

Safety Recall 26S58

Call Script for Communication to Customer:

Good [morning/afternoon] 'Customer Name',

I'm calling on behalf of Ford Motor Company related to Safety Recall Program 26S58.

This is a proactive notice from Ford Motor Company regarding a safety recall for your 2026 Explorer vehicle.

It may be possible that a connecting rod bearing in your vehicle's engine may seize, which could result in engine failure, a loss of motive power, or an engine block breach increasing the risk of fire.

For your safety, we would like to schedule a service visit at your preferred Ford dealership to have your vehicle repaired. Complimentary pickup and delivery service and a rental at no charge, excluding fuel and insurance, may be available at your dealership, upon request.

We apologize for this situation and thank you for trusting us by purchasing a Ford Explorer. If you have 5 minutes, please allow me to contact your preferred dealer to schedule your service. Parts are currently available for this repair, so after setting your service appointment, I can move forward with the dealership to ensure the repair is completed immediately.

Do you have any preferred day/time?

*****Place customer on hold and contact the dealership for scheduling opportunities*****

If customer declines scheduling service on call, advise they can also schedule service through their FordPass App and recommend they schedule an appointment as soon as possible.

Email Communication to Customer:

Only If Unable to Connect via Phone

Hello 'Customer Name',

I am following up in connection to my recent voicemail regarding Safety Recall 26S58 for your 2026 Explorer.

It may be possible that a connecting rod bearing in your vehicle's engine may seize, which could result in engine failure, a loss of motive power, or an engine block breach increasing the risk of fire.

For your safety, please call your dealer as soon as possible to schedule this Safety recall service. Participating dealerships may offer complimentary pick up / delivery and a rental vehicle at no charge (except for fuel and insurance), upon request. If you have any questions, feel free to give us a call back at 1-833-807-3673.

We sincerely apologize for the inconvenience and value you as a loyal member of the Ford family.