



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 9, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 26N04**
Certain 2015-2017 Model Year F-150 Vehicles Equipped with a 6R80 Transmission
Transmission Molded Leadframe Replacement

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S28
Dated: July 9, 2026

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the transmission molded leadframe for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded the mileage limits, this no-cost, one-time repair will be available through July 31, 2027.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 1,389,439):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2015-2017	Dearborn Truck	March 12, 2014 through July 2, 2017
F-150	2015-2017	Kansas City	August 11, 2014 through August 18, 2017

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

On some vehicles, the transmission range sensor may become damaged. This will cause a Malfunction Indicator Lamp (MIL) and/or wrench light to illuminate in the Instrument Panel Cluster (IPC). Diagnostic Trouble Codes (DTCs) P0705, P0706, P0707 and/or P1702 will be set in the Powertrain Control Module (PCM) if this fault is present.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to replace the transmission molded leadframe after Safety Recall 26S28 has been completed. 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.

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	Yes	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	Yes	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	No	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	Yes	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	Yes	See Owner Refunds section below, if applicable.
Photo Submission	Yes	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 July 13, 2026 or sooner. Dealers should repair any affected vehicles that experience DTCs P0705, P0706, P0707 and/or P1702 setting in the PCM whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCD dealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCD dealer 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 26N04**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on July 9, 2026.

FSA VIN LISTS ACTIVATION

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

SOLD & IN-STOCK VEHICLES

- For more information regarding dealership obligations to identify and repair sold and in-stock vehicles, consult Ford's Policy Document For Field Service Actions, which can be found in the FSA Landing page on PTS.

BRANDED / SALVAGED TITLE VEHICLES

Vehicles with canceled warranties are not eligible for this service action.

OWNER REFUNDS

- This refund offer expires December 31, 2026.
- Refunds will only be provided for the cost associated with replacement of the transmission molded leadframe performed before the date of the Owner Notification Letter.
- Refer to the Warranty and Policy Manual regarding Customer/Dealer Refunds.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a 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 1 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.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- If the vehicle is off road, then refer to EFC 14236. VOR escalation is required in DOW.

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

Customer Satisfaction Program 26N04**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Provide a photo of the VIN, vehicle mileage, and photo evidence of DTCs P0705, P0706, P0707 and/or P1702 setting in the PCM. This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

Customer Satisfaction Program 26N04

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The FSA repair 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.
- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 26N04 if the vehicle is still within time and mileage limits.
- **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: 26N04
 - Customer Concern Code (CCC): P65
 - Condition Code (CC): 42
 - Causal Part Number: 7G276, 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”.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 26N04
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

Customer Satisfaction Program 26N04

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)
Replace the transmission molded leadframe. -SSSC Approval code required to perform this repair. This labor operation code closes the FSA.	26N04B	2.5

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)
Time allowed to submit photos. If VOR is required and vehicle must be present in dealership to complete repair: 1. Attach a photo of vehicle mileage. 2. Attach a photo of door tag showing VIN. 3. Attach a photo showing DTCs P0705, P0706, P0707 and/or P1702 setting in the PCM. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.	26N04ZZ	0.2

PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place an order for the Transmission Molded Leadframe submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

1. Attach a photo of vehicle mileage.
2. Attach a photo of door tag showing VIN.
3. Attach a photo showing DTCs P0705, P0706, P0707 and/or P1702 setting in the PCM.
4. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
AL3Z-7G276-D	1	1	1	Transmission Molded Leadframe

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Customer Satisfaction Program 26N04

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
FL3Z-14B167-B	As needed	1	1	Foam Strip Seal (One time use if equipped)
XT-10-QLVC	As needed	As needed	12 Qts	Motorcraft Mercon LV Transmission Fluid

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

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.

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 2015-2017 MODEL YEAR F-150 VEHICLES EQUIPPED WITH A 6R80 TRANSMISSION — TRANSMISSION MOLDED LEADFRAME REPLACEMENT

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The Field Service Action (FSA) repair will be rejected 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. Has 26S28 already been completed?

Yes – Proceed to Step 2.

No – This FSA cannot be performed prior to completion of 26S28. Once completed, proceed to Step 2.

2. Check for Diagnostic Trouble Codes (DTCs).

- Is the MIL and/or Wrench Light illuminated in the instrument cluster with DTCs P0705, P0706, P0707 and/or P1702 stored in the Powertrain Control Module (PCM)?

Yes – Proceed to Step 3.

No – This FSA does not apply.

3. Contact the Special Service Support Center (SSSC) - photos must be uploaded with the part order and/or rental vehicle request as outlined in the dealer bulletin, before approval is provided. Refer to Photo Request Submission on page 5. For approval, please submit the following:

- Attach a photo of the VIN
- Attach a photo of vehicle mileage
- Attach a photo of DTCs P0705, P0706, P0707 and/or P1702

NOTE: Do not proceed with this procedure until parts are ordered and received. This will prevent excessive transmission fluid loss while the main control assembly is removed.

NOTE: The component being removed in Step 4 will be referred to as a main control, main control valve body or a mechatronic assembly in the Workshop Manual (WSM).



4. Remove the main control assembly. Follow the WSM procedures in Section 307-01, In-Vehicle Repair.
5. With the main control assembly removed from the vehicle, remove the six long bolts from the molded leadframe. See Figure 1.

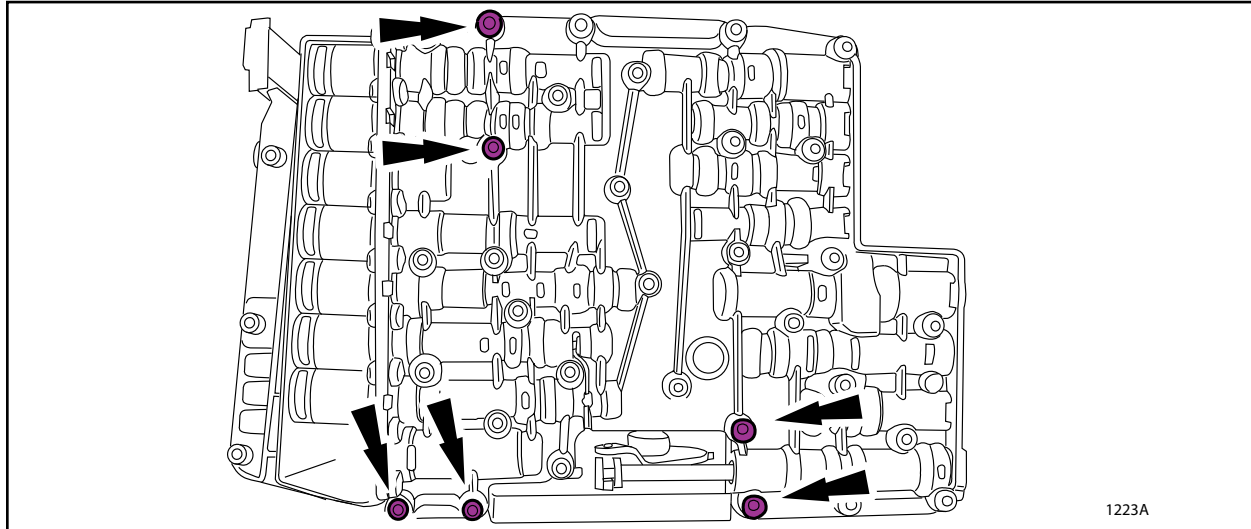


FIGURE 1

6. Carefully separate the molded leadframe (1) from the main control assembly (2). See Figure 2.

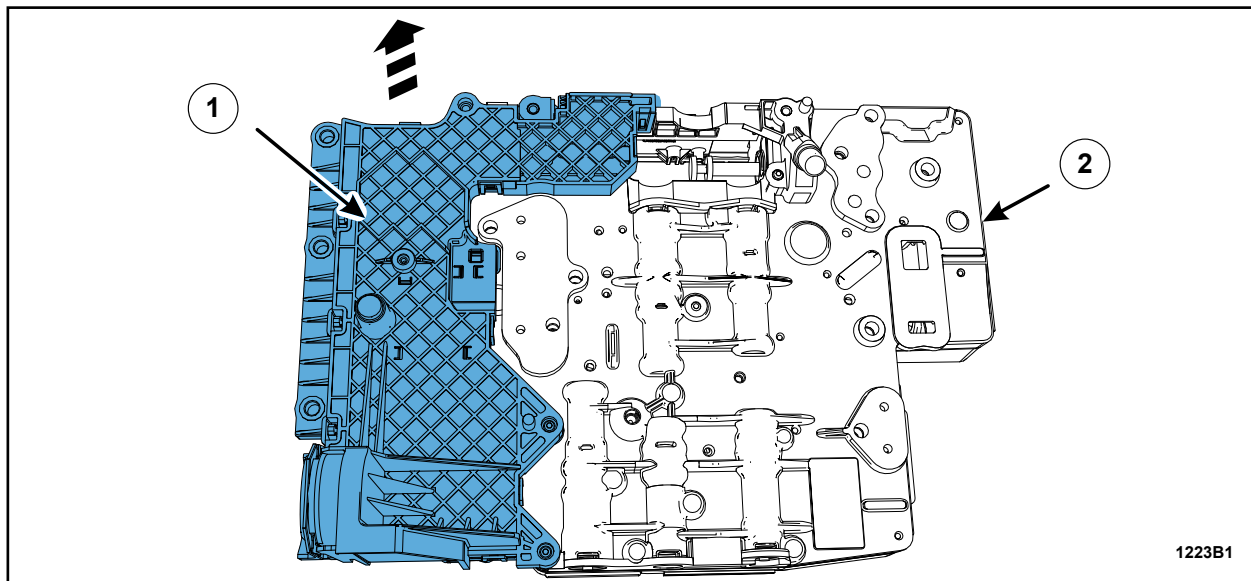


FIGURE 2



7. Install the *new* molded leadframe (1) on the main control assembly (2). See Figure 3.

NOTE: The transmission range (TR) sensor pin (3) must be aligned with the manual control valve (4) during installation.

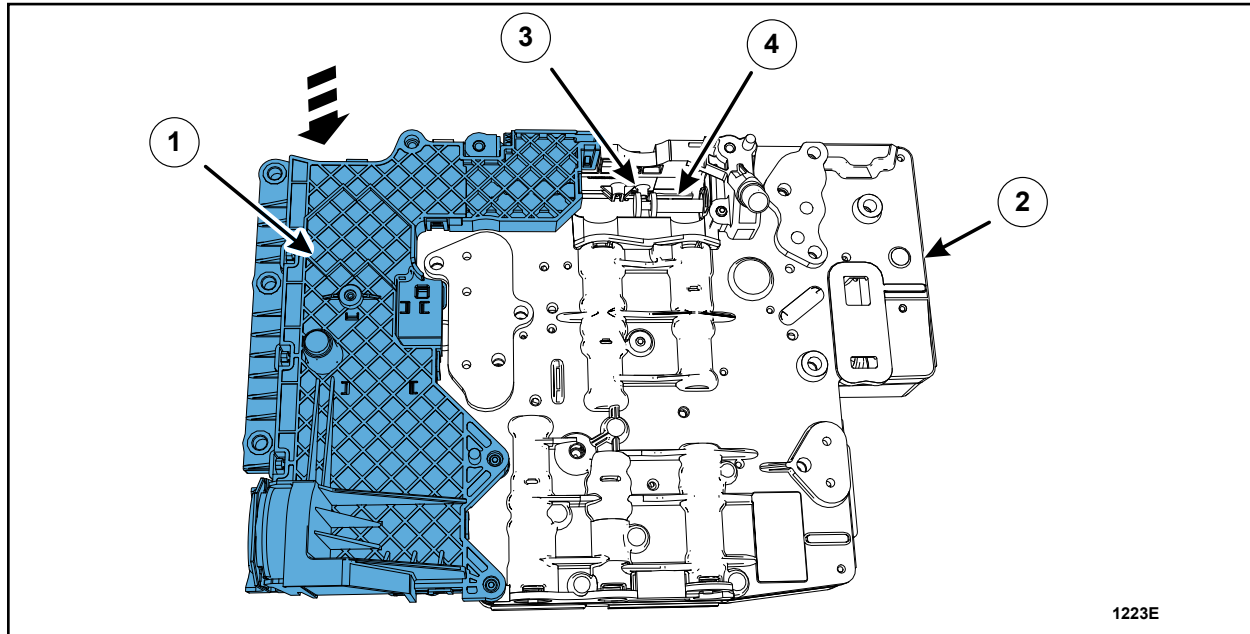


FIGURE 3

8. Install, but do not tighten, the six long bolts that attach the main control assembly to the *new* molded leadframe. See Figure 4.

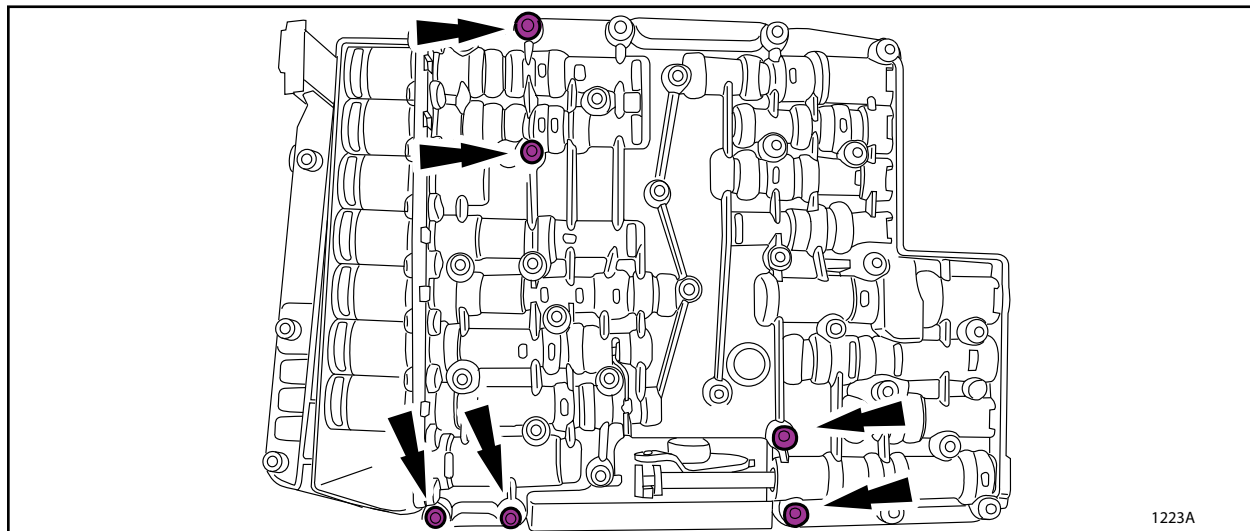


FIGURE 4



9. Tighten the long bolts to 53 lb.in (6 Nm) in the sequence shown. See Figure 5.

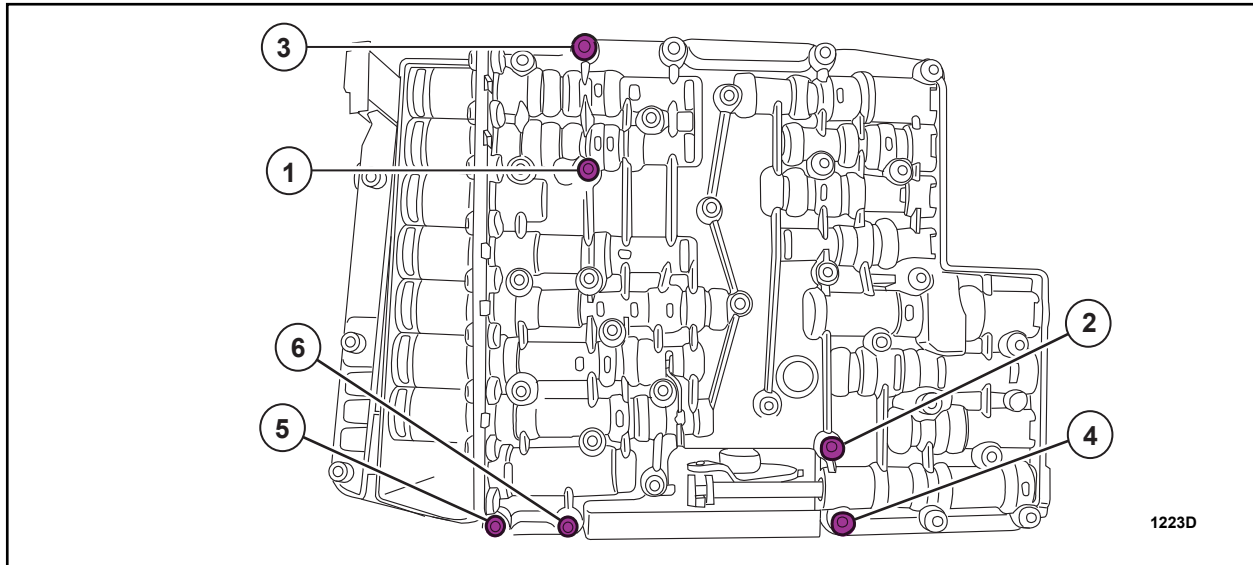


FIGURE 5

10. Install the main control assembly and reassemble the vehicle. Follow the WSM procedures in Section 307-01, In-Vehicle Repair.

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.



PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)

Ford has requested photo evidence prior to performing the repair for the FSA.

The SSSC must provide approval prior to performing the repair.

1. Contact the SSSC and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.
 - Attach a photo of the VIN
 - Attach a photo of the vehicle mileage
 - Attach a photo of DTCs P0705, P0706, P0707 and/or P1702
 2. There are two ways to submit the requested items to SSSC.
 - a. Directly in the SSSC contact request form while submitting your contact on your computer.
 - b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.
- NOTE:** If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.
3. Upon approval, the SSSC will provide an approval code that must be used for claiming.





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

July 2026

Customer Satisfaction Program 26N04

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 molded leadframe is most likely working fine. However, as part of our commitment, Ford Motor Company is offering a one-time repair for this part, if your dealer determines a replacement is needed, and your vehicle falls within certain time and mileage limits.

What is the effect?

Your vehicle may set a Malfunction Indicator Lamp (MIL) and/or wrench light (powertrain warning light) if a fault within the transmission molded leadframe occurs.

What will Ford and your dealer do?

Parts are available if your vehicle requires a repair. Under the terms of the program, a one-time replacement of covered components, if required, is available for a total of 15 years or 150,000 miles from the warranty start date, whichever occurs first, free of charge (parts and labor). If your vehicle has already exceeded the mileage limits listed above, this one-time repair offer will be available through July 31, 2027. Coverage is automatically transferred to subsequent owners. This is a one-time repair program.

How long will it take?

If the component mentioned above requires replacement, 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?

You do not need to return to your dealer for this repair unless you have a malfunction indicator lamp (MIL) and/or Wrench light (powertrain warning light). Please keep this letter as a reminder of the one-time repair offer for your transmission molded leadframe. If transmission molded leadframe requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 26N04. Your dealer will replace the part at no charge.

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

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

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.

Do you need a rental vehicle?

If your dealer determines that transmission molded leadframe replacement is required and needs your vehicle overnight, 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.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to transmission molded leadframe replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **December 31, 2026**. To avoid delays, do not send receipts to Ford Motor Company.

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 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.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Customer Service Division



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

Julio 2026

Programa de satisfacción del cliente 26N04

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 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?

Lo más probable es que el bastidor moldeado de cables de la transmisión de su vehículo funcione correctamente. Sin embargo, como parte de nuestro compromiso, Ford Motor Company ofrece una reparación única para esta pieza, si su concesionario determina que es necesario reemplazarla y su vehículo cumple con ciertos límites de tiempo y kilometraje.

¿Cuál es el efecto?

Es posible que su vehículo active la luz indicadora de mal funcionamiento (MIL) y / o la luz de la llave (luz de advertencia del tren motriz) si se produce una falla en el bastidor moldeado de cables de la transmisión.

¿Qué medidas adoptarán Ford y su concesionario?

Si su vehículo requiere una reparación, las piezas se encuentran disponibles. Según los términos del programa, se encuentra disponible un reemplazo único de los componentes cubiertos, si fuera necesario, por un total de 15 años o 150 000 millas a partir de la fecha de inicio de la garantía, lo que ocurra primero, sin costo alguno (piezas y mano de obra). Si su vehículo ya excedió los límites de millaje anteriormente mencionados, esta oferta de reparación única permanecerá disponible hasta el 31 de julio de 2027. La cobertura se transfiere automáticamente a los siguientes propietarios. Este es un programa de reparación única.

¿Cuánto tiempo tomará?

Si se debe reemplazar el componente mencionado anteriormente, el tiempo necesario para esta reparación es de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más.

¿Qué debe hacer?

No es necesario que regrese a su concesionario para realizar esta reparación, a menos que se encienda la luz indicadora de malfuncionamiento (MIL) y / o la luz de llave (luz de advertencia del tren

¿Qué debe hacer?

(continuación)

motriz). Conserve esta carta como recordatorio de esta oferta de reparación única de su bastidor de cables moldeado. Si es necesario reemplazar el bastidor de cables moldeado de la transmisión y el vehículo se encuentra dentro de los límites de tiempo/millaje que se indicaron, comuníquese con su concesionario para programar una cita de servicio para llevar a cabo el Programa de satisfacción del cliente 26N04. Su distribuidor reemplazará las piezas sin costo alguno.

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

NOTA: 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.

¿Necesita un vehículo de alquiler?

Si su concesionario determina que es necesario reemplazar el ensamble de la transmisión y el vehículo debe permanecer en las instalaciones durante la noche, el concesionario 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 concesionario para conocer las pautas y limitaciones.

¿Pagó anteriormente por esta reparación?

Si pagó por este servicio antes de la fecha de esta carta, es posible que cumpla con los requisitos para solicitar un reembolso. Solo se otorgarán reembolsos de servicios relacionados con el reemplazo del bastidor de cables moldeado de la transmisión. Para comprobar si cumple con los requisitos y agilizar el reembolso, entregue el recibo de pago original a su distribuidor antes del **31 de diciembre de 2026**. Para evitar demoras, no envíe los recibos a Ford Motor Company.

¿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. Recibió este aviso porque nuestros registros indican que es 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 comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support.

Como parte de la comunidad Ford, agradecemos su atención en este asunto sumamente importante y su lealtad.

División de Servicio al Cliente