Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

October 29, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S77
Certain 2025-2027 Navigator Vehicles
Disable Chauffeur Mode Seat Function

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 36,951):

Vehicle	Model Year	Assembly Plant	Build Date Range
Navigator	2025	Kentucky Truck	November 09, 2023 through November 26, 2025
Navigator	2026	Kentucky Truck	June 06, 2025 through June 07, 2026
Navigator	2027	Kentucky Truck	January 14, 2026 through August 17, 2026

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

All of the affected vehicles are equipped with the chauffeur mode feature, which allows second-row occupants to adjust the front passenger seat using the second-row digital touchscreen. Residue left on the touchscreen has the potential to be registered as a finger touch, allowing the front passenger seat to move unintentionally. Additionally, if the home screen button is pressed at the same time as the seat movement button is pressed, the seat may continue moving to its full travel limit without any additional input. Unintended or uncommanded full travel of the front passenger seat can contact occupants seated in the second passenger row or force the front passenger into a potentially unsafe seating position, increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers will remove the Chauffeur Mode feature from affected vehicles through a configuration update to the Accessory Protocol Interface Module (APIM) and Rear Audio Control Module (RACM) using the Ford Diagnostic Repair System (FDRS). After performing the update and at the time of delivery, dealers are to obtain the customer's signature on the required Customer Acknowledgement Form and retain the completed form in accordance with applicable program instructions in EFC17986. 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.

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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	Planned	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 November 9, 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

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REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page): 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): 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): 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: 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 26S77

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All Vehicles Affected:
  - Mobile Reprogramming (MRA1)

OASIS ACTIVATION

OASIS will be activated on November 3, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists are available through 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.
- 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.

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Safety Recall 26S77

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 updating the configuration in the APIM and RACM modules.

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.
- **If module is component requiring RVC – see software process checklist for link.) For software module replacement:**
    - If module replacement is required, confirm whether a Repair Validation Code (RVC) is needed. Refer to PTS > Technical Assistance > Components Requiring a Repair Validation Code.
    - Claiming labor operation code MT26S77RR does not require an RVC when no module replacement is necessary. Clock times, however, should be consistent with the vehicle history in 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.
    - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
    - Submit a Related Damage Approval Request to the SSSC Web Contact Site before completing the repair.
- See "Additional Repair Info" in the FSA Policy Document for further Terms and Conditions.

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Safety Recall 26S77

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.
- If the FSA was closed in OASIS after the vehicle arrived at the dealer but before work began on it, submit a contact to the SSSC. Include the RO open date and a copy/screenshot of OASIS showing the VIN and the open FSA from when the vehicle arrived. Dealers are eligible for reimbursement up to 0.2 hours.
- **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 26S77 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.
- **Refunds**: Submit refunds on a separate repair line.

  - Program Code: 26S77 - 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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Safety Recall 26S77

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)
Update the APIM and RACM configuration per the Technical Instructions **This labor operation code closes the FSA.**	26S77B	0.3
Software Verification Form shows software is already up to date. Vehicle does not need to be connected to FDRS to check – VIN can be entered into PTS manually. **This labor operation code closes the FSA.**	26S77SV	0.2

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)
RACM or APIM software failed and/or APIM or RACM module replacement required. SSSC approval is not required unless M-Time is exceeded. **Clock times should be consistent with vehicle history on PTS.**	MT26S77RR	Up to 5.6
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.	26S77MM	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.	26S77LL	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

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CERTAIN 2025-2027 MODEL YEAR NAVIGATOR VEHICLES — DISABLE CHAUFFEUR MODE SEAT FUNCTION

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.

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.

VCM3/VCMM

It is highly recommended that a Vehicle Communication Module 3 (VCM3) or Vehicle Communication Measurement Module (VCMM) should be used when updating vehicle software. Using a VCM3 or VCMM reduces the chances of programming failures on modules when very large files are being transferred.

FSA Quick Response Team – Assistance for Software Related Concerns Performing This FSA

If you experience software programming errors or multiple programming failures, require module replacement, or have difficulty generating a Software Verification Code (SVC) for this FSA, contact the FSA Quick Response Team using the link shown in Figure 3 from the Ford Diagnostic and Repair System (FDRS).

- A Repair Validation Code (RVC) will be provided, if needed, by the FSA Quick Response Team if module replacement is required.

If you are provided with an RVC:

- **For this program it is NOT necessary to contact the Special Service Support Center (SSSC) for additional approvals, this includes the following:**
  - additional labor hours, unless M-time is exceeded. Refer to the Dealer Bulletin Labor Allowances.
  - module replacement, unless the vehicle is outside new vehicle bumper to bumper warranty coverage.
  - related damage, unless the vehicle is outside new vehicle bumper to bumper warranty coverage.

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1. Check if the software has already been updated as part of an Over the Air (OTA) update 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 26S77 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) for claiming and claim 26S77SV.
    No - Proceed to Step 3 to install the software.

3. Launch 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.

4. Check the vehicle's **State of Charge (SOC)** by performing the following:

    a. Double click the battery icon in the lower right corner of FDRS.
    b. Make sure that the SOC reads over 50%. If the SOC is less than 50%, fully recharge the vehicle's 12-volt battery using the DCA-8000 tester to verify battery condition.
    c. Using FDRS, navigate to Toolbox tab > BCM > **Reset Battery**. Monitor Sensor Learned Values application. Perform the Battery Monitor System (BMS) reset.

5. Set the Rotunda battery tester and charger to maintain 12.6 to 13.6 volts. Monitor the voltage real time using the indicator at the bottom right corner of FDRS to make sure that it is within this range. **The SOC must be greater than 50% to continue with this FSA.**

NOTE: Verify that 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 VCM is properly connected to the Data Link Connector (DLC).

NOTE: Make sure the FDRS does not enter sleep mode during module configuration.

6. 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.

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7. Select **Toolbox** tab.

8. Select **Multi-Module** tab.

9. Select **Read the Configuration Data**. Click **RUN**.

10. Select the **RACM**, then select the **RACM - Disable Chauffeur Mode**. Follow the on-screen prompts and enter the password when prompted. **The password is 26S77.**

11. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

12. Click the **Run Selected Tests** button in the lower right.

13. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

14. Disconnect the battery tester and charger from the 12-volt battery.

15. This FSA requires an 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.

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

17. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.

18. Select the **Open FSA List** button (3). See Figure 1.

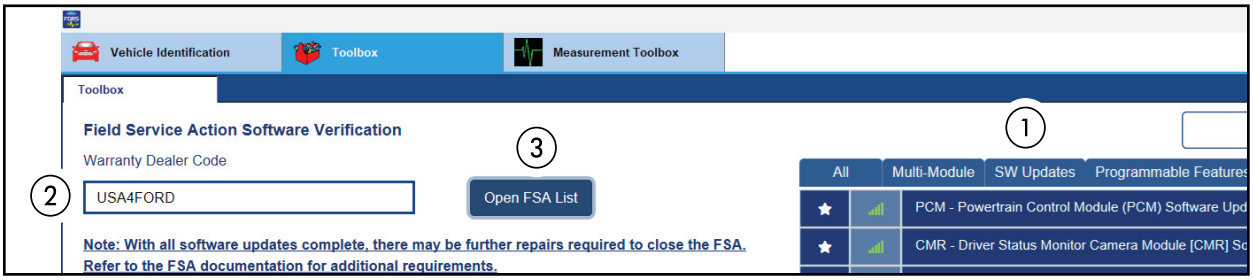


FIGURE 1

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19. Does the FDRS Software Update Status display a **Complete** status? See Figure 2.

Yes - Click on **Get SVC** (1) to get the necessary SVC for claiming. This FSA is complete.

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 20.

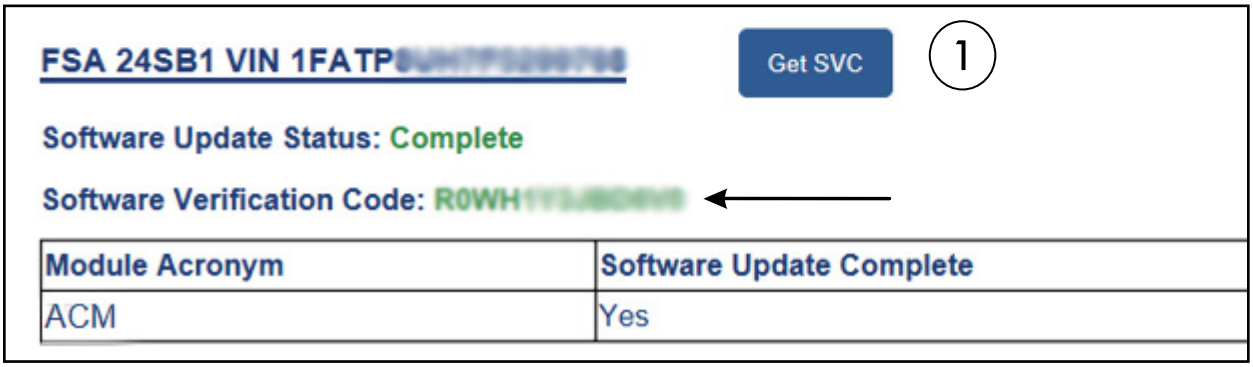


FIGURE 2

20. Does the FDRS Software Update Status display a **Not Complete** status (1)? See Figure 3.

Yes - Proceed to next step.
No - Proceed to Step 24.

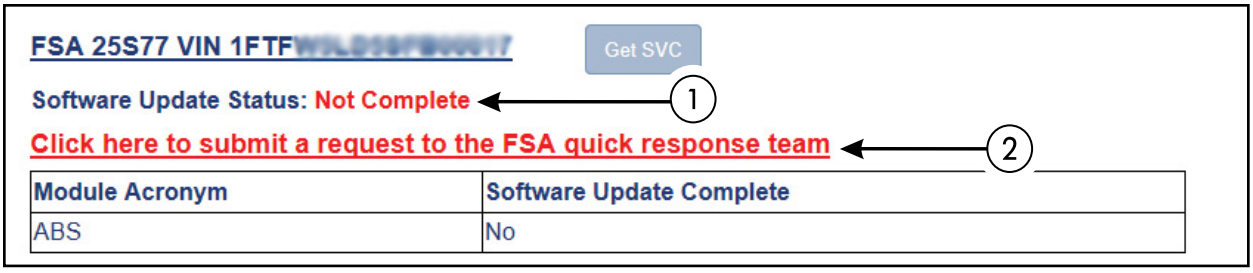


FIGURE 3

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

Yes - Proceed to Step 22.
No - Reattempt the software update programming steps in the FSA.

22. Use the "Click here to submit a request to the FSA Quick Response Team" link (2) shown in Figure 3. 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

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23. 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.

24. 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.

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Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to make sure the 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

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.

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Ford Motor Company
Recall Reimbursement Plan for 26S77

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 # 26S77, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before November 30, 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 and 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.

2026/2027 Navigator

Subject: Product Offering Change to your new Navigator

Dear Valued Navigator Client:

Congratulations on the purchase of your new Navigator! It is equipped with a host of features and technologies that we are excited for you to experience!

Prior to your purchase, the following changes have been made to your 2026/2027 Navigator:

- **Chauffer Feature (Disabled)**
    - Feature to control the front passenger seat forward and backward movement by using the touchscreen controls in the second-row seating area.

Please note that the other second-row touchscreen controls are still fully functional. You can continue to adjust audio, rear climate, rear seats and ambient lighting at any time using the second-row touchscreen. The Chauffer Feature was disabled pursuant to a safety recall.

We know this is not ideal and not the experience we aim for as a brand. But we also know that getting a new vehicle is an important and exciting time, so we are doing everything we can to help deliver that.

Please know that we value you as a client and appreciate your support.

Acknowledgement

By providing my signature below, I understand that this vehicle currently has the Chauffeur Feature disabled.

_____ _____

Customer Signature Date