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CONSUMER ALERT TO THE GENERAL PUBLIC

CONSUMER PRODUCT RECALL OF VARIOUS FORD AND HINO VEHICLES SUPPLIED BY FORD MOTOR COMPANY OF SOUTHERN AFRICA (PTY) LTD AND TOYOTA SA MOTORS (PTY) (LTD)

The COMESA Competition and Consumer Commission (the “**Commission**”) has become aware of a recall of various Ford and Toyota supplied vehicles which include Ford Ranger XLT, Wildtrak, Ford Puma and Hino 700 vehicles. The voluntary recall by Ford Motor Company of Southern Africa (PTY) Ltd (Ford) and Toyota SA Motors (PTY) (Ltd) through the National Consumer Commission of South Africa (NCC) includes the following vehicles:

Ford Ranger XLT and Wildtrak Vehicles

Ford recalled 438 (four hundred and thirty-eight) units of certain 2025 Ford Ranger XLT and Wildtrak vehicles. The recall affects vehicles that were made available for sale between 18 February 2025 and 18 March 2025 and distributed nationally. According to Ford, the Exhaust Gas Recirculation (EGR) valve in some of the affected vehicles may fail, which may result in a loss of engine power, typically at speeds below 15 mph/24 kph. Drivers may also experience warning indicators such as a check engine light appearing on the dashboard, weak acceleration, engine vibration, or the engine failing to start. A loss of engine power while driving may increase the risk of an accident.

Ford Puma Vehicles

Ford recalled 26 (twenty-six) units of certain 2023–2024 model year Ford Puma passenger vehicles. These model vehicles were sold between 28 April 2022 and 25 September 2023. The vehicles were previously recalled but the remedy Restraint Control Module (RCM) software, may have not been correctly installed on the affected vehicles, during the prior dealership visit. This recall is meant to correct the Software as the underlying condition addressed in the earlier recall may still exist. If this is not corrected,

in the event of an accident, the performance of the vehicle's restraint system could potentially be reduced, thereby increasing the risk of injury to occupants.

Hino 700 Vehicles

Toyota recalled certain Hino 700 series vehicles distributed in South Africa by Toyota South Africa Motors (Pty) Ltd. This recall affects 58 (fifty-eight) vehicles sold between 4 February 2025 and 9 November 2025, sold through the Toyota South Africa dealerships. The affected vehicles have a defect in that the fuel pump housing has an inappropriate surface treatment process done during production. Cracks may develop when repeated high load is applied to the supply pump, resulting in a fuel leak.

The recall urges owners of the affected vehicles to take their vehicles to the nearest authorised Ford dealership for repairs. The necessary repair work will be carried out at no cost to the consumer.

More information on the recall is available on the link below:

<https://thencc.org.za/product-recall-ford-ranger-xlt-wildtrak-puma-and-toyota-hino-700-vehicles/>

The Commission is aware that Ford Ranger XLT, Wildtrak, Ford Puma and Hino 700 vehicles are imported in the Common Market for Eastern and Southern Africa (the Common Market) which comprises of 21 Member States.

In view of the above, the Commission, pursuant to Regulation 66 of the COMESA Competition and Consumer Protection Regulations 2025, warns the general public in the Common Market of the dangers related to the Recalled Vehicles. The Commission therefore advises consumers to take caution when purchasing the recalled vehicles. Further, the Commission advises consumers who are driving the affected series to contact the nearest dealership as guided by the NCC recall notice to crosscheck and confirm whether their vehicles are among the recalled and therefore seek redress.

The Commission continues to work closely with Ford Motor Company of Southern Africa (PTY) Ltd (Ford) and Toyota SA Motors (PTY) (Ltd) and the Member States to ensure that any affected consumers are informed and provided with the necessary redress. Should you require more information or clarification on the matter, you may contact the undersigned.

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