

**Call Script for Contact with Owners of 2025 Model Year Transit Vehicles Subject to Ford Safety Recall 26C07 for Communication to Customer-**

Good <Morning or Afternoon> 'Customer Name',

I'm calling on behalf of Ford Motor Company related to Safety Recall Program 26C07.

This is a proactive notice from Ford Motor Company. Ford has issued a safety recall for your Transit vehicle. We are contacting you because we are instructing owners not to drive their vehicle. The brake pedal cotter pin and retainer clip may not have been installed during assembly. If these components are missing, the brake booster pushrod could disconnect from the brake pedal, resulting in a loss of service brake function and increasing the risk of a crash.

For your safety, we would like to schedule a service visit at your preferred Ford dealership to have your vehicle towed in for inspection and, if necessary, repair. Ford will also provide you with a rental vehicle until the repair is completed. At participating dealerships, a dealer technician will be sent to your location to inspect and, if necessary, repair your vehicle. *(CRC to request mobile service 1<sup>st</sup> from dealerships if possible as repair can be done via mobile service, if not an option, please offer towing to the customer)*

We apologize for this situation and thank you for trusting us by purchasing a Ford Transit. 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.