

Call Script for Contact with Owners of 2021-2026MY Bronco Sport and 2022-2026MY Maverick Vehicles Subject to Ford Safety Recall 26S36 for Communication to Customer-

Good [morning/afternoon] 'Customer Name',

I'm calling on behalf of Ford Motor Company related to Safety Recall Program 26S36.

This is a proactive notice from Ford Motor Company. Ford has issued a safety recall for your Bronco Sport/Maverick vehicle. We are contacting you because we are instructing owners not to drive their vehicle. The front suspension lower ball joint may not have been installed correctly during assembly. If these components are not assembled properly, the ball joint can separate from the wheel knuckle, which may result in a loss of control while driving, increasing the risk of a crash.

For your safety, we would like to schedule a service appointment 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 perform the inspection. (CRC to request mobile service 1st 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 (Bronco Sport/Maverick). If you have 5 minutes, please allow me to contact your preferred dealer to schedule your service.

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.