



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 4, 2026

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: Recommended Repair Prior to Sale
Customer Satisfaction Program 26B08**
Certain 2025 Bronco/Ranger and 2025-2026 Explorer/Aviator 4-wheel drive vehicles equipped with a 10R60 transmission.
Transmission Replacement

PROGRAM TERMS

This program will be in effect through May 31, 2027. There is no mileage limit for this program.

EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of May 31, 2027, to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists' names and addresses to contact customers with affected vehicles. This will help minimize the number of vehicles that may exhibit a transmission noise, which requires a more extensive repair. FSA VIN Lists are expected to be available on May 4, 2026

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 140):

Vehicle	Model Year	Assembly Plant	Build Date Range
Explorer	2025-2026	Chicago	August 20, 2025, through January 28, 2026
Aviator	2025-2026	Chicago	August 29, 2025, through January 7, 2026
Bronco	2025	Michigan	August 20, 2025, through December 19, 2025
Ranger	2025	Michigan	August 15, 2025, through December 21, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On all of the affected vehicles, the vehicle may experience metal-on-metal friction or grinding noises from the transmission. This issue occurs when output shaft carrier pins are not seated correctly, potentially damaging the bearings in the automatic transmission.

SERVICE ACTION

Before delivering any in-stock vehicles involved in this program, dealers are recommended to replace the transmission assembly. 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 the Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See the Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Yes	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See the Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See the Pickup & Delivery section in the FSA Policy document.
Towing	Yes	See the Towing section below, if applicable.
Essential Special Service Tools (ESST)	Yes	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	Yes	See the Administrative Allowance section in the FSA Policy Document, and if applicable, the 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 May 4, 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 Letters

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

Customer Satisfaction Program 26B08**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on May 4, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 4, 2026. Owner names and addresses will be available by May 18, 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 the 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 that are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

IN-STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- If OASIS is activated, identify and correct any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

TOWING

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program. Towing is only approved if the vehicle does not move on its own and the root cause is related to a failed transmission.

Customer Satisfaction Program 26B08**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
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside the new vehicle bumper-to-bumper warranty coverage**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

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: 26B08
 - Customer Concern Code (CCC): N18 – Unusual Transmission Noise
 - Condition Code (CC): 01 – Broken/Cracked
 - Causal Part Number: 7000, Quantity 0
 - 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.
 - 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.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code **RENTAL**.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly. To claim the allowance, enter **\$330.00** as **HANDLG** in the Misc. Expense area of the claim form.

Customer Satisfaction Program 26B08

- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - Program Code: 26B08
 - Misc. Expense: TOW
 - Misc. Expense: Claim up to \$250.00

Customer Satisfaction Program 26B08

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.) **These labor operation codes close the FSA.**

Vehicle Line	Engine	Labor Operation	Labor Time (Hour(s))
Explorer	2.3L	MT26B08B	M-time up to 7.7
Explorer / Aviator	3.0L	MT26B08C	M-time up to 6.0
Ranger	2.3L	MT26B08D	M-time up to 9.0
Ranger	2.7L	MT26B08E	M-time up to 8.9
Ranger	3.0L	MT26B08F	M-time up to 10.5
Bronco	2.3L	MT26B08G	M-time up to 9.0
Bronco	2.7L	MT26B08H	M-time up to 9.8
Bronco	3.0L	MT26B08I	M-time up to 7.8

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 Hour(s)
<p>Lincoln Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles. 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.</p>	26B08LL	0.5
<p>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.</p>	26B08PP	0.5

Customer Satisfaction Program 26B08

PARTS REQUIREMENTS / ORDERING INFORMATION

Verify through Ecat on PTS the correct transmission assembly for the specific vehicle application.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
L1MZ- 7000-T	As Needed	1	1	Transmission assembly <ul style="list-style-type: none"> • 3.0L Explorer/Aviator
MB3Z-7000-G		1	1	Transmission assembly <ul style="list-style-type: none"> • 2.3L Ranger/Bronco
MB3Z-7000-D		1	1	Transmission assembly <ul style="list-style-type: none"> • 3.0L Ranger • 2.7 Ranger/Bronco
MB3Z-7000-N		1	1	Transmission assembly <ul style="list-style-type: none"> • 3.0L Ranger • 2.7L Ranger
R1MZ-7000-D		1	1	Transmission assembly <ul style="list-style-type: none"> • 2.3L Explorer

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

NOTE: For additional required miscellaneous parts, such as gaskets, fasteners, seals, fluids, etc. Enter the vehicle identification number (VIN) in the Professional Technician System (PTS). Refer to the correct Workshop Manual (WSM) Section 307-01 for service procedures and the parts catalog for the 10R60 transmission replacement.

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.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

PARTS RETENTION, RETURN, & SCRAPPING

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

EXCESS STOCK RETURN

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

REPLACED FSA PARTS INSPECTION AND SIGN OFF

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



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

May 2026

Customer Satisfaction Program 26B08

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 demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice? You may experience metal-on-metal friction or grinding noises from your vehicle's transmission.

What is the effect? This issue occurs when output shaft carrier pins are not seated correctly, potentially damaging the bearings in the automatic transmission.

What will Ford and your dealer do? **Parts are available to repair your vehicle.** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the transmission assembly free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until May 31, 2027, 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 day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 26B08.

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 through our Ford App. The app can be downloaded through the App Store or Google Play. In addition, there are other features

What should you do? (continued) 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.

Do you need a rental vehicle? Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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.

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 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



Lincoln
PO Box 1904
Dearborn, Michigan 48121

May 2026

Customer Satisfaction Program 26B08

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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- Why are you receiving this notice?** You may experience metal-on-metal friction or grinding noises from your vehicle's transmission.
- What is the effect?** This issue occurs when output shaft carrier pins are not seated correctly, potentially damaging the bearings in the automatic transmission.
- What will Lincoln and your retailer do?** **Parts are available to repair your vehicle.** In the interest of customer satisfaction, Lincoln has authorized your retailer to replace the transmission assembly free of charge under the terms of this program.
This Customer Satisfaction Program will be in effect until May 31, 2027, 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 day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair.
- What should you do?** Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program 26B08.
If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://www.lincoln.com/support) for retailer addresses, maps, and driving instructions.
Lincoln 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 through The Lincoln: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there

**What should you do?
(continued)**

are other features, such as 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 from your retailer. Your retailer will pick up your vehicle and return it with the repair completed.

Do you need a rental vehicle?

Your retailer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the retailer for repairs. Please see your retailer for guidelines and limitations.

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 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 retailer's Service Manager for assistance.

If you have questions or concerns, please contact our **Lincoln 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 lincoln.com/support.

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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.

Lincoln

CERTAIN 2025 MODEL YEAR BRONCO AND RANGER VEHICLES AND 2025-2026 MODEL YEAR EXPLORER AND AVIATOR 4WD VEHICLES EQUIPPED WITH A 10R60 TRANSMISSION — TRANSMISSION 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: If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

1. Replace the transmission assembly. Follow the Workshop Manual (WSM) procedures in Section 307-00.

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.

