



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 26L02**
Certain 2014-2021 Model Year Various Vehicles
1.0L Fox Classic Engine Timing Belt and Oil Pump Belt Interval Change

AFFECTED VEHICLES (U.S. Population of Affected Vehicles 146,945):

Vehicle	Model Year	Assembly Plant	Build Date Range
Fiesta MCA	2014	Cuautitlan	May 31, 2013 through May 29, 2014
Fiesta MCA	2015	Cuautitlan	March 03, 2014 through July 10, 2015
Fiesta MCA	2016	Cuautitlan	January 22, 2015 through November 25, 2016
Fiesta MCA	2017	Cuautitlan	August 18, 2016 through November 28, 2017
Ecosport India	2018	Chennai (India)	May 02, 2017 through October 06, 2018
Ecosport India	2019	Chennai (India)	June 06, 2018 through October 10, 2019
Ecosport India	2020	Chennai (India)	June 10, 2019 through August 31, 2020
Ecosport India	2021	Chennai (India)	August 24, 2020 through December 24, 2021
Focus	2015	Michigan	July 21, 2014 through September 14, 2015
Focus	2016	Michigan	March 24, 2015 through November 14, 2016
Focus	2017	Michigan	June 14, 2016 through October 16, 2017
Focus	2018	Michigan	June 19, 2017 through May 04, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

For the affected vehicles, the timing belt and oil pump belt replacement interval recommendation is being updated due to factors including poor motor oil quality, buildup of oil contaminants, increased oil acidity and irregular engine maintenance practices that may damage the timing belt. Accelerated timing belt wear can lead to clogged oil-pump pick-up screens from delaminated timing belt material. This can result in a loss of oil pressure and eventually engine seizure. The new recommended timing belt interval is 100,000 miles or 6 years. Whichever occurs first.

SERVICE ACTION

Owner letters and an amendment card will be mailed notifying affected owners of the updated Timing Belt and Oil Pump Belt Maintenance Schedule of 100,000 miles or 6 years. The digital Supplemental Owners Guide (SOG) and/or printed Maintenance Schedule supplement will be updated to reflect the new maintenance interval.

SERVICE ACTION (Continued)

Eligible owners may be reimbursed for engine damage related to the timing belt maintenance interval that may have occurred based on original 10 year/150,000 miles 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:

- The repair must be dated prior to September 14, 2026
- At the date of the repair, the vehicle had to have been less than 10 years old and less than 150,000 miles from the warranty start date
- The provided repair order has to indicate either an oil pressure issue indicative of timing belt degradation, or the repair order shows one of the following Diagnostic Trouble Codes (DTCs) were present – P0016, P0017, P0018, P0019, P033F
- Customers must also provide documentation of the 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. No unapproved lubricants or oils could have been used. Ford will consider a maximum delay of 3 months / 1,800 miles in the maintenance interval

NOTE: Customers that received prior Ford financial assistance for a timing belt-related engine replacement or repair are excluded.

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 below, if applicable.

Photo Submission	No	See Repair Photo Submission section below, if applicable.
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FSA PROGRAM OPTIONS (Continued)

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 Oil Pump Belt Maintenance Schedule are expected to be mailed the week of August 24, 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 26L02**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> by August 25, 2026. Owner Names and Addresses will be available by September 14, 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.

REFUNDS FOR PRIOR ENGINE FAILURES RELATED TO TIMING BELT ISSUES

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:

- The repair must be dated prior to September 14, 2026
- At the date of the repair, the vehicle had to have been less than 10 years old and less than 150,000 miles from the warranty start date
- The provided repair order has to indicate either an oil pressure issue indicative of timing belt degradation, or the repair order shows one of the following Diagnostic Trouble Codes (DTCs) were present – P0016, P0017, P0018, P0019, P033F
- Customers must also provide documentation of the 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. No unapproved lubricants or oils could have been used. Ford will consider a maximum delay of 3 months / 1,800 miles in the maintenance interval

NOTE: Customers that received prior Ford financial assistance for a timing belt-related engine replacement or repair are excluded.



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

August 2026

Customer Satisfaction Program 26L02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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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 oil pump belt, 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?

On your vehicle, Ford has identified factors including poor motor oil quality, buildup of oil contaminants, increased oil acidity and irregular engine maintenance practices that may damage your timing belt, leading to accelerated wear. Eventually, delaminated timing belt material could lead to a clogged oil pump pickup screen, resulting in a loss of oil pressure and eventually engine seizure. To protect against these risk factors, Ford is updating the recommended timing belt maintenance schedule to 100,000 miles or 6 years, whichever occurs first.

What should you do?

Place the included amendment card containing the updated Timing Belt and Oil Pump belt Maintenance Schedule in your vehicle's Owner's Guide. If you are beyond the 100,000 miles or 6 years recommendation, we recommend that you contact your dealer for a service appointment at your next available time with your dealership.

Note: The timing belt and oil pump belt share the same service interval. If you have already had your timing belt and oil pump belt replaced under the prior service interval or as part of another engine repair, the new service interval would start from the date of that repair.

**If seeking
reimbursement for
previous engine
replacement related
to timing belt
concerns**

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, and ensure they meet the following criteria:

- The repair must be dated prior to September 14, 2026
- At the date of the repair, the vehicle had to have been less than 10 years old and less than 150,000 miles from the warranty start date
- The provided repair order has to indicate either an oil pressure issue indicative of timing belt degradation, or the repair order shows one of the following Diagnostic Trouble Codes (DTCs) were present – P0016, P0017, P0018, P0019, P033F
- Customers must also provide documentation of the 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. No unapproved lubricants or oils could have been used. Ford will consider a maximum delay of 3 months / 1,800 miles in the maintenance interval

NOTE: Customers that received prior Ford financial assistance for a timing belt-related engine replacement or repair are excluded.

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 or need assistance with reimbursement, 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



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

Agosto 2026

Programa de satisfacción del cliente 26L02

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

12345678901234567

Ford Motor Company revisa periódicamente el desempeño, la calidad y la confiabilidad de su flota mundial de vehículos y, en ocasiones, realizamos cambios para mejorar y cuidar su inversión. En este caso, le notificamos que vamos a cambiar el intervalo de servicio de la banda de sincronización y la banda de la bomba de aceite de su motor, ya que hemos determinado que deben reemplazarse antes de lo previsto inicialmente. Nuestro compromiso, junto con el de su concesionario, es ofrecerle servicio y apoyo de alto nivel con el fin de proteger su inversión.

¿Cuál es el problema?

En su vehículo, Ford ha identificado factores, incluida mala calidad del aceite de motor, acumulación de contaminantes, aumento de la acidez del aceite y prácticas de mantenimiento irregulares, que pueden dañar la banda de sincronización, lo que conlleva un desgaste acelerado. A la larga, el material de la banda de sincronización que se haya desprendido podría obstruir el filtro de la bomba de aceite, lo que se traduce en una pérdida de presión de aceite y, finalmente, en el agarrotamiento del motor. Con el objetivo de prevenir estos riesgos, Ford está actualizando el programa de mantenimiento recomendado de la banda de sincronización a 100,000 millas o 6 años, lo que ocurra primero.

¿Qué debe hacer?

Coloque la tarjeta de enmienda incluida, que contiene el programa de mantenimiento actualizado de la banda de sincronización y la banda de la bomba de aceite, en el Manual del propietario de su vehículo. Si ya ha superado las 100,000 millas o 6 años, le recomendamos que se ponga en contacto con su concesionario para programar una cita de servicio en cuanto sea posible.

Nota: La banda de sincronización y la banda de la bomba de aceite comparten el mismo intervalo de servicio. Si ya le han reemplazado la banda de sincronización y la banda de la bomba de aceite durante el intervalo de servicio anterior o como parte de otra reparación del motor, el nuevo intervalo de servicio comenzará a contar desde la fecha de dicha reparación.

Si busca un reembolso por un reemplazo anterior del motor, relacionado con problemas de la banda de sincronización

Es posible que cumpla con los requisitos para recibir un reembolso por las reparaciones pagadas previamente. Solo se otorgarán reembolsos por servicios relacionados con la reparación o el reemplazo de la banda de sincronización del motor. Las solicitudes de reembolso deben enviar en el plazo de un año a partir de la fecha de esta carta. Para verificar si califica y agilizar el reembolso, entregue sus recibos y documentos de pago originales a su concesionario y asegúrese de que cumplan con los siguientes criterios:

- La reparación debe tener fecha anterior al 14 de septiembre de 2026.
- En la fecha de la reparación, el vehículo debía tener menos de 10 años y menos de 150,000 millas desde la fecha de inicio de la garantía.
- La orden de reparación proporcionada debe indicar un problema de presión de aceite que indique degradación de la banda de sincronización, o bien la orden de reparación debe mostrar que estaba presente uno de los siguientes códigos de diagnóstico de falla (DTC): P0016, P0017, P0018, P0019, P033F
- Los clientes también deben proporcionar la documentación de los últimos tres cambios de aceite antes de la reparación o reemplazo del motor. Estos cambios de aceite deberán realizarse de acuerdo con el programa de mantenimiento, millaje o fecha y tipo de aceite correcto. No se debe haber usado lubricantes ni aceites no autorizados. Ford considerará un retraso máximo de 3 meses/1,800 millas en el intervalo de mantenimiento

NOTA: Quedan excluidos los clientes que hayan recibido previamente ayuda financiera de Ford para realizar un reemplazo o reparación relacionado con la banda de sincronización del motor.

También puede enviar las solicitudes de reembolso directamente a Ford Motor Company. Para solicitar un reembolso de Ford, envíe la solicitud de reembolso con toda la documentación que se solicita, incluido el recibo original de la reparación (no envíe fotocopias), a Ford Motor Company, P.O. Box 6251, Dearborn, Michigan 48121-6251. El procesamiento de las solicitudes de reembolso que se envían a esta dirección puede tardar hasta 60 días. Se le regresará el recibo original.

Comuníquese con el Centro de asistencia de campañas de Ford al 1-866-436-7332 para obtener información detallada relacionada con la elegibilidad para el programa de reembolso de Ford y los requisitos de documentación.

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

Si ya no posee este vehículo y no está solicitando reembolso por problemas relacionados con la banda de sincronización presentados mientras usted era el propietario, ignore esta carta y la tarjeta de enmienda. No se requiere ninguna acción.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar de inmediato su vehículo o necesita asistencia con el reembolso, 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.

Para ver la carta en español

visite: fordtranslatehub.com



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

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente