



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

June 30, 2026

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Recommended Repair Prior to Sale
Customer Satisfaction Program 26B10**
Certain 2025-2026 Model Year F-150, 2026 Model Year Mustang, Navigator, and
2026-2027 Model Year Expedition Vehicles
Accelerator Pedal Inspection and Replacement

PROGRAM TERMS

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

EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of July 30, 2027 to encourage dealers and customers to have this service performed as soon as possible.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 20,400):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2025	Dearborn Truck	December 15, 2025 through December 20, 2025
F-150	2026	Dearborn Truck	December 20, 2025 through April 3, 2026
F-150	2026	Kentucky Truck	January 9, 2026 through April 2, 2026
Mustang	2026	Flat Rock	December 17, 2025 through March 30, 2026
Expedition	2026	Kentucky Truck	December 15, 2025 through March 27, 2026
Expedition	2027	Kentucky Truck	January 12, 2026 through January 12, 2026
Navigator	2026	Kentucky Truck	December 15, 2025 through March 20, 2026

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On some of the affected vehicles, the accelerator pedal circuit board resistors may be damaged. This may cause the vehicle to accelerate slower than expected until it reaches the desired speed. The brake override accelerator function remains fully active. The customers may experience a Check Engine Light, and sluggish acceleration.

SERVICE ACTION

Before delivering any in-stock vehicles involved in this program, dealers are recommended to inspect the accelerator pedal for suspect serial numbers and replace the affected pedal. This service must be performed on all affected vehicles at no charge to the vehicle owner.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See 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)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing 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	No	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 6, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>
- 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 26B10**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on June 30, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 30, 2026. Owner names and addresses will be available by July 24, 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

Rental vehicles are not approved for this program.

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.
- Enter the VIN, the accelerator pedal serial number, and photo of the serial number into the Parts Info Center website. (See Technical Instructions).
- If the pedal requires replacement, contact the SSSC and provide photos of the following:
 - VIN
 - Mileage
 - Open R.O.
 - Result Code

Customer Satisfaction Program 26B10**REPAIR PHOTO SUBMISSION (continued)**

- 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 FSAs / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage.**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market 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:
 - Claim type 31: Field Service Action
 - Sub Code: 26B10
 - Customer Concern Code (CCC): H20
 - Condition Code (CC): 42
 - Causal Part Number: 9F836, 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.

Customer Satisfaction Program 26B10

- **CLAIMS PREPARATION AND SUBMISSION (continued)**
 - 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.

Customer Satisfaction Program 26B10

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)
<p><u>All Vehicles:</u></p> <ul style="list-style-type: none"> • Inspect the accelerator pedal and take a photo of the serial number. • Input information in the Parts Info Center website. • The site displays accelerator pedal does not require replacement. This passes inspection. <p>This labor operation code closes the FSA.</p>	26B10A	0.3
<u>Adjustable Pedal</u>		
<p><u>Navigator:</u></p> <ul style="list-style-type: none"> • Inspect accelerator pedal and take a photo of the serial number. • Input information in the Parts Info Center website. • If the site displays accelerator pedal requires replacement, provide photos of the VIN, Mileage, Open R.O. and Result Code to SSSC and an approval code will be provided. • Replace the accelerator pedal. <p>This labor operation code closes the FSA.</p>	26B10B	1.3
<p><u>Expedition:</u></p> <ul style="list-style-type: none"> • Inspect accelerator pedal and take a photo of the serial number. • Input information in the Parts Info Center website. • If the site displays accelerator pedal requires replacement, provide photos of the VIN, Mileage, Open R.O. and Result Code to SSSC and an approval code will be provided. • Replace the accelerator pedal. <p>This labor operation code closes the FSA.</p>	26B10C	0.9
<p><u>F-150:</u></p> <ul style="list-style-type: none"> • Inspect accelerator pedal and take a photo of the serial number. • Input information in the Parts Info Center website. • If the site displays accelerator pedal requires replacement, provide photos of the VIN, Mileage, Open R.O. and Result Code to SSSC and an approval code will be provided. • Replace the accelerator pedal. <p>This labor operation code closes the FSA.</p>	26B10F	0.7

Customer Satisfaction Program 26B10

LABOR ALLOWANCES (continued)

Description	Labor Operation	Labor Time Hour(s)
<u>Fixed Pedal</u>		
<p><u>Mustang:</u></p> <ul style="list-style-type: none"> Inspect accelerator pedal and take a photo of the serial number. Input information in the Parts Info Center website. If the site displays accelerator pedal requires replacement, provide photos of the VIN, Mileage, Open R.O. and Result Code to SSSC and an approval code will be provided. Replace the accelerator pedal. <p>This labor operation code closes the FSA.</p>	26B10D	0.5
<p><u>F-150, Expedition, and Navigator:</u></p> <ul style="list-style-type: none"> Inspect accelerator pedal and take a photo of the serial number. Input information in the Parts Info Center website. If the site displays accelerator pedal requires replacement, provide photos of the VIN, Mileage, Open R.O. and Result Code to SSSC and an approval code will be provided. Replace the accelerator pedal. <p>This labor operation code closes the FSA.</p>	26B10E	0.5

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)
<p>Lincoln Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	26B10LL	0.5
<p>Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	26B10PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

Inspection required, see Technical Instructions. SSSC site completion and SSSC has provided an approval code to proceed with the repair. To place an order for a replacement accelerator pedal, submit a VIN-specific Approval Request contact via the SSSC Web Contact Site.

Customer Satisfaction Program 26B10

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Service Part Number	Claim Quantity	Order Quantity	Description
-9F836-	1	Only if does not pass	Accelerator Pedal (part number varies by vehicle – use Ford ECat to identify the specific part number by VIN)

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 2025-2026 MODEL YEAR F-150, 2026 MODEL YEAR MUSTANG, NAVIGATOR, AND 2026-2027 MODEL YEAR EXPEDITION VEHICLES – ACCELERATOR PEDAL INSPECTION AND REPLACEMENT

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.

SERVICE PROCEDURE

1. From underneath the driver's side dashboard, locate the sticker on the left-hand side of the accelerator pedal. Take a photo of the sticker and record the serial number. See Figure 1.

NOTE: F-150 shown, all others similar.



FIGURE 1



2. Go to www.ford.partsinfocenter.com or www.lincoln.partsinfocenter.com or use the QR codes in Figure 2, and enter the VIN, serial number and upload a photo of the accelerator pedal serial number to determine if the accelerator pedal passes inspection.

- Did the website display that the accelerator pedal does not pass inspection and require replacement?

YES - DOES NOT PASS INSPECTION - Contact the Special Service Support Center (SSSC) and provide photos of the following. Then proceed to Step 3.

- VIN
- Mileage
- Open R.O.
- Result Code

NO - PASSES INSPECTION - This completes the FSA.

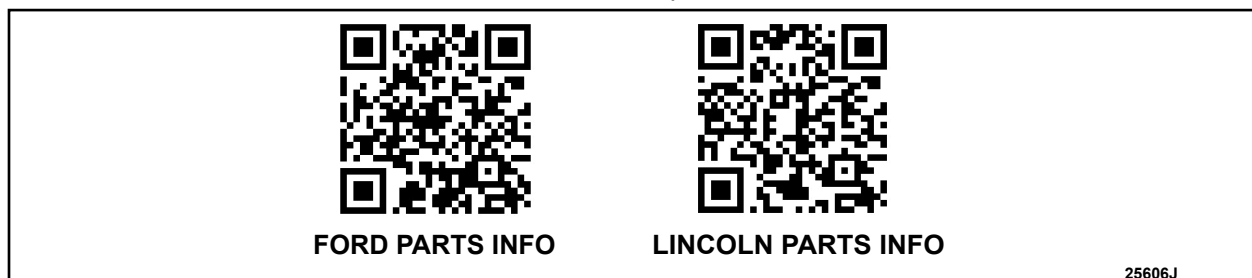


FIGURE 2

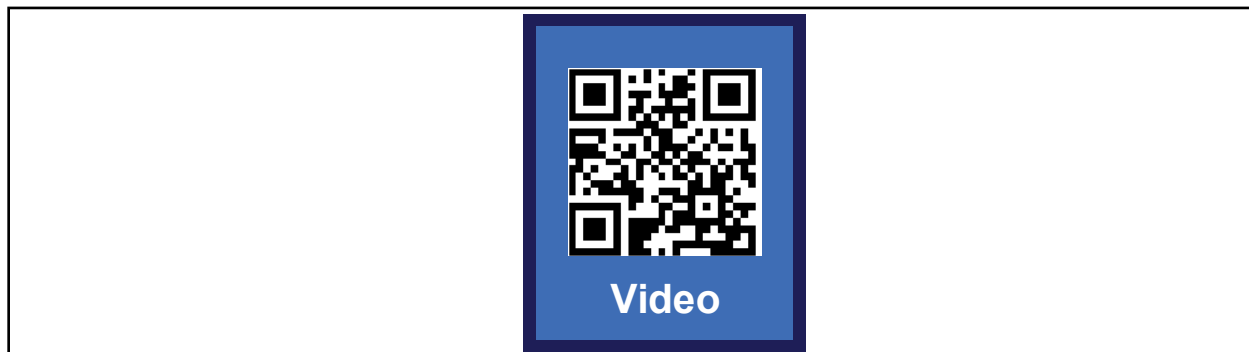
3. Once the approval code is received from the SSSC, replace the accelerator pedal. Follow the Workshop Manual (WSM) procedures in Section 310-02.



IMPORTANT: For vehicles equipped with adjustable pedals, the indexing procedure may require connecting and disconnecting the adjustable pedal motor drive cable. To avoid damage to the clip, see additional information below.

ADDITIONAL INFORMATION FOR VEHICLES EQUIPPED WITH ADJUSTABLE PEDALS

NOTE: A video of connecting and disconnecting the adjustable pedal motor drive cable can be found by clicking [here](#), or scanning the QR code below.



NOTICE: To avoid cracking or breaking the clip when disconnecting the cable, make sure to use needle-nose pliers only. Do NOT use slip-joint or hose-clamp pliers. See Figures 3 and 4.

NOTE: When performing the pedal indexing, use an inspection mirror to help measure the gap between the screw head and the moving structure of the accelerator pedal in Step 6 of the WSM procedure.

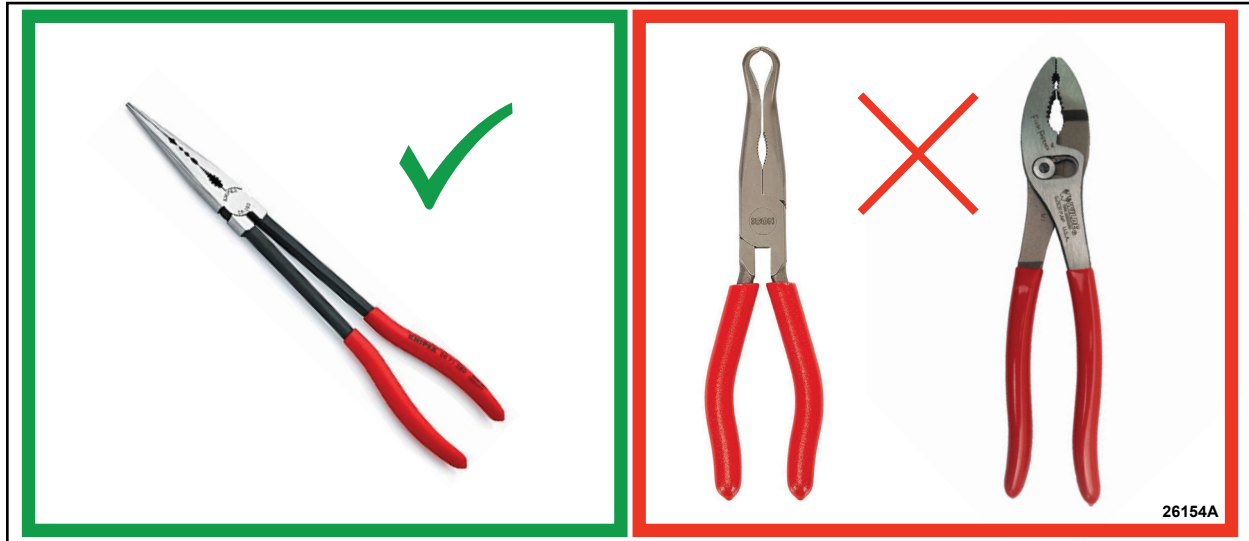


FIGURE 3

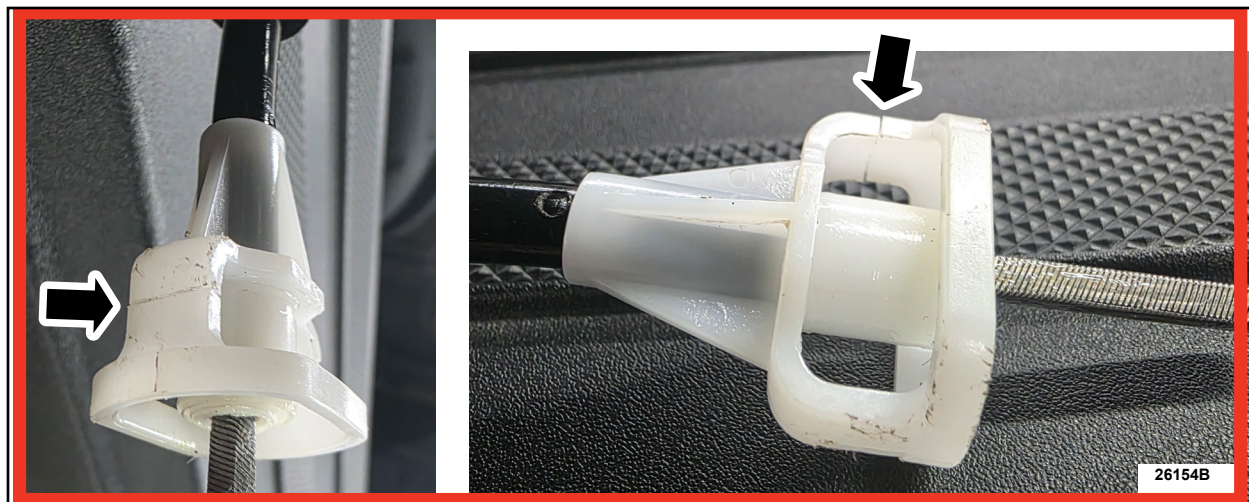


FIGURE 4

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

July 2026

Customer Satisfaction Program 26B10

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?** On some of the affected vehicles, the accelerator pedal circuit board resistors may be damaged. This may cause the vehicle to accelerate slower than expected until it reaches the desired speed. The brake override accelerator function remains fully active.
- What is the effect?** The customers may experience a Check Engine Light, and sluggish acceleration.
- 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 inspect and if necessary, replace your accelerator pedal free of charge under the terms of this program.
This Customer Satisfaction Program will be in effect until July 30, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 26B10.
If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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

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.

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.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner or lessee.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you have questions or concerns, please contact our **Ford Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

To view the letter in Spanish

visit: fordtranslatehub.com

Para ver la carta en español

viste: fordtranslatehub.com



Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

Thank you for your attention to this important matter.

Customer Service Division



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

Julio 2026

Programa de satisfacción del cliente 26B10

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?

En algunos de los vehículos afectados, las resistencias de la tarjeta de circuitos del pedal del acelerador podrían estar dañadas. Esto podría provocar que el vehículo acelere más lentamente de lo esperado hasta alcanzar la velocidad deseada. La función de aceleración con anulación del freno permanece totalmente activa.

¿Cuál es el efecto?

Los clientes podrían experimentar el encendido de la luz de revisión del motor y una aceleración lenta.

¿Qué medidas adoptarán Ford y su concesionario?

En este momento, las piezas para reparar su vehículo se encuentran disponibles. Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su concesionario a inspeccionar y, si fuera necesario, reemplazar el pedal del acelerador, sin costo alguno, conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 30 de julio de 2027, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más. Además, se realizará una inspección del vehículo para determinar si se deben solicitar repuestos.

¿Qué debe hacer?

Llame a su concesionario lo antes posible para programar una cita de servicio para realizar el Programa de satisfacción del cliente 26B10.

¿Qué debe hacer?
(continuación)

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, 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 realizar 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 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.

¿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.

¿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.

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



Lincoln
PO Box 1904
Dearborn, Michigan 48121

July 2026

Customer Satisfaction Program 26B10

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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- What is the effect?** The customers may experience a Check Engine Light, and sluggish acceleration.
- 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 inspect and if necessary, replace the accelerator pedal free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until July 30, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.
- What should you do?** Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program 26B10. 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.

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

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.

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Thank you for your attention to this important matter.

Lincoln



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Julio 2026

Programa de satisfacción del cliente 26B10

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?** En algunos de los vehículos afectados, las resistencias de la tarjeta de circuitos del pedal del acelerador podrían estar dañadas. Esto podría provocar que el vehículo acelere más lentamente de lo esperado hasta alcanzar la velocidad deseada. La función de aceleración con anulación del freno permanece totalmente activa.
- ¿Cuál es el efecto?** Los clientes podrían experimentar el encendido de la luz de revisión del motor y una aceleración lenta.
- ¿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 inspeccionar y, si fuera necesario, reemplazar el pedal del acelerador, sin costo alguno, conforme a los términos de este programa.
Este Programa de satisfacción del cliente tendrá vigencia hasta el 30 de julio de 2027, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.
- ¿Cuánto tiempo tomará?** El tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su minorista tarde un poco más. Además, se deberá realizar una inspección del vehículo para determinar si se deben solicitar piezas.
- ¿Qué debe hacer?** Llame a su minorista lo antes posible para programar una cita de servicio para realizar el Programa de satisfacción del cliente 26B10.
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.

¿Qué debe hacer?
(continuación)

Lincoln le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de realizar 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 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.

¿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.

Para ver la carta en español

visite: lincolnterminatehub.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.

Lincoln