



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 2, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S26
Certain 2021 to 2025 Model Year Bronco Vehicles
Transfer Case to Transmission Fitment Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice**
Safety Recall 26S26
Dated April 17, 2026

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 4,911):

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco	2021	Michigan	January 20, 2021 through December 22, 2021
	2022		December 9, 2021 through November 18, 2022
	2023		October 20, 2022 through December 22, 2023
	2024		November 28, 2023 through December 21, 2024
	2025		December 18, 2024 through December 16, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, it is possible that the transmission output shaft splines or transfer case input shaft splines have become worn or damaged due to a misalignment of the transfer case and transmission assemblies during a previous repair. This wear or damage can result in noise, vibration and harshness while driving. If the wear or damage becomes significant, it can lead to a loss of motive power and the vehicle may roll in park, increasing 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 fitment of the transfer case to transmission assembly interface. 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.

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	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 July 6, 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
- Recall Reimbursement Plan

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCD dealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCD dealer 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>
- The Mobile Repair / Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS:
<https://www.fordtechservice.dealerconnection.com>

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

Safety Recall 26S26**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

All Vehicles Affected:

-  - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS was activated on April 17, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on April 17, 2026. Owner names and addresses will be available by July 24, 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.

IN-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.

Safety Recall 26S26**OWNER REFUNDS (continued)**

Refunds will only be provided for the cost associated with transfer case input shaft spline wear/damage due to poor transfer case-to-transmission fitment.

RENTAL VEHICLES

Dealers are pre-approved for up to 30 days for a comparable rental vehicle. 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 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 if the vehicle does not move on its own.

REPAIR PHOTO SUBMISSION

If the vehicle fails the inspection outlined in the Technical Instructions, Ford has requested photo evidence prior to continuing with the FSA.

- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Photos of the VIN, odometer reading, gap between the transmission and transfer case (if found), any missing transmission to transfer case bolts and any gap between the head of transmission to transfer case bolts and transfer case (if found) are required. 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 photos 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 photos via PTS Mobile, and the photos 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 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

Safety Recall 26S26**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) (continued)**

- **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 became effective for repair orders opened on or after August 31, 2024. The FSA repair 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 26S26 is the subcode.
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
 - 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: 26S26 - 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 Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - Program Code: 26S26
 - Misc. Expense: TOW
 - Misc. Expense: Claim up to \$250.00

Safety Recall 26S26

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)
Inspect transfer case to transmission fitment – PASS Automatic and manual transmissions. This labor operation code closes the FSA.	26S26A	0.3

SUPPLEMENTAL LABOR ALLOWANCES **These labor operation codes DO NOT close the FSA.**

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

Description	Labor Operation	Labor Time Hour(s)
Inspect transfer case to transmission fitment – FAIL Automatic and manual transmissions. Requires approval code from SSSC. To be claimed with 26S26ZZ.	26S26BB	0.3
Ford Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26S26PP	0.5
Time allowed to contact SSSC and submit photos. If VOR is required and vehicle must be present in dealership to complete repair: 1. Attach a photo of door tag showing VIN. 2. Attach a photo of vehicle mileage. 3. Attach a photo of the gap between the transmission and transfer case (if found). 4. Attach a photo of any missing transmission to transfer case fasteners (if found). 5. Attach a photo of the gap between the head of any transmission to transfer case bolts and transfer case (if found). 6. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.	26S26ZZ	0.2

PARTS REQUIREMENTS / ORDERING INFORMATION

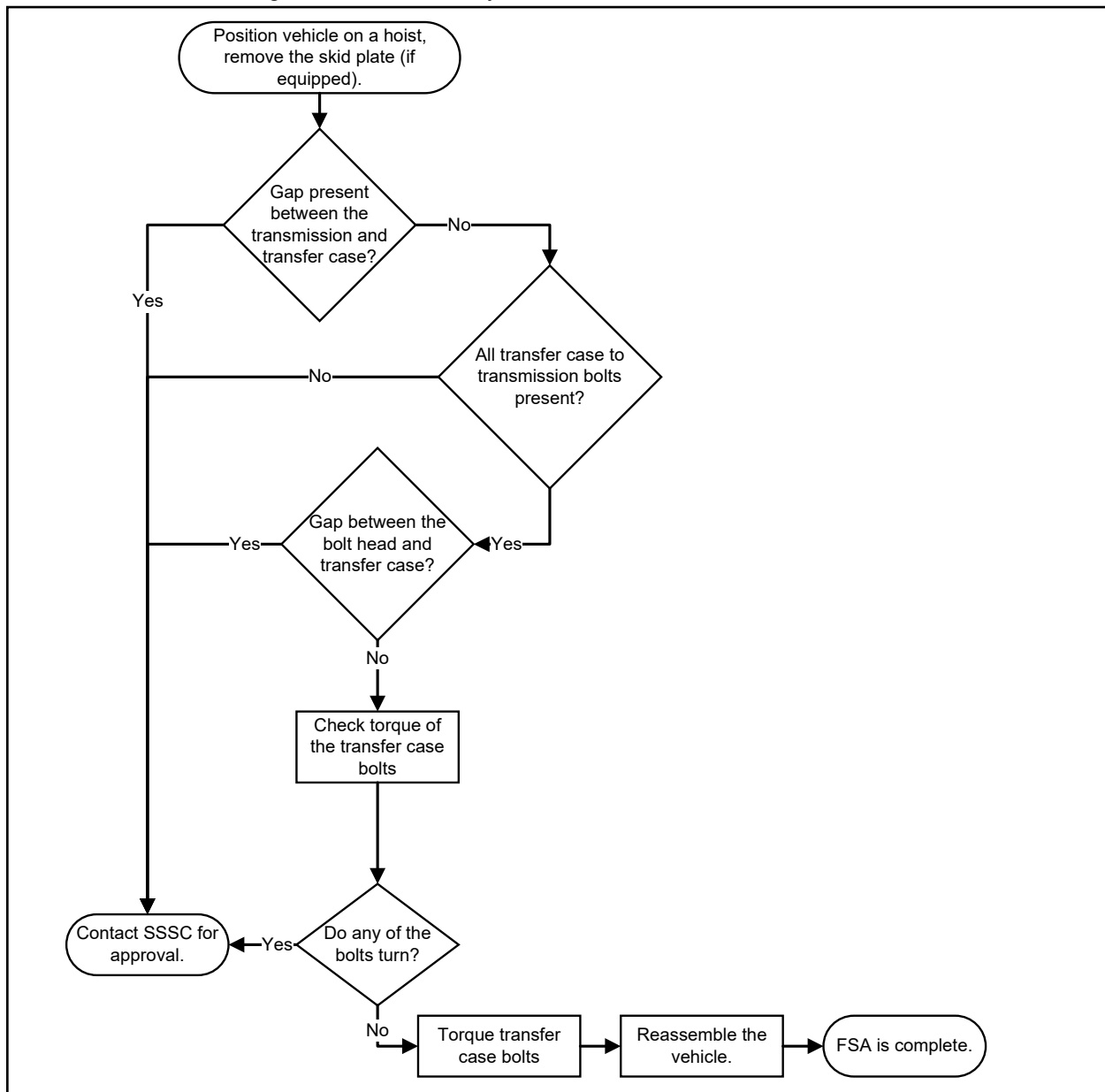
Parts are currently not required to complete this inspection.

CERTAIN 2021-2025 MODEL YEAR BRONCO VEHICLES — TRANSFER CASE TO TRANSMISSION FITMENT INSPECTION

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The Field Service Action (FSA) repair will be rejected 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: Flow Chart is a high level overview only. Read ALL technical instructions for full detail.



1. With the vehicle in NEUTRAL, position it on a hoist. Follow the Workshop Manual (WSM) procedures in Section 100-02.

2. If equipped, remove the skid plate bolts and the skid plate. See Figure 1.

NOTE: Automatic transmission equipped with advanced 4x4 shown, all others similar.

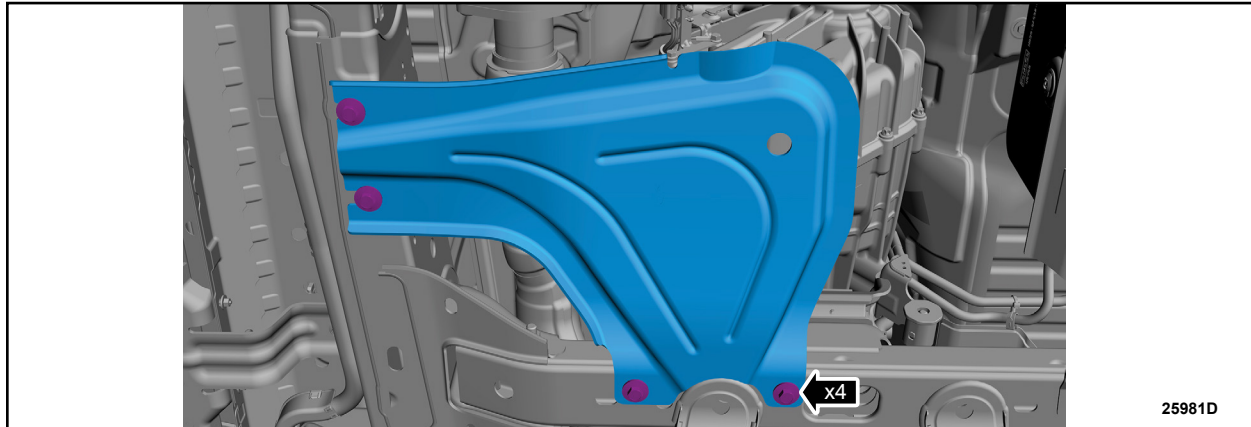


FIGURE 1

3. Visually inspect for a gap between the transmission and the transfer case. See Figure 2.

- Is a gap between the transmission and transfer case present?

No - No gap was found anywhere between the transmission and transfer case - Passes visual inspection - Proceed to Step 4.

Yes - A gap was found between the transmission and transfer case - Does not pass visual inspection - Contact the Special Service Support Center (SSSC) for the next steps, proceed to Page 6.

NOTE: Use a mirror or similar tool to inspect for a gap around the entire transmission and transfer case.

NOTE: Components removed for clarity.

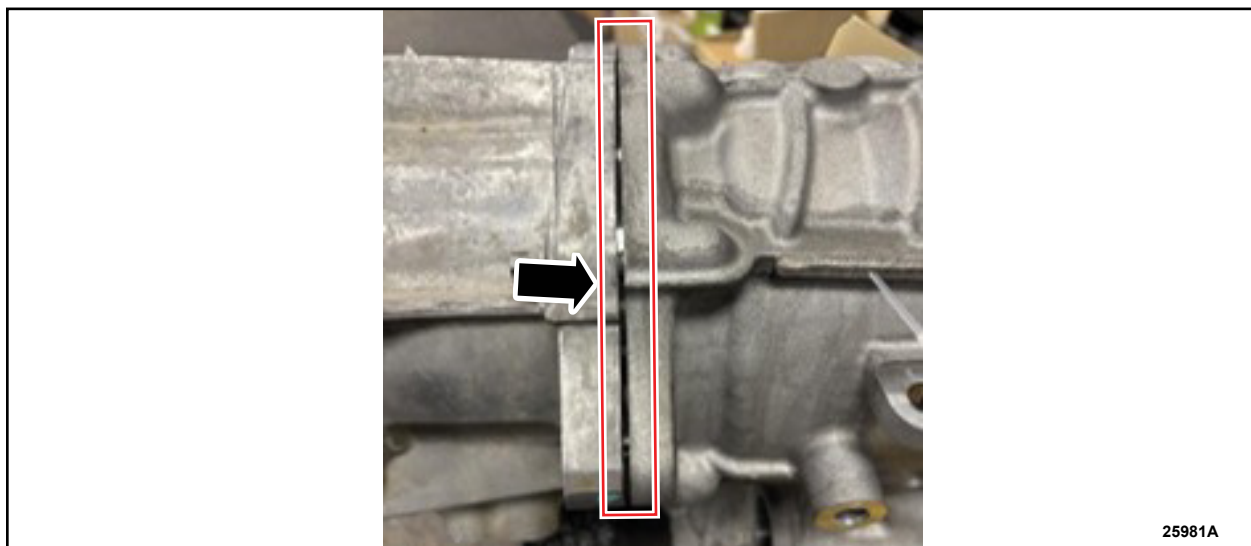


FIGURE 2



4. Visually inspect all of the bolts that secure the transfer case to the transmission. For vehicles equipped with an automatic transmission, see Figure 3 for transfer case bolt locations. For vehicles equipped with a manual transmission, see Figure 4 for transfer case bolt locations.

- Are all of the bolts that secure the transfer case to the transmission present and fully seated to the transfer case? See Figure 5.

No - One or more bolts are missing and/or not fully seated to the transfer case - Does not pass visual inspection - Contact the SSSC for the next steps, proceed to Page 6.

Yes - All bolts that secure the transfer case to the transmission are present - Passes inspection - Proceed to Step 5.

NOTE: Use a mirror or similar tool to inspect for all of the transfer case bolts.

NOTE: Advanced 4x4 transfer case shown, part time engagement transfer case similar.

NOTE: Components removed for clarity.

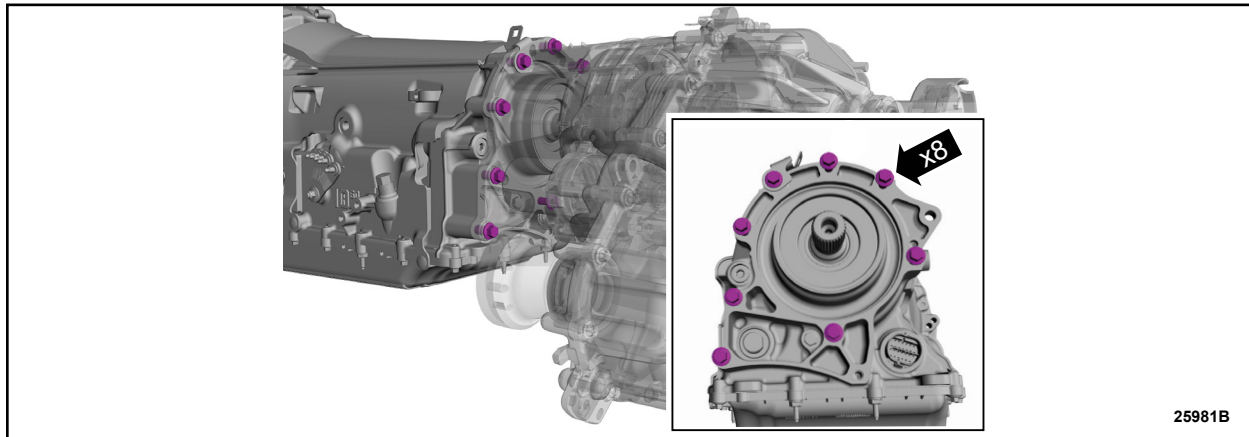


FIGURE 3

NOTE: Advanced 4x4 transfer case shown, part time engagement transfer case similar.

NOTE: Components removed for clarity.

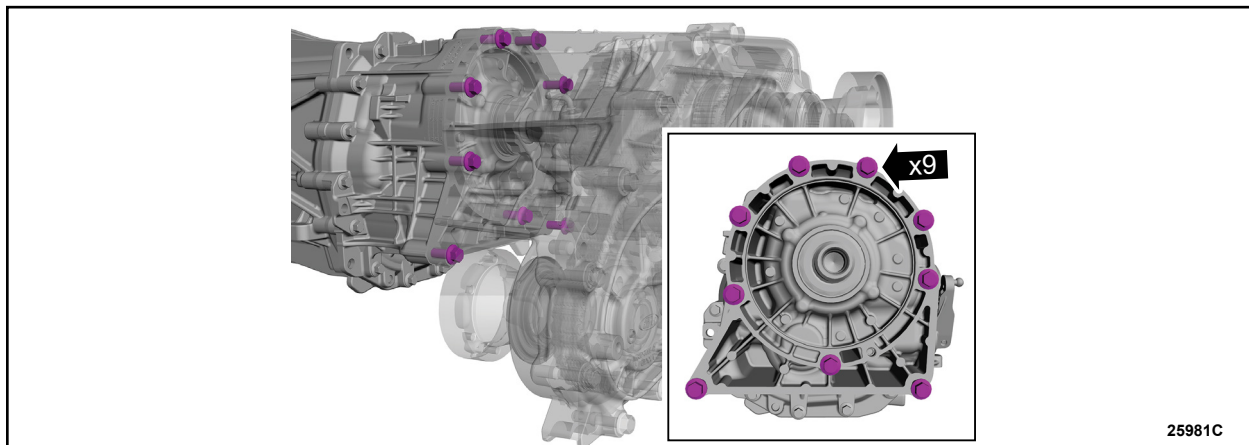


FIGURE 4



NOTE: Torx head bolts are shown, hex head bolts similar.

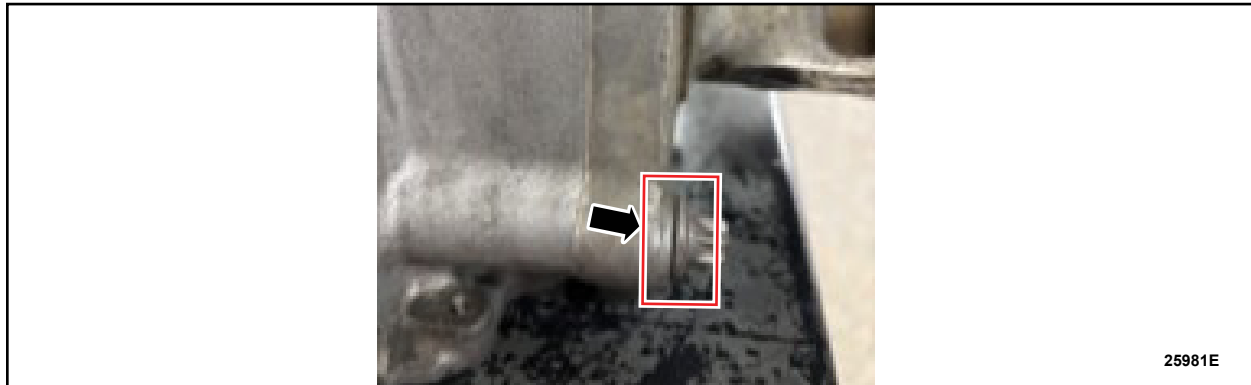


FIGURE 5

5. Check the tightening torque of the specified transfer case bolts. For vehicles equipped with an automatic transmission, see Figure 6 for transfer case bolt locations. For vehicles equipped with a manual transmission, see Figure 7 for transfer case bolt locations.

- Torque: 22 lb.ft (30 Nm)
- Do all of the specified bolts achieve torque WITHOUT turning?
 - No - One or more bolts turned BEFORE achieving torque - Does not pass inspection - Contact the SSSC for the next steps, proceed to Page 6.
 - Yes - All of the specified bolts achieved torque WITHOUT turning - Passes inspection - Proceed to Step 6.

NOTE: Advanced 4x4 transfer case shown, part time engagement transfer case similar.

NOTE: Components removed for clarity.

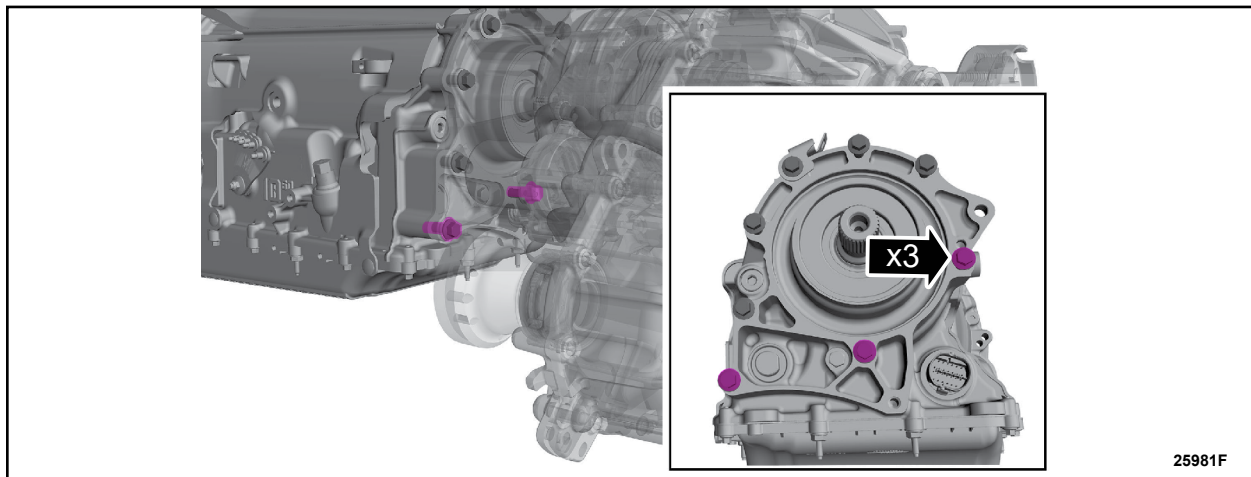


FIGURE 6



NOTE: Advanced 4x4 transfer case shown, part time engagement transfer case similar.

NOTE: Components removed for clarity.

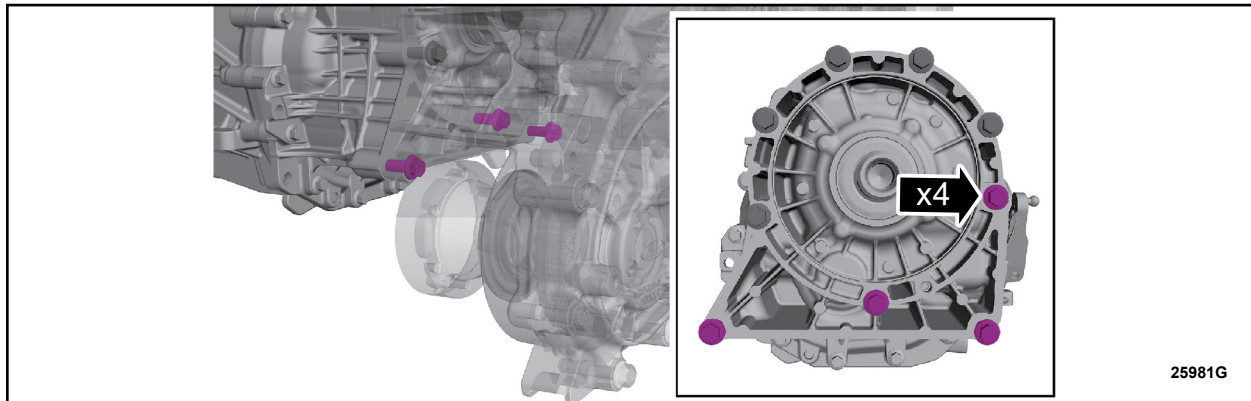


FIGURE 7

6. Torque the specified transfer case bolts. For vehicles equipped with an automatic transmission, see Figure 6 for transfer case bolt locations. For vehicles equipped with a manual transmission, see Figure 7 for transfer case bolt locations.

- Torque: 41 lb.ft (55 Nm)

7. If equipped, install the skid plate and the skid plate bolts. See Figure 8.

- Torque: 22 lb.ft (30 Nm)

NOTE: Automatic transmission equipped with advanced 4x4 shown, all others similar.

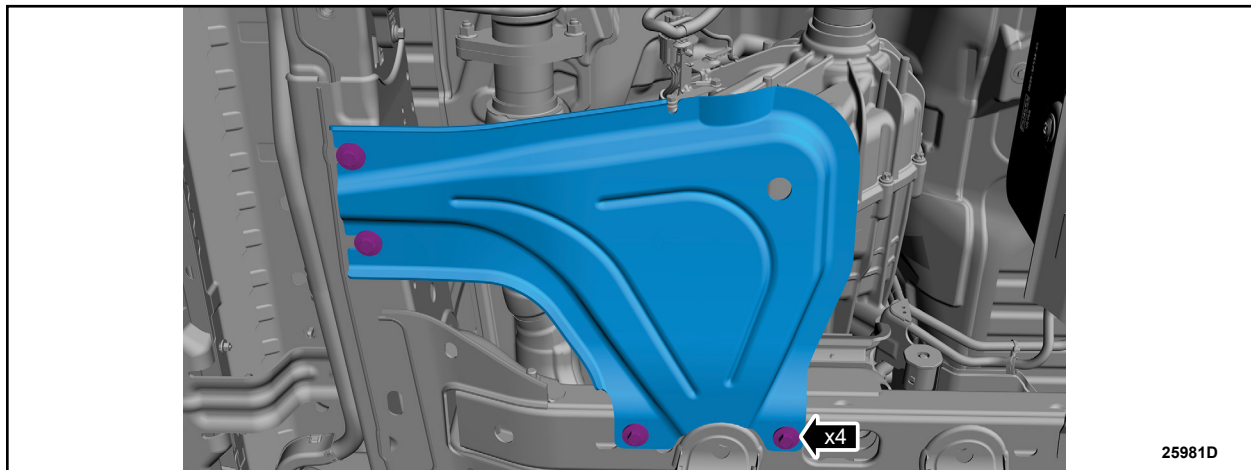


FIGURE 8



PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)

Ford has requested photo evidence for vehicles that have not passed the inspection process.

The SSSC must provide approval prior to performing further repairs.

1. Contact the SSSC and upload the necessary photos for review.

- Clearly show or upload the open repair order.
- Clearly show the Vehicle Identification Number (VIN).
- Clearly show the odometer reading.
- Clearly show the gap between the transmission and transfer case (if applicable).
- Clearly show the missing transfer case to transmission bolt (if applicable).
- Clearly show the gap between the head of the transfer case bolt and the transfer case (if applicable).

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 computer.
- 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 items by selecting the appropriate FSA with the option to use a prior contact ID. The items 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 items via PTS Mobile, and the items 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.

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.



Ford Motor Company
Recall Reimbursement Plan for 26S26

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 #26S26, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before July 24, 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.