



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 31, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Recommended Repair Prior to Sale**
Customer Satisfaction Program 26B19
2024-2025 MY Nautilus 2.0L Hybrid Vehicles
Powertrain Control Module (PCM) Update for Inspection and Maintenance Testing

PROGRAM TERMS

This program provides a no-cost, one-time repair of the Powertrain Control Module (PCM), for 20 years from the warranty start date of the vehicle.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 6,552):

Vehicle	Model Year	Assembly Plant	Build Date Range
Nautilus	2024	Hangzhou	April 25, 2023 through July 30, 2024
Nautilus	2025	Hangzhou	July 31, 2024 through August 14, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On-Board Diagnostics (OBD) Permanent Diagnostic Trouble Code (DTC) P052B is not able to be cleared from the PCM's memory after a vehicle has had a camshaft-related repair with DTC P052B. As a result, the vehicle might not pass an Inspection and Maintenance (I/M) test in certain states or regions.

SERVICE ACTION

Dealers are to update the PCM and coordinated modules to the latest software level.

In addition, before delivering any in-stock vehicles involved in this program, dealers are recommended to update the Powertrain Control Module (PCM) and coordinated modules to the latest software level.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	Yes	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	Yes	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	Yes	See Owner Refunds section below, if applicable.
Photo Submission	No	See Repair Photo Submission section below, if applicable.

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

OWNER NOTIFICATION MAILING SCHEDULE

Owners' letters are expected to be mailed the week of November 23, 2026 or sooner. Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

ATTACHMENTS

- Technical Instructions
- Owner Notification

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDDealer Warranty Portal Page):
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
- 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 26B19**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location.
- All Vehicles Affected have the following mobile service repair assessment level:
 - Mobile Reprogramming (MRA1)

OASIS ACTIVATION

OASIS will be activated on August 31, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists are available through <https://servicehub.ford.com/en-us/recall/fsavl-home>. Owner names and addresses will be available in FSA VIN Lists within 10 days of owner letter mailing.

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

- Ford Motor Company is offering refunds for owner-paid repairs covered by this program if the repair was performed prior to the date of the Owner Notification Letter. This refund offer expires November 30, 2027.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the costs associated with a previous PCM update or replacement if that repair remedied a vehicle which failed an I/M test because permanent DTC P052B was stored in the PCM's memory.
- Refer to the Warranty and Policy Manual regarding Customer/Dealer Refunds.

Customer Satisfaction Program 26B19**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

The CRC Dealer Portal Job Aids can be referenced from FMCDealer:

[Central Loaner Support Guide](#)

[CRC Dealer Job Aid: Central Loaner - Field Service Action \(FSA\) Program](#)

Customer experience may require potential rentals. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, please contact the Centralized Loaner Support Team via the CRC Dealer Portal. Follow eligibility guidelines for vehicles within 5 years and 60,000 miles leveraging Dealer Loaner Assistance (PRENT).

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 software module replacement:**
 - If module replacement is required, confirm whether a Repair Validation Code (RVC) is needed. Refer to PTS > Technical Assistance > Components Requiring a Repair Validation Code.
 - Claiming labor operation code MT26B19RR does not require an RVC when no module replacement is necessary. Clock times, however, should be consistent with the vehicle history in PTS.
- **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.
 - 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.
- **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: 26B19
 - Customer Concern Code (CCC): E29

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- Condition Code (CC): 04
- Causal Part Number: 12A650, 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 26B19

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)
Update PCM and coordinated modules (BECM, SOBDMC, ABS) using the latest version of FDRS. This labor operation code closes the FSA.	26B19B	0.4
Software Verification Form (FDRS) shows software is already up to date. Vehicle does not need to be connected to FDRS to check – VIN can be entered into PTS manually This labor operation code closes the FSA.	26B19SV	0.2

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)
PCM software failed and/or PCM module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT26B19RR	Up to 5.3
Mobile Service: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	26B19MM	0.5
Lincoln Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pickup & Delivery contract coverage of 4 years/50,000 miles. NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26B19LL	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2024-2025 MODEL YEAR LINCOLN NAUTILUS 2.0L HYBRID VEHICLES — POWERTRAIN CONTROL MODULE (PCM) UPDATE FOR INSPECTION AND MAINTENANCE TESTING

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

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. Check if the software has already been updated as part of an Over the Air (OTA) update by doing the following:
 - a. Launch the Professional Technician System (PTS) and enter the vehicle's VIN.
 - b. Hover over the Diagnostics tab and select Software Verification Form from the drop-down menu.
 - c. Select 26B19 from Field Service Action drop-down menu and click Submit.
 - d. If Software update status shows 'Complete', then the software has already been successfully installed on the vehicle.

2. Did the software status in PTS show the software update status as complete?

Yes - The correct software has already been installed and the recall is complete.
Obtain the Software Verification Code (SVC) for claiming and claim 26B19SV.
No - Proceed to step 3 to install the software.

3. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify 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).



4. Log into Ford Diagnostic and Repair System (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.

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. From the list on the LH side of the screen, select the **PCM**.

8. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

NOTE: Other modules may require an update as well, such as SOBDMC, BECM, and ABS.

9. Click **RUN**. Follow all on-screen instructions carefully.

10. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

11. Click the **Run Selected Tests** button in the lower right.

12. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

13. Disconnect the battery charger.

14. This FSA requires an 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.

15. Select the **SW Updates** tab (1). See Figure 1.

16. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.

17. Select the **Open FSA List** button (3). See Figure 1.

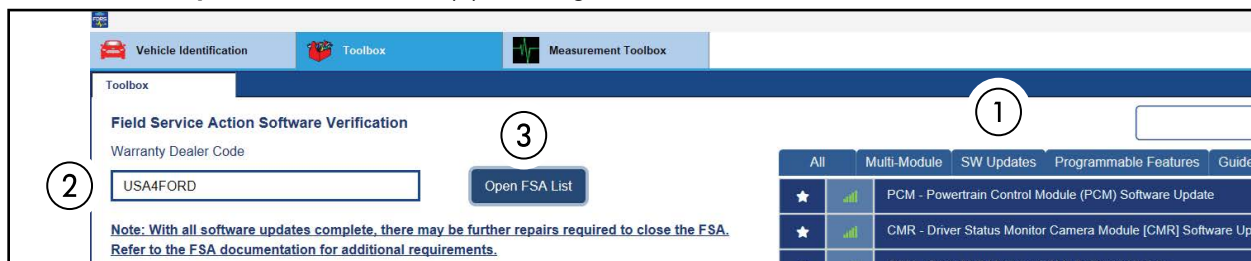


FIGURE 1



18. Does the FDRS Software Update Status display a **Complete** status? See Figure 2.

Yes - Click on **Get SVC** (1) to get the necessary SVC for claiming. This FSA is complete.

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 19.

Note: With all software updates complete, there may be further repairs required to close. Refer to the FSA documentation for additional requirements.

FSA 24SB1 VIN 1FATP8UH7F3299798 Get SVC (1)

Software Update Status: **Complete**

Software Verification Code: R0WH1Y3J80496 ←

Module Acronym	Software Update Complete
ACM	Yes

FIGURE 2

19. Does the FDRS Software Update Status display a **Not Complete** status (1)? See Figure 3.

Yes - Proceed to next step.

No - Proceed to Step 23.

Software Update Status: **Complete**

Software Verification Code: RXL [REDACTED]

Module Acronym	Software Update Complete
ACM	Yes

FSA 25S77 VIN 1FTF [REDACTED] Get SVC

Software Update Status: **Not Complete** ← (1)

[Click here to submit a request to the FSA quick response team](#) ← (2)

Module Acronym	Software Update Complete
ABS	No

FIGURE 3



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

Yes - Proceed to Step 21.

No - Reattempt the software update programming steps in the FSA.

21. Use the "Click Here to submit a request to the FSA Quick Response Team" link (2) shown in Figure 3. 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

22. 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. Follow the recommendations from the FSA Quick Response Team to resolve any issues preventing SVC generation.

23. 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 4.

The screenshot shows the FDRS Field Service Action Software Verification interface. On the left, there are sections for HS1, HS2, HS3, and MS1, each containing buttons for various vehicle modules. On the right, there is a table of software updates and a verification section.

All	Favorites	Offline	Multi-Module	SW Updates	Programmable Features	Guided Routines
★	✓			ACM - Audio Front Control Module (ACM) Software Update		Download
★	✓			IPC - Instrument Panel Cluster (IPC) Software Update		Download
★	✓			TCU - Telematics Control Unit (TCU) Module Software Update		Download

FDRS checks the software level in all modules during Vehicle ID.
 If a software update is available for any module, then the tool needed to download and install the update will be shown above.
 If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

Field Service Action Software Verification
 Warranty Dealer Code

 Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.

 Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.
An error occurred. Unable to retrieve FSA information.

FIGURE 4



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.

