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CONSUMER ALERT TO THE GENERAL PUBLIC

CONSUMER PRODUCT RECALL OF CERTAIN FORD VEHICLES SUPPLIED BY FORD MOTOR COMPANY OF SOUTHERN AFRICA (PTY) LTD

The COMESA Competition and Consumer Commission (the “**Commission**”) has become aware of a recall of affecting certain Ford Vehicles supplied by Ford Motor Company of Southern Africa (PTY) Ltd (Ford). The voluntary recall communicated through the National Consumer Commission of South Africa (NCC) includes 2026 Ford Transit, Ford Transit Custom and Ford Tourneo Custom vehicles over a transmission fault.

According to the supplier, the affected vehicles are equipped with an 8F57 automatic transmission, which may contain an Electronic One-Way Clutch Assembly built with an unseated snap ring. This may result in a sudden loss of vehicle movement, as it may fail to move forward due to a loss of first gear. Similarly, the vehicle may lose the ability to operate in reverse.

Ford stated that the affected vehicles were sold in South Africa from 7 October 2025 to 9 June 2026 and were also exported to Namibia, Botswana, Lesotho and Eswatini.

The recall urges consumers who own the affected vehicles to take their vehicles to the nearest authorized Ford dealership to arrange for an inspection and repair at no cost to the consumer.

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

[Product safety recall - Certain 2026 Ford transit, Ford transit custom and Ford Tourneo custom vehicles -](#)

While Eswatini is the only Member State of COMESA indicated in the recall as one of the affected countries, the Commission is aware that various brands of Ford vehicles including the recalled models are also traded in several other Member States.

In view of the above, the Commission, pursuant to Regulation 66 of the COMESA Competition and Consumer Protection Regulations 2025, wishes to warn the general public in the Common Market of the dangers related to the Recalled Vehicles. Further, the Commission advises consumers who own the affected models to contact the nearest dealership to crosscheck and confirm whether their vehicles are among the recalled vehicles, secure repair services at no cost and seek any other redress.

The Commission continues to work closely with Ford Motor Company of Southern Africa (PTY) Ltd (Ford) 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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