



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

June 23, 2026

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 26B14**  
Certain 2025 Model Year Explorer Vehicles  
Missing Google Automotive Services  
Accessory Protocol Interface Module (APIM) Software Update

**PROGRAM TERMS**

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

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 82):**

Vehicle	Model Year	Assembly Plant	Build Date Range
Explorer	2025	Chicago	May 15, 2024 through July 8, 2024

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

On all the affected vehicles, Google services such as Google Maps, Google Assistant, and Google Play are missing from the infotainment screen.

**SERVICE ACTION**

Dealers are to reprogram the Accessory Protocol Interface Module (APIM) using the Programmable Module Installation (PMI) procedure to restore Google services functionality. 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.
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.

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

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 22, 2026. 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 Letter

### **REFERENCE MATERIAL**


- Warranty & Policy Manual (located on FMCDealer 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 FMCDealer 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 26B14****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All Vehicles Affected
  -  - Not a Mobile Service Repair (MRA5)

**OASIS ACTIVATION**

OASIS will be activated on June 23, 2026.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 23, 2026. Owner names and addresses will be available by June 29, 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.

**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.
- **Software module replacement:**
  - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
  - Claiming the MT26B14RR labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.

**Customer Satisfaction Program 26B14****ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) (Continued)**

- **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.

**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.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC17526 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: 26B14
    - Customer Concern Code (CCC): A45
    - Condition Code (CC): 04
    - Causal Part Number: 14H522, Quantity 0
  - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

Customer Satisfaction Program 26B14

**LABOR ALLOWANCES**

**Note:** (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
Reprogram the Accessory Protocol Interface Module (APIM) using the Programmable Module Installation (PMI) function in FDRS. <b>This labor operation code closes the FSA.</b>	26B14B	1.2

**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)
APIM software failed and/or APIM module replacement required. SSSC approval is not required unless M-Time is exceeded. <b>Clock times should be consistent with vehicle history on PTS.</b>	MT26B14RR	Up to 4.6
<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.	26B14PP	0.5

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2025 MODEL YEAR EXPLORER VEHICLES — MISSING GOOGLE AUTOMOTIVE SERVICES - ACCESSORY PROTOCOL INTERFACE MODULE (APIM) SOFTWARE UPDATE

### SERVICE PROCEDURE

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

### Module Programming

#### VCM3/VCMM

It is highly recommended that a Vehicle Communication Module 3 (VCM3) or Vehicle Communication Measurement Module (VCMM) be used when updating vehicle software. Using a VCM3 or VCMM reduces the chances of programming failures on modules when very large files are being transferred.

#### FSA Quick Response Team – Assistance for Software Related Concerns Performing This FSA

**If you experience software programming errors or multiple programming failures, require module replacement, or have difficulty generating a Software Verification Code (SVC) for this FSA, contact the FSA Quick Response Team using the link shown in Figure 4 from the Ford Diagnostic and Repair System (FDRS).**

- A Repair Validation Code (RVC) will be provided, if needed, by the FSA Quick Response Team if module replacement is required.

#### **If you are provided with an RVC:**

- **For this program it is NOT necessary to contact the SSSC for additional approvals, this includes the following:**
  - additional labor hours, unless M-time is exceeded. Refer to the Dealer Bulletin Labor Allowances.
  - module replacement
  - related damage

**NOTE:** Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.



1. Launch FDRS. Make sure FDRS is updated to the latest version.

**NOTE:** Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

2. Check the vehicle's **State of Charge (SOC)** by performing the following:

- a. Double click the battery icon in the lower right corner of FDRS.
- b. Make sure that the SOC reads over 50%. If the SOC is less than 50%, fully recharge the vehicle's 12-volt battery using the DCA-8000 tester to verify battery condition.
- c. Using FDRS, navigate to toolbox tab > BCM > **Reset Battery**. Monitor Sensor Learned Values application. Perform the Battery Monitor System (BMS) reset.

3. Set the Rotunda battery tester and charger to maintain 12.6 to 13.6 volts. Monitor the voltage real time using the indicator at the bottom right corner of FDRS to make sure that it is within this range.

**The SOC must be greater than 50% to continue with this FSA.**

**NOTE:** Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

**NOTE:** If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection, and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

**NOTE:** Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.

4. Turn off the engine time-out feature in the center display.

- a. From the center display screen, select the Vehicle icon.
- b. Select the Settings icon.
- c. Switch the 30 min Max Idle to OFF.

5. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

**NOTE:** Available modules are shown on the left-hand (LH) side of the screen and available procedures are listed on the right-hand (RH) side of the screen. Modules that are communicating are highlighted in green.

6. Select **Toolbox** tab.

7. Select **Multi-Module** tab.

8. Select **Read the Configuration Data**. Click **RUN**.



9. On the RH side of the screen, select the **APIM - Programmable Module Installation (PMI)** tab.
10. Download and run the APIM Software Update application on the FDRS and follow the on-screen prompts. For instructions on the USB update process or if any error conditions are experienced during programming refer to Workshop Manual (WSM) Section 418-01A > General Procedures > Module Programming.
11. When prompted, FDRS will ask is the original module installed? Select **No**. See Figure 1.



**FIGURE 1**

12. Click the **Run Selected Tests** button in the lower right.
13. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
14. Disconnect the battery tester and charger from the 12-volt battery.
15. **This FSA requires a Software Verification Code (SVC) after performing the software update. Follow the instructions below to obtain the verification code. The claim will not be paid and the FSA will remain open if an SVC is not provided. For more information, see EFC17526.**



16. Select the **SW Updates** tab (1). See Figure 2.
17. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 2.
18. Select the **FSA** (3) from the drop-down menu. See Figure 2.
19. Select **Submit** (4). See Figure 2.

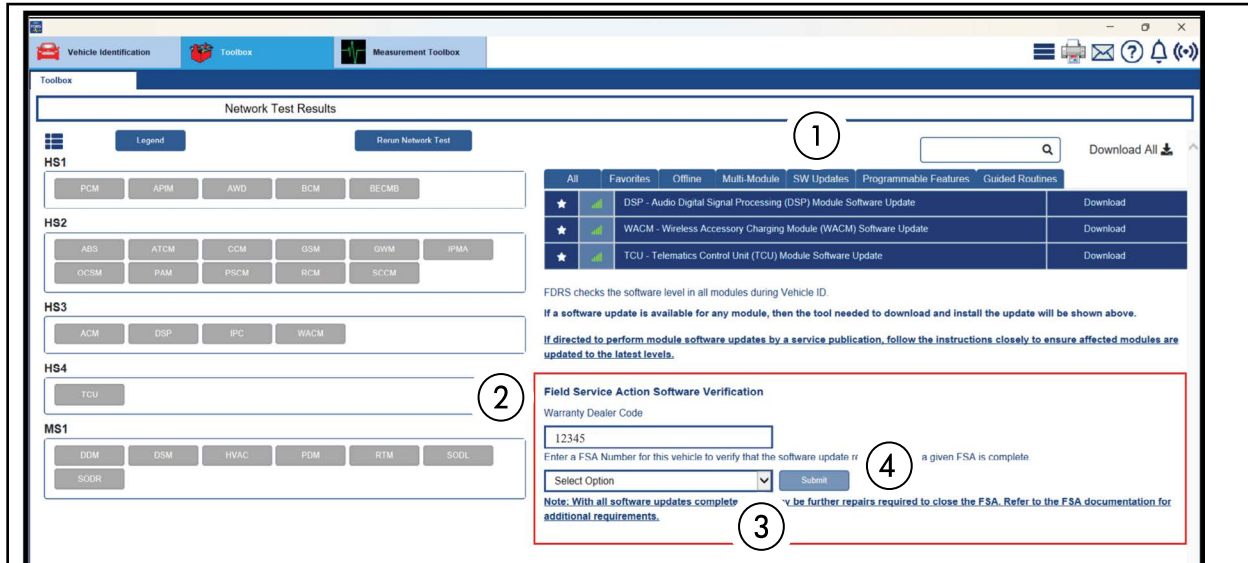


FIGURE 2

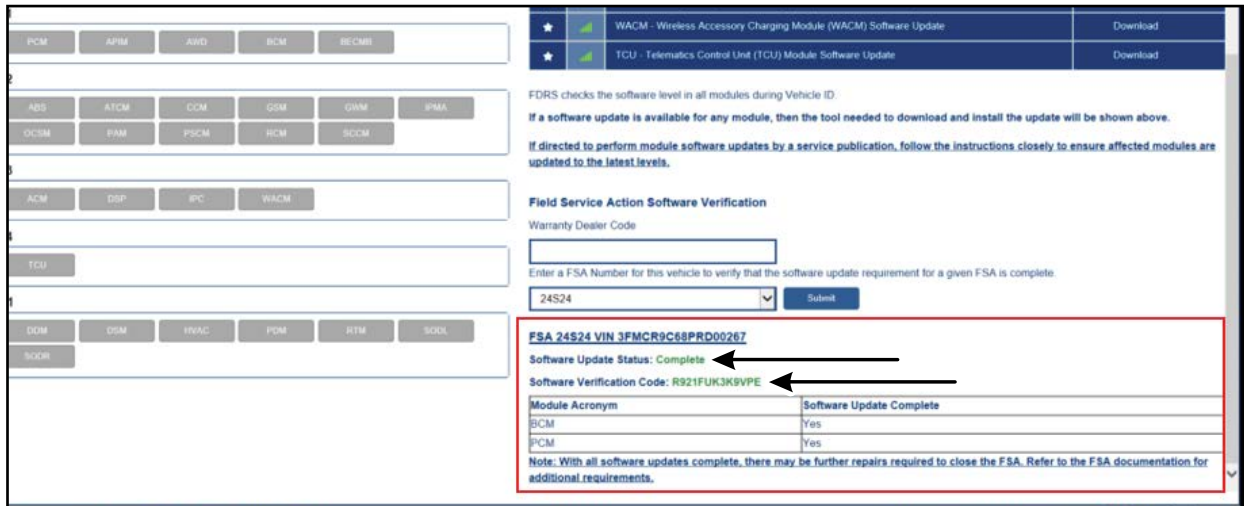


20. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?  
 See Figure 3.

**Yes** - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen SVC for approval.

**NOTE:** The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

**No** - Proceed to Step 21.

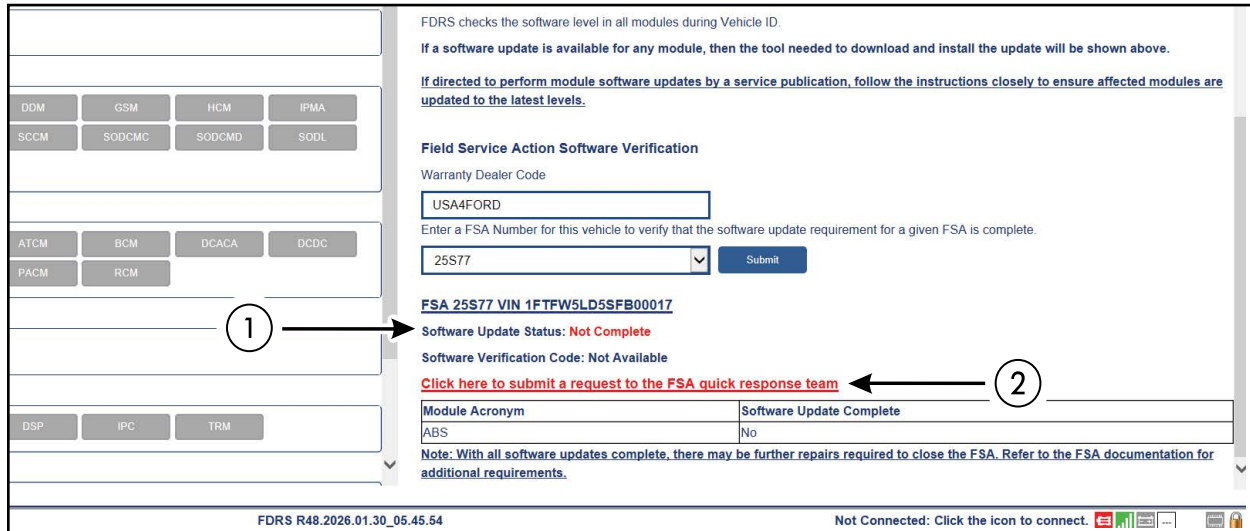


**FIGURE 3**



21. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?  
 See Figure 4.

**Yes** - Proceed to Step 22.  
**No** - Proceed to Step 25.



**FIGURE 4**

22. Have the module software updates in the FSA been reattempted?

**Yes** - Proceed to Step 23.  
**No** - Reattempt the software update programming steps in the FSA.

23. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 4. Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

24. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA quick response team queue. This team will contact you via phone using the contact information provided in the form. Please follow the recommendations from the FSA quick response team to resolve any issues preventing SVC code generation.



25. If the FDRS Field Service Action Software Verification Status displays **"An error occurred. Unable to retrieve FSA information"**, reattempt to generate an SVC. The error is caused by a connectivity or server issue where the status of the FSA cannot be verified. This is resolved upon reattempting to generate an SVC. See Figure 5.

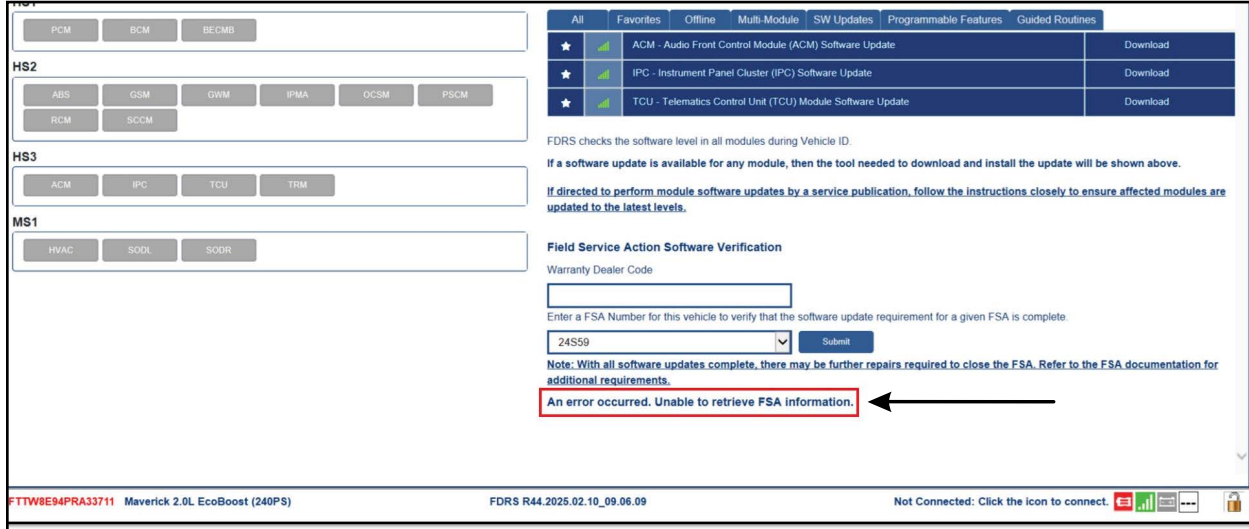


FIGURE 5



## Important Information for Module Programming

**NOTE:** When programming a module, use the following basic checks to make sure programming completes without errors.

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

**NOTE:** A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

## Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.





Ford Motor Company  
Customer Service Division  
PO Box 1904  
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June 2026

## Customer Satisfaction Program 26B14

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 your vehicle, Google services including Google Maps, Google Assistant, and Google Play are missing from the infotainment screen.
- What is the effect?** Google services cannot be accessed in the infotainment screen and are not functional.
- What will Ford and your dealer do?** **Software is available to repair your vehicle.**  
In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the Accessory Protocol Interface Module (APIM) free of charge under the terms of this program.  
In addition, Ford Motor Company will extend a free trial subscription for Google Automotive Services that will remain active for two years past the release of this owner letter.  
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 half a 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 26B14.  
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.

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

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 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 26B14

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 su vehículo, los servicios de Google, incluidos Google Maps, Asistente de Google y Google Play, no están presentes en la pantalla de información y entretenimiento.

**¿Cuál es el efecto?**

No se puede acceder a los servicios de Google en la pantalla de información y entretenimiento, y no funcionan.

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

**El software se encuentra disponible para reparar su vehículo.**

En beneficio de la satisfacción del cliente, Ford Motor Company ha autorizado a su concesionario a reprogramar el módulo de interfaz de protocolo de comunicación adicional (APIM) sin costo alguno, conforme a los términos de este programa.

Además, Ford Motor Company ampliará la suscripción de prueba gratuita a Google Automotive Services, que permanecerá activa durante dos años a partir de la fecha de emisión de esta carta al propietario.

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 de 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 para el Programa de satisfacción del cliente 26B14.

**¿Qué debe hacer?**  
(continuación)

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 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](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