1TUV25268X7865	1TUV25275X5496
1TUV25160X7425	1TUV25237X7542	1TUV25268X7875	1TUV25275X5499
1TUV25160X7427	1TUV25237X7543	1TUV25268X7879	1TUV25275X5501
1TUV25160X7718	1TUV25237X7544	1TUV25268X7881	1TUV25275X5503
1TUV25160X7733	1TUV25237X7546	1TUV25268X7887	1TUV25275X5505
1TUV25160X7734	1TUV25237X7547	1TUV25268X7888	1TUV25275X5507
1TUV25160X7735	1TUV25237X7549	1TUV25268X7889	1TUV25275X5509
1TUV25160X7745	1TUV25237X7550	1TUV25268X7891	1TUV25275X5510
1TUV25160X7746	1TUV25237X7551	1TUV25268X7893	1TUV25275X5511
1TUV25160X7747	1TUV25237X7552	1TUV25268X7894	1TUV25275X5526
1TUV25160X7751	1TUV25237X7554	1TUV25268X7895	1TUV25275X5528
1TUV25160X7772	1TUV25237X7555	1TUV25268X7896	1TUV25275X5532
1TUV25209X6499	1TUV25237X7556	1TUV25268X7897	1TUV25275X5534
1TUV25209X6507	1TUV25237X7557	1TUV25268X7900	1TUV25275X5535
1TUV25215X4924	1TUV25237X7558	1TUV25268X7901	1TUV25275X5538
1TUV25215X4930	1TUV25237X7559	1TUV25268X7902	1TUV25275X5540
1TUV25215X4942	1TUV25247X0168	1TUV25268X7903	1TUV25275X5542
1TUV25215X4946	1TUV25247X0201	1TUV25268X7904	1TUV25275X5544
1TUV25215X5001	1TUV25247X0202	1TUV25268X7905	1TUV25275X5546
1TUV25215X5002	1TUV25247X0203	1TUV25268X7907	1TUV25275X5547
1TUV25215X5007	1TUV25247X0204	1TUV25268X7908	1TUV25275X5548
1TUV25233X5057	1TUV25247X0205	1TUV25268X7909	1TUV25275X5549
1TUV25233X5058	1TUV25247X0206	1TUV25268X7910	1TUV25275X5550
1TUV25233X5059	1TUV25247X0209	1TUV25268X7911	1TUV25275X5552
1TUV25233X5060	1TUV25247X0210	1TUV25268X7912	1TUV25275X5553
1TUV25233X5061	1TUV25247X0212	1TUV25268X7914	1TUV25275X5554
1TUV25233X5064	1TUV25247X0213	1TUV25268X7916	1TUV25275X5556
1TUV25233X5065	1TUV25247X0214	1TUV25268X7917	1TUV25275X5557
1TUV25233X5066	1TUV25247X0215	1TUV25268X7918	1TUV25275X5558
1TUV25233X5067	1TUV25258X5817	1TUV25268X7919	1TUV25275X5560
1TUV25233X5068	1TUV25265X3359	1TUV25268X7921	1TUV25275X5561
1TUV25233X5069	1TUV25265X3365	1TUV25268X7922	1TUV25275X5562
1TUV25233X5081	1TUV25265X3381	1TUV25268X7923	1TUV25275X5564
1TUV25233X5084	1TUV25265X3382	1TUV25268X7924	1TUV25275X5565
1TUV25233X5089	1TUV25265X3383	1TUV25268X8224	1TUV25275X5566
1TUV25233X5090	1TUV25265X3384	1TUV25268X8227	1TUV25275X5567
1TUV25233X5091	1TUV25265X3386	1TUV25268X8230	1TUV25275X5568
1TUV25233X5092	1TUV25265X3391	1TUV25268X8231	1TUV25275X5569
1TUV25233X5093	1TUV25265X3399	1TUV25268X8232	1TUV25275X5571
1TUV25233X5094	1TUV25265X3403	1TUV25268X8233	1TUV25275X5573
1TUV25233X5098	1TUV25265X3405	1TUV25268X8234	1TUV25275X5577
1TUV25234X7639	1TUV25265X3414	1TUV25268X8236	1TUV25275X5578

Serial Number Lookup Table

1TUV25275X5581
1TUV25275X5582
1TUV25275X5585
1TUV25275X5586
1TUV25275X5591
1TUV25275X5594
1TUV25275X5597
1TUV25276X0236
1TUV25276X0239
1TUV25276X0240
1TUV25276X0243
1TUV25276X0245
1TUV25281X7835
1TUV25281X7836
1TUV25281X7838
1TUV25281X7841
1TUV25281X7842
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1TUV25281X7853
1TUV25281X7857
1TUV25281X7858
1TUV25281X7859
1TUV25281X7860
1TUV25281X7861
1TUV25281X7862
1TUV25281X7863
1TUV25281X7865
1TUV25281X7866
1TUV25281X7867
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1TUV25281X7869
1TUV25281X7871
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1TUV25281X7873
1TUV25281X7874
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1TUV25281X7876
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1TUV25281X7900
1TUV25281X7901
1TUV25281X7904
1TUV25281X7905
1TUV25281X7906
1TUV25281X7907
1TUV25281X7909
1TUV25281X7910
1TUV25281X7912
1TUV25281X7913
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Ford Motor Company
Recall Reimbursement Plan for 26S13

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 # 26S13, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before March 27, 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.