



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

June 12, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 26S39

Certain 2024 Model Year Explorer Vehicles Equipped with 2.3L Engines and 10R60 Transmission

Transmission Park System Inspection and Repair

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 58):

Vehicle	Model Year	Assembly Plant	Build Date Range
Explorer	2024	Chicago	January 3, 2024 through April 25, 2024

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, customers may encounter transmission park system damage following a Powertrain Control Module (PCM) reset. A PCM reset can result in park system actuation, which can cause damage to the park system if the PCM reset occurs while the vehicle is in motion. Specific to these vehicles, the PCM may reset due to a connected data request that causes the PCM's buffer to overflow.

During a PCM reset, customers may notice a temporary loss of motive power, and/or a loud or harsh grinding noise. If park system damage occurs, customers may notice that the vehicle will roll in "Park" until the Electronic Park Brake applies automatically. Alternatively, customers may notice the vehicle stuck in "Park", and/or the vehicle will not move.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the transmission park system and repair any transmission park system that fails the inspection per the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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.

FSA PROGRAM OPTIONS (Continued)

Rentals	Yes	See the Rental Vehicles section below, if applicable.
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 June 15, 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 26S39**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All vehicles have the following assessment level:
 - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on June 12, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by June 12, 2026. Owner names and addresses will be available by June 22, 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 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.

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 transmission park system repair or transmission replacement.

Safety Recall 26S39**RENTAL VEHICLES**

For vehicles that fail the inspection, dealers are pre-approved for up to 2 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 2 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.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

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

PHOTO SUBMISSION

Ford has requested photo evidence of the results of a transmission park system failed inspection prior to performing the park system repair outlined in the technical instructions.

- 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. FDRS screen shot(s) of failed Park System as outlined in technical Instructions. This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.
 - NOTE: The approval code will require RO NUMBER, RO LINE, and RO OPEN DATE.

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.

Safety Recall 26S39

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 26S39 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: 26S39 - 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 Motorcraft® Premium Long-Life Grease, Motorcraft® High Temperature 4x4 Front Axle and Wheel Bearing Grease, Motorcraft® Penetrating And Lock Lubricant, Motorcraft® High Temperature Nickel Anti-Sieze Lubricant, Motorcraft® Multi-Purpose Grease Spray, Motorcraft® Wheel and Tire Cleaner, Motorcraft® MERCON® LV Automatic Transmission Fluid (Transfer Case Fluid), Motorcraft® MERCON® ULV Automatic Transmission Fluid, and Motorcraft® Yellow Concentrated Antifreeze/Coolant.
- Submit on the same line as the repair.
 - Program Code: 26S39
 - Misc. Expense: OTHER
- Misc. Expense: Claim up to \$150.00

Safety Recall 26S39

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)
<u>Pass Inspection:</u> This includes setting up FDRS recording, completing the test, reviewing the data, and clearing codes when finished. (Refer to "Transmission Park System Inspection" Technical Instructions) This labor operation code closes the FSA.	26S39A	0.5
<u>Fails Inspection:</u> AWD – Remove transmission, replace park components, and install transmission. (Includes labor time for inspection) This labor operation code closes the FSA. (SSSC approval required)	26S39B	11.3
<u>Fails Inspection:</u> RWD – Remove transmission, replace park components, and install transmission. (Includes labor time for inspection) This labor operation code closes the FSA. (SSSC approval required)	26S39C	10.9

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)
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.	26S39PP	0.5
Time allowed to submit photos, of FAILED inspection, to SSSC. Must be claimed with 26S39B or 26S39C. (SSSC approval required)	26S39ZZ	0.2

Safety Recall 26S39

PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection required, see Technical Instructions.

Parts To Inspect and Replace Only If Damaged

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
L1MZ-4650-A	1	1	1	Driveshaft Alignment Bushing
L1MZ-4782-A	1	1	1	Flex Coupling
MB3Z-7G186-A	1	1	1	Fluid Filter
HL3Z-7A191-B	1	1	1	Fluid Pan Gasket
HL3Z-7A248-D	1	1	1	Fluid Pump Seal
HL3Z-7G199-A	1	1	1	Aux Pump Tube Seal
LJ9Z-7J227-A	2	1	4	Fluid Cooler O-ring Seals
HL3Z-7J227-A	1	1	1	Aux Pump Tube O-ring Seal
7T4Z-7Z302-A	1	1	1	Fluid Filter Seal
HL3Z-7Z490-E	1	1	1	Channel Plate
W719511-S439	3	1	6	Driveshaft Flex Coupling Bolts
W719698-S900	3	1	4	Left Catalytic Converter Studs
W701183-S300	2	1	4	Engine Dowel
LP5Z-7A527-M	1	1	1	T-3 Shim 3.05-3.15mm Selective
LP5Z-7A527-N	1	1	1	T-3 Shim 3.2-3.3mm Selective
LP5Z-7A527-P	1	1	1	T-3 Shim 3.35-3.45mm Selective
LP5Z-7A527-Q	1	1	1	T-3 Shim 3.5-3.6mm Selective
LP5Z-7A527-R	1	1	1	T-3 Shim 3.5-3.6mm Selective
LP5Z-7A527-S	1	1	1	T-3 Shim 3.8-3.9mm Selective
LP5Z-7A527-T	1	1	1	T-3 Shim 3.95-4.05mm Selective
LP5Z-7A527-U	1	1	1	T-3 Shim 4.1-4.2mm Selective
LP5Z-7A527-V	1	1	1	T-3 Shim 4.25-4.35mm Selective

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

Safety Recall 26S39

Parts Required For All Vehicles:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
L1MZ-7Z490-M	1	1	1	Valve Body Separator Plate
L1MZ-6L612-A	1	1	1	Exhaust Gasket
LP5Z-7A248-A	1	1	1	Torque Converter Hub Seal
LP5Z-7A441-B	1	1	1	Park Pawl
LP5Z-7B031-A	1	1	1	Front Support To Case Seal
LP5Z-7D019-A	2	2	1	(F10) Output Shaft Seals
LP5Z-7D070-B	1	1	1	Park Pawl Return Spring
9L3Z-7D071-A	1	1	1	Park Pawl Shaft
LP5Z-7D410-B	1	1	1	Park Pawl Actuator Rod
HL3Z-7D419-B	2	2	1	Park Pawl Actuator Rod Sleeve Seals
HL3Z-7F337-A	1	1	1	Manual Control Shaft Seal
LP5Z-7G091-A	1	1	1	(F9) Input Shaft Seal
LP5Z-7G091-D	5	5	1	(F2) Input Shaft Seals
HL3Z-7G100-B	1	1	1	Manual Shaft To Transmission Range Sensor Roll Pin
LC3Z-7G100-A	1	1	1	Park Rod Sleeve Roll Pin
JL3Z-7N134-AA	12	12	1	Front Support Assembly Bolts
W520214-S440	1	2	2	Transmission Mount Nut
W712658-S439	2	4	4	Solenoid Retaining Plate Bolt
W715131-S442	2	4	2	Park Manual Release Bracket Bolts
W715618-S437	6	2	2	Torque Converter Nuts
W719511-S439	3	4	4	Driveshaft Flex Coupling Bolts
W719699-S442	3	4	1	Catalytic Converter Nuts
W721083-S439	4	4	4	Transmission Support Insulator Bolts
L1MZ-9450-A	1	1	1	Downstream Exhaust Gasket

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

Safety Recall 26S39

AWD Only Parts:

Vehicle	Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
AWD	L1MZ-4421-A	1	1	1	Front Drive Shaft Boot
AWD	L1MZ-7060-F	1	1	1	Output Shaft And Planetary Carrier
AWD	L1MZ-3B478-A	1	1	1	Front Drive Shaft Boot Clamp
AWD	W716375-S900	8	2	5	Transfer Case Mounting Bolts
AWD	W719431-S439	3	3	1	Transmission Mount Bolts

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

RWD Only Parts:

Vehicle	Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
RWD	JR3Z-00811-A	1	1	1	Output Shaft Retaining Nut
RWD	L1MZ-7060-E	1	1	1	Output Shaft And Planetary Carrier
RWD	W719431-S439	2	1	4	Transmission Mount Bolts

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

Miscellaneous Parts/Materials Required For All Vehicles (As Needed)

XG-1-E1	Motorcraft® Premium Long-Life Grease
XG-11	Motorcraft® High Temperature 4x4 Front Axle and Wheel Bearing Grease
XL-1	Motorcraft® Penetrating And Lock Lubricant
XL-2	Motorcraft® High Temperature Nickel Anti-Sieze Lubricant
XL-5-A	Motorcraft® Multi-Purpose Grease Spray
ZC-37-A	Motorcraft® Wheel and Tire Cleaner
XT-10-QLVC	Motorcraft® MERCON® LV Automatic Transmission Fluid (Transfer Case Fluid)
XT-12-QULV	Motorcraft® MERCON® ULV Automatic Transmission Fluid
VC-13-G	Motorcraft® Yellow Concentrated Antifreeze/Coolant

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

Safety Recall 26S39

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 SIGNATURE

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

CERTAIN 2024 MODEL YEAR EXPLORER VEHICLES EQUIPPED WITH 2.3L
ENGINES AND 10R60 TRANSMISSION — TRANSMISSION PARK SYSTEM
INSPECTION AND REPAIR

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.

Table of Contents	Page
Park System Inspection.....	1
Park System Replacement	8

Park System Inspection

NOTE: The brake pedal must be applied when activating the parking brake during the Brake Service Mode procedure in the next step.

1. Activate the Brake Service Mode. Follow the Workshop Manual (WSM) procedures in Section 206-00. The **FDRS Activation Procedure** is highly recommended.

NOTE: Two people are required for the next step. One to drive the vehicle and the other to read the FDRS screen

2. With two people inside of the vehicle and their seat belts properly buckled, drive the vehicle to a flat area or slightly uphill location, such as a parking lot.

Preparing Data Logger and Park Ratchet Test

3. In FDRS, select **Toolbox** tab.
4. From the list on the Right-Hand (RH) side of the screen, select **Datalogger**.
5. Click **RUN**.



6. From the list on the Left-Hand (LH) side of the screen, select **PCM** and **ABS**, then click **Continue**. See Figure 1.

Data Logger

Legend: Not Responding, Responded Positively, Responded Negatively, CMOTCs detected, Historical DTCs, Response Inhibited

PID Search...

Select up to 5 modules below

FD1: PCM, ABS, BCM, BOMC

FD2: TCU

FD3: CCM, GSM, IPMA, SCOM, SODL, SODR

FD4: DOM, PDM

HS1: GWM

HS2: ATCM, OCSM, RCM

HS3: ACM, APIM, TRM

Modules selected: ABS, PCM

Continue

24923Q

FIGURE 1

7. In the search bar, type in **Output Shaft Speed _ RAW (OSS_RAW)**, then type in **Park Brake State (PBRKST)**, and **Transmission Range Sensor Input A (TR_A_DC)** and select all three PIDs.
- See Figure 2.
8. Check the boxes to select **OSS_RAW**, the **PBRKST** and the **TR_A_DC** then click **Continue**. See Figure 2.

PID Groups

Search ABS

ABS PIDs In use: 3%

Acronym	Description	Units		Module	Acronym	Units	
ABS	(ABS)	Status	☐	PCM	OSS_RAW	RPM	☒
A_YW_CTRL_STAT	Active Yaw Control	Status	☐	ABS	PBRKST	Status	☒
BFLHPC	Brake Fluid Line Hydraulic Pressure (Calculated Value)	Pressure	☐	PCM	TR_A_DC	Percenta...	☒
BRKHYPRESS	Brake Fluid Line Hydraulic Pressure	Pressure	☐				
BRK_ACT_STS	Brake Actuator Status	Status	☐				
BRK_FLUID	Brake Fluid Level	Status	☐				
BRK_PDL	Brake Pedal Position - Measured	Distance	☐				
BRK_PDL_SW	Brake Pedal Switch	Status	☐				
BRK_PRS_OFFSET	Brake System Pressure - Offset Corrected	Pressure	☐				
BTC_SYS_STAT	Brake Traction Control System	Status	☐				
CSPM_DR_FAIL_CT	Critical Software Param Monitor - Data Range Failure Counter	Number	☐				
CSPM_IL_OP_CT	Critical Software Param Monitor - Illegal Operation Code Counter	Number	☐				
CSPM_PWR_ON_CT	Critical Software Param Monitor - Power ON Reset Counter	Number	☐				
CSPM_STK_OF_CT	Critical Software Param Monitor - Stack Overflow Counter	Number	☐				
CSPM_WD_TMR_CT	Critical Software Param Monitor - Watchdog Timer Reset Counter	Number	☐				

Continue

24923R

FIGURE 2



9. Select the **OSS_RAW PID/Graph** and then select the **Settings** icon. See Figure 3.

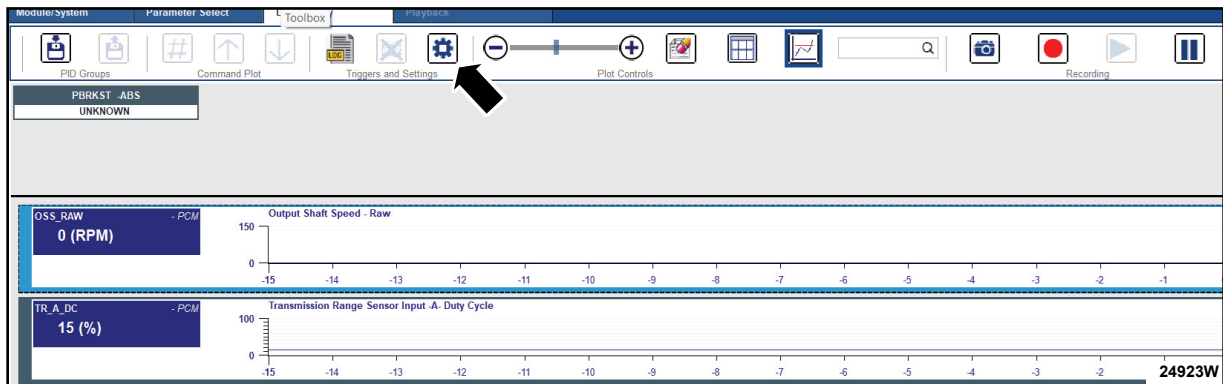


FIGURE 3

10. Select the **Range** tab.

11. Rescale the display range to a high of 150 RPM and a low of 0 RPM. See Figure 4.

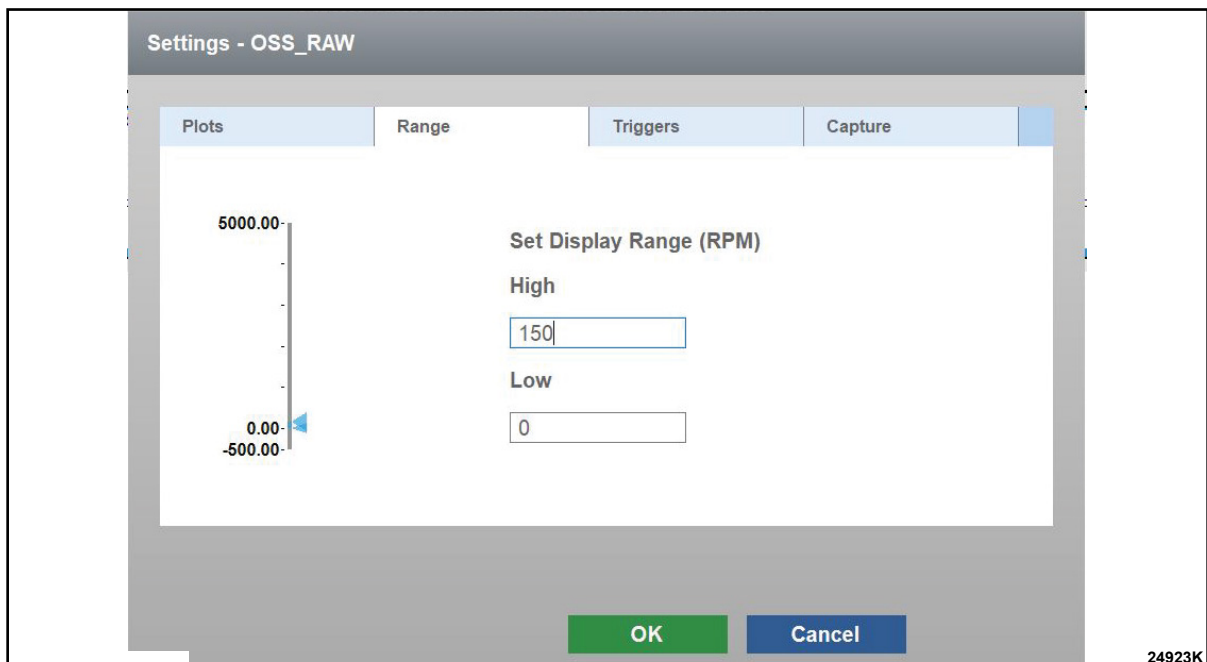


FIGURE 4



12. Select the **Capture** tab.

13. Make sure the Duration is set to 15, with Pre set to 0 and Post set to 15. See Figure 5.

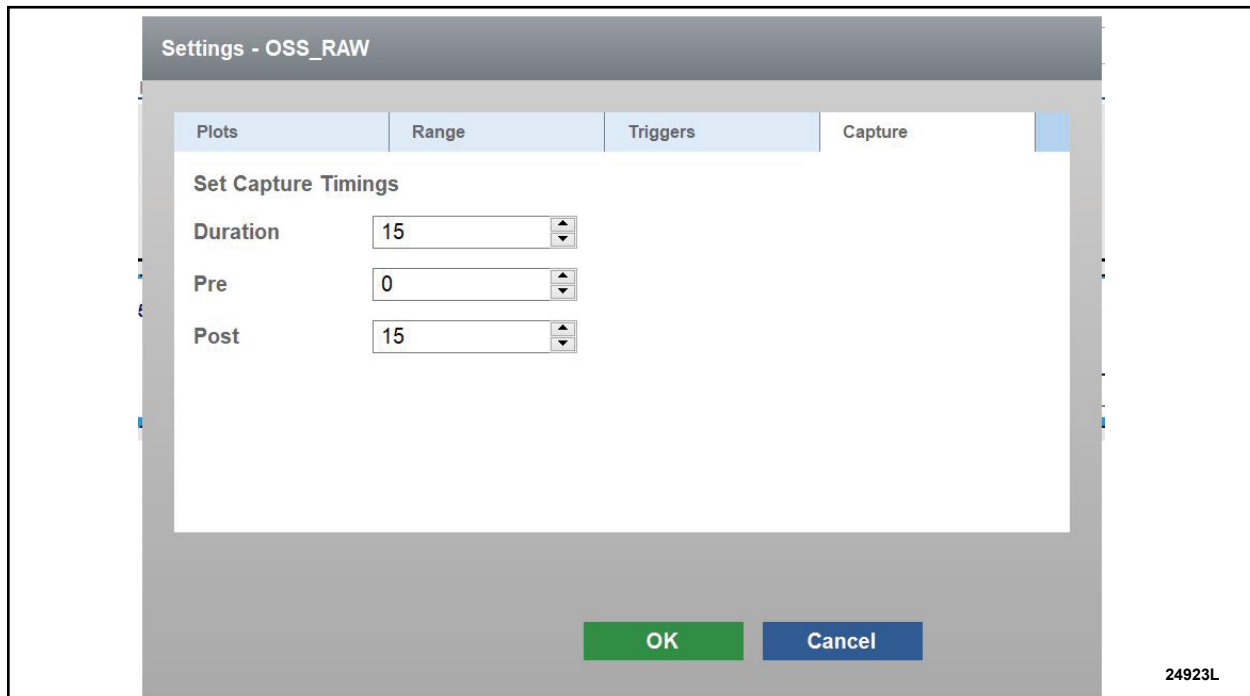


FIGURE 5

14. Click **OK**.

15. Click **Record**. See Figure 6.

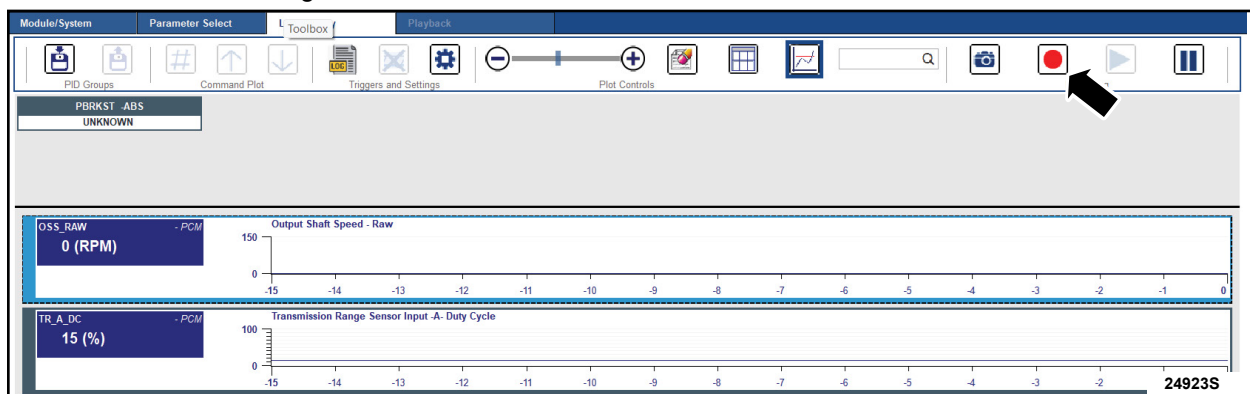


FIGURE 6



16. Drive the vehicle forward until it has reached 5 mph (8 km/h).

17. Remove foot from accelerator pedal and rapidly shift the transmission selector directly into park (P).

NOTE: Do NOT apply the brake pedal unless needed to avoid a hazard.

18. Let the vehicle coast until it comes to a complete stop. As speed decreases, you should hear a ratcheting noise from the park pawl. This is normal.

NOTE: If the brakes were applied at any point to slow the vehicle, repeat the test (Steps 16-18).

19. Select the Playback tab. See Figure 7.

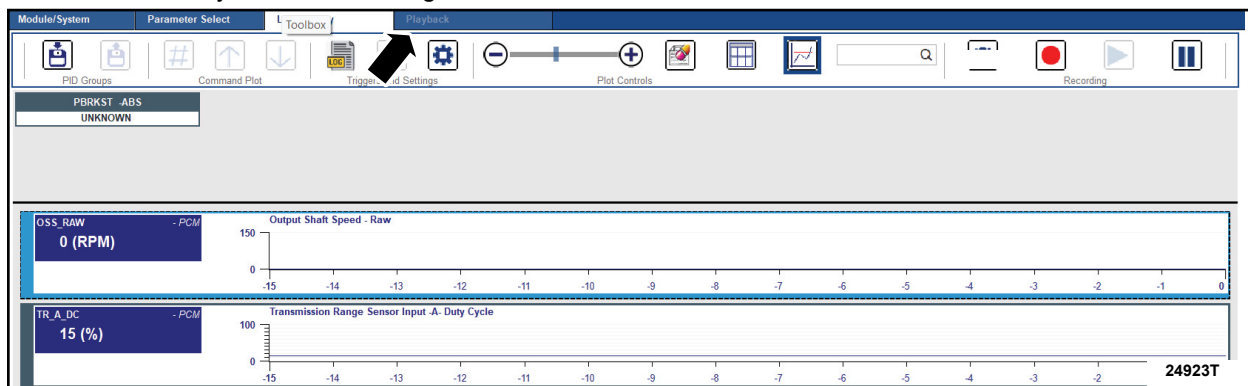


FIGURE 7

20. Place the cursor over the last non-zero value of the output speed chart and left mouse click on it. The RPM value should now be displayed to the left of the graph. See Figure 8.

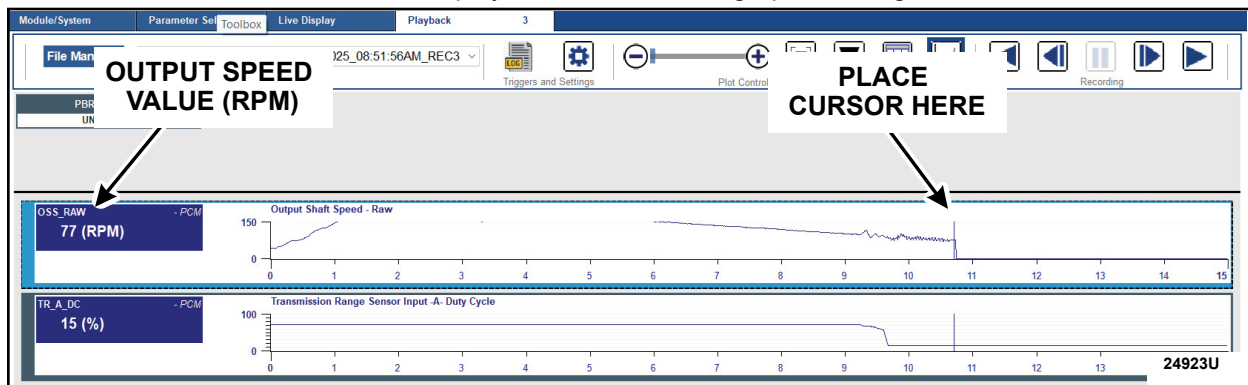


FIGURE 8

21. Using either the Snipping Tool or pressing the "Print Screen" (Prt Sc) button on the keyboard, capture and save a screenshot of the entire graph, including the Output Speed Value.

22. Perform the test a second time. Repeat Steps 15 through 21.

NOTE: This test applies near maximum loading into park system. The purpose of the second test is for confirmation of correct test implementation and repeatability of correct system function.



23. Did the output speed decrease in a step change from a speed of 65 RPM or above down to 0 RPM in BOTH tests? See Figures 9 through 11.

Yes – Passes inspection. Do Not submit photos to SSSC and continue to Step 24.

No – Does not pass inspection. Check and clear Diagnostic Trouble Codes (DTCs). Submit both screenshots to SSSC for further repair approval.

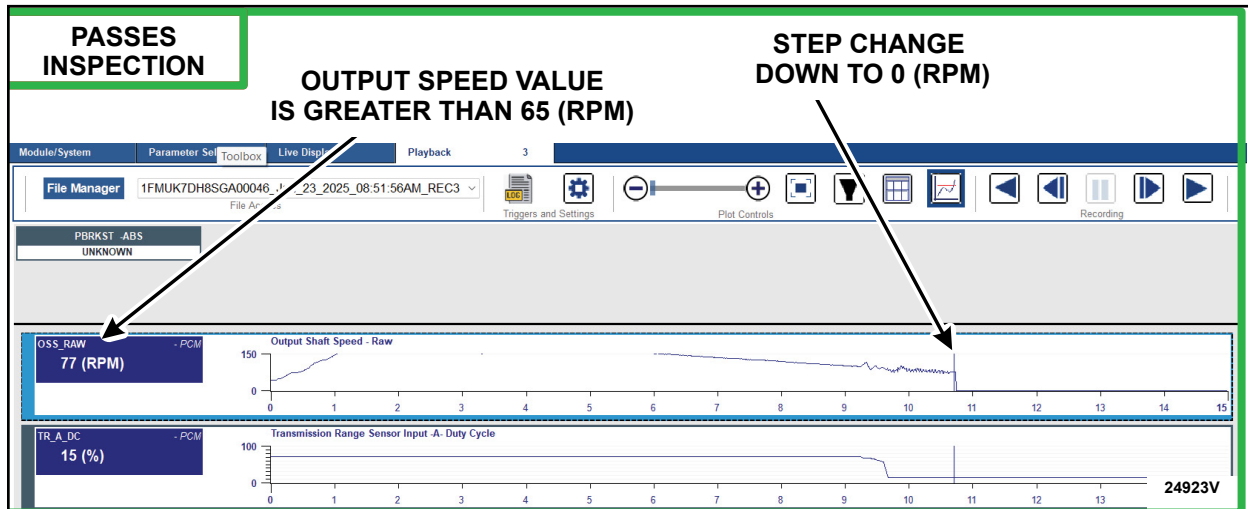


FIGURE 9

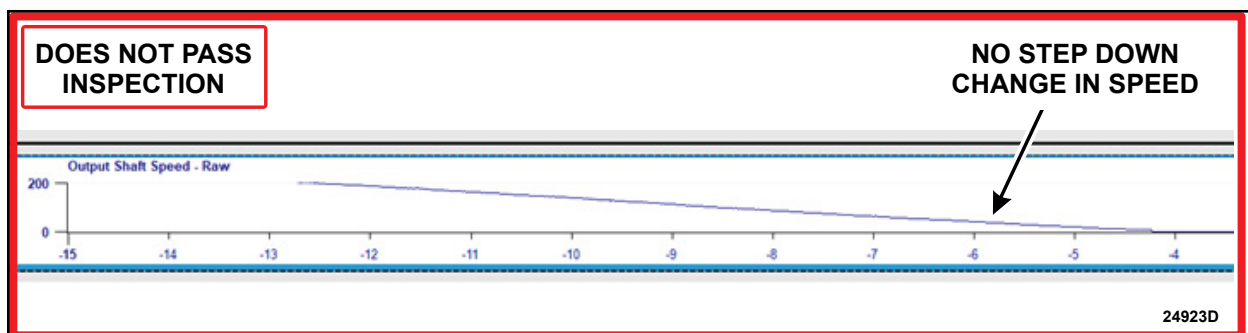


FIGURE 10

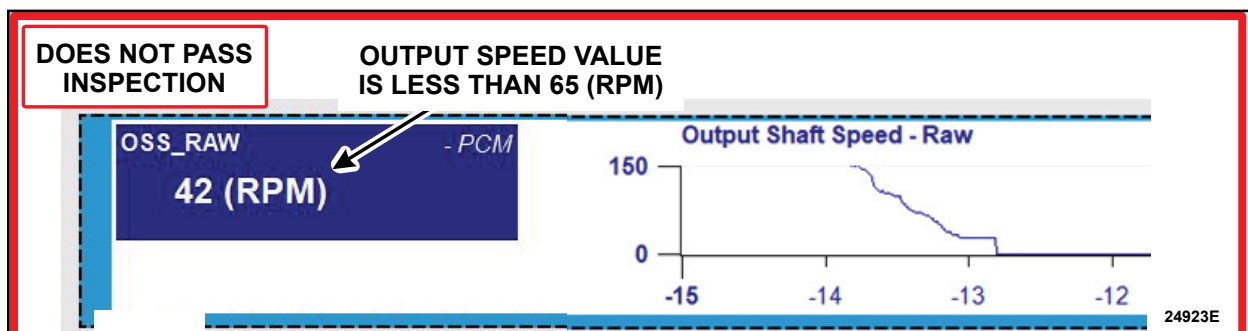


FIGURE 11



24. Deactivate the Brake Service Mode. Follow the WSM procedures in Section 206-00.

25. Check the PCM for DTC P07E4. Is DTC P07E4 present?

Yes – Does not pass inspection. This vehicle will need the Transmission Park System Replacement (This procedure should only be performed if the vehicle fails the transmission park system inspection. SSSC Approval Required).

No – Passes inspection. Clear DTCs. This completes the Field Service Action.

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.



Park System Replacement

NOTE: It is required to obtain photo submission approval by the Special Service Support Center (SSSC) before completing this procedure.

1. Remove the transmission. Please follow WSM procedures in Section 307-01A.
2. Disassemble the transmission to replace the output shaft and planetary carrier No. 4 assembly, park pawl and park actuator rod. Refer to WSM, Section 307-01A - Overhaul.

NOTE: Only the following sub-steps are necessary to perform this repair.

- a. Remove the torque converter.
- b. Remove the transmission fluid pan.
- c. Remove the park override lever.
- d. Disconnect and remove the intermediate speed sensor A (ISSA).
- e. Disconnect and remove the output shaft speed (OSS) sensor.
NOTE: Make sure to clean all metallic debris from the OSS sensor.
- f. Disconnect the transmission range (TR) sensor.
- g. Remove the transmission fluid pump.
- h. If equipped (RWD), remove the output shaft flange nut and the output shaft flange.
- i. Using a punch, remove and discard the manual shaft-to-TR sensor roll pin.
- j. Remove the manual shaft, the TR sensor and the park pawl actuator rod. Discard the park pawl actuator rod.
- k. Remove the front support assembly.
- l. Remove the clutch and planetary assembly.
- m. Remove and discard the output shaft and planetary carrier No. 4 assembly.
- n. Remove and discard the output shaft seals.
- o. Remove and discard the park pawl.

3. Reassemble the transmission by reversing the disassembly procedure. Please follow WSM procedures in Section 307-01A - Overhaul.
4. Install the transmission. Please follow WSM procedures in Section 307-01A.
5. This FSA is complete.

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 26S39

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 # 26S39, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before June 12, 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.