



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

March 17, 2025

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
Safety Recall 25S20  
Certain 2025 Model Year Super Duty Vehicles  
Steering Column Inspection**

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Date Range
Super Duty	2025	Kentucky Truck	December 14, 2024, through February 5, 2025

U.S. population of affected vehicles: 11,744. Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** Some vehicles may have been repaired or are in the process of being repaired at the assembly plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Labor Allowances and Parts Ordering Information for more information.

**REASON FOR THIS SAFETY RECALL**

On some of the affected vehicles, due to process deviations at the supplier, the steering column assembly was built with misaligned welds attaching the shifter mechanism to the steering column. If the shifter mechanism detaches while the vehicle is not in park, the driver will be unable to engage park. The vehicle may roll if the parking brake is not manually applied, increasing the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect and replace the steering column assembly if the serial number is on the affected part list. 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.

- Arrange for a mobile inspection at the owner’s location, or:
- Arrange to pick up the owner’s vehicle and drive it to the dealership for repairs.
  - Re-deliver the owner’s vehicle after repairs have been completed.
- Pick-Up & Delivery and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of March 31, 2025 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**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters




## **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 25S20

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- The steering column inspection has the following assessment level.  
  - Light Mobile Service
- The steering column replacement has the following assessment level.  
 - Not a Mobile Service Repair

### **MOBILE INSPECTION RECOMMENDATIONS**

- Confirm with the customer a mobile inspection is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

### **MOBILE INSPECTION ADDITIONAL INFORMATION**

Please ensure the technician brings the following to the mobile inspection destination:

- Printed Technical Instructions
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
  - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

### **MOBILE INSPECTION QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

### **OASIS ACTIVATION**

OASIS will be activated on March 17, 2025.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 17, 2025. Owner names and addresses will be available by March 17, 2025.

**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.

## Safety Recall 25S20

### **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.
- Refunds will only be provided for the cost associated with steering column assembly replacement.

### **RENTAL VEHICLES**

Rental vehicles are not approved for this program.

## Safety Recall 25S20

### **MOBILE SERVICE CLAIMING QUESTIONS**

- Dealers participating in the Remote Experience Program:
  - Ford and Lincoln Dealers - refer to EFC16075, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
  - For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.
  - Work with the Dealership warranty administrator to create an SSSC contact ID#.
  - Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

### **FORD PICK-UP & DELIVERY**

- Dealers participating in the Remote Experience Program:
  - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program:
  - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
  - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

### **REPAIR PHOTO SUBMISSION**

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

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo as an attachment for review. Photos of the steering column part number label are requested. 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. The photo(s) will be associated with your SSSC contact during submission.
    - If you have not submitted a SSSC 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 an approval code that must be used for claiming.

**Safety Recall 25S20****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 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
- 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 only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 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 25S20 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.
- **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: 25S20
  - 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 25S20

- **Ford Pick-Up & Delivery:**

- Dealers participating in the Remote Experience Program –
  - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program –
  - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
  - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

- **Mobile Inspection:**

- Dealers participating in the 2025 Remote Experience Program:
  - Ford and Lincoln - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program:
  - Mobile inspection allowances can be claimed for dealer-performed mobile inspections. Dealers that are working with Ford-contracted mobile inspection companies should refer to those companies for claiming instructions.
  - For dealer-performed mobile inspections, retain a copy of the Service Management signed record (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
  - Claim the mobile inspection allowance Labor Operation Code 25S20 along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

Safety Recall 25S20

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b>PASS:</b> Inspect and verify the steering column serial number is not on the affected part list. Closes recall.	25S20A	0.3 Hours
<b>DOES NOT PASS:</b> Inspect and verify the steering column serial number is on the affected part list. Replace the steering column assembly. Closes recall. Cannot be claimed with 25S20A. SSSC approval code required	25S20B	1.6 Hours
Mobile Service: <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b> 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.	25S20MM	0.5 Hours
<b>Ford</b> Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25S20PP	0.5 Hours
Time allowed to submit photos. Attach a photo of the steering column Engineering #, Serial #, and build date # label. See tech instructions.	25S20ZZ	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Inspection required, see Technical Instructions.

Less than 1% of the affected vehicle population will require a steering column replacement.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
PC3Z 3C529 E	1	1	1	Steering column - Manual tilt equipped vehicles
PC3Z 3C529 G	1	1	1	Steering column - Power tilt equipped vehicles
W714409-S439	1	1	1	Bolt - steering column upper shaft
W520102-S437	4	1	4	Nut - steering column mounting
W720619-S437	1	1	4	Bolt - Steering wheel
W712000-S424	1	1	1	Bolt - Shifter lever

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

## Safety Recall 25S20

### **DEALER PRICE**

For the latest prices, refer to DOES II.

### **PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

### **EXCESS STOCK RETURN**

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

### **REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair, and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup>, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

## CERTAIN 2025 MODEL YEAR SUPER DUTY VEHICLES — STEERING COLUMN INSPECTION

### 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.

#### For Manual Adjust Steering Columns (See Page 3 for Power Adjusted Steering Columns)

1. Release the steering wheel tilt lever and fully extend the steering column rearward and upward.
2. Inspect for a barcode label, located on the bottom of the steering column, near the rear driver side column retainer, in front of the knee bolster. Take a clear photo of the barcode label.

- Does the serial number and build date match any row listed in the chart on Page 2?  
See Figures 1 and 2.

**Yes** - Submit the photo to the Special Service Support Center (SSSC) for approval, then replace the steering column and perform the selector lever cable adjustment. Follow the Workshop Manual (WSM) procedures in Sections 211-04 and 307-05.

**No** - Position back and lock the steering column in its original position. No further action is required. Recall Complete.

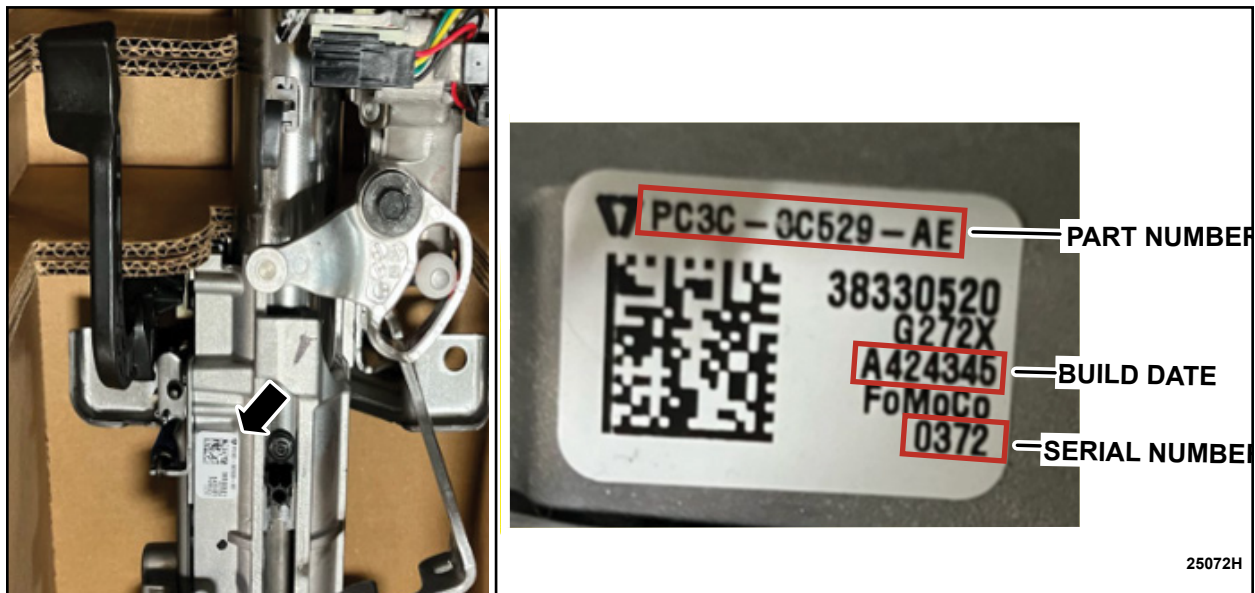


FIGURE 1



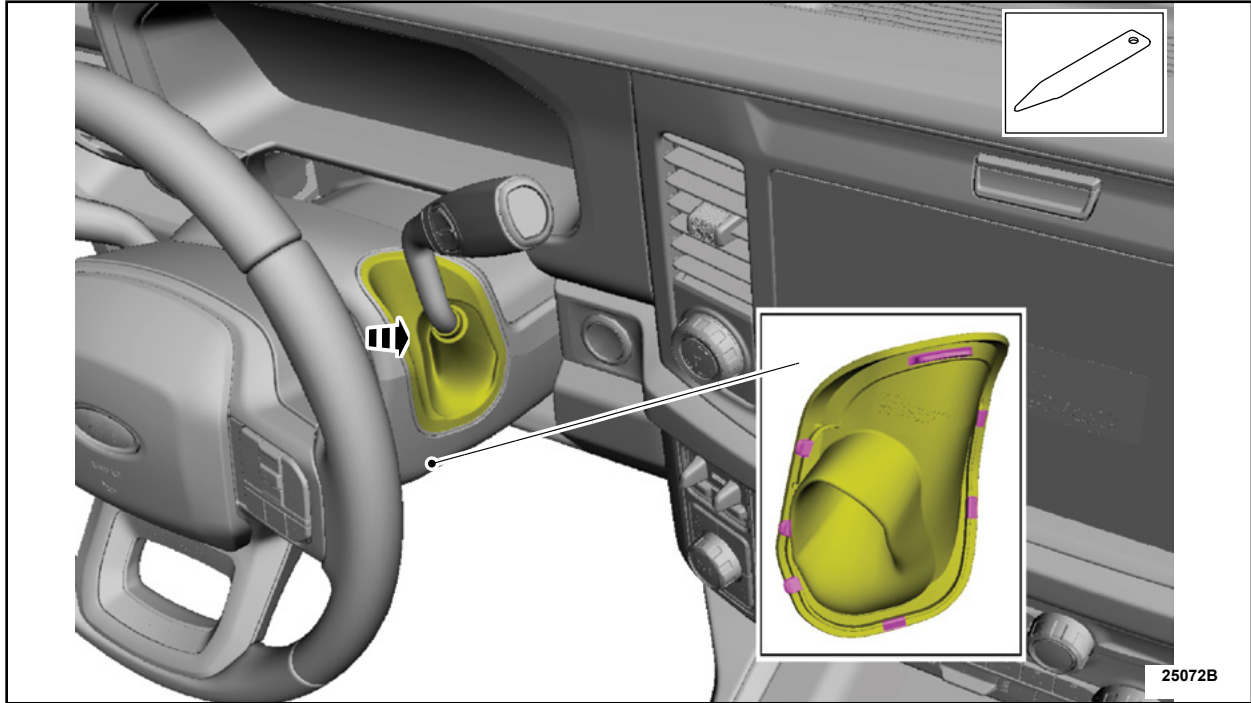
PART NUMBER	BUILD DATE	SERIAL NUMBER
PC3C-3C529-AE	C424348	0242
PC3C-3C529-AE	B424345	0416
PC3C-3C529-AE	B424345	0412
PC3C-3C529-AE	A424345	0402
PC3C-3C529-AE	A424345	0378
PC3C-3C529-AE	A424345	0374
PC3C-3C529-AE	A424345	0372
PC3C-3C529-AE	A424345	0368
PC3C-3C529-AE	A424345	0363
PC3C-3C529-AE	A424345	0351
PC3C-3C529-AE	A424345	0354
PC3C-3C529-AE	A424345	0348
PC3C-3C529-AE	A424345	0343
PC3C-3C529-AE	A424345	0325

**FIGURE 2**



**For Power Adjusted Steering Columns**

1. Fully extend the steering column rearward and upward.
2. Release the tabs and position the gear selector boot aside. See Figure 3.



**FIGURE 3**



3. Release the upper steering column shroud front clips. See Figure 4.

- a. Rotate the steering wheel 90 degrees to the left.
- b. Release the left-hand clip.
  - Use the General Equipment: Flat Headed Screw Driver.
- c. Rotate the steering wheel 180 degrees to the right.
- d. Release the right-hand clip.
  - Use the General Equipment: Flat Headed Screw Driver.

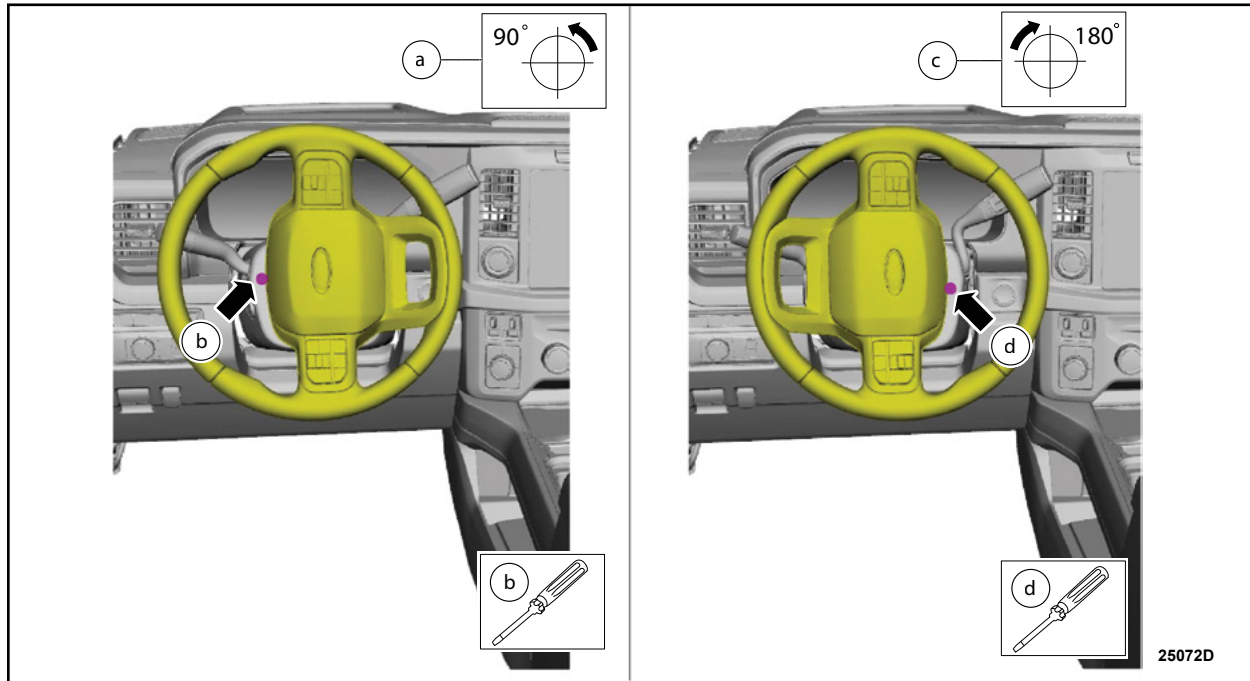
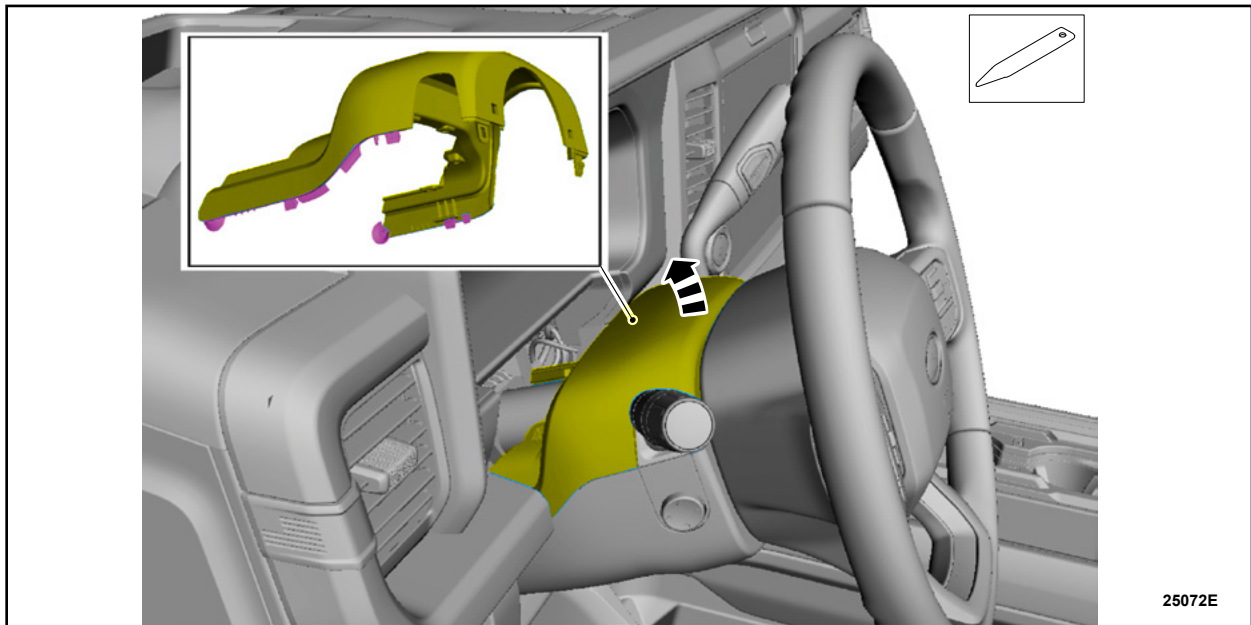


FIGURE 4



4. Release the outer tabs and position the upper steering column shroud upward. See Figure 5.

- Use the General Equipment: Interior Trim Remover

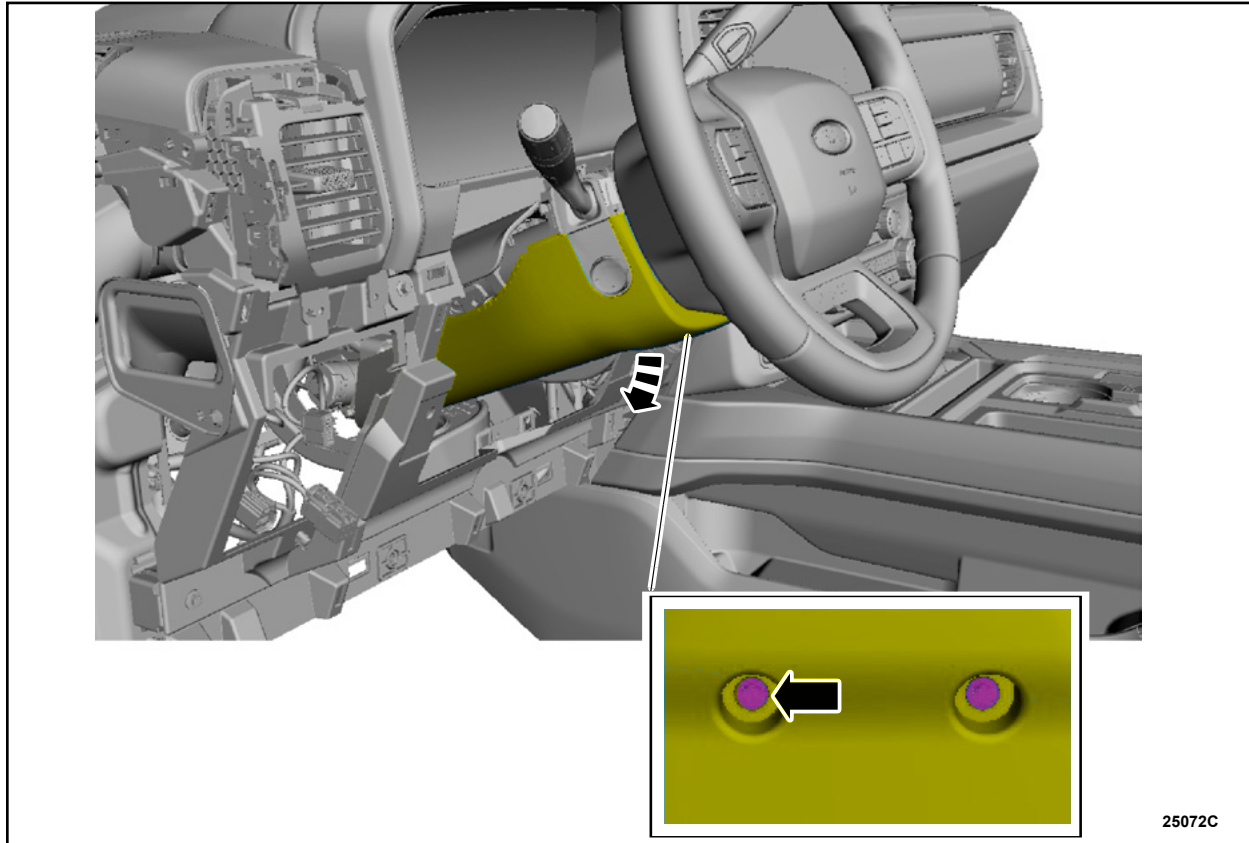


**FIGURE 5**



5. Remove the two bolts shown in Figure 6 and carefully lower steering column shroud.

**NOTE:** Only lower the shroud low enough to take the photo. Do Not force the lower steering column shield when lowering.



**FIGURE 6**

6. Inspect for a barcode label, located on the bottom of the steering column, near the rear driver side column retainer. Take a clear photo of the barcode label.

- Does the serial number and build date match any row listed in the chart on Page 7?  
See Figures 7 and 8.

**Yes** - Submit the photo to the Special Service Support Center (SSSC) for approval, then replace the steering column and perform the selector lever cable adjustment. Follow the Workshop Manual (WSM) procedures in Sections 211-04 and 307-05.

**No** - Re-install the steering column components by reversing the removal procedure. Follow the WSM procedures in Section 211-04. No further action required.  
Recall Complete.



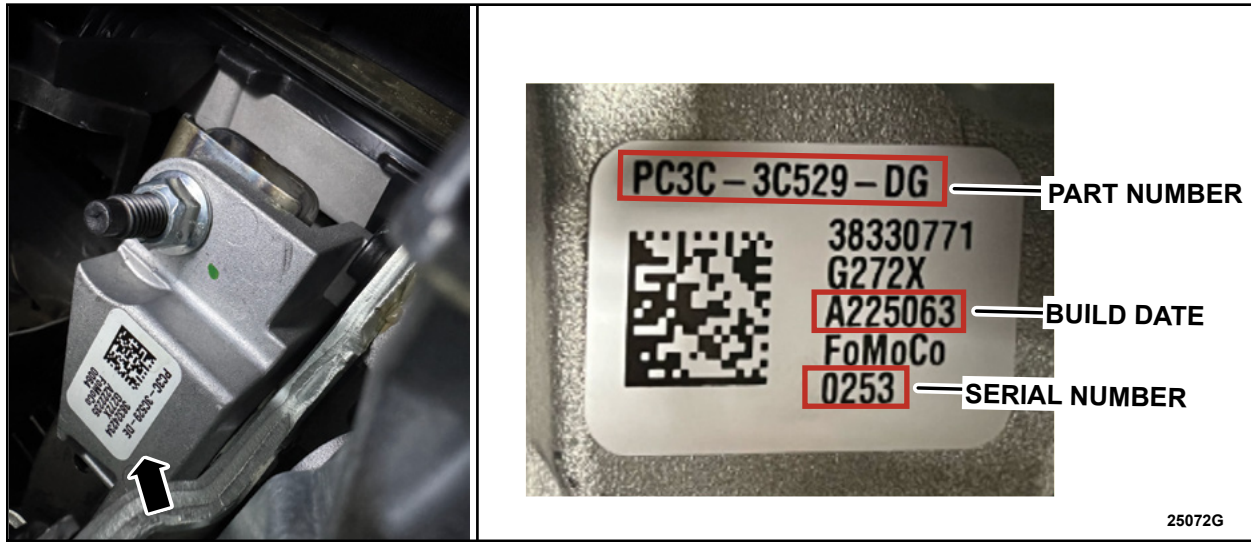


FIGURE 7

PART NUMBER	BUILD DATE	SERIAL NUMBER
PC3C-3C529-DG	A224353	0082
PC3C-3C529-DG	A224352	0176
PC3C-3C529-DG	A224352	0073
PC3C-3C529-DG	A224347	0167
PC3C-3C529-DG	A224345	0266
PC3C-3C529-DG	A224345	0265
PC3C-3C529-DG	A224345	0260
PC3C-3C529-DG	A224345	0259
PC3C-3C529-DG	A224345	0258
PC3C-3C529-DG	A224345	0172
PC3C-3C529-DG	A224345	0166
PC3C-3C529-DG	A224345	0164
PC3C-3C529-DG	A224345	0163
PC3C-3C529-DG	A224345	0162
PC3C-3C529-DG	A224345	0160
PC3C-3C529-DG	A224345	0159

FIGURE 8

**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.



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

**Safety Recall 25S20**

Certain 2025 Model Year Super Duty  
Steering Column Inspection








**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 25S20**

Certain 2025 Model Year Super Duty  
Steering Column Inspection

   – 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.**

Safety Recall 25S20

**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 25S20 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date