



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

September 24, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Recommended Repair Prior to Sale**
Customer Satisfaction Program 26B07
Certain 2021-2025 Model Year F-150 Lightning and Mustang Mach-E Vehicles
Undesired Acceleration Due to Adaptive Cruise Control (ACC) Activation

PROGRAM TERMS

This program will be in effect through September 25, 2028. There is no mileage limit for this program.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 239,971):

Vehicle	Model Year	Assembly Plant	Build Date Range
Mustang Mach-E	2021-2024	Cuautitlan	February 27, 2021 through December 21, 2024
F-150 Lightning	2022-2025	Rouge Electric Vehicle Center	October 14, 2021 through December 10, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have been repaired or are in the process of being repaired at the assembly plant. Monitor OASIS before opening an RO and/or beginning a repair.

REASON FOR THIS PROGRAM

All the vehicles in this program are equipped with Adaptive Cruise Control with Stop-and-Go functionality. Based on customer feedback on undesirable feature activation, Ford is offering a software update for these vehicles that will update the operation of Adaptive Cruise Control in certain driving maneuvers at low speeds below 15 mph.

SERVICE ACTION

Before delivering any in-stock vehicles involved in this program, dealers are recommended to reprogram the Image Processing Module A (IPMA). This service must be performed on all affected vehicles at no charge to the vehicle owner.

REMEDY AVAILABILITY CHART

The remedy is not yet available for all affected vehicles. Reference this chart for current remedy availability.

Vehicle	Model Year	Remedy Available
Mustang Mach-E	2021-2024	Yes
F-150 Lightning	2022-2025	No

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	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	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

Owner letters for Mustang Mach-E customers are expected to be mailed the week of September 28, 2026 or sooner.

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
- 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 26B07**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location
-  - Mobile Reprogramming (MRA1)

OASIS ACTIVATION

OASIS will be activated on September 24, 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

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.
- **For modules not requiring an RVC, use normal diagnostics**

Customer Satisfaction Program 26B07**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 a Related Damage Approval Request to the SSSC Web Contact Site before completing the repair.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

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.
- If the FSA closed in OASIS after the vehicle arrived at the dealer but before work began on it, submit a contact to the SSSC. Include the RO open date and a copy/screenshot of OASIS showing the VIN and the open FSA from when the vehicle arrived. Dealers are eligible for reimbursement up to 0.2 hours.
- **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: 26B07
 - Customer Concern Code (CCC): A29
 - Condition Code (CC): 04
 - Causal Part Number: Mustang Mach-E: 19H405, Quantity 0
 - 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.

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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)
Reprogram the IPMA and PSCM using FDRS. This labor operation code closes the FSA.	26B07B	0.9
Software Verification Form 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.	26B07SV	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)
IPMA/PSCM software failed and/or IPMA/PSCM module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT26B07RR	Up to 4.7
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.	26B07MM	0.5
Ford Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26B07PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021-2024 MACH-E VEHICLES — IMAGE PROCESSING MODULE A (IPMA) 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

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 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 26B07 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 customer satisfaction program is complete. Obtain the Software Verification Code (SVC) for claiming and claim 26B07SV.

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 **IPMA**.

8. From the list on the RH side of the screen, select **IPMA - Image Processing Module A Software Update**.

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

NOTE: Once the IPMA update is completed, FDRS may begin updating the Power Steering Control Module (PSCM). Follow all on-screen prompts.

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 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.

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.

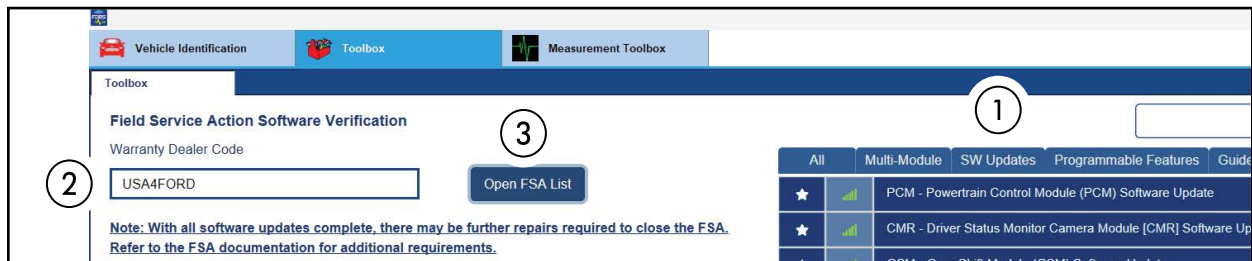


FIGURE 1



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. Refer to the FSA documentation for additional requirements.

FSA 24SB1 VIN 1FATP **Get SVC** (1)

Software Update Status: **Complete**

Software Verification Code: **R0WH1YJL8D9N6** ←

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**

Module Acronym	Software Update Complete
ACM	Yes

FSA 25S77 VIN 1FTF **Get SVC** (1)

Software Update Status: **Not Complete** ←

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. Please 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.



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
Dearborn, Michigan 48121

September 2026

Customer Satisfaction Program 26B07

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?

Your vehicle is equipped with Adaptive Cruise Control with Stop-and-Go, a feature that automatically adjusts your vehicle's speed to maintain a set distance from the vehicle ahead. This feature can also bring your vehicle to a complete stop in traffic and resume operation when traffic begins moving again.

Based on customer feedback regarding undesirable activation of this feature during certain driving maneuvers at speeds below 15 mph, Ford is offering a software update to improve how Adaptive Cruise Control operates under these conditions.

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 Image Processing Module A (IPMA) and Power Steering Control Module (PSCM) free of charge under the terms of this program.

This Customer Satisfaction Program will be in effect until September 25, 2028 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 26B07. 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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible. 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.
Mobile Service	Ford Mobile Service is offered by participating dealers, contact your dealer for details.
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

Septiembre 2026

Programa de satisfacción del cliente 26B07

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?

Su vehículo está equipado con Control de velocidad de cruce adaptativo con Stop-and-Go, una función que ajusta automáticamente la velocidad de su vehículo para mantener una distancia preestablecida con el vehículo que circula adelante. Esta función también puede detener por completo su vehículo en el tráfico y reanudar la marcha cuando el tráfico comience a moverse nuevamente.

En base a los comentarios de los clientes sobre la activación no deseada de esta función durante ciertas maniobras de conducción a velocidades inferiores a 24 km/h, Ford ofrece una actualización de software para mejorar el funcionamiento del Control de velocidad de cruce adaptativo en estas condiciones.

¿Qué medidas adoptarán Ford y su distribuidor?

El software para reparar su vehículo se encuentra disponible. Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su concesionario a reprogramar el módulo de procesamiento de imagen A (IPMA) y el Módulo de control de dirección asistida (PSCM) sin cargo alguno conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 25 de septiembre de 2028, independientemente del 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 que programe una cita de servicio para realizar el Programa de satisfacción del cliente 26B07.

Si aún no tiene un distribuidor para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los distribuidores, 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 efectuar los arreglos necesarios para llevar a cabo el trabajo. Ford Motor Company puede negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la acción de servicio de manera oportuna. Por lo tanto, le solicitamos que realice esta acción de servicio lo antes posible.

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 móvil

El Servicio móvil Ford se ofrece a través de los concesionarios que participan, comuníquese con su concesionario para obtener detalles.

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