



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 30, 2026

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Recommended Repair Prior to Sale
Update Prior to Sale 26U02**
Certain 2026 Model Year Maverick Vehicles Equipped With Steel Wheels
Wheel Center Cap Inspection

PROGRAM TERMS

This program will be in effect through March 31, 2027, for unsold vehicles, or up to 60 days post the warranty start date (to allow for sales reporting and claim processing).

AFFECTED VEHICLES (U.S. Population of Affected Vehicles 2,104):

Vehicle	Model Year	Assembly Plant	Build Date Range
Maverick	2026	Hermosillo	November 14, 2025 through January 6, 2026

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On some of the affected vehicles, the wheel center caps may not fit tight and/or be retained to the wheel. This is due to a manufacturing error that occurred with wheel center caps built on November 10, 2025.

SERVICE ACTION

Before delivering any in-stock vehicles involved in this program, dealers are instructed to inspect the traceability diagrams on the wheel center caps and replace the wheel center caps if the diagrams match a specific manufacture date. 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	No	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	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)	No	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Claims Preparation and Submission section below, if applicable.

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	No	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 will not be mailed for this program.

ATTACHMENTS

- Technical Instructions

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>

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

⊘ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on March 30, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by March 30, 2026.

SOLD VEHICLES

This program applies to unsold vehicles only. All sold vehicles should be addressed following standard warranty processes.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are not eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

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 FSA's / Related Damage.
- **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
- See "Additional Repair Info" in the FSA Policy Document for further Terms and Conditions.

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CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs 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:
 - Claim type 31: Field Service Action
 - Sub Code: 26U02
 - Customer Concern Code (CCC): B56
 - Condition Code (CC): 07
 - Causal Part Number: 1130, Quantity – 0
 - 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.

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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 traceability clocks on all four wheel center caps and replace any wheel center cap made on November 10, 2025. This labor operation code closes the FSA.	26U02B	0.2

Order the parts below through normal order processing channels:

Inspection required, see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NZ6Z-1130-A	Up to 4 (if needed)	Up to 4 (if needed)	1	Wheel Center Cap

To guarantee the shortest delivery time, an emergency order for parts must be placed.

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 SIGN OFF

Please refer to the FSA Policy Document for any and all questions on parts.

CERTAIN 2026 MODEL YEAR MAVERICK VEHICLES EQUIPPED WITH STEEL WHEELS — WHEEL CENTER CAP INSPECTION

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject 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.

SERVICE PROCEDURE

NOTE: The wheel center caps that require replacement were produced on November 10, 2025.

1. Remove all four wheel center caps from the accessory parts bag that was shipped with the vehicle.

NOTE: Perform the following steps for each of the four wheel center caps.

2. Position the wheel center caps on a workbench with the Ford logo at the 12 o'clock position. See Figure 1.

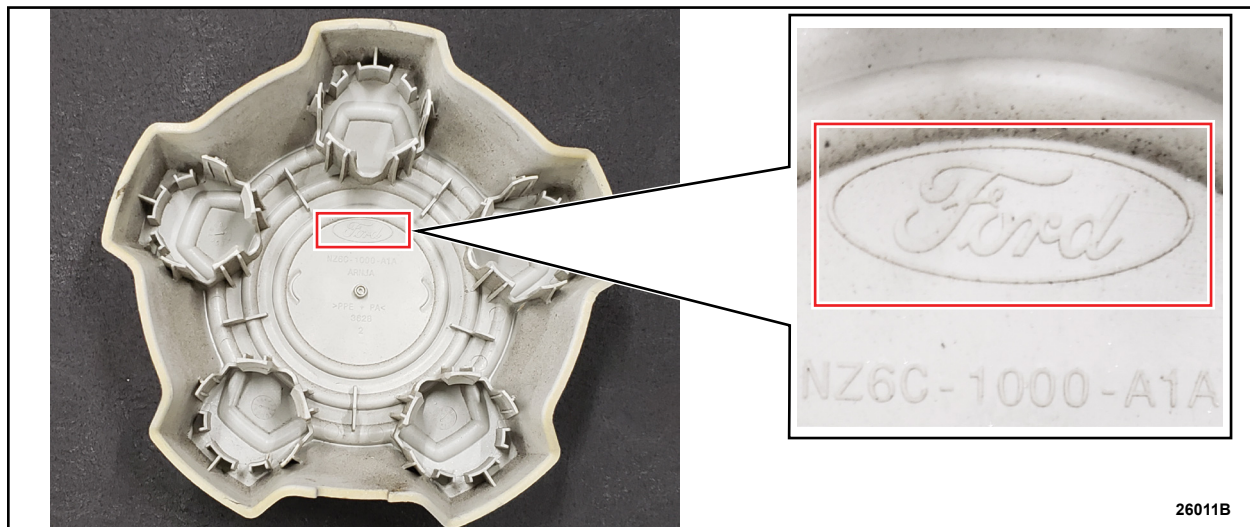


FIGURE 1



3. Visually inspect the area of the wheel center cap shown in Figure 2. The traceability clock, in this location, indicates the Year and the Month that the part was built. The numbers on both sides of the arrow indicate the Year that the part was built. The arrow points to the Month that the part was built.

- Does the traceability clock show "25" for the Year AND "11" for the Month?
No - Proceed to Step 7.
Yes - Proceed to Step 4.

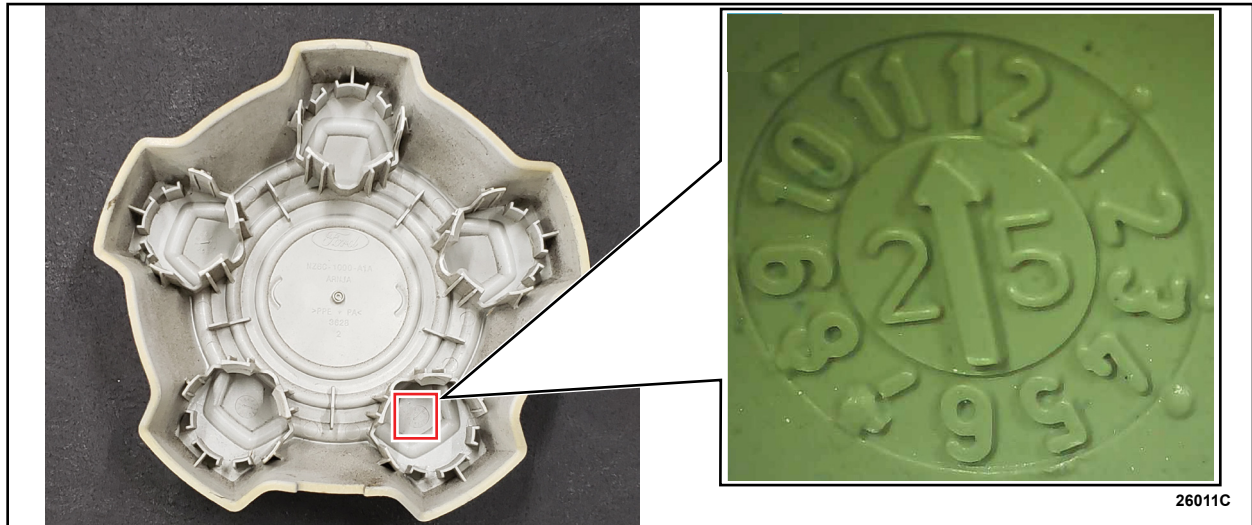


FIGURE 2

4. Visually inspect the area of the wheel center cap shown in Figure 3. The traceability clock, in this location, will be used, along with information from Step 5, to determine the Day that the part was built.

- Is the traceability clock arrow pointing to a "1"?
No - Proceed to Step 7.
Yes - For wheel center cap(s) that show the arrow pointing to a 1, proceed to Step 5.

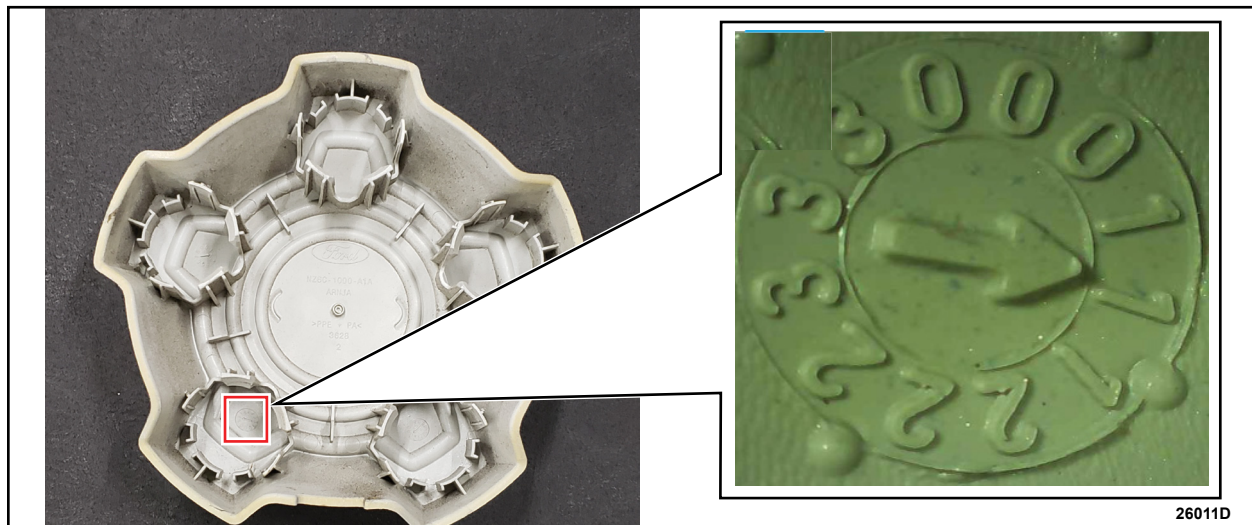


FIGURE 3



5. Visually inspect the area of the wheel center cap shown in Figure 4. The traceability clock, in this location, will be used, along with information from Step 4, to determine the day that the part was built.

- Is the traceability clock arrow pointing to a "0"?

No - Proceed to Step 7.

Yes - For wheel center cap(s) that show the arrow pointing to "0", proceed to Step 6.

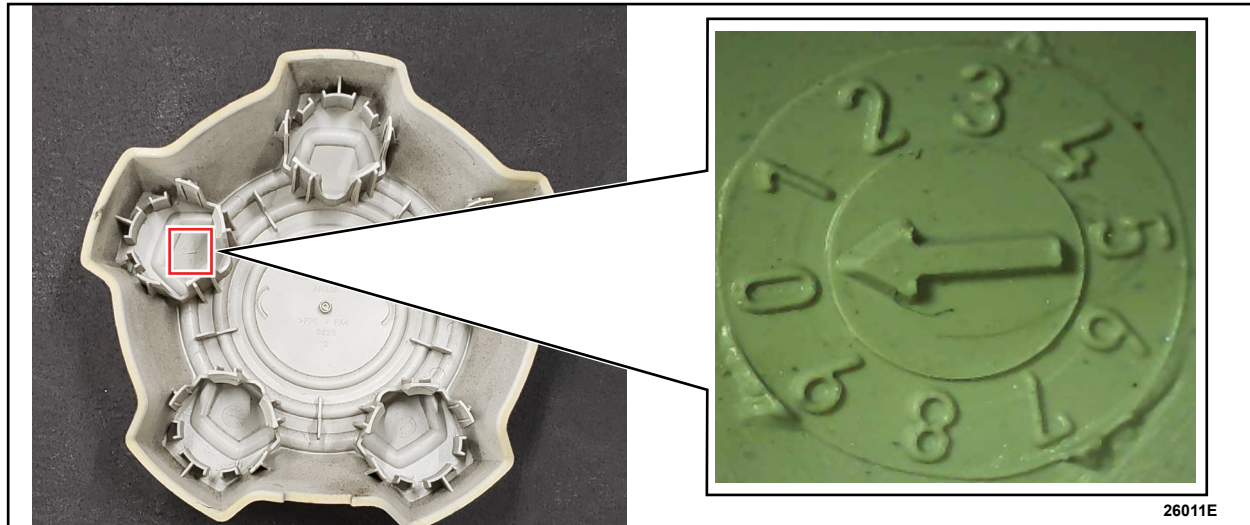


FIGURE 4

6. The wheel center caps that must be replaced are determined by the traceability clocks shown in Figure 2, Figure 3, and Figure 4. Figure 2 traceability clock must equal "25" AND "11". Figure 3 traceability clock must equal "1". Figure 4 traceability clock must equal "0". This means the part was produced on November 10, 2025.

- Was this part built on November 10, 2025?

No - The wheel center cap was NOT built on November 10, 2025. Proceed to Step 7.

Yes - The wheel center cap was built on November 10, 2025. Replace the wheel center cap. Proceed to Step 8.

7. The wheel center cap does NOT need to be replaced. Proceed to Step 8.

8. Has the inspection and/or replacement been completed for all 4 center caps?

No - Return to Step 2 for the next wheel center cap.

Yes - The FSA is complete.

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.

