Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

November 9, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S82
Certain 2026 Model Year Bronco Vehicles
Driver Side Windshield Wiper Pivot Arm Nut Inspection

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 330):

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco	2026	Michigan	September 21, 2026 through September 22, 2026

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

On affected vehicles, the driver side windshield wiper pivot arm may have been assembled with insufficient tightening torque. As a result, the wiper pivot arm may slip on its pivot shaft or detach, causing a partial or complete loss of driver side wiper function. A loss of wiper function can reduce visibility under certain conditions, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the driver side windshield wiper pivot arm function to verify it performs a full sweep. If the driver side wiper pivot arm passes the function check, dealers will retorque the driver side windshield wiper pivot arm nut. If the driver side wiper arm fails the function check, dealers will replace the driver side windshield wiper arm. 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	Yes	See the **Rental Vehicles** section below, if applicable.
Alternative Transportation Available	No	See **Alternate Transportation** section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See **Pickup & Delivery** section in the FSA Policy document.
Towing	No	See **Towing** section below, if applicable.

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FSA PROGRAM OPTIONS (continued)

Essential Special Service Tools (ESST)	No	See **Technical Instructions** and/or **Workshop Manual (WSM)** as needed.
Administrative Allowance	No	See **Administrative Allowance** section in FSA Policy Document, and if applicable, **Labor Allowances** table below.
Owner Refunds	Yes	See **Owner Refunds** section below, if applicable.
Photo Submission	Yes	See **Repair Photo Submission** section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 16, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to $27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter
- Recall Reimbursement Plan

REFERENCE MATERIAL

- Warranty & Policy Manual (located on 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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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

Arrange for a mobile repair at the owner's location.

- Light Mobile Service (MRA2)

OASIS ACTIVATION

OASIS will be activated on November 9, 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.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

IN-STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

OWNER REFUNDS

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.

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OWNER REFUNDS (continued)

- Refunds will only be provided for the cost associated with driver side windshield wiper pivot arm replacement.

RENTAL VEHICLES

Dealers are pre-approved for up to 2 days for a comparable rental vehicle. Follow Central Loaner Support guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental days is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

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

Central Loaner Support Guide

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

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide Program Approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review.
  - A photo of the vehicle's door tag showing the VIN.

  For Failed Inspection:
  - A short video of the windshield wipers on and the driver side windshield wiper pivot arm is **not functioning.**

  For Pass Inspection:
  - A short video of the windshield wipers on and the driver side windshield wiper pivot arm is **functioning.**
- This can be done in two ways:
  - Directly in the SSSC contact request form while submitting your contact on your desktop.
  - Via PTS Mobile under the Images / Files Upload menu selection
    - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photos will be associated with your SSSC Program Approval contact during submission.
    - If you have not submitted an SSSC Program Approval contact yet, then you can still upload the photos via PTS Mobile, and the photos will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide a Program approval code that must be used for claiming.

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.

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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) (continued)

- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
    - Ford vehicles – 3 years or 36,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
    - Submit 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.

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 26S82 is the subcode.
    - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
    - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts**: Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

  IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals**: For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Refunds**: Submit refunds on a separate repair line.

  - Program Code: 26S82 - 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)
Inspect the driver side windshield wiper pivot arm function – PASS – Torque the driver side windshield wiper pivot arm nut. **This labor operation code closes the FSA.**	26S82A	0.3
Inspect the driver side windshield wiper pivot arm function – FAIL – Replace the driver side windshield wiper pivot arm. **This labor operation code closes the FSA.**	26S82B	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)
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.	26S82MM	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.	26S82PP	0.5
Time allowed to submit photos. a. A photo of the vehicle's door tag showing the VIN. **For Failed Inspection**: b. A short video of the windshield wipers on and the driver side windshield wiper pivot arm is not functioning. **For Pass Inspection**: c. A short video of the windshield wipers on and the driver side windshield wiper pivot arm is functioning.	26S82ZZ	0.2

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PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

Upon submitting a Program Approval request after a failed inspection, the SSSC will order the necessary part needed on the dealer's behalf.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
M2DZ-17527-A	1	1	1	Driver Side Windshield Wiper Pivot Arm

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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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TECHNICAL INSTRUCTIONS FOR CERTAIN 2026 MODEL YEAR BRONCO VEHICLES — DRIVER SIDE WINDSHIELD WIPER PIVOT ARM NUT INSPECTION

SERVICE PROCEDURE

1. Turn the ignition to the ON position.

2. Wet the windshield to avoid damaging the wiper blades or glass.

3. Switch the windshield wipers to the LOW position and observe the driver side windshield wiper pivot arm.

- Does the driver side windshield wiper pivot arm operate correctly, making a full sweep?

Yes - Take a short video showing the windshield wipers ON and functioning correctly. Turn the windshield wipers to the OFF position and the ignition to the OFF position. Submit the video to the Special Service Support Center (SSSC) (see Page 4) showing the windshield wipers ON and functioning correctly using a Program Approval Request. Once approved, proceed to Step 4.

No - Take a short video showing the windshield wipers ON and the non-functioning driver side windshield wiper pivot arm. Turn the windshield wipers to the OFF position and the ignition to the OFF position. Submit the short video to the SSSC (see Page 4) showing the windshield wipers ON and the non-functioning driver side windshield wiper pivot arm using a Program Approval Request. Proceed to Step 7.

NOTE: A video of the inspection procedure can be found here, or by clicking/scanning the QR code below. To keep your place, right-click the link and select “Open link in new tab”.

Video

4. Remove the driver side windshield wiper pivot arm nut cover. See Figure 1.

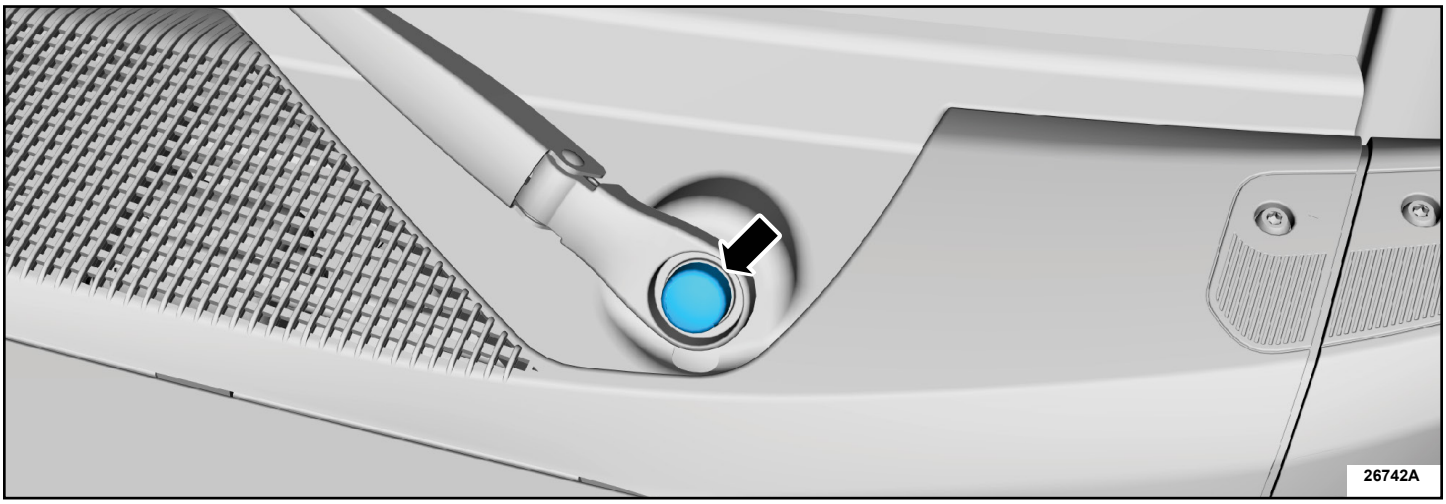


FIGURE 1

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5. Tighten the driver side windshield wiper pivot arm nut. See Figure 2.

- Torque: 18 lb.ft (25 Nm)

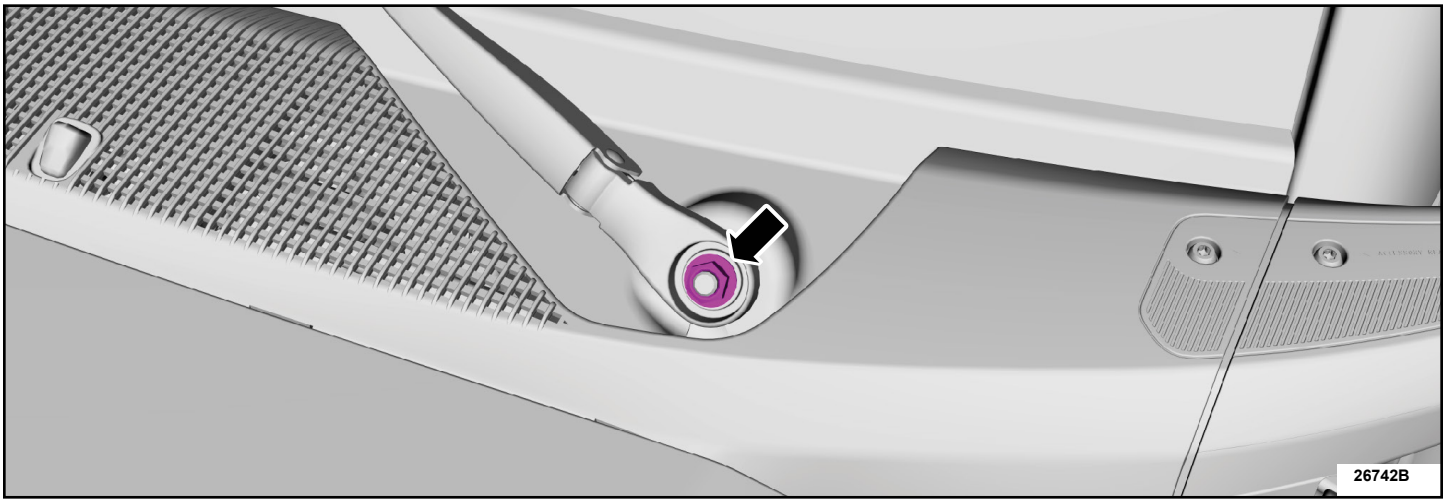


FIGURE 2

6. Install the driver side windshield wiper pivot arm nut cover. See Figure 3. This Field Service Action (FSA) is complete.

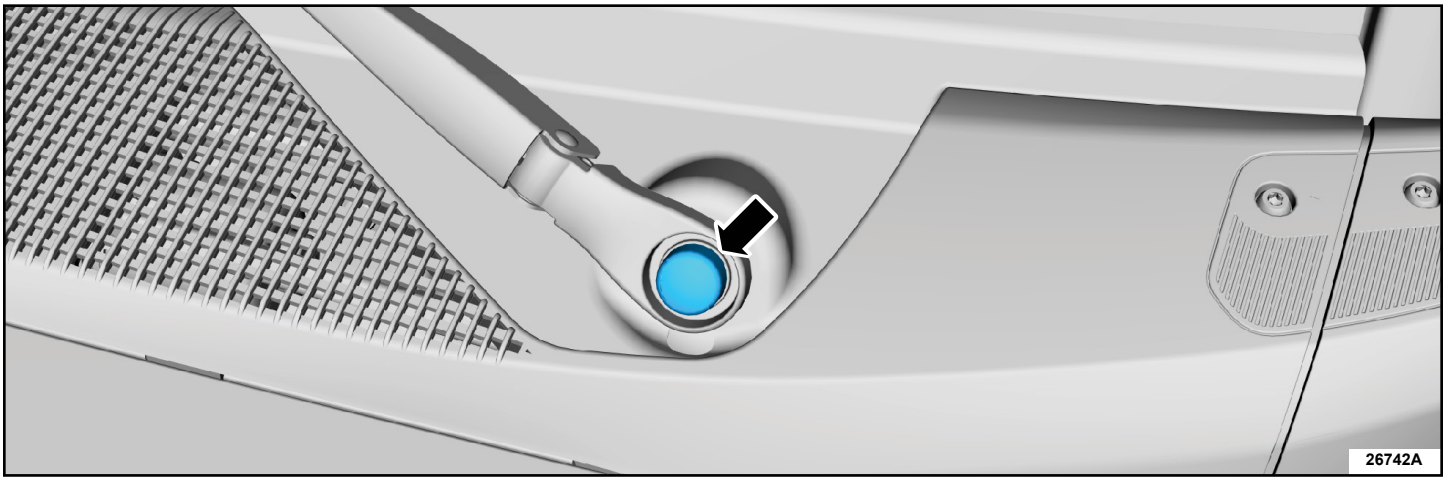


FIGURE 3

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7. Remove the driver side windshield wiper pivot arm. Follow the Workshop Manual (WSM) procedures in Section 501-16.

8. Remove the wiper blade from the driver side windshield wiper pivot arm. See Figure 4.

   a. On both sides of the wiper blade attachment clip, press the locking tabs inward.
   b. Remove the wiper blade from the driver side windshield wiper pivot arm.

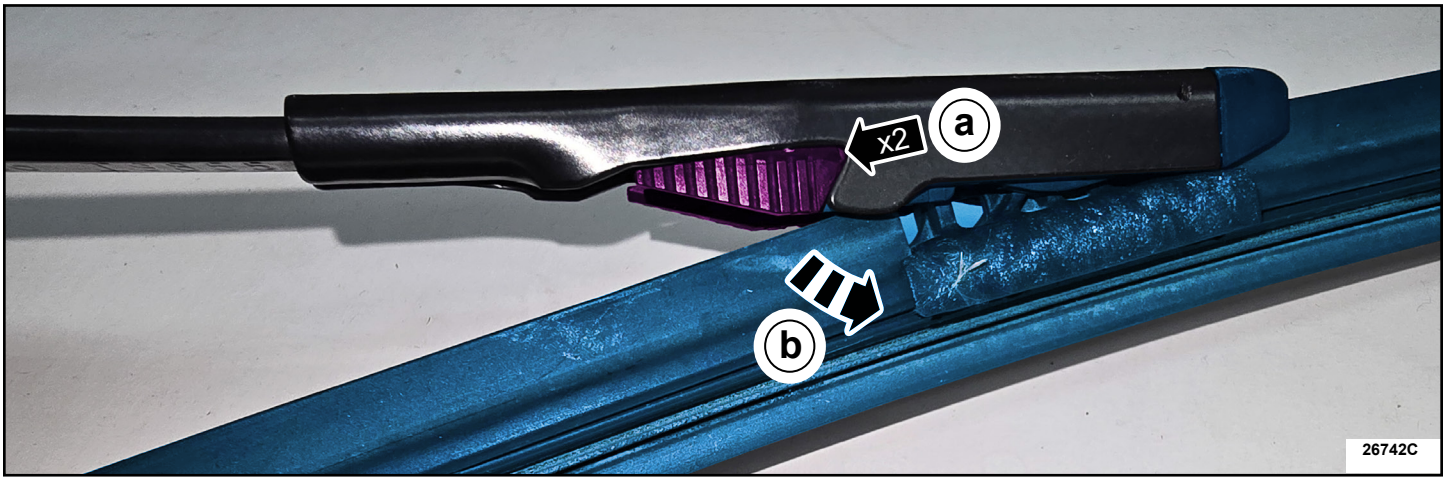


FIGURE 4

9. Install the wiper blade to the *new* driver side windshield wiper pivot arm. See Figure 5.

   a. Insert the tab on the *new* driver side windshield wiper pivot arm into the wiper blade attachment clip.
   b. Attach the wiper blade attachment clip to the *new* driver side windshield wiper pivot arm attachment point.

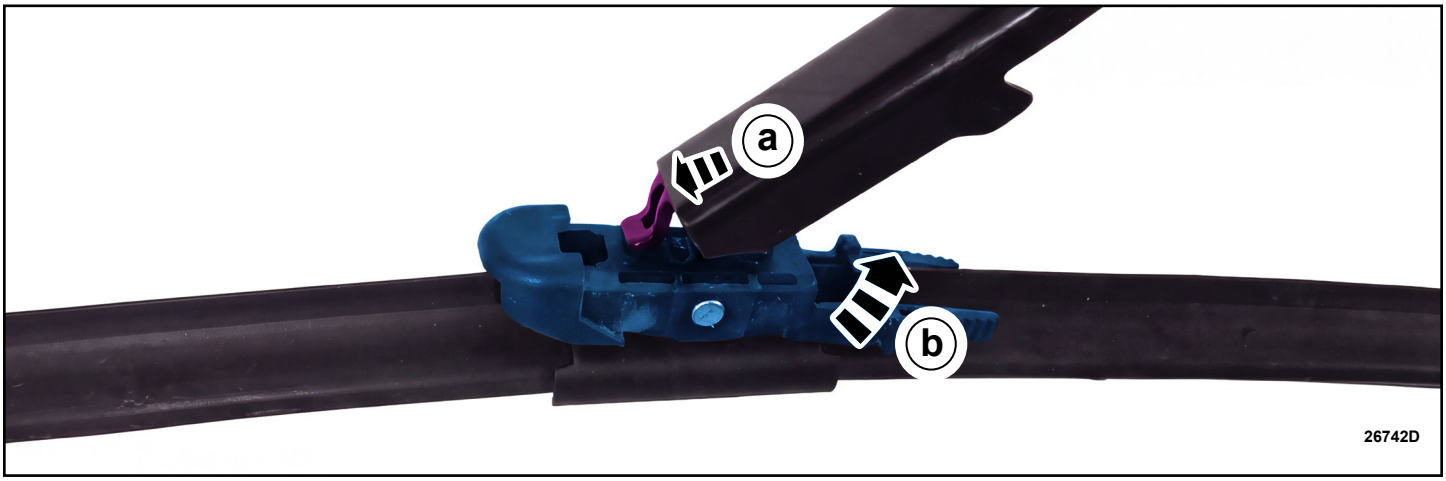


FIGURE 5

10. Install the *new* driver side windshield wiper pivot arm. Follow the WSM procedures in Section 501-16. This FSA is complete.

NOTICE: Do not use power tools on the driver side windshield wiper pivot arm.

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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PHOTO AND VIDEO REQUEST SUBMISSION (SSSC PHOTO AND VIDEO SUBMISSION)

Ford has requested video evidence prior to performing the repair for the FSA.

The SSSC must provide *a* program approval code prior to performing the repair.

1. Upload the necessary photo and video as an attachment for review.

    - A photo of the vehicle's door tag showing the Vehicle Identification Number (VIN).
    - A short video of the windshield wipers ON and the driver side windshield wiper pivot arm is functioning (if applicable).
    - A short video of the windshield wipers ON and the driver side windshield wiper pivot arm is not functioning (if applicable).

2. There are two ways to submit the requested items to SSSC.

    a. Directly in the SSSC contact request form while submitting your contact on your desktop.

    b. Via Professional Technician System (PTS) Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.

NOTE: If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS Mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.

3. Upon approval, the SSSC will provide a program approval code that must be used for claiming.

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Ford Motor Company
Recall Reimbursement Plan for 26S82

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 26S82, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before December 4, 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.