Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

October 9, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S52 – *Supplement #3*
Certain 2020-2027 Model Year Aviator and 2020-2026 Model Year Explorer Vehicles with Power Second-Row Seat – Second-Row Seat Easy Entry Switch Housing and Bezel Replacement

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S52 – *Supplement #2*
Dated September 24, 2026

New! *REASON FOR THIS SUPPLEMENT*

- ***Parts Requirements / Ordering Information:*** *All parts/colors for 2025-2026 Model Year Explorer and 2025-2027 Model Year Aviator vehicles are now available for open order. Continue to use the website to determine the VIN specific bezel color and part numbers needed for this repair.*

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 387,604):

Vehicle	Model Year	Assembly Plant	Build Date Range
Explorer	2020-2026	Chicago Plant Build	October 20, 2018 through June 24, 2026
Aviator	2020-2027	Chicago Plant Build	October 19, 2018 through June 24, 2026
Explorer	2021-2023	Chicago SHO Center	September 14, 2020 through July 28, 2023
Aviator	2021-2023	Chicago SHO Center	September 14, 2020 through July 24, 2023

Affected vehicles are identified in OASIS and FSA VIN Lists.

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

REASON FOR THIS SAFETY RECALL

In some vehicles, the second-row seat's easy-entry tip-and-slide switch may bind or stick if the surrounding trim bezel is seated incorrectly. If the switch gets stuck down, the seat could unexpectedly tip or slide—even while driving—raising the risk of injury in a crash.

Some vehicles in the population may have already had recall 25S67 performed to address the potential for unexpected second-row seat movement while driving. These vehicles should still have this recall (26S52) performed when it is available.

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SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles or repairing any customer vehicles involved in this recall, dealers are to complete the online form at www.ford.partsinfocenter.com / www.lincoln.partsinfocenter.com to determine the VIN specific bezel color and part numbers.

For vehicles with an available remedy, dealers are to replace the easy entry bezel and housing on both second-row outboard seats, by following the technical instructions. Refer to the Website for VIN specific information. 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.

REMEDY AVAILABILITY CHART

The remedy is not yet available for all affected vehicles. Reference this chart for current remedy timing and the appropriate interior trim color availability.

Note: The easy entry switch housing can be any color for this repair.

Vehicle	Model Year	Interior Trim Color	Remedy Available
Aviator	2025-2027	**All**	Yes
Explorer	2025-2026	**All**	Yes
Aviator/Explorer	2020-2024	To be released as parts become available	Mid-November 2026

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.

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OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles will be notified in phases as the parts become available. The mailings started the week of August 17, 2026.

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

REFERENCE MATERIAL

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

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Safety Recall 26S52 – *Supplement #3*

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- Arrange for a mobile repair at the owner's location.
- All Vehicles Affected:
  - 🔧 🔧 - Light Mobile Service (MRA2)

OASIS ACTIVATION

OASIS was activated on August 07, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists are available through https://servicehub.ford.com/en-us/recall/fsavl-home. Owner names and addresses will be available in FSA VIN Lists within 10 days of owner letter mailing.

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.
- 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.
- Refunds will only be provided for the cost associated with the replacement of the easy entry bezel and housing on both second-row outboard seats.

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Safety Recall 26S52 *– Supplement #3*

RENTAL VEHICLES

Rental vehicles are not approved for this program.

The CRC Dealer Portal Job Aids can be referenced from FMCDealer:

Central Loaner Support Guide

CRC Dealer Job Aid: Central Loaner - Field Service Action (FSA) Program

Rental vehicles are not expected to be necessary if parts are ordered and service appointments scheduled promptly. If a unique owner circumstance requires a loaner vehicle, contact the Centralized Loaner Support Team through the CRC Dealer Portal. Loaner eligibility follows standard Dealer Loaner Assistance (PRENT) guidelines — vehicle must be within 5 years / 60,000 miles.

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
    - 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.
- **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 26S52 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.

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Safety Recall 26S52 – *Supplement #3*

CLAIMS PREPARATION AND SUBMISSION (continued)

- For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

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

  IMPORTANT: Click the Related Damage Indicator radio button.

- **Refunds:** Submit refunds on a separate repair line.

  - Program Code: 26S52 - 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)
Replace the easy entry bezel and housing on both second-row outboard seats. Includes time to check and clear codes. **This labor operation code closes the FSA.**	26S52B	0.4

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)
Mobile Service: **This allowance is only for non-eligible 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.	26S52MM	0.5
Lincoln Vehicle Pickup & Delivery Allowance: **This allowance is only for non-eligible 2026 Remote Experience Program Dealers AND vehicles outside of Lincoln Pickup & Delivery contract coverage of 4 years/50,000 miles.** **NOTE:** This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26S52LL	0.5
Ford Vehicle Pickup & Delivery Allowance: **This allowance is only for non-eligible 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.	26S52PP	0.5

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Safety Recall 26S52 – *Supplement #3*

NEW! PARTS REQUIREMENTS / ORDERING INFORMATION

All parts/colors for 2025-2026 Model Year Explorer and 2025-2027 Model Year Aviator vehicles are now on open order status. Complete the online form at www.ford.partsinfocenter.com / www.lincoln.partsinfocenter.com to determine the VIN specific bezel color and part numbers.

Part Number	Description	Order Quantity	Claim Quantity
LB5Z-7867460-BAT	Bezel - Black Onyx	2	2
LB5Z-7867460-BAX	Bezel - Medium Light Space Gray	2	2
LB5Z-7867460-BAU	Bezel - Salt Crystal Gray	2	2
LB5Z-7867460-BBA	Bezel - Hot Chocolate	2	2
LB5Z-7867460-BAY	Bezel - Harvest Bronze	2	2
LB5Z-7867460-BAZ	Bezel - Green Moonbeam	2	2
LB5Z-7867460-BAQ	Bezel - Luggage Tan	2	2
LB5Z-78237W10-B	Housing – Can Be Any Color Available	2	2

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

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

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

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.

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CERTAIN 2020-2027 MODEL YEAR AVIATOR AND 2020-2026 EXPLORER VEHICLES WITH POWER SECOND-ROW SEAT — SECOND-ROW SEAT EASY ENTRY SWITCH HOUSING AND BEZEL REPLACEMENT

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: The *new* components (1) are physically different than the original components (2) being removed in this procedure. See Figures 1 and 2 for the differences.

FIGURE 1

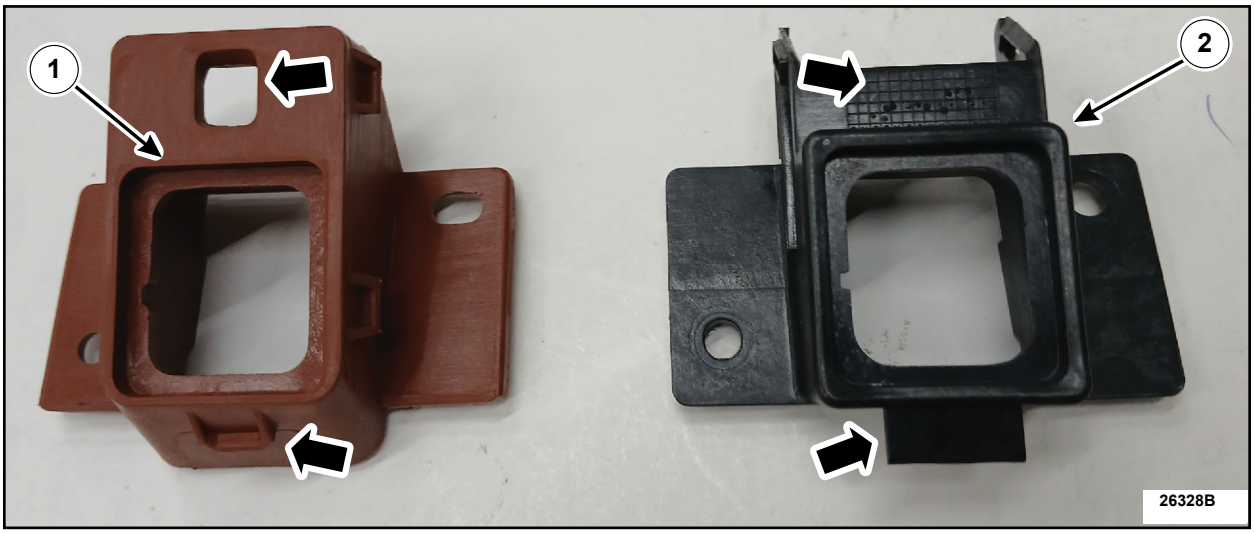

FIGURE 2

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10/2026

NOTE: All bezel colors are available for 2025-2027 Model Year Aviator and 2025-2026 Model Year Explorer vehicles.

1. Is the vehicle a 2025-2027 Model Year Aviator or a 2025-2026 Model Year Explorer?

   Yes - Complete the online form at www.ford.partsinfocenter.com / www.lincoln.partsinfocenter.com to determine the VIN specific bezel color and part numbers. Then, proceed to Step 2.
   No - A repair is not yet available for this vehicle. A future dealer bulletin supplement will advise when a remedy is available.

2. Release the retainers and remove the second-row single seat easy entry seat fold switch bezel. Discard the bezel. See Figure 3.

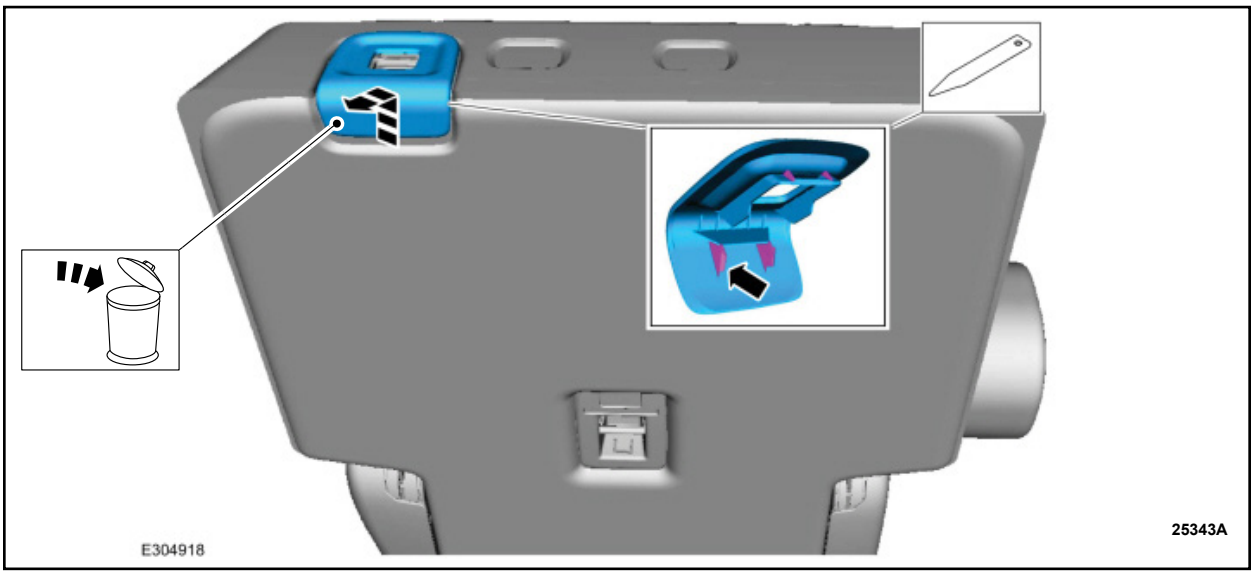

FIGURE 3

3. Remove the second-row single seat easy entry seat fold switch (1), then disconnect the electrical connector (2). See Figure 4.

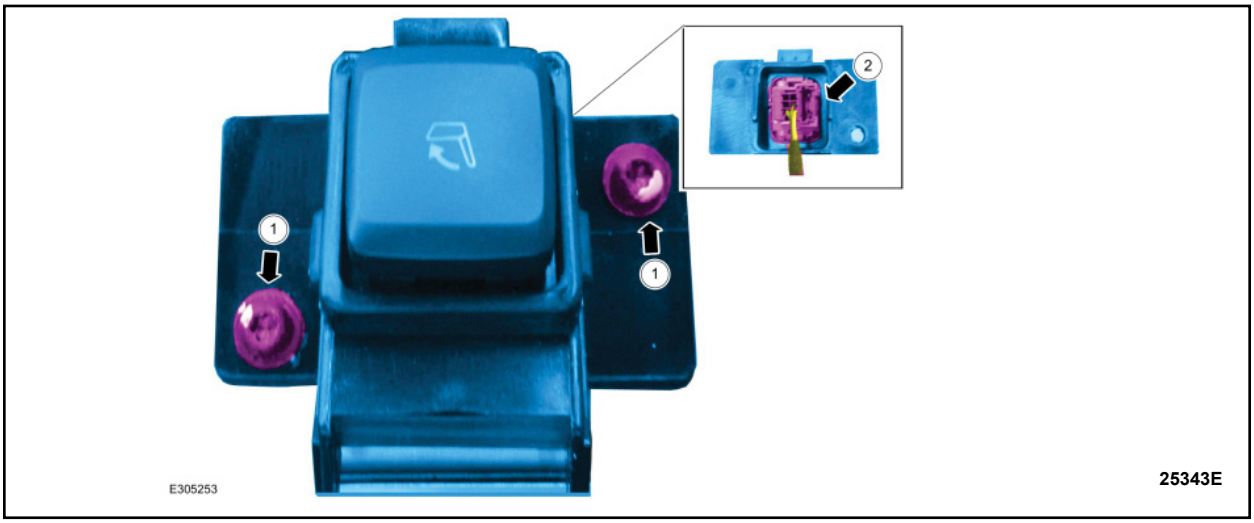

FIGURE 4

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4. Using a flat head screwdriver or equivalent, gently press against the tab and remove the second row single seat easy entry seat fold switch from the housing. Save the switch for reassembly. Discard the housing only. See Figure 5.

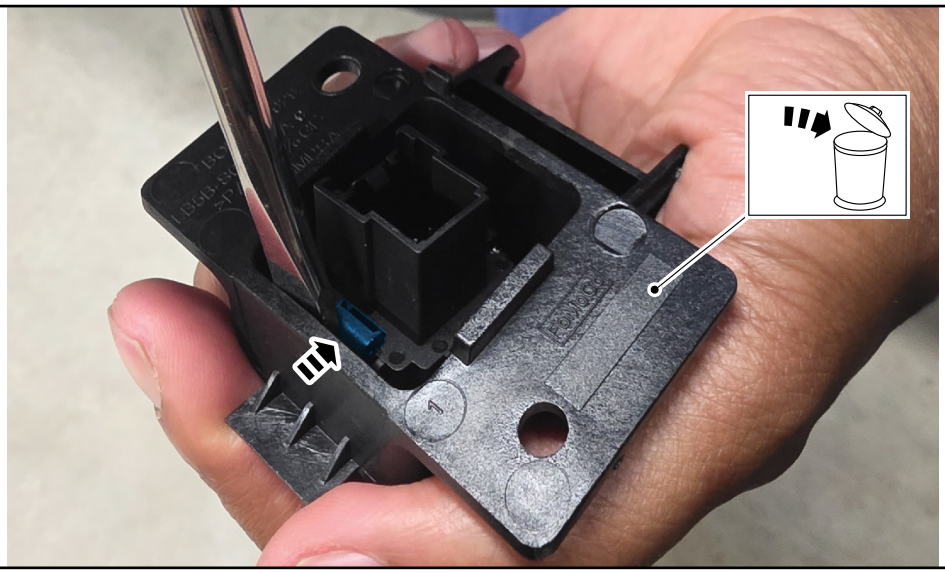

FIGURE 5

NOTE: The easy entry switch housing can be any color for this repair. The switch housing does not need to match the color of the switch housing outer bezel.

5. Install the second row single seat easy entry seat fold switch into the *new* housing by aligning the pin on the switch to the slot in the housing. See Figure 6.

FIGURE 6

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6. Connect the electrical connector and install the second row single seat easy entry seat fold switch with the *new* housing. See Figure 4.

    • Torque: 18 lb-in (2 Nm)

7. Begin installing the switch bezel by aligning the tab on the switch (1) with the indent on the bezel (2). See Figure 7.

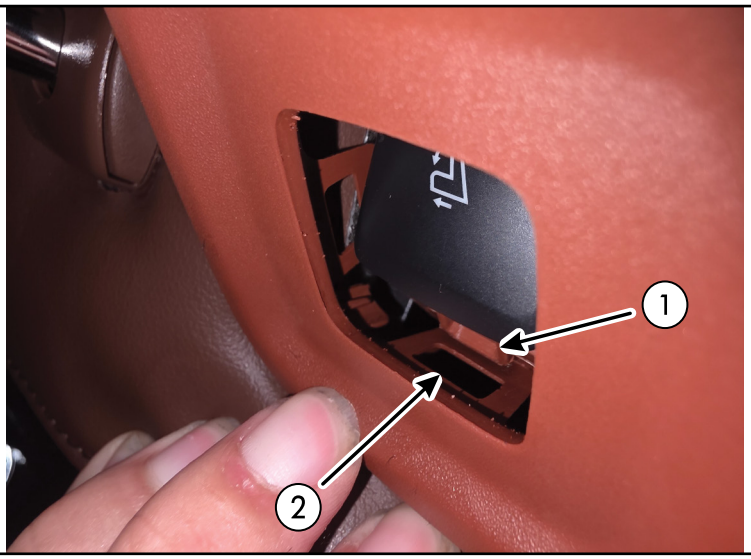

FIGURE 7

8. Make sure that the switch bezel is properly aligned by placing a finger under each side of the bezel and lightly pushing upward. If it is not properly aligned, repeat Step 7. See Figure 8.

FIGURE 8

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9. Finish reinstalling the bezel by pressing down until you hear an audible click.

10. Place a finger underneath the bezel in the front and lightly push up to ensure it is secure. Repeat on the back side of the bezel. See Figure 9.

FIGURE 9

11. Repeat Steps 2 through 10 on the other side of the vehicle, then proceed to next step.

12. Using the Ford Diagnostic and Repair System (FDRS), check and clear all Diagnostic Trouble Codes (DTCs).

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

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Ford Motor Company
Recall Reimbursement Plan for 26S52

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 # 26S52, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before August 31, 2026. *After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2025. The following is the text of that letter and the Plan:*

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.