



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

June 5, 2026

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **Recommended Repair Prior to Sale  
Customer Satisfaction Program 26B11**  
Certain 2025 Model Year Expedition and Navigator Vehicles  
Front and Rear Door Paint Correction and Upper Moulding Isolator Installation

**PROGRAM TERMS**

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

**EXPIRATION DATE**

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

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 44,525):**

Vehicle	Model Year	Assembly Plant	Build Date Range
Expedition	2025	Kentucky Truck	January 8, 2025 through June 27, 2025
Navigator			

We recommend dealers utilize their FSA VIN Lists' names and addresses to contact customers with affected vehicles. This will help minimize the number of vehicles that may have upper door paint rub through, which requires a more extensive repair. FSA VIN Lists are expected to be available on June 5, 2026.

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

On all of the affected vehicles, a moulding was installed on the passenger doors with insufficient gap between the moulding and the door paint. On some vehicles, this can cause the upper door paint to rub through.

**SERVICE ACTION**

Dealers are to remove the four upper door mouldings at the B pillar area and inspect for paint scratches. If scratches are present, then the paint will be repaired with touch-up paint. A rubber isolator will be installed on all four mouldings to prevent future damage. 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 <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.

## **FSA PROGRAM OPTIONS (Continued)**

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

**Note:** For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of June 8, 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 FMCDDealer Warranty Portal Page):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/wty.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html)
- FSA Policy Document (located on FMCDDealer FSA Resources Page for Ford and Lincoln dealerships):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/fsa/rsc.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html)
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):  
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>
- The Mobile Repair / Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS:  
<https://www.fordtechservice.dealerconnection.com>

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division

**Customer Satisfaction Program 26B11****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a Mobile Service Repair (MRA5)

**OASIS ACTIVATION**

OASIS will be activated on June 5, 2026.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 5, 2026. Owner names and addresses will be available by June 26, 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.

**Customer Satisfaction Program 26B11****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 only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims:
    - Claim type 31: Field Service Action
    - Sub Code: 26B11
    - Customer Concern Code (CCC): N40
    - Condition Code (CC): 70
    - Causal Part Number: 7820554, Quantity 1
  - 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

Customer Satisfaction Program 26B11

**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)
Remove all four door upper mouldings, remove foam, clean the mouldings, install rubber isolator, and reinstall the mouldings. <b>This labor operation code closes the FSA.</b>	<b>26B11B</b>	<b>3.2</b>

**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)
Extra time for 360 degree camera alignment (if equipped)	<b>26B11C</b>	<b>0.5</b>
Tape, clean, and touch up paint one door. Cannot be claimed with E, F, or G.	<b>26B11D</b>	<b>0.1</b>
Tape, clean, and touch up paint two doors. Cannot be claimed with D, F, or G.	<b>26B11E</b>	<b>0.2</b>
Tape, clean, and touch up paint three doors. Cannot be claimed with D, E, or G.	<b>26B11F</b>	<b>0.3</b>
Tape, clean, and touch up paint four doors. Cannot be claimed with D, E, or F.	<b>26B11G</b>	<b>0.4</b>
<b>Lincoln Vehicle Pick-Up &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pick-Up &amp; Delivery contract coverage of 4 years/50,000 miles.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	<b>26B11LL</b>	<b>0.5</b>
<b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	<b>26B11PP</b>	<b>0.5</b>

Customer Satisfaction Program 26B11

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Inspection required, see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
SL1Z-7820555-A	1	1	1	Left Front isolator
SL1Z-7820554-A	1	1	1	Right Front isolator
SL1Z-78255A35-A	1	1	1	Left Rear isolator
SL1Z-78255A34-A	1	1	1	Right Rear isolator
****-19500-****	Up to 1 if needed	1	1	Paint pen (*verify color and part number using parts catalog and OASIS)

Order your parts requirements through normal order processing channels. 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 2025 MODEL YEAR NAVIGATOR AND EXPEDITION VEHICLES — FRONT AND REAR DOOR PAINT CORRECTION AND UPPER MOULDING ISOLATOR INSTALLATION

### SERVICE PROCEDURE

**IMPORTANT!** The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 15936 for more details.

**IMPORTANT!** This procedure was modified from the original Workshop Manual (WSM) procedure. Follow technical instructions carefully. The Aft Rear Door Upper Moulding does not need to be removed for this repair.

**NOTE:** A video of the service procedure can be found by clicking the video icon. 

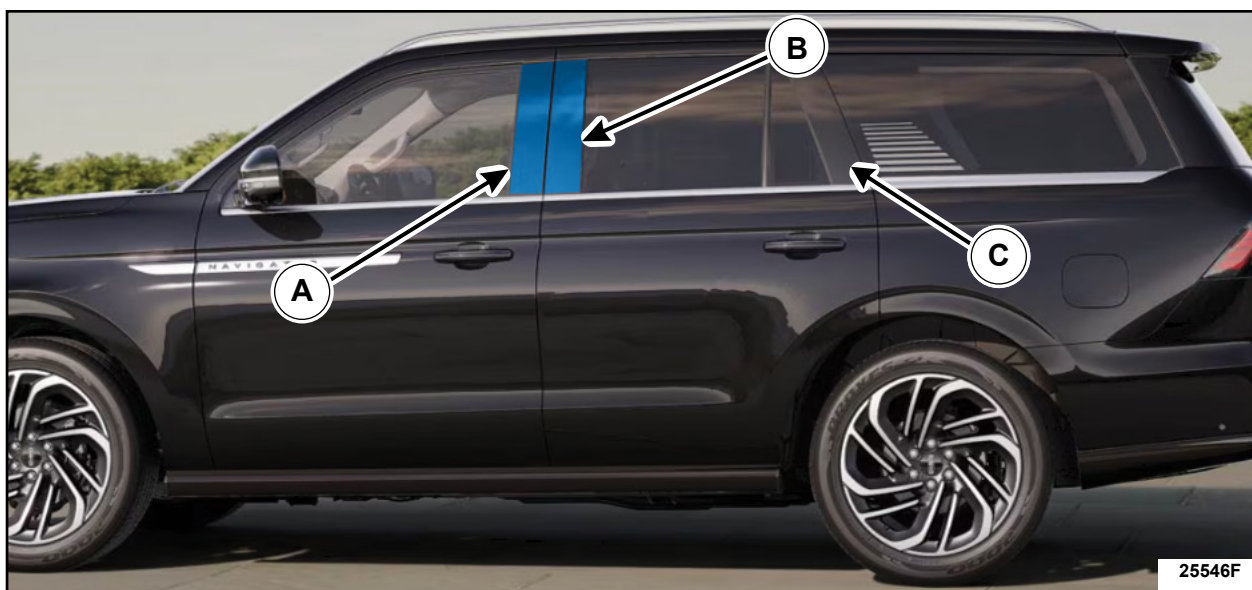


**NOTE:** Touch up paint steps not shown in the video.

1. Remove the Left-Hand (LH) and Right-Hand (RH) **Front Door** Upper Mouldings. Follow the Workshop Manual (WSM) procedures in Section 501-08. See Figure 1.
2. Remove the LH and RH Fore **Rear Door** Upper Mouldings. Follow the WSM procedures in Section 501-08. See Figure 1.

**NOTE:** The Aft Rear Door Upper Moulding does not need to be removed for this repair.

- A. Front Door Upper Moulding
- B. Fore Rear Door Upper Moulding
- C. Aft Rear Door Upper Moulding - **DO NOT REMOVE**



**FIGURE 1**



3. Inspect the upper channel of all four doors for paint scuffing. See Figure 2.

- Was any paint scuffing found to the upper channel of any of the four doors?

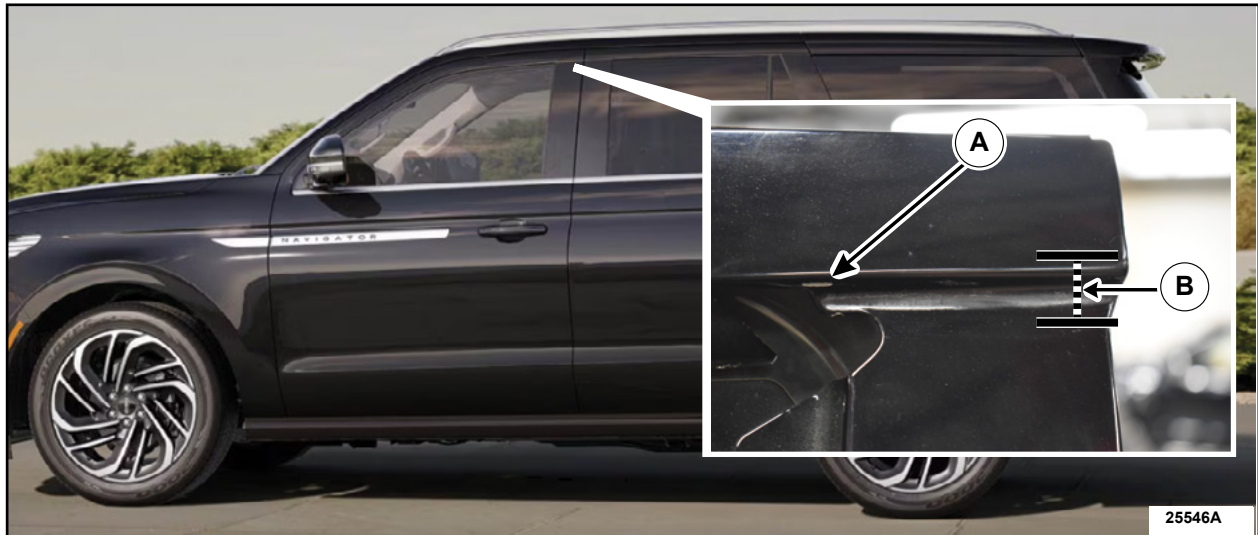
**YES** - Proceed to Step 4.

**NO** - Proceed to Step 7.

**NOTE:** Driver side front door shown, others are similar.

A. Example Of Paint Scuffing

B. Upper Channel

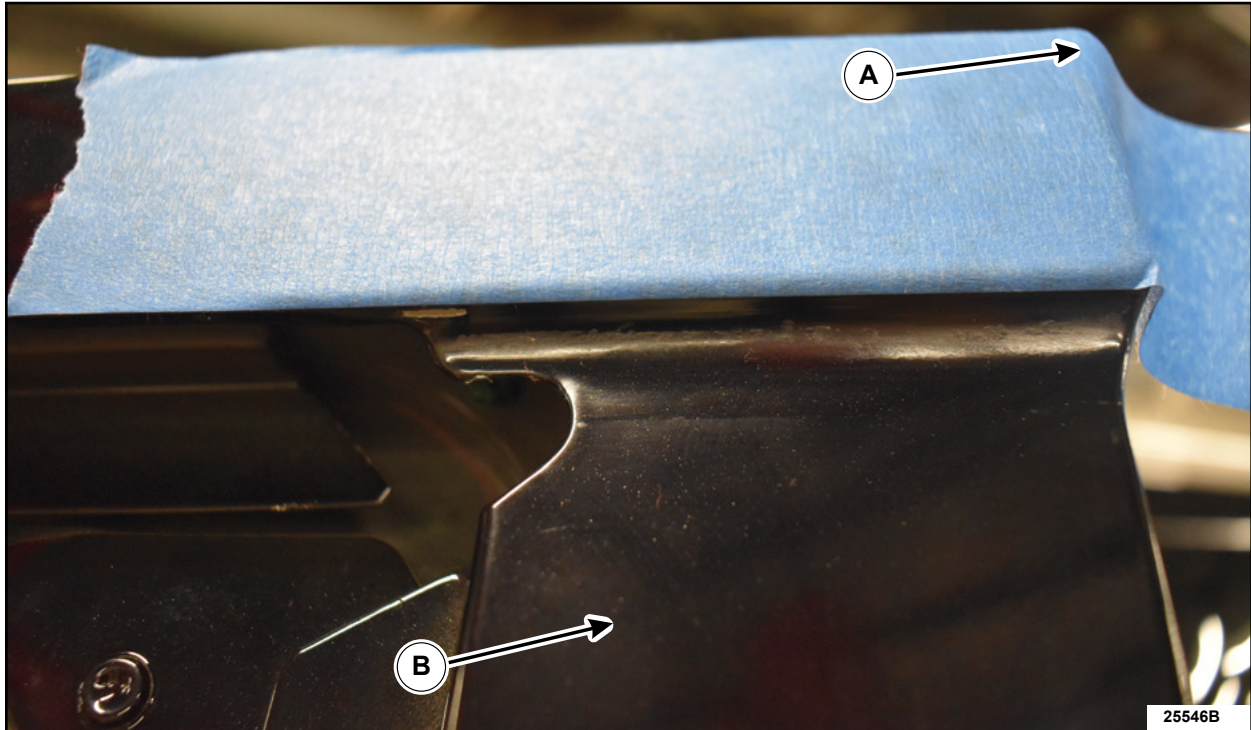


**FIGURE 2**



4. Using masking tape, cover the surrounding surface above the upper channel where paint scuff was found. See Figure 3.

- A. Top corner of the door
- B. Surface behind the moulding



**FIGURE 3**

5. Clean the surface that will require the touch up paint with isopropyl alcohol.

**NOTE:** Find the paint code by entering the VIN into PTS, or by inspecting the vehicle's LH front door jamb.

**NOTE:** Before beginning step 6, make sure you apply the paint correction to the damaged area **ONLY**.

6. Apply touch up paint with a dab technique utilizing the applicator. Follow the directions on the paint pen for appropriate dry time.

**NOTE:** Repeat steps 4-6 on all doors with paint scratches in the upper channel.



7. Lay the mouldings face down on a shop towel or other soft surface to expose the back side.

8. Remove and discard the top foam seal from each moulding. See Figure 4.

A. Top of moulding



FIGURE 4

9. Clean the newly exposed area of the mouldings with isopropyl alcohol and a lint-free wipe.  
See Figure 5.

**NOTICE: DO NOT** get the cleaner on the face side of the Upper Door Mouldings or damage may occur.

**NOTE:** Make sure everything above the **ALIGNMENT LINE** is clean and free of any adhesive residue.

- A. Alignment line
- B. Surface to be cleaned
- C. Top of moulding

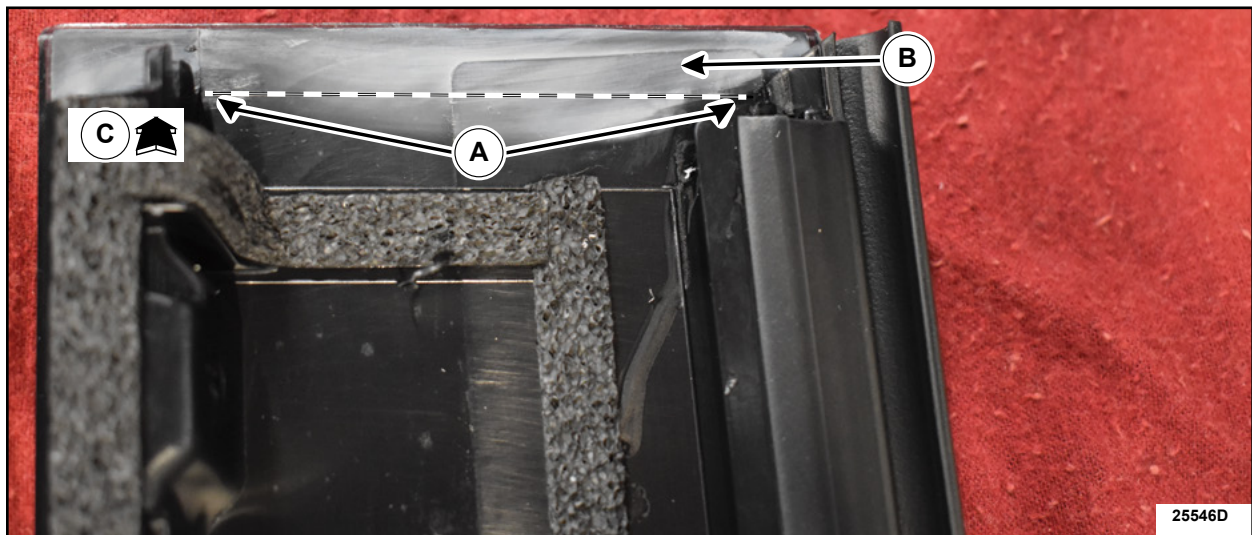


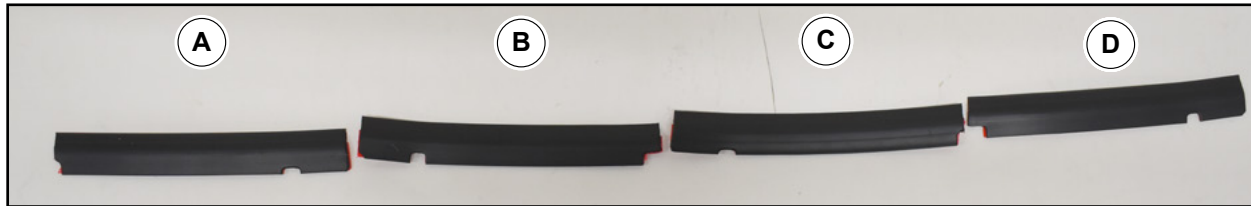
FIGURE 5



10. Match each rubber isolator to its respective Upper Door Moulding. See Figure 6.

**NOTE:** All four isolators are unique and must be placed on the correct moulding. Refer to the bulletin for the correct part numbers.

- A. Left Front Isolator
- B. Left Rear Isolator
- C. Right Front Isolator
- D. Right Rear Isolator

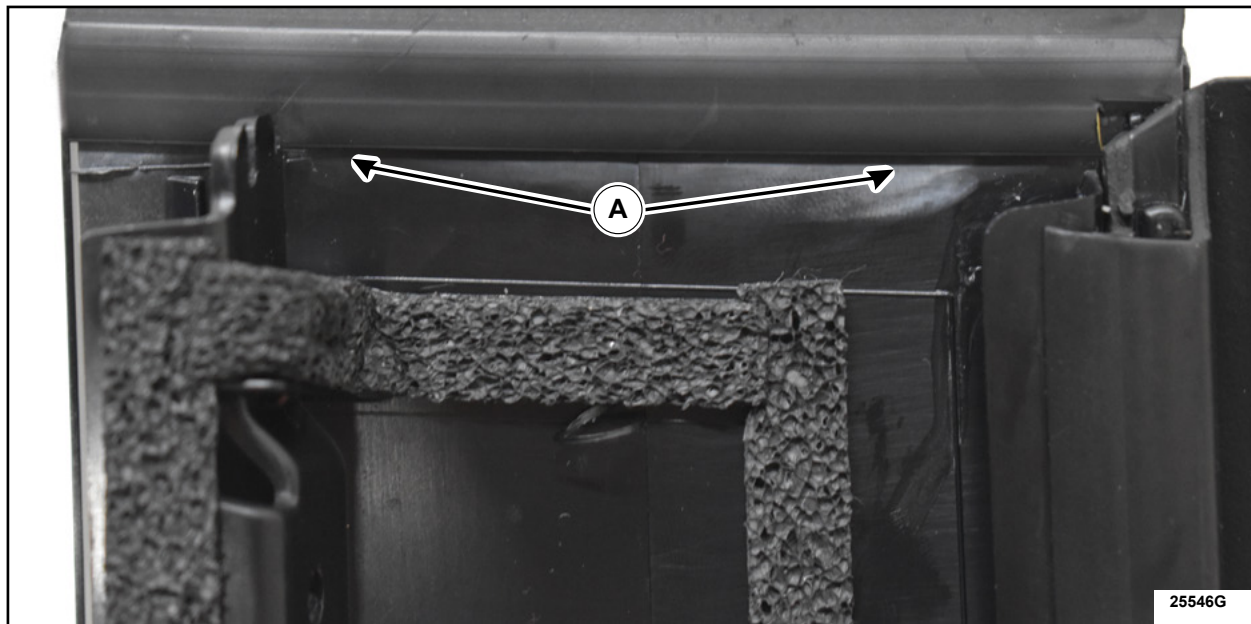


**FIGURE 6**

11. Once the area is clean and dry, carefully peel back the tape on the rubber isolator. Place the adhesive side onto the back portion of the Upper Door Moulding. Be sure to use the **ALIGNMENT LINE** in Figure 7.

**NOTE:** Keep the adhesive free of dirt, debris, and contaminants during installation.

- A. Alignment line



**FIGURE 7**

12. Install the LH and RH Front Door Upper Mouldings. Follow the WSM procedures in Section 501-08.



13. Install the LH and RH Fore Rear Door Upper Mouldings. Follow the WSM procedures in Section 501-08.

- A. Correct - The moulding is adjusted to the highest position and the rubber isolator is aligned.
- B. Incorrect - The moulding is adjusted to the highest position, but the rubber isolator is misaligned or rolled behind the molding.

**NOTE:** During installation, adjust the mouldings to their highest possible position without causing the rubber isolators to become misaligned or roll behind the mouldings. See Figure 8.

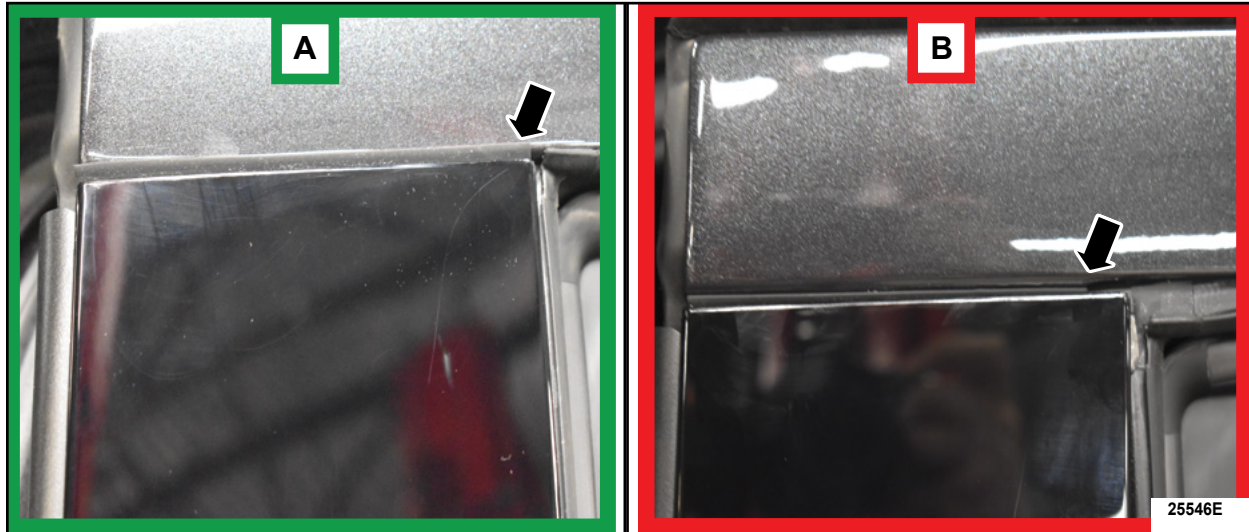


FIGURE 8





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

June 2026

## Customer Satisfaction Program 26B11

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?** Plastic mouldings on your vehicle's doors may be installed with insufficient clearance to the door paint.
- What is the effect?** This may result in the paint being scratched on the upper portion of your doors.
- 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 perform a touch up paint repair and install a rubber isolator to the mouldings free of charge under the terms of this program.  
This Customer Satisfaction Program will be in effect until June 30, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is 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?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 26B11.  
If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.  
Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.  
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](http://ford.com/support).

**To view the letter in Spanish**

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

**Para ver la carta en español**

viste: [fordtranslatehub.com](http://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 o QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

Thank you for your attention to this important matter.

Customer Service Division



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

Junio 2026

Programa de satisfacción del cliente 26B11

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

12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino que también lograr la plena satisfacción del cliente. Para demostrar este compromiso, estamos proporcionando un programa de satisfacción del cliente sin cargo para su vehículo.

**¿Por qué recibe este aviso?**

Es posible que las molduras de plástico de las puertas de su vehículo se hayan instalado sin dejar suficiente espacio libre con respecto a la pintura de la puerta.

**¿Cuál es el efecto?**

Esto puede provocar que la pintura de la parte superior de las puertas se raye.

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

**En este momento, las piezas para reparar su vehículo se encuentran disponibles.** En beneficio de la satisfacción del cliente, Ford Motor Company ha autorizado a su concesionario a realizar una reparación de retoque de pintura y a instalar un aislante de hule en las molduras sin costo alguno, conforme a los términos de este programa.  
Este Programa de satisfacción del cliente estará vigente hasta el 30 de junio de 2027, sin importar el millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

**¿Cuánto tiempo tomará?**

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

**¿Qué debe hacer?**

Llame a su concesionario lo antes posible para programar una cita de servicio con el fin de realizar el Programa de satisfacción del cliente 26B11. Si aún no tiene un concesionario para realizar el servicio, puede acceder a [ford.com/support](http://ford.com/support) para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

**¿Qué debe hacer?**  
(continuación)

Ford Motor Company le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la 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](http://ford.com/support).

**Para ver la carta en español**

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



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

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente



Lincoln  
PO Box 1904  
Dearborn, Michigan 48121

June 2026

Customer Satisfaction Program 26B11

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

12345678901234567

At Lincoln, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

**Why are you receiving this notice?** Plastic mouldings on your vehicle's doors may be installed with insufficient clearance to the door paint.

**What is the effect?** This may result in the paint being scratched on the upper portion of your doors.

**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 perform a touch up paint repair and install a rubber isolator to the mouldings free of charge under the terms of this program.  
This Customer Satisfaction Program will be in effect until June 30, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.

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

**What should you do?** Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program 26B11.  
If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://www.lincoln.com/support) for retailer addresses, maps, and driving instructions. Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.  
NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln: Lincoln Owner App. The app can be downloaded through the App Store or Google Play.

**Pickup and Delivery**

Complimentary vehicle Pickup & Delivery service may also be available upon request from your retailer. Your retailer will pick up your vehicle and return it with the repair completed.

**What if you no longer own this vehicle?**

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

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

**Can we assist you further?**

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

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

If you wish to contact us through the internet, our address is [lincoln.com/support](https://lincoln.com/support).

**To view the letter in Spanish**

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

**Para ver la carta en español**

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

Lincoln



Lincoln  
PO Box 1904  
Dearborn, Michigan 48121

Junio 2026

Programa de satisfacción del cliente 26B11

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

12345678901234567

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

**¿Por qué recibe este aviso?**

Es posible que las molduras de plástico de las puertas de su vehículo se hayan instalado sin dejar suficiente espacio libre con respecto a la pintura de la puerta.

**¿Cuál es el efecto?**

Esto puede provocar que la pintura de la parte superior de las puertas se raye.

**¿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 realizar una reparación de retoque de pintura y a instalar un aislante de hule en las molduras sin costo alguno, conforme a los términos de este programa.

Este Programa de satisfacción del cliente estará vigente hasta el 30 de junio de 2027, sin importar el millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

**¿Cuánto tiempo tomará?**

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

**¿Qué debe hacer?**

Llame a su minorista lo antes posible para programar una cita de servicio con el fin de realizar el Programa de satisfacción del cliente 26B11.

Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](https://www.lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

Lincoln le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo.

**¿Qué debe hacer?**  
(continuación)

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**

También puede solicitar a su concesionario un servicio gratuito de retiro y entrega del vehículo. 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](http://lincoln.com/support).

**Para ver la carta en español**

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