



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

June 30, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Compliance Recall 26C27
Certain 2019 Model Year Nautilus, Navigator and Mustang Vehicles
Instrument Panel Cluster Reprogramming

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Compliance Recall 19C03 – Supplement #1
Certain 2019 Model Year Nautilus, Navigator and Mustang Vehicles
Instrument Panel Cluster Reprogramming – Date: March 8, 2019

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 4,148):

Vehicle	Model Year	Assembly Plant	Build Date Range
Mustang	2019	Flat Rock	November 5, 2018 through December 13, 2018
Nautilus	2019	Oakville	November 6, 2018 through December 21, 2018
Navigator	2019	Kentucky Truck	November 9, 2018 through December 15, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

According to Ford's records, certain 2019 Model Year Nautilus, Navigator and Mustang vehicles may not have the software correctly installed for Compliance Recall 19C03 but were recorded as having received the repair successfully. Because the correct software update may not have been installed on these vehicles, the underlying condition specified in Compliance Recall 19C03 may still exist.

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 101, for visible indicators in the instrument panel cluster. On startup, certain instrument clusters may not properly load the data required to run the display, resulting in a blank cluster.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the Instrument Panel Cluster (IPC) using Integrated Diagnostic System (IDS) release 133.01 or higher for Nautilus and Mustang. Navigator will require use of the Ford Diagnosis and Repair System (FDRS). 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	Yes	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	No	See the Rental Vehicles section below, if applicable.
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	No	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 Letters
- 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

Compliance Recall 26C27**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location.
🔧 - Mobile Reprogramming (MRA1)

OASIS ACTIVATION

OASIS will be activated on June 30, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 30, 2026. Owner names and addresses will be available by July 6, 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 compliance 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 Compliance 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 IPC module software update.

Compliance Recall 26C27**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For software module replacement:**
 - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
 - Claiming the MT26C27RR labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.
- **For modules not requiring an RVC, use normal diagnostics.**
- **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
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market 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.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC17526 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 (26C27) 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.

Compliance Recall 26C27

CLAIMS PREPARATION AND SUBMISSION – Continued:

- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 26C27
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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LABOR ALLOWANCES

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

Description	Labor Operation	Labor Time Hour(s)
<u>Software Update:</u> Reprogram the IPC module. -Mustang and Nautilus will use IDS release 133.01 or higher. -Navigator will use FDRS. This labor operation code closes the FSA.	26C27B	0.3
<u>Software at latest level:</u> Software Verification Code Form (FDRS) shows software is already up to date. This labor operation code closes the FSA.	26C27SV	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)
Time to Obtain a Software Verification Code (IDS vehicles); see EFC17526. Can only be claimed with labor operation 26C27B on Mustang and Nautilus vehicles.	SRVIDS2	0.1
IPC software failed and/or IPC module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT26C27RR	Up to 5.4
Mobile Service: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	26C27MM	0.5
Lincoln Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles. 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.	26C27LL	0.5

Compliance Recall 26C27

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.	26C27PP	0.5
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PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2019 MODEL YEAR NAUTILUS, NAVIGATOR, AND MUSTANG VEHICLES — INSTRUMENT PANEL CLUSTER (IPC) REPROGRAMMING

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.

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SERVICE PROCEDURE FOR NAUTILUS AND MUSTANG VEHICLES (IDS)

NOTE: Ford Diagnostic and Repair System (FDRS) will be utilized for initial software verification, followed by the Integrated Diagnostic System (IDS) for the actual Instrument Panel Cluster (IPC) reprogramming.

Module Programming and Software Verification

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

2. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left-hand (LH) side of the screen and available procedures are listed on the right-hand (RH) side of the screen. Modules that are communicating are highlighted in green.



3. Select **Toolbox** (1) tab. See Figure 1.
4. Select **All**. See Figure 1.
5. Select **Read Vehicle Data** (2) and then **Run** (3). See Figure 1.

NOTE: Steps 1-4 (Read VIN from Vehicle) and Step 5 (Read Vehicle Data) MUST be completed prior to performing Steps 6-9. Failure to complete Steps 1-5 will result in a "Not Complete" or "An Error Occurred" from the Software Update Status Screen.



FIGURE 1

6. Select the **SW Updates** tab (1). See Figure 2.
7. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 2.
8. Select the **FSA** (3) from the drop-down menu. See Figure 2.
9. Select **Submit** (4). See Figure 2.



FIGURE 2



10. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
See Figure 3.

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification Code (SVC).

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to next step.

Legend

Run Network Test

APIM AWD BCM BCMB

ATCM CCM GSM GWM IPMA

FAM PSCM HCM SOCM

DSP IPC WACM

DSM HVAC POM RTM SODL

★	📶	DSP - Audio Digital Signal Processing (DSP) Module Software Update
★	📶	WACM - Wireless Accessory Charging Module (WACM) Software Update
★	📶	TCU - Telematics Control Unit (TCU) Module Software Update

FDRS checks the software level in all modules during Vehicle ID.

If a software update is available for any module, then the tool needed to download and install the update will be if directed to perform module software updates by a service publication, follow the instructions closely to ensure updated to the latest levels.

Field Service Action Software Verification

Warranty Dealer Code

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.

24S24 Submit

FSA 24S24 VIN 3FMCR9C68PRD00267

Software Update Status: **Complete**

Software Verification Code: **R921FUK3K9VPE**

FIGURE 3



11. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: Make sure the IDS computer does not enter sleep mode during programming.

12. Reprogram the IPC using IDS release 133.01 or higher. Make sure you are connected to the internet prior to reprogramming.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

13. Check and clear all Diagnostic Trouble Codes (DTCs).

NOTE: You must log out of IDS prior to logging into FDRS to avoid communication conflicts.

14. **This FSA requires a Software Verification Code (SVC) after performing the software update. Follow the instructions below to obtain the verification code. The claim will not be paid and the FSA will remain open if an SVC is not provided. For more information, see EFC17526.**

15. Log into FDRS.

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

16. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left-hand (LH) side of the screen and available procedures are listed on the right-hand (RH) side of the screen. Modules that are communicating are highlighted in green.



17. Select **Toolbox** (1) tab. See Figure 4.

18. Select **All**. See Figure 4.

19. Select **Read Vehicle Data** (2) and then **Run** (3). See Figure 4.

NOTE: Steps 15-18 (Read VIN from Vehicle) and Step 19 (Read Vehicle Data) MUST be completed prior to performing Steps 20-23. Failure to complete Steps 15-19 will result in a "Not Complete" or "An Error Occurred" from the Software Update Status Screen.



FIGURE 4

20. Select the **SW Updates** tab (1). See Figure 5.

21. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 5.

22. Select the **FSA** (3) from the drop-down menu. See Figure 5.

23. Select **Submit** (4). See Figure 5.



FIGURE 5



24. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
See Figure 6.

Yes - This FSA is complete. Disconnect the battery charger. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification Code (SVC).

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 25.

The screenshot displays the FDRS Field Service Action Software Verification interface. On the left, a legend lists modules: APIM, AWD, BCM, BECMB, ATCM, CCM, GSM, GWM, IPMA, FAM, PSCM, HCM, SCOM, DSP, IPC, WACM, DSM, HVAC, POM, RTM, and SODL. On the right, a table lists modules for update: DSP - Audio Digital Signal Processing (DSP) Module Software Update, WACM - Wireless Accessory Charging Module (WACM) Software Update, and TCU - Telematics Control Unit (TCU) Module Software Update. The main area contains instructions and a verification form. The form includes a Warranty Dealer Code field, an FSA Number field (containing '24S24'), and a VIN field (containing '24S24 VIN 3FMCR9C68PRD00267'). The status is displayed as 'Complete' and the Software Verification Code is 'R921FUK3K9VPE'.

FIGURE 6



25. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?
 See Figure 7.

Yes - Proceed to next step.

No - Proceed to Step 29 (Disconnect the battery charger).

FDRS checks the software level in all modules during Vehicle ID.

If a software update is available for any module, then the tool needed to download and install the update will be shown.

If directed to perform module software updates by a service publication, follow the instructions closely to ensure all modules are updated to the latest levels.

Field Service Action Software Verification

Warranty Dealer Code

USA4FORD

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.

25S77

FSA 25S77 VIN 1FTFW5LD5SFB00017

Software Update Status: **Not Complete**

Software Verification Code: Not Available

[Click here to submit a request to the FSA quick response team](#)

Module Acronym Software Update Complete

FIGURE 7

26. Have the module software updates in the FSA been reattempted?

Yes - Disconnect the battery charger. Proceed to Step 27.

No - Reattempt the software update programming steps in the FSA.

27. Use the "Click Here to submit a request to the FSA Quick Response Team" link (2) shown in Figure 7.
 Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

28. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA Quick Response Team queue. This team will contact you via phone using the contact information provided in the form. Follow the recommendations from the FSA Quick Response Team to resolve any issues preventing SVC generation.



29. Disconnect the battery charger. Proceed to Step 30.

30. If the FDRS Field Service Action Software Verification Status displays "**An error occurred. Unable to retrieve FSA information**", reattempt to generate an SVC. The error is caused by a connectivity or server issue where the status of the FSA cannot be verified. This is resolved upon reattempting to generate an SVC. See Figure 8.

- If the reattempt is successful and displays "Complete": Proceed to Step 24 (Yes branch) to record the SVC, disconnect the battery charger, and return the vehicle to the customer.
- If the reattempt continues to fail after multiple tries: Proceed to Step 25 to determine if the software update itself was incomplete, or proceed directly to Step 27 to submit a Technical Support Request (TSR) to the FSA Quick Response Team.

Legend: Rerun Network Test

BCM BECMB

GSM GWM IPMA OCSM PSCM

SCCM

IPC TCU TRM

SODL SODR

All	Favorites	Offline	Multi-Module	SW Updates	Programmable Features	Guided Routines
★						
★						
★						

ACM - Audio Front Control Module (ACM) Software Update

IPC - Instrument Panel Cluster (IPC) Software Update

TCU - Telematics Control Unit (TCU) Module Software Update

FDRS checks the software level in all modules during Vehicle ID.

If a software update is available for any module, then the tool needed to download and install the update will be shown.

If directed to perform module software updates by a service publication, follow the instructions closely to ensure the modules are updated to the latest levels.

Field Service Action Software Verification

Warranty Dealer Code

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.

24S59

Submit

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA additional requirements.

FIGURE 8



Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key ON Engine OFF (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM II/VCM3 from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM II/VCM3 to IDS and then connect to the DLC. Once reconnected, the VCM II/VCM3 icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM II/VCM3 connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the **Recycle Bin** icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



SERVICE PROCEDURE FOR NAVIGATOR VEHICLES (FDRS)

Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Check if the software has already been updated by doing the following:

- a. Launch the Professional Technician System (PTS) and enter the vehicle's VIN.
- b. Hover over the Diagnostics tab and select Software Verification Form from the drop-down menu.
- c. Select 26C27 from Field Service Action drop-down menu and click Submit.
- d. If Software update status shows 'Complete', then the software has already been successfully installed on the vehicle.

2. Did the software status in PTS show the software update status as complete?

Yes - The correct software has already been installed and the recall is complete.
Obtain the Software Verification Code (SVC) required to claim 26C27SV.

No - Proceed to step 3 to install the software.

3. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

4. Log into Ford Diagnostic and Repair System (FDRS). Make sure FDRS is updated to the latest version.

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

5. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left-hand (LH) side of the screen and available procedures are listed on the right-hand (RH) side of the screen. Modules that are communicating are highlighted in green.

6. Select **Toolbox** tab.

7. From the list on the LH side of the screen, select the **IPC**.



8. From the list on the RH side of the screen, select **IPC - Instrument Panel Cluster (IPC) Software Update**.
9. Click **RUN**. Follow all on-screen instructions carefully.
10. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
11. Click the **Run Selected Tests** button in the lower right.
12. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
13. **This FSA requires a SVC after performing the software update. Follow the instructions below to obtain the verification code. The claim will not be paid and the FSA will remain open if an SVC is not provided. For more information, see EFC17526.**
14. Select the **SW Updates** tab (2). See Figure 9.
15. **Warranty Dealer Code** (3) - Change the displayed PA code as necessary. See Figure 9.
16. Select the **FSA** (4) from the drop-down menu. See Figure 9.
17. Select **Submit** (5). See Figure 9.

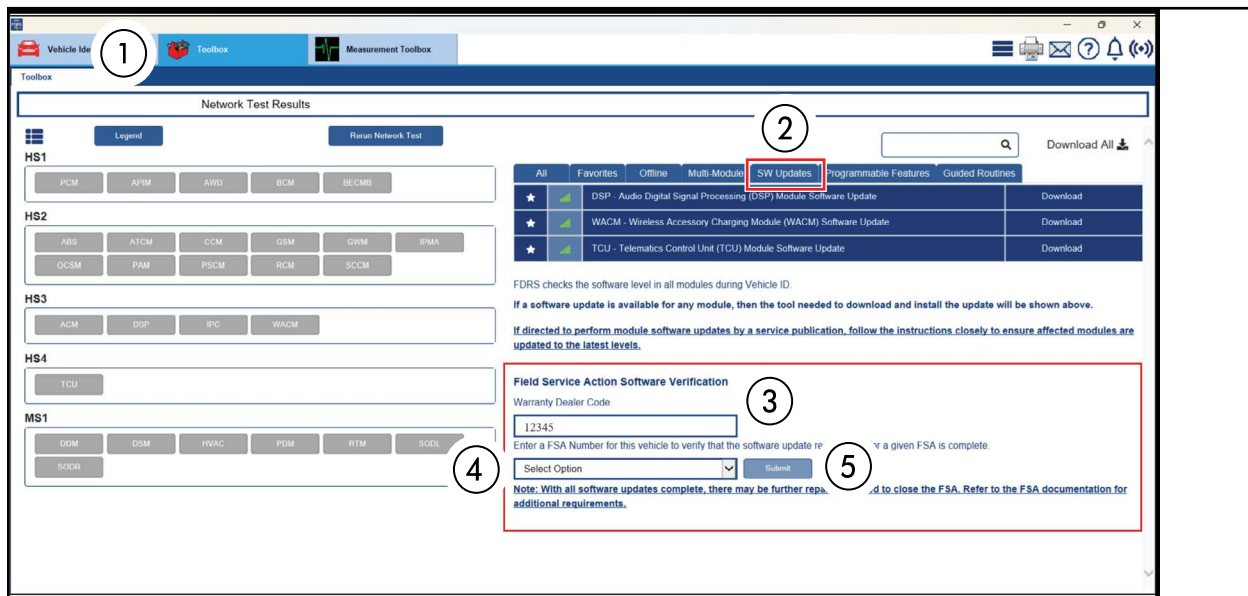


FIGURE 9



18. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
 See Figure 10.

Yes - This FSA is complete. Disconnect the battery charger. The FDRS Field Service Action Software Verification will provide an on-screen SVC.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 19.

Network Test Results

Legend Run Network Test

APIM AWD BCM BECM

ATCM CCM GSM GWM IPMA

IAM PSCM RCM SCOM

DSP IPC WACM

DSM IVAC PCM RTM SOOL

FDRS checks the software level in all modules during Vehicle ID.
 If a software update is available for any module, then the tool needed to download and install the update will be
 if directed to perform module software updates by a service publication, follow the instructions closely to ensure
 updated to the latest levels.

Field Service Action Software Verification

Warranty Dealer Code

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.
 Submit

FSA 24S24 VIN 3FMCR9C68PRD00267

Software Update Status: **Complete**

Software Verification Code: **R921FUK3K9VPE**

Module Acronym	Software Update Complete
BCM	Yes
PCM	Yes

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the F additional requirements.

67 Bronco Sport 1.5L Dragon I3 DI TC Gas B FDRS 43.6.4 Not Connected: Click the icon to connect.

FIGURE 10



19. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?
See Figure 11.

Yes - Proceed to next step.

No - Proceed to Step 23 (Troubleshoot connectivity/server issues).

FDRS checks the software level in all modules during Vehicle ID.

If a software update is available for any module, then the tool needed to download and install the update will be shown.

If directed to perform module software updates by a service publication, follow the instructions closely to ensure all modules are updated to the latest levels.

Field Service Action Software Verification

Warranty Dealer Code
USA4FORD

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.
25S77

FSA 25S77 VIN 1FTFW5LD5SFB00017

Software Update Status: **Not Complete**

Software Verification Code: Not Available

[Click here to submit a request to the FSA quick response team](#)

Module Acronym	Software Update Complete
ABS	No

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA additional requirements.

FDRS R48.2026.01.30 05.45.54 Not Connected: Click the icon to connect.

FIGURE 11

20. Have the module software updates in the FSA been reattempted?

Yes - Disconnect the battery charger, then proceed to Step 21.

No - Reattempt the software update programming steps in the FSA.

21. Use the "Click Here to submit a request to the FSA Quick Response Team" link (2) shown in Figure 11. Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery State of Charge (SOC) when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

22. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA Quick Response Team queue. This team will contact you via phone using the contact information provided in the form. Follow the recommendations from the FSA Quick Response Team to resolve any issues preventing SVC generation.



23. If the FDRS Field Service Action Software Verification Status displays "An error occurred. Unable to retrieve FSA information", keep the battery charger connected and reattempt to generate an SVC. See Figure 12.

- The error is typically caused by a transient connectivity or server issue and is resolved upon reattempting.
- If the reattempt is successful and the status displays "Complete": Proceed to Step 24.
- If the connectivity issue cannot be resolved: Proceed to Step 20 (Yes branch) to disconnect the charger and submit a Technical Support Request.

24. Once the Software Verification Status displays "Complete" and the SVC is generated, disconnect the battery charger. The repair is now complete.

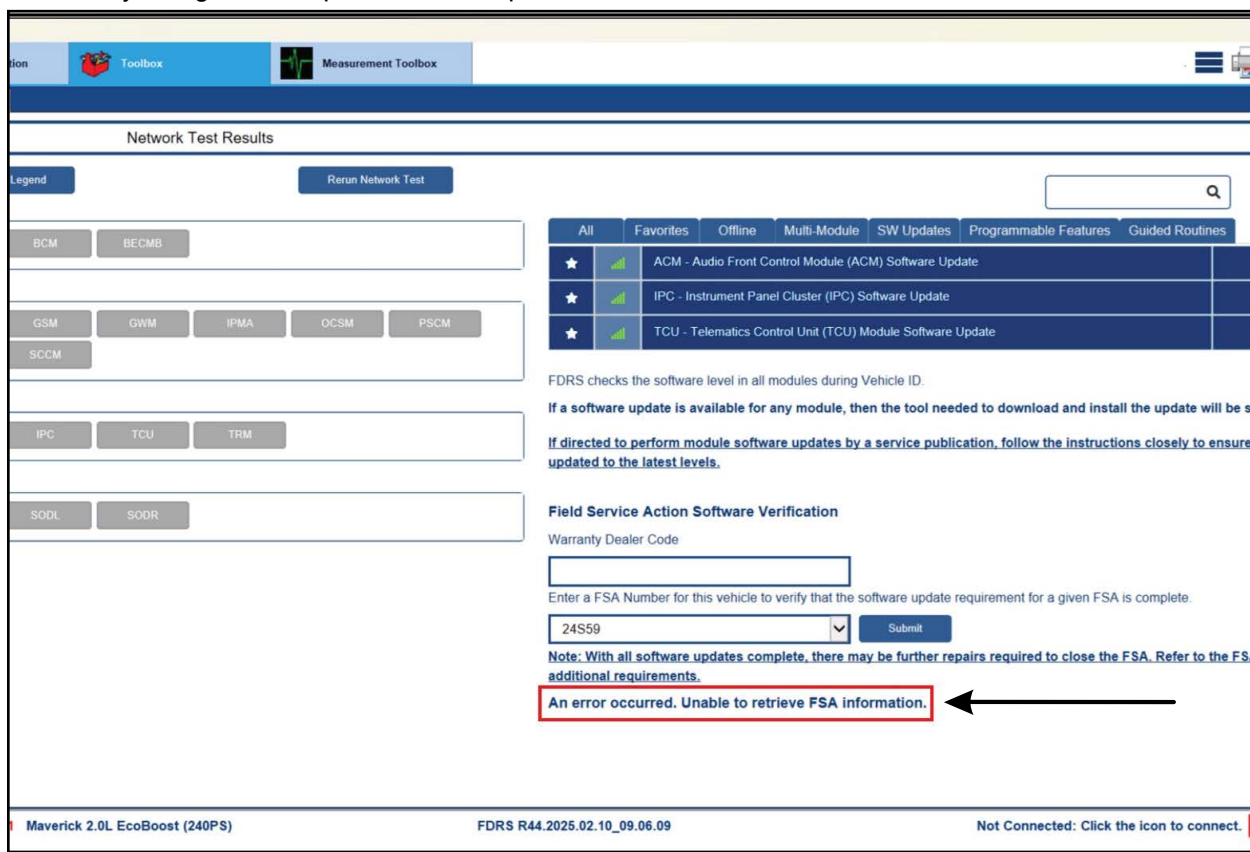


FIGURE 12



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to make sure programming completes without errors.

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key ON Engine OFF (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module:

NEVER DELETE THE ORIGINAL SESSION!

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



Ford Motor Company
Recall Reimbursement Plan for 26C27

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 # 26C27, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before July 13, 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.