



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

September 18, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 26M02
Certain 2015 Model Year Transit Connect Vehicles with 2.5L Engine
Catalytic Converter Replacement, If Required After Dealer Evaluation

PROGRAM TERMS

This program provides a replacement of the catalytic converter assembly, if required after dealer evaluation, for 10 years of service or 120,000 miles, whichever occurs first, free of charge (parts and labor), starting from the warranty start date.

This program may be used multiple times as long as the vehicle is within the time and mileage limits of the program. Once the program has expired, SPW and ESP may be eligible.

If a vehicle has already exceeded either the time or mileage limits, this offer will last through December 31, 2027.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 43,655):

Vehicle	Model Year	Assembly Plant	Build Date Range
Transit Connect	2015	Valencia	September 8, 2014 through August 9, 2015

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING THIS PROGRAM

In the affected vehicles, the catalytic converter assembly might not continue to function effectively over a long period of time. If the catalytic converter is no longer functioning properly, the Service Engine Soon light will illuminate and diagnostic trouble code (DTC) P0420 will be stored in the Powertrain Control Module's (PCM) memory.

SERVICE ACTION

Under the program terms, if required after dealer evaluation to confirm that DTC P0420 is stored in the PCM's memory, dealers are to replace the catalytic converter, free of charge (parts and labor).

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	No	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	No	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	Yes	See Repair Photo Submission section below, if applicable.

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of November 30, 2026, or sooner.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCD dealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCD dealer 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>

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.

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Customer Satisfaction Program 26M02**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on September 18, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD & IN-STOCK VEHICLES

- For more information regarding dealership obligations to identify and repair sold and in-stock vehicles, consult Ford's Policy Document For Field Service Actions, which can be found in the FSA Landing page on PTS.

BRANDED / SALVAGED TITLE VEHICLES

Branded / salvaged title vehicles and vehicles with canceled warranty coverage are eligible for this program unless emission coverage is explicitly canceled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTIES CANCELLED INCLUDING EMISSIONS

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires December 31, 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. 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 catalytic converter assembly replacements.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide Program Approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC Program Approval contact during submission.
 - If you have not submitted an SSSC Program Approval contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide a Program approval code that must be used for claiming.

Customer Satisfaction Program 26M02**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 FSA's / Related Damage.
- **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.
- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 26M02 if the vehicle is still within time and mileage limits.
- **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: 26M02
 - Customer Concern Code (CCC): E29
 - Condition Code (CC): 01, 42
 - Causal Part Number: 5G232, 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Replace Catalytic Converter assembly, if DTC P0420 is present (includes time to check and clear codes).	26M02B	2.8 Hours
Extra time to check and correct toe.	26M02C	0.8 Hours
Time allowed to submit photos. 1. Attach a photo of the vehicle mileage. 2. Attach a photo of the door tag showing VIN. 3. Attach a photo of the Integrated Diagnostic System (IDS) screen showing the DTC P0420.	26M02ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place an order for the Exhaust Manifold and Catalyst Assembly, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

The VIN-specific part order must provide the following:

1. Attach a photo of the vehicle mileage.
2. Attach a photo of the door tag showing VIN.
3. Attach a photo of the IDS screen showing the DTC P0420.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
EV6Z-5G232-C	1	1	1	EXHAUST MANIFOLD AND CATALYST ASSEMBLY

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W520103-S403	2	1	4	NUT-MUFFLER AND TAILPIPE FLANGE
W520113-S442	2	1	4	NUT-STABILIZER BAR LINK (LOWER)
W520203-S442	2	1	4	NUT-TIE ROD END
W520415-S442	2	1	4	NUT-BALL JOINT PINCH
W704474-S437	7	2	4	STUD-CATALYTIC CONVERTER MANIFOLD
W715491-S442	2	2	1	BOLT-BALL JOINT PINCH
W708176-S437	7	2	4	NUT-CATALYTIC CONVERTER MANIFOLD TO CYLINDER HEAD
W711137-S442	1	1	4	BOLT-STEERING SHAFT
7N5Z-00812-B	2	2	1	BOLT-FRONT SUBFRAME MOUNT (REARWARD)
CV6Z-9448-A	1	1	1	GASKET-CATALYTIC CONVERTER MANIFOLD TO CYLINDER HEAD
CV6Z-9450-C	1	1	1	GASKET-MUFFLER AND TAILPIPE FLANGE

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 2015 MODEL YEAR TRANSIT CONNECT VEHICLES WITH 2.5L ENGINE — CATALYTIC CONVERTER REPLACEMENT, IF REQUIRED AFTER DEALER EVALUATION

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.

NOTE: Prior authorization from the Special Service Support Center (SSSC) is required before this repair may be performed. A photograph of the Diagnostic Trouble Code (DTC) must be submitted as part of the approval request.

1. Using the Integrated Diagnostic System (IDS), has the vehicle set DTC P0420?

Yes - Submit the following photos to the SSSC according to the Photo Request Submission Instructions on Page 2:

- Attach a photo of the vehicle mileage.
- Attach a photo of the door tag showing VIN.
- Attach a photo of the IDS screen showing the DTC P0420.

Once approval for the repair has been obtained, replace the catalytic converter, then clear all DTCs. Follow the Workshop Manual (WSM) procedures in Section 303-01B.

No - This FSA does not apply.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)

Ford has requested photo evidence prior to performing the repair for the FSA.

The SSSC must provide approval prior to performing the repair.

1. Contact the SSSC and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.
 - Attach a photo of the vehicle mileage.
 - Attach a photo of the door tag showing VIN.
 - Attach a photo of the IDS screen showing the DTC P0420.
 2. There are two ways to submit the requested items to SSSC.
 - a. Directly in the SSSC contact request form while submitting your contact on your desktop.
 - b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and make sure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.
- NOTE:** If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS Mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.
3. Upon approval, the SSSC will provide an approval code that must be used for claiming.

