



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 25, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 26L01**

Certain 2018-2024 Model Year Various Vehicles

2.0L Panther Diesel Engine Timing Belt and Tensioner Interval Change

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 0):

Vehicle	Model Year	Assembly Plant	Build Date Range
Ranger	2019	AAT-Rayong – LS	May 11, 2018 through October 30, 2019
Ranger	2020	AAT-Rayong – LS	October 14, 2019 through November 10, 2020
Ranger	2021	AAT-Rayong – LS	July 20, 2020 through April 10, 2022
Ranger	2019	Thailand LTD	June 25, 2018 through October 31, 2019
Ranger	2020	Thailand LTD	October 14, 2019 through October 28, 2020
Ranger	2021	Thailand LTD	July 13, 2020 through March 25, 2022
Ranger	2021	Haiduong (Vietnam)	December 22, 2020 through August 8, 2022
Ranger	2018	Silverton (South Africa)	February 1, 2019 through February 7, 2019
Ranger	2019	Silverton (South Africa)	July 11, 2018 through May 17, 2021
Ranger	2020	Silverton (South Africa)	October 21, 2019 through February 10, 2021
Ranger	2021	Silverton (South Africa)	July 8, 2020 through July 7, 2021
Ranger	2022	Silverton (South Africa)	June 19, 2021 through November 11, 2022
Ranger	2022	AAT-Rayong – LS	January 13, 2022 through March 20, 2023
Ranger	2022	Haiduong (Vietnam)	March 14, 2022 through April 14, 2023
Ranger	2022	Thailand KD Kitting Plant	March 9, 2023 through May 23, 2023
Ranger	2022	Thailand LTD Plant Build	September 24, 2021 through March 18, 2023
Ranger	2022	Silverton (South Africa)	May 3, 2022 through February 3, 2023
Everest Thailand	2021	AAT-Rayong – LS	September 1, 2020 through May 27, 2022
Everest Thailand	2021	Chennai (India)	December 18, 2019 through August 31, 2021

Everest Thailand	2021	Thailand KD Kitting	April 25, 2021 through October 18, 2022
Everest	2022	AAT-Rayong – LS	November 11, 2021 through March 31, 2023
Transit	2024	Kocaeli	February 28, 2024 through July 31, 2024
Transit	2024	Nordex	March 20, 2023 through April 9, 2024
Transit MCA	2022	Kocaeli	August 1, 2021 through July 30, 2022
Transit MCA	2022	Nordex	June 7, 2021 through November 19, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

For the affected vehicles, the timing belt and tensioner maintenance interval was updated in March 2023 to 160,000 km or 6 years for the Ford 2.0L Panther diesel engine. This update was implemented for Transit in Europe only and was not cascaded globally to the existing service and owner documentation teams for the following model year ranges:

SERVICE ACTION

Owner letters and an amendment card will be mailed notifying owners of the updated Timing Belt and Tensioner Maintenance Schedule of 160,000 km or 6 years if a 2.0L Panther engine is supported in the local market variant documentation. The Digital Supplemental Owners Guide (SOG) and/or Printed Maintenance Schedule supplement will be updated to reflect the new maintenance interval.

Eligible owners may be reimbursed for engine damage related to the timing belt maintenance interval that may have occurred based on original 10 year/240,000 km mileage (or local market variant) for up to one year after owner notification.

Customers who provide evidence of engine maintenance will be provided with reimbursement for prior engine replacement or repair related to a timing belt issue indicative of timing belt degradation that meet the following criteria:

- Customers that received prior Ford financial assistance for a timing belt-related engine replacement or repair are excluded
- Repair must be dated prior to August 28, 2026
- At the date of the repair, the vehicle had to have been less than 10 years and 150,000 miles from the warranty start date
- Provided repair order has to indicate either an oil pressure issue indicative of timing belt degradation or if one of the following Diagnostic Trouble Codes (DTCs) were present – P0016, P0017, P0018, P0019, P033F
- Provide documentation of last three oil changes prior to engine repair or replacement. These oil changes will need to be in accordance with the maintenance schedule, mileage or date, and correct oil type. Ford will consider a maximum delay of 3 months / 1,800 miles in the maintenance interval
- Only approved lubricants or oils should be used

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)	No	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	Yes	See Owner Refunds section above, 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 with the updated Timing Belt and Tensioner Maintenance Schedule are expected to be mailed the week of August 25, 2026 or sooner.

EXPIRATION DATE

This program has an expiration date of August 31, 2027.

ADDITIONAL AMENDMENT CARDS

To assist customers who prefer to have this service completed at the dealership and arrive without the amendment card, or for in-stock vehicles that did not receive an amendment card, please contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.

ATTACHMENTS

- Owner Notification Letter

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 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 26L01

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

Ⓢ - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on August 25, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 25, 2026. Owner names and addresses will be available by September 12, 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 mailed an amendment card and instructed to keep in their owner manual.

IN-STOCK VEHICLES

- If dealers receive any letters containing the amendment cards for vehicles that are currently in their inventory, put the amendment card in the owner manual for each vehicle affected before delivery. To order more amendment cards, contact SSSC via the SSSC Web Contact Site.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this Field Service Action.

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.
- See "Additional Repair Info" in the FSA Policy Document for further Terms and Conditions.

Customer Satisfaction Program 26L01

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** 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.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (26L01) is the subcode.
 - 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.

- **Refunds for prior engine failures related to timing belt issues:** In order to qualify for reimbursement, the customer must provide the following evidence
 - The vehicle's owner paid to have the engine replaced or repaired without any prior Ford contribution.
 - Must be dated prior to August 28, 2026
 - At the date of the repair, the vehicle had to have been less than 10 years and 150,000 miles from the warranty start date.
 - The engine concern must have been related to the timing belt.
 - Provided repair order has to indicate either an oil pressure issue indicative of timing belt degradation or if one of the following Diagnostic Trouble Codes (DTCs) were present – P0016, P0017, P0018, P0019, P033F.
 - Documentation of last three oil changes prior to engine repair or replacement. These oil changes will need to be in accordance with the maintenance schedule, mileage or date, and correct oil type. Ford will consider a maximum delay of 3 months / 1,800 miles in the maintenance interval.
 - Only approved lubricants or oils should be used

Frequently Asked Questions

Customer Satisfaction Program 26L01

This Frequently Asked Questions (FAQ) document is designed to assist Ford Internal Customer Relations staff in answering customer inquiries regarding **Customer Satisfaction Program 26L01** (Label/Literature Program) for the 2.0L Panther (EcoBlue) diesel engine.

Responsive Media Statement

Ford is updating timing belt and tensioner maintenance intervals to 160,000 km or 6 years (or local market equivalent) for vehicles equipped with a 2.0L diesel engine (also known as the EcoBlue engine). In XX market, this includes some X [Ranger/Transit etc] X models. The change is being made to ensure long-term engine durability and prevent timing belt degradation. Affected owners will receive notification letters, and their vehicle documentation will be updated to reflect the new maintenance guidelines.

FAQ 1: What is the purpose of program 26L01?

Answer:

Program 26L01 updates the timing belt and tensioner maintenance interval for vehicles equipped with the 2.0L EcoBlue diesel engine (also known as the EcoBlue engine). Ford is updating the service interval to 160,000 km or 6 years (or local market equivalent) to ensure long-term engine durability and prevent timing belt degradation. Affected owners will receive notification letters, and their vehicle documentation—such as the Digital Supplemental Owners Guide (SOG) or Printed Maintenance Schedule supplement—will be updated to reflect the new maintenance guidelines.

FAQ 2: Why is Ford reducing the timing belt maintenance interval from the original schedule?

Answer:

In Ford's monitoring of real-world fleet usage we identified that in certain demanding operating profiles factors such as high idle times, frequent diesel particulate filter regenerations, and failure to perform time-based oil changes lead to increased engine oil dilution and contamination. Because this engine uses a timing belt that runs in oil, degraded oil builds up corrosive contaminants that reduce belt durability. Updating the interval to 160,000 km or 6 years aligns the maintenance schedule with real-world operating conditions to prevent premature belt wear.

FAQ 3: Which vehicle models and model years are affected by this maintenance update?**Answer:**

The update affects vehicles equipped with the 2.0L EcoBlue diesel engine across several regions, subject to local market variant documentation:

- **South America:** 2019–2021 MY Ranger, 2021–2024 MY Transit.
- **Europe:** 2016–2022 MY Ranger, 2018–2020 MY Edge, 2019–2022 MY Mondeo, 2019–2024 MY Kuga, 2018–2023 MY Focus and S-Max/Galaxy.
- **IMG:** 2018–2022 MY Ranger and Everest, 2016–2023 MY Transit 2019–2020 MY Edge, 2019–2021 MY Mondeo, 2019–2020 MY Focus.
- **North America:** 2021–2023 MY Transit, 2021–2022 MY Ranger and Everest.
- **Mexico:** 2021–2025 MY Ranger, 2020–2024 MY Transit.
- **Taiwan:** 2016–2023 MY Transit, 2021–2022 MY Mondeo.

FAQ 4: Is this a safety recall, and are there any reported accidents or injuries?**Answer:**

No, this is not a safety recall. Program 26L01 updates the service maintenance interval and related service literature. (Label/Literature Program). This program does not address a safety defect.

FAQ 5: What are the warning signs or symptoms that a customer might experience if their timing belt is wearing out?**Answer:**

Timing belt wear and delamination are typically detectable by the driver before total failure occurs. Customers may notice unusual engine noise when the engine timing begins to lose synchronization. If the belt slips or fails, the vehicle will experience a loss of engine power, or it may experience a non-start condition. Additionally, warning messages may appear on the instrument cluster, and the Malfunction Indicator Light (MIL) will illuminate once specific Diagnostic Trouble Codes (DTCs) are triggered.

FAQ 6: What Diagnostic Trouble Codes (DTCs) are associated with a failing timing belt?**Answer:**

If the timing belt loses synchronization or fails, the Crankshaft Position Sensor and Camshaft Position Sensor will detect correlation errors, triggering the Malfunction Indicator Light (MIL) and registering the following DTCs:

- **P0016 / P0018:** Crankshaft Position - Camshaft Position Correlation (Bank 1 / Bank 2, Sensor A - Intake)
- **P0017 / P0019:** Crankshaft Position - Camshaft Position Correlation (Bank 1 / Bank 2, Sensor B - Exhaust)
- **P033F:** Crankshaft/Camshaft Position Loss of Synchronization

These codes typically trigger immediately after a failure or synchronization loss occurs.

FAQ 7: How will affected customers be notified of this maintenance schedule change?

Answer:

Ford will mail official notification letters directly to the owners of affected vehicles. The letters will explain the updated timing belt and tensioner maintenance interval. Additionally, Ford is updating the Digital Supplemental Owners Guide (SOG) and/or issuing Printed Maintenance Schedule supplements so that customers and technicians have immediate access to the revised maintenance guidelines.

FAQ 8: Will Ford reimburse customers who have already paid for engine damage caused by a timing belt failure?

Answer:

Yes. Eligible owners who previously paid for engine damage caused by a timing belt failure within the original maintenance schedule (or local market variant)—will be eligible for reimbursement of customer-paid and warranty-eligible engine damage. Customers should contact their local Ford dealer to submit their receipts and claim documentation.

FAQ 9: How does engine oil service and oil quality affect the durability of the timing belt?

Answer:

The 2.0L EcoBlue diesel engine utilizes a "wet" timing belt that runs directly in the engine oil. As engine oil ages or becomes diluted by fuel during diesel particulate filter regenerations, it accumulates corrosive contaminants. If oil changes are neglected or if improper specification oil is used, these corrosive agents accelerate the wear and delamination of the timing belt. Following the proper oil service intervals (by both time and mileage) and using the correct Ford-specified oil is critical to maintaining belt durability.

FAQ 10: Why does Taiwan have a different maintenance interval compared to other global markets?

Answer:

As part of our monitoring of real-world fleet customer data, we identified local operating

conditions in Taiwan were contributing to accelerated oil degradation that could affect timing belt durability. This maintenance interval best matches the experience of owners in Taiwan.

FAQ 11: What should dealer service staff do when an affected vehicle is brought in for routine maintenance?

Answer:

Dealer service staff should proactively check the vehicle's service history and remind the customer of the updated maintenance schedule. Staff should verify if the timing belt and tensioner have reached the new threshold of 160,000 km or 6 years or local market equivalent and recommend replacement if due. Dealers should also emphasize the critical importance of adhering to proper oil change intervals and using the correct specification oil to prevent premature belt wear.

Additional Questions to be considered:

Examples:

- **I just received my letter to reduce the service interval but had an engine fail at 180,000km. Can I get a refund? What evidence do I need?**

- Yes, you must provide the following evidence:
 - Evidence showing that the vehicle's owner paid to have the engine replaced or repaired without any prior Ford contribution.
 - Must be dated prior to August 28, 2026.
 - At the date of the repair, the vehicle had to have been less than 10 years and 150,000 miles from the warranty start date.

The engine concern must have been related to the timing belt.

- Provided repair order has to indicate either an oil pressure issue indicative of timing belt degradation or if one of the following Diagnostic Trouble Codes (DTCs) were present – P0016, P0017, P0018, P0019, P033F

Documentation of the last 3 oil changes prior to engine repair or replacement. These oil changes will need to be in accordance with the maintenance schedule, mileage or date, and correct oil type. Ford will consider a maximum delay of 3 months / 1,800 miles in the maintenance interval.

- Only approved lubricants or oils should be used.

- **I received a partial refund for engine damage. Can I get the balance refunded now?**

- You must submit evidence that you have paid to have the engine replaced or repaired without any prior Ford contribution to qualify for reimbursement under this Customer Satisfaction Program. Ford recognizes that some customers may have extenuating circumstances. While these requests may not qualify for reimbursement under this program, Ford will evaluate these requests on a case-by-case basis for additional good will assistance.

- **My engine failed but the receipt does not specifically state "timing belt failed" or specific DTC, can I get a refund?**

- Please provide as much evidence as possible to support your claim for a timing belt-related failure. Ford recognizes that some customers may have extenuating circumstances. While these requests may not qualify for reimbursement under

this program, Ford will evaluate these requests on a case-by-case basis for additional good will assistance

- **My vehicle has been serviced but usually about 5,000 km later than recommended service interval. My engine failed at 170,000 km due to a timing belt failure. Am I eligible for a refund even though I was late getting my vehicle serviced?**
 - Please provide as much evidence as possible to support your claim for a timing belt-related failure. While these requests may not qualify for reimbursement under this program, Ford will evaluate these requests on a case-by-case basis for additional good will assistance.
- **My engine failed but it was not due to the timing belt. Can I get a refund?**
 - No. Eligible owners must have previously paid for engine damage caused by a timing belt failure or a clogged oil pump pickup screen within the original 150,000 mile maintenance schedule (or local market variant). Customers should contact their local Ford dealer to submit their receipts and claim documentation.
- **Ford just increased the cost of servicing my vehicle by \$xx by pulling this service ahead. I would like compensation - how will Ford look after me?**
 - This program is intended to provide a revised service interval, going forward, to help protect the vehicle's engine. This program provides reimbursement for prior repairs or engine replacements.
- **I had my timing belt replaced by a 3rd party repairer (not Ford), then the engine failed. Can I get a refund?**
 - Yes, if the reimbursement criteria is otherwise met. You must provide the following evidence:
 - Evidence showing that the vehicle's owner paid to have the engine replaced or repaired without any prior Ford contribution.
 - Must be dated prior to August 28, 2026.
 - At the date of the repair, the vehicle had to have been less than 10 years and 150,000 miles from the warranty start date.

The engine concern must have been related to the timing belt.

- Provided repair order has to indicate either an oil pressure issue indicative of timing belt degradation or if one of the following Diagnostic Trouble Codes (DTCs) were present – P0016, P0017, P0018, P0019, P033F

Documentation of the last 3 oil changes prior to engine repair or replacement. These oil changes will need to be in accordance with

the maintenance schedule, mileage or date, and correct oil type. Ford will consider a maximum delay of 3 months / 1,800 miles in the maintenance interval.

- Only approved lubricants or oils should be used.
- **I had an engine failure below the new 160,000 km interval (say 120,000 km/5 years), but outside of the warranty period. Ford has now acknowledged this is an issue. Can I get a refund?**
 - Yes, if the reimbursement criteria is otherwise met. You must provide the following evidence:
 - Evidence showing that the vehicle's owner paid to have the engine replaced or repaired without any prior Ford contribution.
 - Must be dated prior to August 28, 2026.
 - At the date of the repair, the vehicle had to have been less than 10 years and 150,000 miles from the warranty start date.

The engine concern must have been related to the timing belt.

- Provided repair order has to indicate either an oil pressure issue indicative of timing belt degradation or if one of the following Diagnostic Trouble Codes (DTCs) were present – P0016, P0017, P0018, P0019, P033F

Documentation of the last 3 oil changes prior to engine repair or replacement. These oil changes will need to be in accordance with the maintenance schedule, mileage or date, and correct oil type. Ford will consider a maximum delay of 3 months / 1,800 miles in the maintenance interval.

- Only approved lubricants or oils should be used.
- **I received my letter today however my vehicle is already over 160,000 km and 6 years. Have I damaged my vehicle? I will get the timing belt replaced immediately. When should I do the next timing belt? Would it be 160,000 km from now or at 250,000 km?**
 - If you receive a low oil pressure light, check engine light, or experience engine noise, pull your vehicle over and seek service to prevent damage to your engine. Otherwise, please schedule your timing belt service in line with the updated maintenance schedule. According to the updated service interval, your next timing belt replacement will be 6 years or 100,000 miles (or local market equivalent) from the time you replace the belt.

- **I own one of these vehicles and had an engine failure while out of warranty, so paid for the repair myself. How do I know it was due to the timing belt? Who decides this – as it will determine whether I get a refund or not?**
 - Please provide as much evidence as possible to support your claim for a timing belt-related failure. Ford will review the provided repair orders to determine whether the failure related to an oil pressure issue indicative of timing belt degradation. Ford offer reimbursement if one of the following Diagnostic Trouble Codes (DTCs) were present – P0016, P0017, P0018, P0019, P033F.

- **I owned one of these vehicles and had a timing-belt related engine failure while out of warranty, so paid for the repair myself. I since sold the vehicle though. Can I still get a refund, even though I no longer own it?**
 - You may still qualify for a refund. Prior vehicle owners should provide as much evidence as possible to support your claim for a timing belt-related failure. Evidence can include a repair order that you brought the vehicle in for repair during your vehicle ownership.

- **My timing belt broke before the original service interval and was repaired at my cost, and now Ford has changed the service interval. I would have paid for the belt change earlier if I was told – will Ford refund my repair costs?**
 - Please provide as much evidence as possible to support your claim for a timing belt-related failure. Ford recognizes that some customers may have extenuating circumstances, these will be evaluated on a case-by-case basis for additional good will assistance.

- **What is Ford doing to stop these belts from being affected by delamination instead of just replacing the belts?**
 - Ford is updating timing belt maintenance intervals to 100,000 miles or 6 years (or local market equivalent) for vehicles equipped with a 2.0L Panther engine (also known as the EcoBlue engine). In the NA, EU, and IMG markets, this includes some B-Max, C-Max, EcoSport, Fiesta, Focus, Mondeo, Transit, Transit Courier, and Transit Custom models. The change is being made due to the observed occurrences of timing belt wear in the field, potential customer duty cycles that can deplete oil detergents, varying oil quality in the field, and general observation that some customers are not following the current timing belt change interval. Ford is instructing owners to service the timing belt earlier to provide more robustness against maintenance related failures resulting from engine maintenance, variable oil quality, and unique usage patterns. Vehicle owners will receive updated vehicle documentation. Depending on the region, this will include an update to the Digital Supplemental Owners Guide (SOG) or Printed Maintenance Schedule supplement – to reflect the new maintenance interval.

FSA 26L01 Amendment Card
Place in your Owner Guide
Updated Timing Belt and Tensioner Maintenance Interval

Scheduled Maintenance

Other maintenance items¹	
Every 20000 miles (32000 km)	Replace cabin air filter.
Every 30000 miles (48000 km)	Replace engine air filter.
At 100000 miles (160000 km)	Change engine coolant. ²
Every 100000 miles (160000 km)	Replace spark plugs.
	Inspect accessory drive belt(s). ³
Every 150000 miles (240000 km)	Change automatic transmission fluid.
	Change manual transmission fluid.
	Replace accessory drive belt(s) if not replaced within the last 100000 miles (160000 km).
Every 100000 miles (160000 km) or 6 years. Whichever comes first.	Replace timing belt and tensioner (2.0L engine).

¹ Perform these maintenance items within 3000 miles (4800 kilometers) of the last engine oil and filter change. Do not exceed the designated distance for the interval.

² Initial replacement at six years or 100000 miles (160000 kilometers), then every three years or 50000 miles (80000 kilometers).

³ After initial inspection, inspect every other oil change until replaced.



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

September 2026

Customer Satisfaction Program 26L01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

Ford Motor Company reviews the performance, quality, and reliability of its global vehicle fleets on a periodic basis and sometimes we make changes to enhance and look after your investment. In this case, we are notifying you that we are changing the service interval for your engine's timing belt and tensioner, as we have determined it should be replaced earlier than was originally anticipated. Our commitment, together with your dealer, is to provide you with the highest level of service and support to protect your investment.

What is the issue?

In your vehicle, it is likely that the current maintenance schedule for your vehicle's timing belt and tensioner calls for replacement at 240,000 km or 10 years. Ford now recommends that the timing belt and tensioner maintenance schedule should be completed at 160,000 km or 6 years, due to potential wear/delamination of the timing belt, which is a wear and tear item, before the original maintenance interval expires.

This type of wear may occur for various reasons, including amount of idling, oil quality or oil degradation, or even improper maintenance, but in any case, could eventually result in a failed timing belt.

Typically, this issue is detectable by the driver before the timing belt fails. As the timing belt fails, you may first receive a warning message on the instrument cluster, then detect an engine noise when the engine timing is incorrect. Eventually, the engine would suffer a loss of power.

What should you do?

Place the included amendment card containing the updated Timing Belt and Tensioner Maintenance Schedule in your vehicle's Owner Guide. If you are beyond the 160,000 km or 6 years recommendation, we recommend that you contact your dealer for a service appointment at your next available time with your dealership. If your vehicle has not yet reached 160,000 km or 6 years disregard this letter and the amendment card. No action is required.

Have you previously paid for this repair?

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for engine repair or replacement service related to the timing belt. Reimbursement requests must be submitted within one year from the date of this letter. To verify eligibility and expedite reimbursement, give your paid original receipts and documents to your dealer:

- Evidence showing that you have paid to have the engine replaced or repaired without any prior Ford contribution.
 - Must be dated prior to August 28, 2026
 - At the date of the repair, the vehicle had to have been less than 10 years and 150,000 miles from the warranty start date.
- The engine concern must have been related to the timing belt.
 - Provided repair order has to indicate either an oil pressure issue indicative of timing belt degradation or if one of the following Diagnostic Trouble Codes (DTCs) were present – P0016, P0017, P0018, P0019, P033F
- Provide documentation of last three oil changes prior to engine repair or replacement. These oil changes will need to be in accordance with the maintenance schedule, mileage or date, and correct oil type. Ford will consider a maximum delay of 3 months / 1,800 miles in the maintenance interval.
 - Only approved lubricants or oils should be used.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Recall Assistance Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle and are not seeking reimbursement for timing belt related engine concerns that occurred while you had ownership of the vehicle, disregard this letter and the amendment card. No action is required.

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