



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

April 2026

Harvest Program 26H01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also, to building a community of happy, satisfied customers. To support that commitment, we are providing a no-charge Harvest Program to study and replace specific parts on your vehicle. This allows us to gather real-world data to ensure the long-term quality of our products.

Why are you receiving this notice?

Ford Motor Company is conducting this Harvest program so that our engineers can analyze the original parts' performance. Specifically, Ford would like to exchange the steering column on your vehicle for a brand-new part in order to conduct a detailed evaluation of the steering column in a specific population of vehicles, which includes your vehicle. Ford would like to replace your steering column, at no charge, in order to evaluate it.

What will Ford and your dealer do?

Your vehicle is safe to drive. Ford Motor Company has authorized your dealer to remove and replace the steering column in your vehicle free of charge under the terms of this program, for an Engineering Study of the steering column.

This Program will be in effect until October 31, 2026 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer at your earliest convenience to schedule a service appointment for Harvest Program 26H01.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs including Harvest Programs through our Ford App. The app can be downloaded through the App Store or Google Play. In

addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Pickup and Delivery

Complimentary vehicle Pickup & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner or lessee.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you have questions or concerns, please contact our **Ford Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll-free at 1-800-444-3311**. Representatives are available 24 hours a day.

To view the letter in Spanish

visit: fordtranslatehub.com

Para ver la carta en español

viste: fordtranslatehub.com



Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código o QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

Thank you for your attention to this important matter.

Customer Service Division



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Abril 2026

Programa de recolección 26H01

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino que también lograr la plena satisfacción del cliente. Para respaldar ese compromiso, estamos proporcionar un programa de recolección, sin costo, para estudiar y reemplazar piezas específicas de su vehículo. Esto nos permite recopilar datos del mundo real para garantizar la calidad a largo plazo de nuestros productos.

¿Por qué recibe este aviso?

Ford Motor Company está llevando a cabo el programa de recolección, de modo que nuestros ingenieros puedan analizar el rendimiento de las piezas originales. En concreto, Ford desea cambiar la columna de la dirección de su vehículo por una pieza completamente nueva para llevar a cabo una evaluación detallada de esta en un grupo específico de vehículos, entre los que se incluye el suyo. Ford desea reemplazar su columna de la dirección, sin costo alguno, para poder evaluarla.

¿Qué medidas adoptarán Ford y su concesionario?

Conducir su vehículo es seguro. Ford Motor Company ha autorizado a su concesionario a retirar y reemplazar la columna de la dirección de su vehículo, sin costo alguno, conforme a los términos de este programa, para realizar un estudio de ingeniería de la columna de la dirección. Este programa estará vigente hasta el 31 de octubre de 2026, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más.

¿Qué debe hacer?

Llame a su concesionario lo antes posible para agendar una cita de servicio a fin de realizar el programa de recolección 26H01.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente, incluidos los programas de recolección, a través de nuestra aplicación Ford. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

¿Qué pasa si ya no es el propietario del vehículo?

Si ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Este aviso lo recibió porque en nuestros archivos, basados principalmente en datos estatales de registro y propiedad, aparece usted como el propietario o arrendatario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el gerente de servicio de su concesionario para solicitar ayuda.

si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia de Campañas Ford (RAC) al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea contactarnos a través de Internet, nuestra dirección es ford.com/support.

PROPIETARIOS DE CASAS RODANTES: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia a clientes de casas rodantes sin costo al 1-800-444-3311**. Los representantes se encuentran disponibles las 24 horas del día.

Para ver la carta en español

visite: fordtranslatehub.com



Abra la aplicación de lector de QR o la cámara de su smartphone. Apunte al código QR y luego toque el aviso que aparece en su dispositivo. Siga las instrucciones en la pantalla para finalizar.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente

CERTAIN 2024 MODEL YEAR F-250 AND F-350 VEHICLES — STEERING COLUMN REPLACEMENT

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.

NOTE: Engineering is harvesting steering columns for review and inspection. Dealers are to remove and replace the steering column following the Workshop Manual (WSM) procedures and send all parts listed in the Dealer Bulletin back to Ford. DO NOT scrap any parts. After the repair, the dealer's Parts Manager will be contacted by a Ford representative to discuss the parts return process.

1. Remove and replace the steering column. Follow the Workshop Manual (WSM) procedures in Section 211-04.
2. Perform the selector level cable adjustment. Follow the WSM procedures in Section 307-05.





Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

April 17, 2026

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Harvest Program 26H01**
Certain 2024 Model Year F-250 and F-350 Vehicles
Steering Column Replacement

PROGRAM TERMS

This program will be in effect through October 31, 2026. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Harvest Program has an expiration date of October 31, 2026. To encourage dealers and customers to have this service performed as soon as possible, we recommend dealers utilize their FSA VIN Lists' names and address to contact customers with affected vehicles. FSA VIN Lists are expected to be available by April 17, 2026.

AFFECTED VEHICLES (U.S. Population of Affected Vehicles 1,000):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-250	2024	Kentucky Truck	August 1, 2024 through November 30, 2024
F-350	2024	Kentucky Truck	August 1, 2024 through November 17, 2024

US population of affected vehicles: 1,000. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

This Harvest Program is part of a proactive study by Ford Motor Company to obtain field parts for evaluation. Ford would like to evaluate specific steering columns on vehicles in the field to better understand field performance and functionality. It is important that parts obtained from this program be returned to Ford for further evaluation.

SERVICE ACTION

This is a Harvest Program. Dealers are to remove and replace the steering column and send all parts listed in the dealer bulletin back to Ford. Do NOT scrap any parts. After the repair, a Ford representative will contact the dealer's Parts Manager to discuss the return process. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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)	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

Owner letters are expected to be mailed the week of April 20, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter
- Pickup and Delivery Record

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDDealer 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

Harvest Program 26H01

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All Vehicles Affected:
-  - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on April 17, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 17, 2026. Owner names and addresses will be available by April 24, 2026.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this service action.

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 FSAs / 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
- **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.

Harvest Program 26H01

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: 26H01
 - Customer Concern Code (CCC): H29
 - Condition Code (CC): 61
 - Causal Part Number: 3C529, Quantity 1
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program Repairs in the OWS User Guide.
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
- **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.

Harvest Program 26H01

LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Remove and replace the steering column and perform the selector level cable adjustment procedure. This labor operation code closes the FSA.	26H01B	1.6

SUPPLEMENTAL LABOR ALLOWANCES **These labor operation codes DO NOT close the FSA.**

Description	Labor Operation	Labor Time Hour(s)
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.	26H01PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

With proper dealer parts ordering and service appointment scheduling, parts should be at the dealer before the customer arrives for their appointment.

ORDER ONE OF THE FOLLOWING BASED ON VEHICLE TYPE:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
SC3Z-3C529-A	1	1	1	Steering Column (Power Tilt with 10R100 Transmission)
PC3Z-3C529-F	1	1	1	Steering Column (Manual Tilt with 10R140 Transmission)
PC3Z-3C529-E	1	1	1	Steering Column (Manual Tilt with 10R100 Transmission)
PC3Z-3C529-G	1	1	1	Steering Column (Power Tilt with 10R140 Transmission)

Harvest Program 26H01

PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**NEEDED FOR ALL VEHICLES:**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W714409-S439	4	1	4	Steering Column Upper Shaft Bolt
W520102-S437	4	1	4	Steering Column Mounting Nuts
W721812-S437	4	1	4	Steering Wheel Bolt
W712000-S424	1	1	1	Shifter Level Bolt

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For the latest prices, DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Do NOT scrap parts. After the repair, a Ford representative will contact the dealer's Parts Manager to discuss the return process. For additional details on retention and return policies, 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.