



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

April 22, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Recommended Repair Prior to Sale**
Customer Satisfaction Program 26P04
Certain 2025 Model Year Bronco and Ranger Vehicles with 2.7L Engine
Setting Diagnostic Trouble Code (DTC) P04DB
Powertrain Control Module Software Update

PROGRAM TERMS

This program will be in effect for vehicles within the new vehicle emissions warranty coverage period of 8 years of service or 80,000 miles from the warranty start date, whichever occurs first.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 67,329):

Vehicle	Model Year	Assembly Plant	Build Date Range
Ranger	2025	Michigan	May 30, 2024 through December 26, 2025
Bronco	2025	Michigan	June 4, 2024 through December 26, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In the affected vehicles, the Check Engine Light (CEL) may falsely illuminate with Diagnostic Trouble Code (DTC) P04DB - (Crankcase Ventilation System Disconnected), when the Positive Crankcase Valve (PCV) hose is properly connected.

SERVICE ACTION

Before delivering any in-stock vehicle included in this program, or while performing service on a new or sold affected vehicle (at the dealership or through a mobile repair), dealers are recommended to update the Powertrain Control Module (PCM) to the latest software level. This service must be performed at no charge to the vehicle owner.

FSA PROGRAM OPTIONS

Program Option		Eligibility	Comments
Mobile Repair	Funded	No	See Mobile Service Capable Repair Assessment Level section below, if applicable.
	Capable	Yes	
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 Claims Preparation and Submission 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

Owner letters will not be mailed for this program.

ATTACHMENTS

- Technical Instructions
- Mobile Repair/Vehicle Pickup & Delivery Record
- Reimbursement Plan

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>

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 26P04**MOBILE SERVICE REPAIR CAPABLE ASSESSMENT LEVEL**

- Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership) and Remote Experience reimbursement for just this repair is not allowed.
- All Vehicles Affected
 - 🔧 - Mobile Reprogramming (MRA1)

OASIS ACTIVATION

OASIS will be activated on April 22, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 22, 2026.

SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable Powertrain warranty coverage period.
- 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Branded / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs of the PCV system that were performed prior to receiving this P-program repair.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with PCV system repair or replacement.

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 FSA's / Related Damage.
- **For 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 MT26P04RR 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.
- **For modules not requiring an RVC, use normal diagnostics**

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- **For vehicles within new vehicle major emissions component 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 – 8 years or 80,000 miles

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **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: 26P04
 - Customer Concern Code (CCC): E29
 - 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 26P04 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **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)
<u>Software Update:</u> Update software for the PCM module using the FDRS tool. Includes time to submit for Software Validation Code (SVC). This labor operation code closes the FSA.	26P04B	0.3
PCM software at the latest level. Time to submit the Software Validation Code (SVC). Can not be combined with 26P04B and MT26P04RR. This labor operation code closes the FSA.	26P04C	0.3

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.	MT26P04RR	Up to 4.8

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

Ford Motor Company
Recall Reimbursement Plan for 26P04

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or the dealers.

Regarding the specific reimbursement plan for Recall # 26P04, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before April 22, 2026. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2025. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.

CERTAIN 2025 MODEL YEAR BRONCO AND RANGER VEHICLES — POWERTRAIN CONTROL MODULE SOFTWARE UPDATE

SERVICE PROCEDURE

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

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. 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).

2. Log into Ford Diagnostic and Repair System (FDRS).

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.

3. 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.

4. Select **Toolbox** tab.

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

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



7. Click **RUN**. Follow all on-screen instructions carefully.
8. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
9. Click the **Run Selected Tests** button in the lower right.
10. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
11. **This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided. For more information, see EFC 17526.**
12. Select the **SW Updates** tab (1). See Figure 1.
13. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.
14. Select the **FSA** (3) from the drop-down menu. See Figure 1.
15. Select **Submit** (4). See Figure 1.

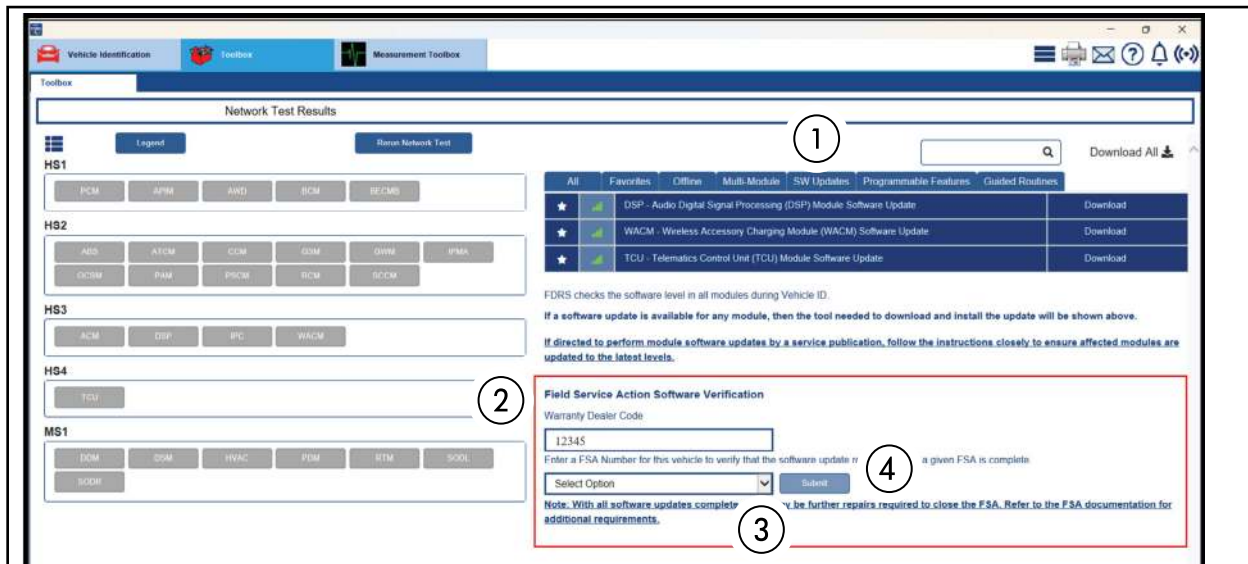


FIGURE 1



16. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
 See Figure 2.

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 17.

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 18.

The screenshot displays the FDRS Field Service Action Software Verification interface. On the left, there are several rows of module buttons: PCM, APIM, AWD, BCM, BCMBS; ABS, ATCM, CCM, GSM, GSM, IPMA; DCBM, FPM, PWSM, RCM, SCOM; ACM, DSP, IPC, VACM; TCU; DSM, DSM, HVAC, PCM, RTM, SOOL; and SCOM. The main area contains instructions about software updates and a 'Field Service Action Software Verification' section. This section includes a 'Warranty Dealer Code' field, an 'FSA Number' dropdown menu (showing 24524), and a 'Submit' button. Below this, it shows 'FSA 24524 VIN 3FMCR9C68PRD00267' and 'Software Update Status: Complete'. A 'Software Verification Code: R921FUK3K9VPE' is also displayed. A table lists module acronyms and their update status: BCM (Yes) and PCM (Yes). A note at the bottom states: 'Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.'

FIGURE 2

17. Repair completed. Do NOT proceed to Step 18.



18. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?
 See Figure 3.

Yes - Proceed to next step.
No - Proceed to Step 22.

FIGURE 3

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

Yes - Proceed to Step 20.
No - Reattempt the software update programming steps in the FSA.

20. 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

21. 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.



22. If the FDRS Field Service Action Software Verification Status displays **"An error occurred. Unable to retrieve FSA information"**, please reattempt to generate an SVC code. The error can be caused by a connectivity or server issue where the status of the FSA cannot be verified. This is typically resolved upon reattempting to generate an SVC code. See Figure 4.

The screenshot displays the Ford FDRS Field Service Action Software Verification interface. On the left, there are four sections: HS1 (PCM, BCM, BCMB), HS2 (ABS, GSR, GWM, IPMA, OCSM, PSCM, RCM, BCM), HS3 (ACM, IPC, TCU, TIM), and MS1 (HVAC, SOOL, BDER). The main panel on the right shows a table of software updates for various modules, including ACM, IPC, and TCU. Below the table, there is a section for 'Field Service Action Software Verification' which includes a 'Warranty Dealer Code' field, a dropdown for 'Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete', and a 'Submit' button. A red box highlights the error message 'An error occurred. Unable to retrieve FSA information.' with an arrow pointing to it.

FIGURE 4

