



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

January 20, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 25S15 - Supplement # 1**
Certain 2021- 2022 Model Year F-150 and 2022 Model Year Expedition, Navigator, Maverick, and Super Duty Vehicles
Reprogram The Integrated Trailer Relay Module

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 25S15**
Dated: April 2, 2025

New! REASON FOR THIS SUPPLEMENT

Affected Vehicles: The vehicle population and build dates have been updated.

Tech Instructions: Updated DTC Code. DTC U0143:87

New! AFFECTED VEHICLES (U.S. Population of Affected Vehicles 41):

Vehicle	Model Year	Assembly Plant	Build Date Range
Expedition	2022	Kentucky	<i>July 3, 2021</i> through February 10, 2022
F-150	2021	Dearborn	<i>July 8, 2020</i> through November 21, 2021
F-150	2022	Dearborn	November 2, 2021 through February 10, 2022
F-150	2021	Kansas City	October 27, 2020 through December 12, 2021
F-150	2022	Kansas City	December 13, 2020 through February 15, 2022
Maverick	2022	Hermosillo	<i>March 5, 2021</i> through <i>June 2, 2021</i>
Navigator	2022	Kentucky	October 5, 2021 through February 9, 2022
Super Duty	2022	Kentucky	<i>December 8, 2020</i> through February 14, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

According to Ford's records, Certain 2021-2022 Model Year F-150, 2022 Model Year Expedition, Navigator, Maverick, and Super Duty Vehicles may not have the remedy for Safety Recall 25S15 installed correctly but were recorded as having received the repair successfully. Because the correct software update may not have been installed on these vehicles, the underlying condition specified in Safety Recall 25S15 may still exist.

In all of the affected vehicles, the trailer brake controller may not properly apply the trailer brakes when towing a trailer equipped with an electric or electric-over-hydraulic brake system. This may result in no trailer brake function while driving, loss of trailer brakes, and extended stopping distances, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the trailer relay module (TRM).

For 2021MY F-150 Only - If DTC U0140:82 or DTC U0143:87 is present after the TRM software update. Program GWM, TCU, APIM, IPMA (and the 12" IPC – if equipped) until there are no remaining updates for those modules with the latest level software. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	Yes	See Mobile Service Repair Assessment Level section below.
Over-the-Air (OTA) Update	No	
Rentals	No	
Alternative Transportation Available	No	
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	
Essential Special Service Tools (ESST)	No	
Administrative Allowance	No	
Owner Refunds	Yes	See Owner Refunds section below.
Photo Submission	No	

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 January 26, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Technical Instructions
- Mobile Repair Assessment
- Mobile Repair/Vehicle Pickup & Delivery Record
- Recall 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

Safety Recall 25S15 - Supplement #1**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

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

OASIS ACTIVATION

OASIS will be activated on January 20, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 20, 2026. Owner names and addresses will be available by February 13, 2026

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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- 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.

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.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

OWNER REFUNDS

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.

Safety Recall 25S15 - Supplement #1**OWNER REFUNDS (continued)**

- Refunds will only be provided for the cost associated with reprogramming the integrated TRM.

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 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 MT25S15RR 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.**
- **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
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an 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 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 EFC16335 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type **31**: Field Service Action. The FSA number 25S15 is the subcode.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

Safety Recall 25S15 - Supplement #1**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25S15 - 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.

Safety Recall 25S15 - **Supplement # 1**

LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Repair: Reprogram Integrated TRM with the latest level using FDRS. This Labor operation will close the FSA	25S15B	0.4 Hour

SUPPLEMENTAL LABOR ALLOWANCES ***These labor operation codes DO NOT close the FSA.***

Description	Labor Operation	Labor Time Hour(s)
<u>F-150 Only</u> - If DTC U0140:82 or DTC U0143:87 is present after the TRM software update. (and the 12" IPC – if equipped) Program GWM, TCU, APIM, IPMA until there are no remaining updates for those modules. This Labor operation must be claimed with 25S15B	MT25S15C	Up to 8.0 Hours
TRM software failed and/or TRM module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS. This Labor op will not close the FSA	MT25S15RR	Up to 4.0 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2025 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. This Labor operation will not close the FSA	25S15MM	0.5 Hour
Lincoln Vehicle Pickup & Delivery Allowance: <u>Only</u> vehicles <u>outside</u> of Lincoln Pickup & Delivery contract coverage of 4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program. NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired. This Labor operation will not close the FSA	25S15LL	0.5 Hour
Ford Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 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. This Labor operation will not close the FSA	25S15PP	0.5 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021-2022 MODEL YEAR F-150, 2022 MODEL YEAR EXPEDITION, NAVIGATOR, MAVERICK, AND SUPER DUTY VEHICLES — REPROGRAM INTEGRATED TRAILER RELAY MODULE

NEW ! 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.

NOTE: Verify that 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 Control 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 VIN.

NOTE: Available modules are shown on the LH side of the screen, and available procedures are listed on the 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 **TRM**.

6. From the list on the RH side of the screen, select **TRM - Integrated Trailer Relay Module (TRM) Software Update**.

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



8. 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 16335.

9. If Brake Assist message is displayed after TRM reprogramming, vehicle will need to be driven to clear message.

NOTE: Vehicle will need to be driven at least 1 mile (2KM) at 40 MPH (64 KPH).

10. Run the self-test to look for DTCs. Was DTC U0140:82 *or* DTC U0143:87 found in the TRM?

No - *Continue to Step 32 for Software Verification Approval Code instructions.*

Yes - Continue to Step 12 for 2021 F-150 vehicles only.

For 2021 F-150 ONLY if DTC U0140:82 is present.

11. Check the vehicle's **State Of Charge Parameter Identification Data (PID)** by performing the following:

- Launch the Ford Diagnostic and Repair System (FDRS) and navigate to toolbox tab > datalogger > BCM and select **BATT SOC PID**.
- Ensure that the **BATT_SOC PID** reads over 80%. If the PID is less than 80%, fully recharge the vehicle's 12-volt battery using the appropriate Rotunda battery tester and charger.
- Remove the charger from the vehicle and using FDRS, navigate to toolbox tab > BCM > **Reset Battery**.
- Monitor Sensor Learned Values application. Perform the BMS reset.
- Connect the Rotunda battery tester and charger and set it to maintain 12.6 to 13.6 volts. Monitor the voltage real time using the indicator at the bottom right corner of FDRS to ensure that it is within this range.

NOTE: Verify that 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).

NOTE: VCM 3 is recommended for improved data download time.



12. Log into Ford Diagnostic and Repair System (FDRS). Ensure FDRS is updated to the latest version at 31.6.7 or higher.

NOTE: A 64GB or larger USB flash drive is required for APIM, TCU, and GWM software updates. USB 3.0 or higher is recommended. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

- To format the USB flash drive:
 - a. Right click on the USB flash drive.
 - b. Select Format, select exFAT for the File System.
 - c. Select Default Allocation Size for the Allocation Unit Size.
 - d. De-selecting Quick Format is not necessary and will result in a lengthier operation.

NOTE: For the fastest file transfer speed, the use of a USB 3.2 flash drive with a compatible Gen 2 USB 3.2 laptop is recommended.

NOTE: Once USB flash drive contains the initial files, future file updates using the USB flash drive will require less time.

NOTE: The USB drive does not have to be formatted between vehicles if you are performing the same program.

13. Start a new FDRS session.

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.

14. Select **Toolbox** tab.



STEPS 15 THROUGH 20 WILL BE USED MULTIPLE TIMES DURING STEPS 21 THROUGH 28.

15. Select **Software Updates** tab to see updates available.
16. Select the module from the Module Programming Sequence section below starting at Step 21.
17. When prompted by the FDRS, connect the USB flash drive to the personal computer (PC).
18. When prompted by the FDRS, safely remove/eject the USB flash drive from the PC, turn the vehicle to Key On Engine Running (KOER), and connect the USB to the media hub to install the software update. The update starts automatically and may take 10 minutes or longer to complete.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive with software update.

19. For APIM, TCU, and GWM USB software updates when SYNC touchscreen prompts to restart the vehicle:
 - Turn the vehicle **OFF**.
 - Open the driver door.
 - Wait ten minutes to allow the vehicle to power down.
 - Close the driver's door.
 - Turn the vehicle to **KOER**.

20. Leave the USB drive inserted into the vehicle, until the vehicles infotainment display screen states **programming successful**.

NOTE: It may take up to 5 minutes before SYNC touchscreen displays Update Successful pop up. After 5 minutes if "Successful" pop up is not shown on SYNC touchscreen, remove the USB and select **YES** on the FDRS "Was the USB Update Successful" prompt (FDRS verifies if the module software update was successfully installed on the module).

NOTE: Repeat Steps 15-20 (while performing Steps 21-28) until no more software updates are available for modules covered in Steps 21-28.

MODULE PROGRAMMING SEQUENCE

IMPORTANT NOTE: Modules need to be programmed in exactly the order as listed below (some are repeated) unless there is no update available. Module updates will vary per vehicle based on Ford Power-UP over-the-air (OTA) updates previously completed. Some modules may already be at the latest level.



21. Select **GWM** - Gateway Module (GWM) – software update.
- See Steps 15-20.
 - Run application.
 - If no more software updates are available, move to the next module in the sequence.

NOTE: If FSA 22B08 is open for this vehicle, perform that field action before proceeding.

22. Select **TCU** - Telematics Control Unit (TCU) - software update.
- See Steps 15-20.
 - Run application.
 - If error message on SYNC display screen or no activity after 10 minutes.
 - See TSB 22-2150 - Module Recovery.
 - Retry TCU software update with same USB drive.

23. Select **APIM** - Accessory Protocol Interface Module (APIM/SYNC) - software update.
- See Steps 15-20.
 - Run application.
 - Follow General Service Bulletin (GSB) 21-7088 - SYNC Programming, USB flash drive method.
 - If error message on SYNC display screen or no activity after 10 minutes.
 - See TSB 22-2150 - Module Recovery.
 - Retry APIM software update with same USB drive.

NOTE: Step 24 is a required step separate from Step 22. Please follow all steps exactly as written.

24. Select **GWM** - Gateway Module (GWM) - software update.
- See Steps 15-20.
 - Run application.
 - If no update is available, move to the next module in the sequence.

25. Select **APIM** - Accessory Protocol Interface Module (APIM) - software update.
- See Steps 15-20.
 - Run application.
 - If no update is available, move to the next module in the sequence.

26. Select **TCU** - Telematics Control Unit (TCU) - software update.
- See Steps 15-20.
 - Run application.
 - If error message on SYNC display screen or no activity after 10 minutes.
 - See TSB 22-2150 - Module Recovery.
 - Retry TCU software update with same USB drive.

27. Select **GWM** - Gateway Module (GWM) - software update.
- See Steps 15-20.
 - Run application.
 - If no update is available, move to the next module in the sequence.

28. Repeat steps 24, 25, and 26 as many times as required until no more updates are available.



29. Select **APIM** - Accessory Protocol Interface Module (APIM/SYNC) - software update.
- See Steps 15-20.
 - Run application.
 - Follow General Service Bulletin (GSB) 21-7088 - SYNC Programming, USB flash drive method.
30. Select **IPMA** – Image Processing Module A (IPMA) - software update.
- Run application
 - Coordinated update of four modules.
 - Select OK if conditions are met to continue to next module including; Camera Module Rear (CMR), then Cruise Control Module (CCM) module, and then the Power Steering Control Module (PSCM).
 - Refer to TSB's [22-2121](#) and [22-2109](#).
 - If error message on SYNC display screen or no activity after 10 minutes. See TSB 22-2150 - Module Recovery.
 - Retry APIM software update with same USB drive.
31. Perform the following procedures after updating:
- FDRS IPMA Alignment
 - Appropriate FDRS camera alignment
 - Vehicles equipped with 360 degree camera, IPMA - 360 Degree View Camera Alignment
 - For all other vehicles, perform the IPMA - Pro Trailer Backup Assist Camera Alignment. This procedure should be performed on all vehicles without 360 degree cameras, even if the vehicle is not equipped with Pro Trailer Backing Assist (PTBA).

32. Select the **SW Updates** tab (1). See Figure 1.

33. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.

34. Select the **FSA** (3) from the drop-down menu. See Figure 1.

35. Select **Submit** (4). See Figure 1.

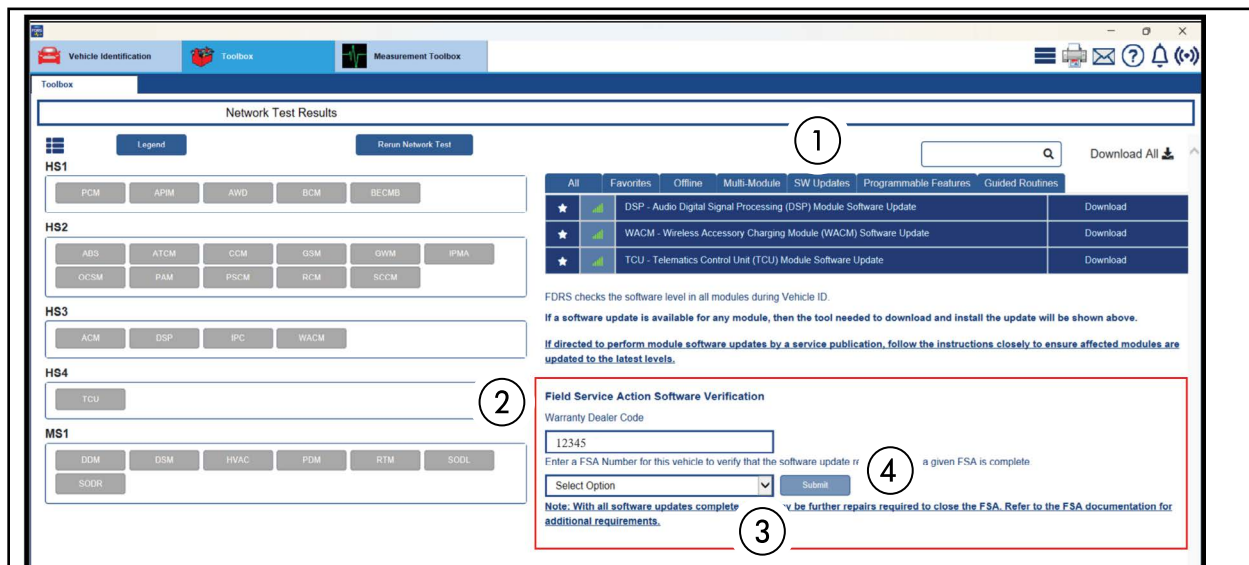


FIGURE 1



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

Yes - The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 37.

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 39.

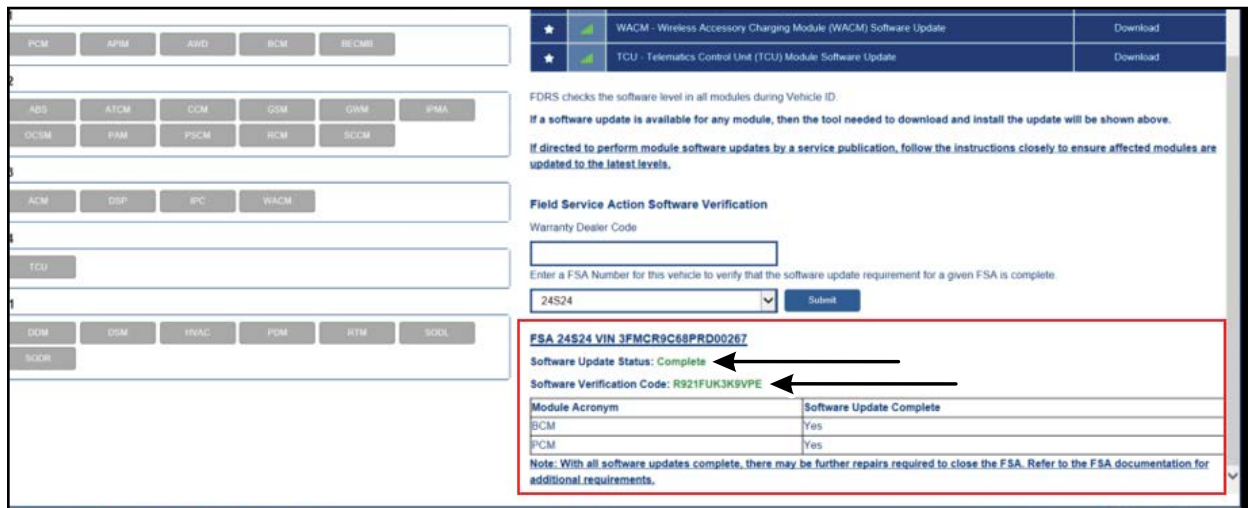


FIGURE 2

37. Disconnect FDRS. Software Verification and Approval process complete.

38. Disconnect the battery charger from the 12-volt battery. This FSA is complete.



39. Does the FDRS Field Service Action Software Verification Status display a Not Complete status?
 See Figure 3.

- Yes** - Proceed to Step 40.
- No** - Proceed to Step 41.

40. Have the module software updates in Steps 2-10 been reattempted?

- Yes** - Proceed to Step 41.
- No** - Repeat Steps 2-10.

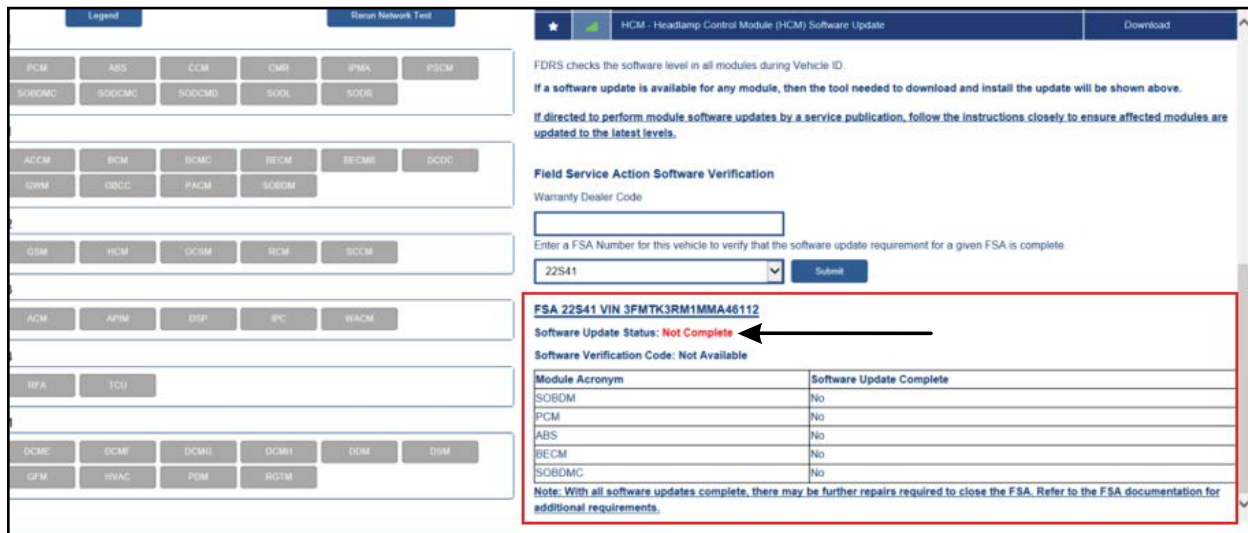


FIGURE 3

41. At this time, an error has occurred and the FSA information could not be retrieved. From PTS, contact the Ford Technical Support Team by submitting a **Technical Support Request (TSR)** by selecting the **FSA Assistance Group**.

NOTE: When submitting a **Technical Support Request (TSR)**, select **FSA Assistance Group** from the drop-down menu on the form. To expedite your Technical Service Request, please provide the FSA Assistance Group with the following information when submitting the TSR:

- What FSA is being attempted
- Specific error message(s) received when programming is attempted
- Battery State of Charge when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- List in detail what diagnostic steps were already preformed to try and diagnose why the module will not update to the correct level

42. Disconnect the battery charger from the 12-volt battery.



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to make sure the 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.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -

Safety Recall 25S15

Certain 2021- 2022 Model Year F-150, 2022 Model Year, Expedition, Navigator, Maverick, and Super Duty Vehicles

Reprogram Integrated Trailer Relay Module













Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming (MRA1)
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service (MRA2)
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -

Safety Recall 25S15

Certain 2021- 2022 Model Year F-150, 2022 Model Year, Expedition, Navigator, Maverick, and Super Duty Vehicles

Reprogram Integrated Trailer Relay Module

   – Enhanced Mobile Service (MRA3)

- ***A two-person process is required anytime a procedure requires work under the vehicle***
 - Brake Inspection and Brake Repair/Replacement
 - Limited Suspension Component replacement (no alignment)
 - Under Vehicle access for limited repairs (no large component removal)
 - Vehicle Check Up - VCU
 - Pre-Delivery Inspection - PDI
 - Used Car Inspection/Presale Inspection
 - May require floor jack, jack stands, and impact tools
- Note: Wheel lock may be required.*

    – Advanced Mobile Service (MRA4)

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

25S15

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 25S15 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 25S15

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 #25S15, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before May 2, 2025. 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 noncompliances 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.