



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 9, 2026

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **NEW VEHICLE DELIVERY HOLD - Emissions Recall 26E01**
Certain 2023 - 2026 Model Year F-250 – F600 Super Duty Vehicles with 6.7L
Engines
Powertrain Control Module (PCM) Software Update

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 491,328):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-250 – F600 Super Duty	2023 - 2026	Kentucky Truck	March 15, 2022 through October 8, 2025
		Ohio	May 24, 2022 through August 27, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have been repaired or are in the process of being repaired at the assembly plant or via an Over-The-Air (OTA) update. Monitor OASIS before opening an RO and/or beginning a repair.

REASON FOR THIS EMISSIONS RECALL

The affected vehicles were originally manufactured with Powertrain Control Module (PCM) software that did not provide the correct warnings when certain conditions are present in the Selective Catalyst Reduction (SCR) system as required and described in the Owner’s Manual.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this recall, dealers are to update the software in the Powertrain Control Module (PCM).

This emissions recall is also available to customers via an Over-The-Air (OTA) update.

This service must be performed at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emissions recall repairs before vehicle registration renewal. For vehicles registered in these states, please download and print a blank Vehicle Emissions Recall Proof of Correction Certificate (refer to EFC15625 – Proof of Correction Policy Update Effective October 21, 2024, for further details), and then provide the owner with a completed Proof of Correction certificate after the repair has been performed. If necessary, these certificates can still be obtained by contacting your regional office.

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	Yes	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)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Claims Preparation and Submission section below, if applicable.
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

United States owners who received the OTA update: Owner letters are expected to be mailed to owners in October 2026. Owners residing in **California** and **Massachusetts** will also receive an Emissions Recall Proof of Correction certificate within that notification.

United States owners who did not receive the OTA update: Owner letters offering a dealer-performed repair are expected to be mailed to owners in October 2026.

PLEASE NOTE:

The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter
- Mobile Repair/Vehicle Pickup & Delivery Record

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.

Customer Service Division

Emissions Recall 26E01**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location
- All Vehicles Affected
 - 🔧 - Mobile Reprogramming (MRA1)

OASIS ACTIVATION

OASIS will be activated on March 9, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this emissions 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.

STOCK VEHICLES

- Use OASIS to identify and correct all affected vehicles in your new and used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

Emissions Recall 26E01**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.
- **For software module replacement:**
 - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
 - Claiming the MT26E01RR labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.
- **For modules not requiring an RVC, use normal diagnostics.**
- **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 an 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 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.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC16335 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 (26E01) is the subcode.
 - 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

Description	Labor Operation	Labor Time Hours
Update software in PCM. This labor operation code closes the FSA. Cannot be claimed with 26E01C.	26E01B	0.5
PCM software update not available due to software being at the latest level. This may be due to an OTA software update. Includes time for obtaining Software Verification Approval Code. This labor operation code closes the FSA. Cannot be claimed with 26E01B.	26E01C	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 Hours
PCM/TCM software failed and/or PCM/TCM module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT26E01RR	Up to 5.6
Mobile Service: This allowance is only for <u>non-eligible</u> 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.	26E01MM	0.5
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26E01PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2023 - 2026 MODEL YEAR F-250 – F600 SUPER DUTY VEHICLES WITH 6.7L ENGINES — POWERTRAIN CONTROL MODULE (PCM) SOFTWARE UPDATE

SERVICE PROCEDURE

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.

Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

4. Select **Toolbox** tab.

5. Is a PCM software update available?

Yes - Continue to the next step.

No - Vehicle may have received an Over-The-Air software update, proceed to Step 12.



6. From the list on the LH side of the screen, select the **PCM**.
7. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.
8. Click **RUN**. Follow all on-screen instructions carefully.

NOTE: Depending on the software levels of each module on the vehicle, this PCM software update may also require the Nitrogen Oxides (NO_x) sensor 11, NO_x sensor 12, and the NO_x sensor 13 and/or the Transmission Control Module to be updated as well. Follow all on-screen prompts to complete these software updates.

9. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
10. Click the **Run Selected Tests** button in the lower right.
11. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
12. **This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided. For more information, see EFC 16335.**

13. Select the **SW Updates** tab (1). See Figure 1.
14. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.
15. Select the **FSA** (3) from the drop-down menu. See Figure 1.
16. Select **Submit** (4). See Figure 1.

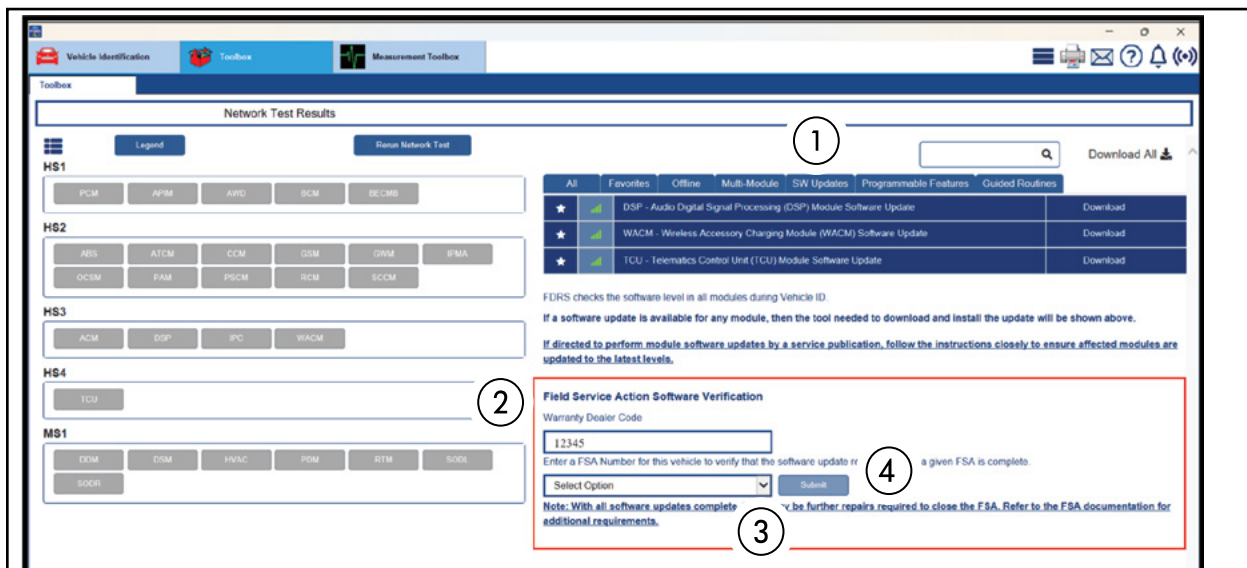


FIGURE 1



17. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
 See Figure 2.

Yes - The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 18.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 20.

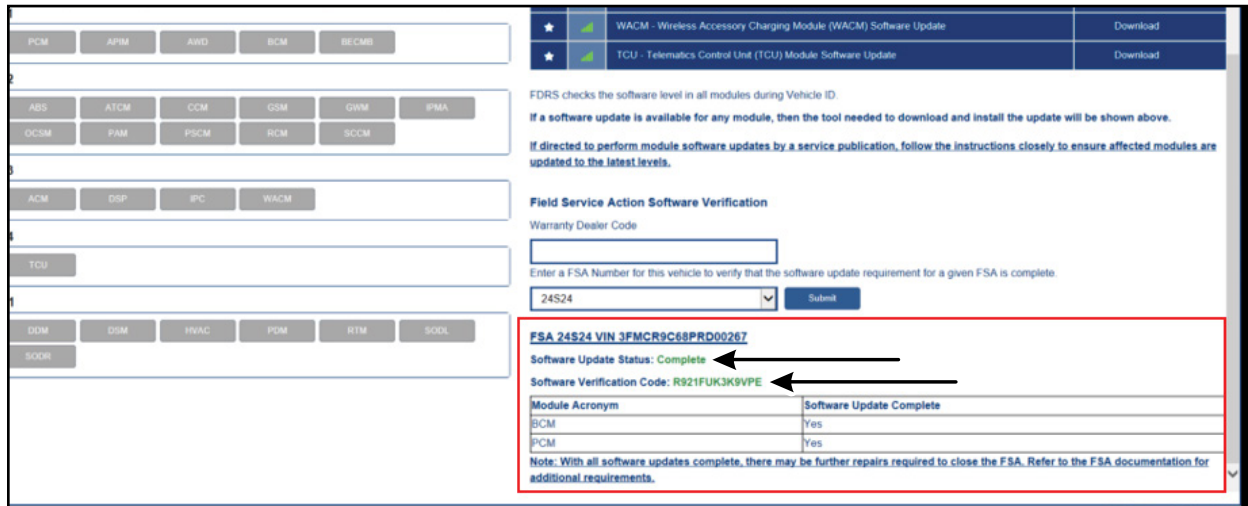


FIGURE 2

18. Disconnect FDRS. Software Verification and Approval process complete.

19. Disconnect the battery charger from the 12-volt battery. This FSA is complete.



20. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status?
 See Figure 3.

- Yes** - Proceed to Step 21.
- No** - Proceed to Step 22.

21. Have the module software updates in Steps 2-12 been reattempted?

- Yes** - Proceed to Step 22.
- No** - Repeat Steps 2-12.

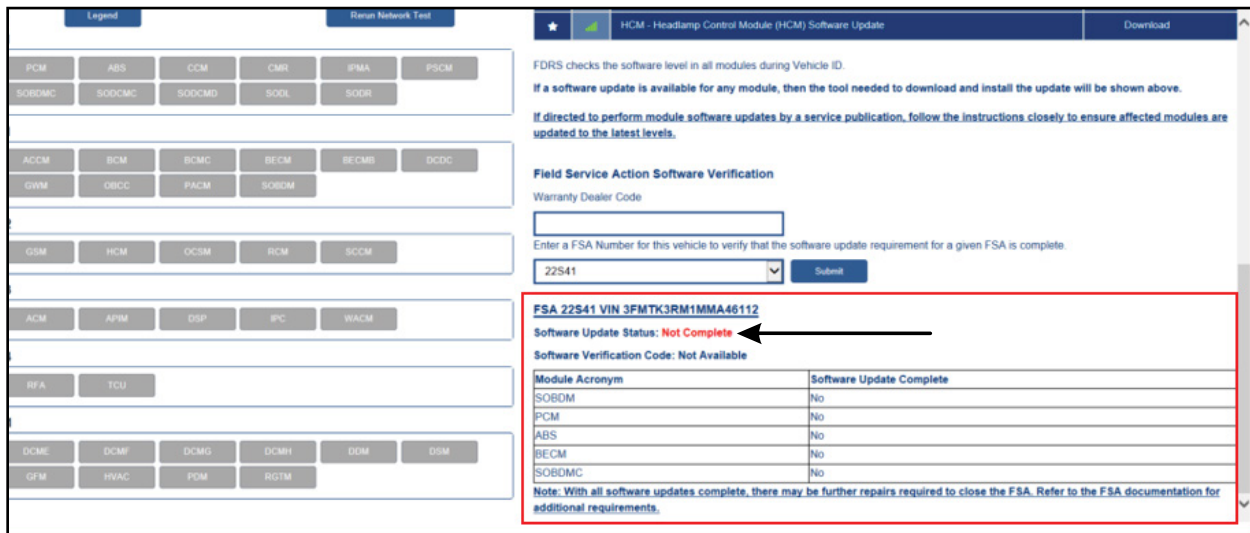


FIGURE 3

22. At this time, an error has occurred and the FSA information could not be retrieved. From PTS, contact the Ford Technical Support Team by submitting a **Technical Support Request (TSR)** by selecting the **FSA Assistance Group**.

NOTE: When submitting a **Technical Support Request (TSR)**, select **FSA Assistance Group** from the drop-down menu on the form. To expedite your Technical Service Request, please provide the FSA Assistance Group with the following information when submitting the TSR:

- What FSA is being attempted
- Specific error message(s) received when programming is attempted
- Battery State of Charge when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- List in detail what diagnostic steps were already preformed to try and diagnose why the module will not update to the correct level

23. Disconnect the battery charger from the 12-volt battery.



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



Emissions Recall 26E01

Mobile Repair / Vehicle Pickup and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pickup and/or delivery service

As outlined below for the 26E01 Field Service Action program.

Mobile Repair – Date: _____

OR

Pickup – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date