



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

May 27, 2026

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Recommended Repair Prior to Sale  
Customer Satisfaction Program 26B12**  
Certain 2026 Model Year Aviator, Explorer and Bronco Vehicles with 10R60  
Transmissions: Transmission and Fluid Cooler Replacement

**PROGRAM TERMS**

This program will be in effect through June 30, 2027. There is no mileage limit for this program.

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 12):**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Date Range</b>
Aviator	2026	Chicago	February 11, 2026 through February 11, 2026
Explorer	2026	Chicago	February 11, 2026 through February 13, 2026
Bronco	2026	Michigan	February 11, 2026 through February 11, 2026

**REASON FOR THIS PROGRAM**

On all of the affected vehicles, 10R60 transmission cooler port holes were machined out of tolerance. This condition may result in vehicles with a restricted transmission cooler function, the introduction of contamination into the transmission, overheating of the transmission, and/or shift quality concerns.

**SERVICE ACTION**

Before delivering any in-stock vehicles involved in this program, dealers are recommended to replace the transmission and cooler assemblies. This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	No	See <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
Rentals	Yes	See the <b>Rental Vehicles</b> section below, if applicable.
Alternative Transportation Available	No	See <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	No	See <b>Towing</b> section below, if applicable.
Essential Special Service Tools (ESST)	Yes	See <b>Technical Instructions</b> and/or <b>Workshop Manual (WSM)</b> as needed.
Administrative Allowance	No	See <b>Administrative Allowance</b> section in FSA Policy Document, and if applicable, <b>Labor Allowances</b> table below.
Owner Refunds	No	See <b>Owner Refunds</b> section below, if applicable.
Photo Submission	No	See <b>Repair Photo Submission</b> 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 June 1, 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

## **REFERENCE MATERIAL**

- Warranty & Policy Manual (located on FMCDDealer Warranty Portal Page):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/wty.html](http://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](http://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>
- The Mobile Repair / Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS:  
<https://www.fordtechservice.dealerconnection.com>

## **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 26B12****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a Mobile Service Repair (MRA5)

**OASIS ACTIVATION**

OASIS will be activated on June 1, 2026.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 1, 2026. Owner names and addresses will be available by June 19, 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.

**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 2 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental day(s) 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.

The CRC Dealer Portal Job Aid can be referenced at:

[fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts\\_service/cust\\_sat/GCCT/Pages/FSALoanerProgram.pdf](https://fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf)

## Customer Satisfaction Program 26B12

### 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

### 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: 26B12
    - Customer Concern Code (CCC): P59
    - Condition Code (CC): 17
    - 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**.
- **Provision for Locally Obtained Supplies:**
  - Program Code: 26B12
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$25.00

Customer Satisfaction Program 26B12

**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)
Aviator - Remove and replace transmission assembly, transmission cooler assembly, and refill coolant. Cannot be claimed with labor operation MT26B12C or MT26B12D. <b>This labor operation code closes the FSA.</b>	MT26B12B	M-Time up to 6.3 Hours
Bronco – Remove and replace transmission assembly, transmission cooler assembly, and refill coolant. Cannot be claimed with labor operation MT26B12B or MT26B12D. <b>This labor operation code closes the FSA.</b>	MT26B12C	M-Time up to 10.9 Hours
Explorer – Remove and replace transmission assembly, transmission cooler assembly, and refill coolant. Cannot be claimed with labor operation MT26B12B or MT26B12C. <b>This labor operation code closes the FSA.</b>	MT26B12D	M-Time up to 7.8 Hours

**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)
<b>Lincoln</b> Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pick-Up &amp; Delivery contract coverage of 4 years/50,000 miles.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26B12LL	0.5
<b>Ford</b> Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26B12PP	0.5

Customer Satisfaction Program 26B12

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
MB3Z-7000-G	1	1	1	AUTOMATIC TRANSMISSION ASY – 2.3L BRONCO
MB3Z-7A095-B	1	1	1	TRANSMISSION FLUID HEAT EXCHANGER – 2.3L BRONCO
R1MZ-7000-C	1	1	1	AUTOMATIC TRANSMISSION ASY – 2.3L EXPLORER
L1MZ-7869-M	1	1	1	TRANSMISSION FLUID COOLER ASSEMBLY – 2.3L EXPLORER
L1MZ-7000-T	1	1	1	AUTOMATIC TRANSMISSION ASY – 3.0L EXPLORER & AVIATOR
L1MZ-7869-M	1	1	1	TRANSMISSION FLUID HEAT EXCHANGER – 3.0L EXPLORER & AVIATOR

<b>Miscellaneous – Obtain Locally</b>	
Motorcraft® Multi-Purpose Grease Spray	Claim as Miscellaneous Other up to \$25
Motorcraft® Penetrating and Lock Lubricant	
Motorcraft® High Temperature Nickel Anti-Seize Lubricant	
Motorcraft® MERCON® ULV Automatic Transmission Fluid	
Motorcraft® Threadlock 262	
Motorcraft® Silicone Gasket Remover	
Motorcraft® Metal Surface Prep Wipes	
Motorcraft® Engine Shampoo and Degreaser	
Motorcraft® Metal Brake Parts Cleaner	
Motorcraft® Ultra Silicone Sealant	

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, refer to DOES II.

**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 SIGNATURE**

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

## **CERTAIN 2026 MODEL YEAR BRONCO, AVIATOR, AND EXPLORER VEHICLES — TRANSMISSION AND TRANSMISSION FLUID COOLER REPLACEMENT**

**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. Follow the WSM procedures in Section 307-01.
2. Replace the transmission fluid cooler. Follow the WSM procedures in Section 307-02.

**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.





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

June 2026

## Customer Satisfaction Program 26B12

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?** Your vehicle's transmission may have cooler port holes that were incorrectly machined.

**What is the effect?** This may result in introduction of contamination into the transmission, overheating of the transmission, and/or shift quality concerns.

**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 and cooler assembly free of charge under the terms of this program.

This Customer Satisfaction Program will be in effect until June 30, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this repair is more than one day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 26B12.

If you do not already have a servicing dealer, you can access [ford.com/support](https://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. 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.

**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.

**To view the letter in Spanish**

visit: [fordtranslatehub.com](https://fordtranslatehub.com)

**Para ver la carta en español**

viste: [fordtranslatehub.com](https://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



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

Junio 2026

Programa de satisfacción del cliente 26B12

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 demostrar este compromiso, estamos proporcionando un programa de satisfacción del cliente sin cargo para su vehículo.

**¿Por qué recibe este aviso?**

Es posible que la transmisión de su vehículo tenga orificios del enfriador que no fueron mecanizados correctamente.

**¿Cuál es el efecto?**

Esto puede provocar la introducción de contaminantes en la transmisión, el sobrecalentamiento de la transmisión y problemas con la calidad de los cambios.

**¿Qué medidas adoptarán Ford y su concesionario?**

**En este momento, las piezas para reparar su vehículo se encuentran disponibles.** En beneficio de la satisfacción del cliente, Ford Motor Company ha autorizado a su concesionario a reemplazar el ensamble de la transmisión y enfriador sin costo alguno, conforme a los términos de este programa.

Este Programa de Satisfacción del Cliente estará vigente hasta el 30 de junio de 2027 independientemente del kilometraje. La cobertura se transferirá automáticamente a los siguientes propietarios.

**¿Cuánto tiempo tomará?**

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

**¿Qué debe hacer?**

Llame a su concesionario lo antes posible con el fin de programar una cita de servicio para realizar el Programa de satisfacción del cliente 26B12.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a [ford.com/support](https://ford.com/support) para conocer las direcciones de los concesionario, 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

**¿Qué debe hacer?**  
(continuación)

necesarios para llevar a cabo el trabajo. Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Ford. La aplicación se puede descargar a través de App Store o Google Play.

**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.

**¿Necesita un vehículo de alquiler?**

Su concesionario está autorizado a proporcionarle un vehículo de alquiler para su transporte personal sin cargo (excepto combustible y seguro) mientras su vehículo esté en el concesionario para reparaciones. Comuníquese con su concesionario para conocer las pautas y limitaciones.

**¿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.

**Para ver la carta en español**

visite: [fordtranslatehub.com](http://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



Lincoln  
PO Box 1904  
Dearborn, Michigan 48121

June 2026

## Customer Satisfaction Program 26B12

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

12345678901234567

At Lincoln, 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?** Your vehicle's transmission may have cooler port holes that were incorrectly machined.
- What is the effect?** This may result in introduction of contamination into the transmission, overheating of the transmission, and/or shift quality concerns.
- 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 and cooler assembly free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until June 30, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is more than one day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.
- What should you do?** Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program 26B12. 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.

**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](http://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



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Junio 2026

Programa de satisfacción del cliente 26B12

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

12345678901234567

En Lincoln, nuestro compromiso no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

**¿Por qué recibe este aviso?** Es posible que la transmisión de su vehículo tenga orificios del enfriador que no fueron mecanizados correctamente.

**¿Cuál es el efecto?** Esto puede provocar la introducción de contaminantes en la transmisión, el sobrecalentamiento de la transmisión y problemas con la calidad de los cambios.

**¿Qué harán Lincoln y su minorista?** **En este momento, las piezas para reparar su vehículo se encuentran disponibles.** En beneficio de la satisfacción del cliente, Lincoln ha autorizado a su minorista a reemplazar el ensamble de la transmisión y enfriador sin costo alguno, conforme a los términos de este programa. Este Programa de Satisfacción del Cliente estará vigente hasta el 30 de junio de 2027 independientemente del kilometraje. La cobertura se transferirá automáticamente a los siguientes propietarios.

**¿Cuánto tiempo tomará?** El tiempo necesario para esta reparación será de más de un día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su minorista tarde un poco más.

**¿Qué debe hacer?** Llame a su minorista lo antes posible con el fin de programar una cita de servicio para realizar el Programa de satisfacción del cliente 26B12. Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](https://www.lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar. Lincoln 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 a través de la

**¿Qué debe hacer?**  
(continuación)

aplicación Lincoln Owner. La aplicación se puede descargar a través de App Store o Google Play.

**Servicio de retiro y entrega**

El servicio gratuito de retiro y entrega de vehículos también podría estar disponible a través de su minorista. Su minorista retirará el vehículo y lo regresará con la reparación realizada.

**¿Necesita un vehículo de alquiler?**

Su minorista está autorizado a ofrecerle un vehículo de alquiler para su transporte personal sin costo (excepto combustible y seguro) mientras su vehículo se encuentre en reparación. Comuníquese con su minorista para conocer las pautas y limitaciones.

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

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta. Usted recibió este aviso porque nuestros registros, que se basan principalmente en datos de registro y título estatales, indican que usted es el propietario o arrendatario actual.

**¿Podemos hacer algo más por usted?**

Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el Gerente de Servicio de su minorista para solicitar ayuda.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Lincoln 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 comunicarse con nosotros a través de Internet, nuestra dirección es [lincoln.com/support](http://lincoln.com/support).

**Para ver la carta en español**

visite: [lincolntranslatehub.com](http://lincolntranslatehub.com)



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Gracias por su atención en este asunto sumamente importante.

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