



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 13, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2**
Safety Recall 25S20
 Certain 2025 Model Year Super Duty Vehicles
 Steering Column Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #1**
Safety Recall 25S20
 Dated April 15, 2025
 Certain 2025 Model Year Super Duty Vehicles
 Steering Column Replacement

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicles:** *The build date range and vehicle population has been updated.*
- **Labor Allowances:** *Steering column inspection labor times have been added. In addition, steering column labor operations have been removed and will be added once parts are available.*
- **Parts Requirements / Ordering Information:** *Ordering information will be provided in the next supplement once parts are available.*
- **Technical Instructions:** *Inspection instructions have been added, and the repair procedure has been removed. Repair procedures will be added in a future supplement once parts are available.*

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Super Duty	2025	Kentucky Truck	<i>December 17, 2024, through April 11, 2025</i>

U.S. population of affected vehicles: **11,638**. Affected vehicles are identified in OASIS and FSA VIN Lists.

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 the steering column assembly if the serial number is on the affected part list.

If the steering column assembly fails inspection, the vehicle cannot be delivered or demonstrated until final repair instructions are available. Parts are expected to be available late Q3 2025.

If the steering column passes inspection, the FSA can be closed out, and the unit can be delivered and demonstrated.

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 August 25, 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.

New! ATTACHMENTS

- Administrative Information
- *Labor Allowances and Parts Ordering Information*
- *Technical Instructions*
- *25S20 Steering Column Serial Number and Build Date List*
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- *Owner Notification Letters*
- Recall reimbursement plan


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 – Supplement #2

MOBILE SERVICE INSPECTION ASSESSMENT LEVEL

- The inspection in this program has the following assessment level
 - Light Mobile Service

MOBILE INSPECTION RECOMMENDATIONS

- Confirm with the customer that a mobile repair 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 repair 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 REPAIR QUESTIONS AND ASSISTANCE

- 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.

OASIS ACTIVATION

OASIS will be activated on August 13, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 13, 2025. Owner names and addresses will be available by August 25, 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 – Supplement #2**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 the steering column assembly.

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, please contact the Centralized Loaner Support Team via the CRC Dealer Portal. The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

Safety Recall 25S20 – Supplement #2**MOBILE SERVICE CLAIMING QUESTIONS**

- Dealers participating in the Remote Experience Program:
 - Ford and Lincoln Dealers - refer to EFC16629, 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 EFC16629, 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.

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.

Safety Recall 25S20 – **Supplement #2**

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<p>PASS: <i>Inspect and verify the steering column serial number is not on the affected part list. Closes recall.</i></p>	<p>25S20A</p>	<p>0.3 Hours</p>
<p>DOES NOT PASS: <i>Inspect the steering column serial number, and it is on the affected part list. Take a photo of the serial number/build date label and save for the SSSC photo submission once parts are available.</i></p> <p>NOTE: <i>This interim labor operation code should only be used if the steering column serial number is on the affected parts list.</i></p> <p>This labor operation will not close the program.</p>	<p>25C20AA</p>	<p>0.3 Hours</p>
<p>Mobile Service: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. Can be used when the inspection takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.</p>	<p>25C20MM</p>	<p>0.5 Hours</p>
<p>Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	<p>25C20PP</p>	<p>0.5 Hours</p>

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Ordering information will be provided in the next supplement once parts are available.

CERTAIN 2025 MODEL YEAR SUPER DUTY VEHICLES — STEERING COLUMN INSPECTION

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.

For Manual Adjust Steering Columns (See Page 2 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. See Figure 1.*
 - Does the serial number and build date match any row listed in the chart? See 25S20 Steering Column Serial Number and Build Date Attachment.*

Yes - *The steering column failed inspection. Once parts have become available, refer to the full Dealer Bulletin and Technical Instructions for the steering column replacement.*

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

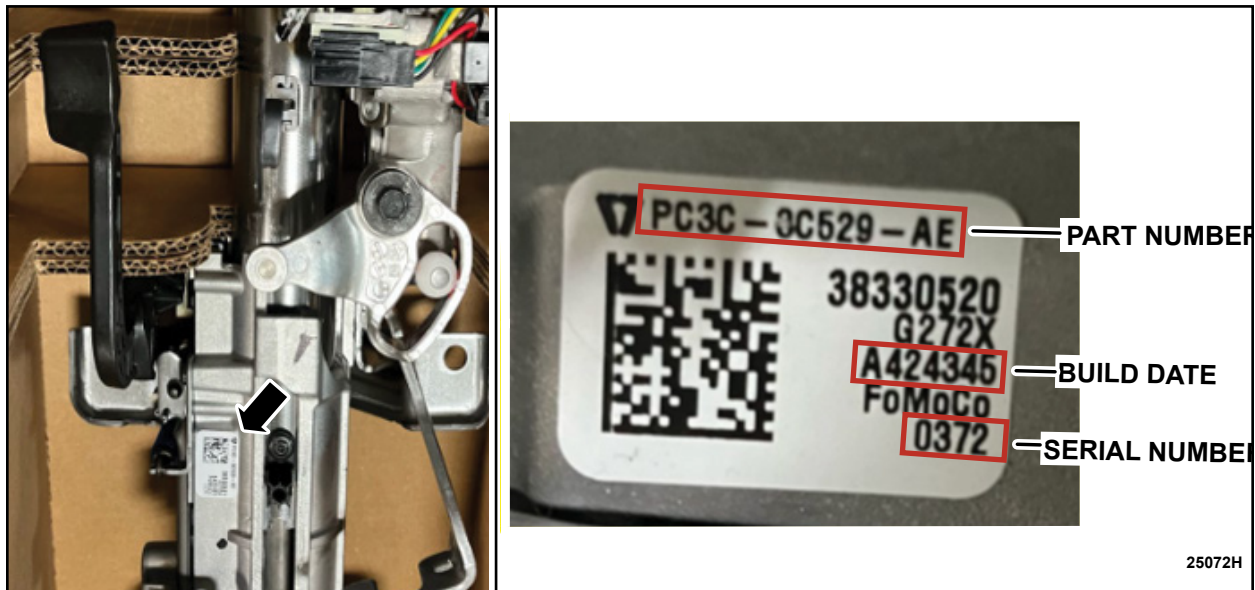


FIGURE 1



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 2.

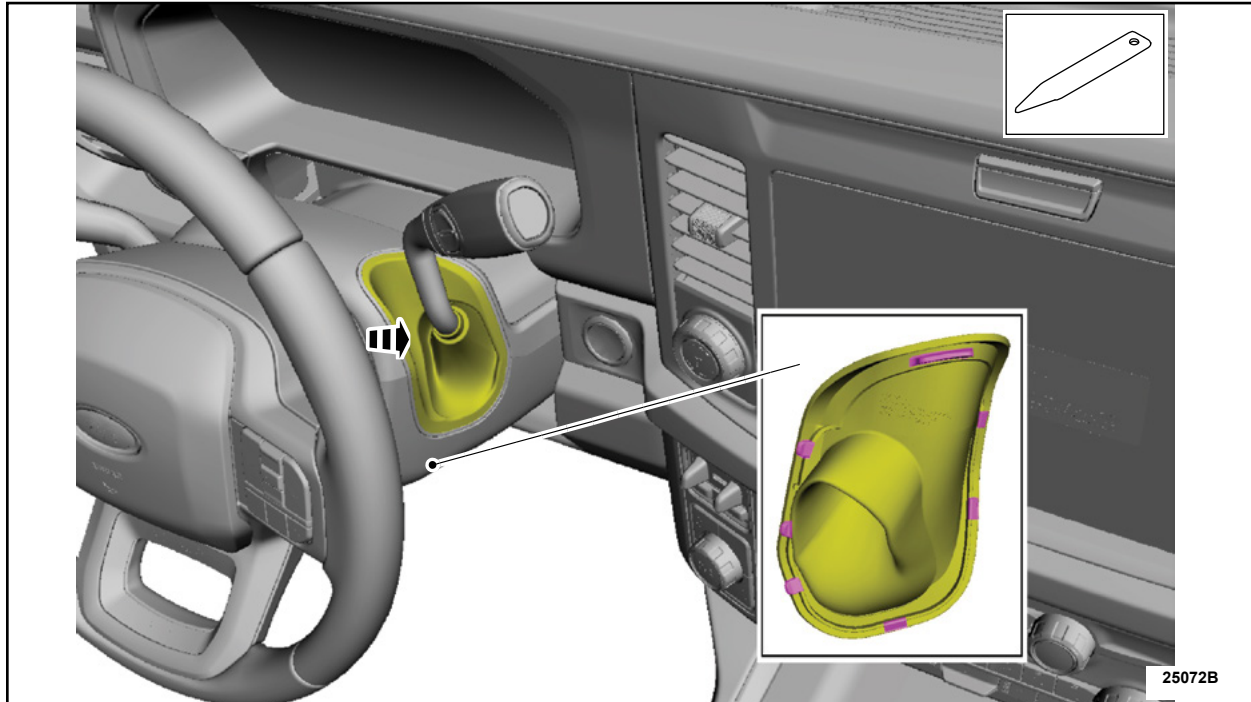


FIGURE 2



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

- 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.

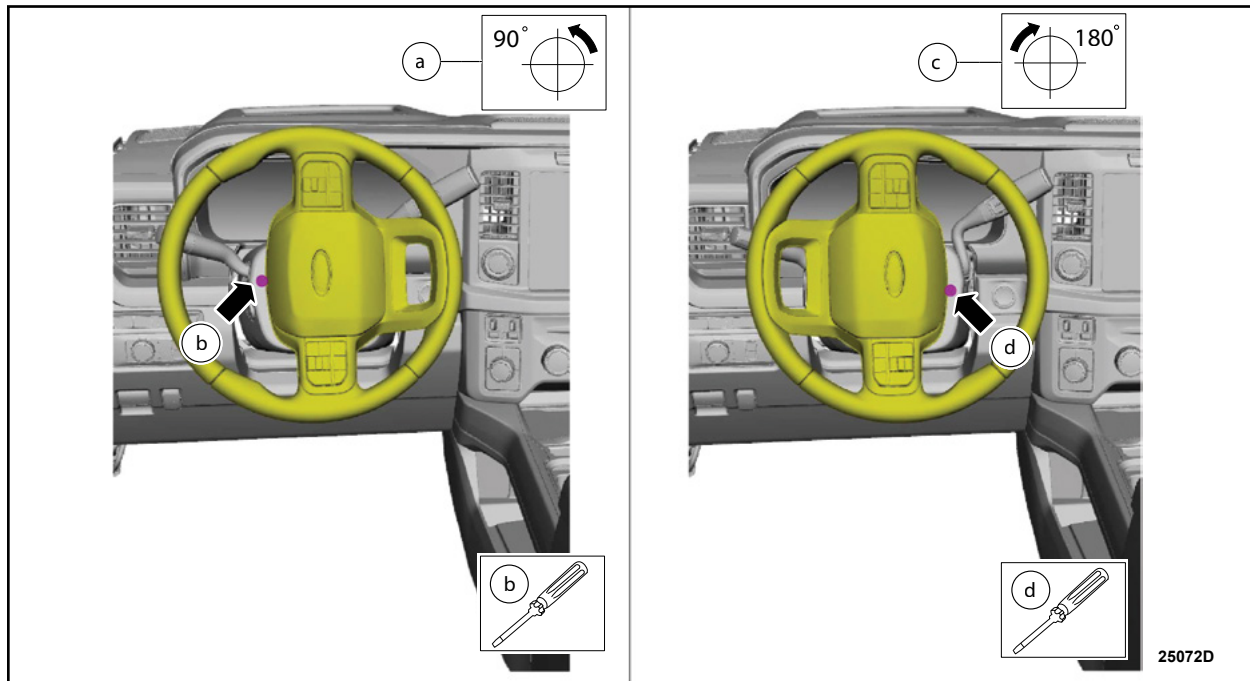


FIGURE 3



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

- Use the General Equipment: Interior Trim Remover

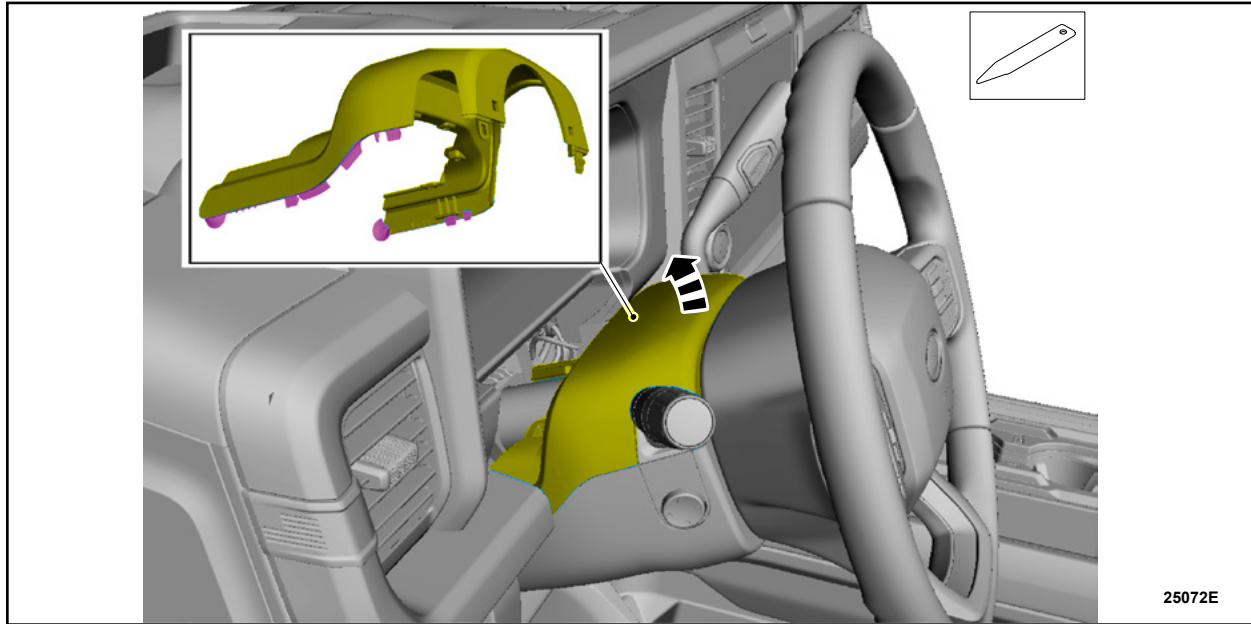


FIGURE 4



5. Remove the two bolts shown in Figure 5 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.

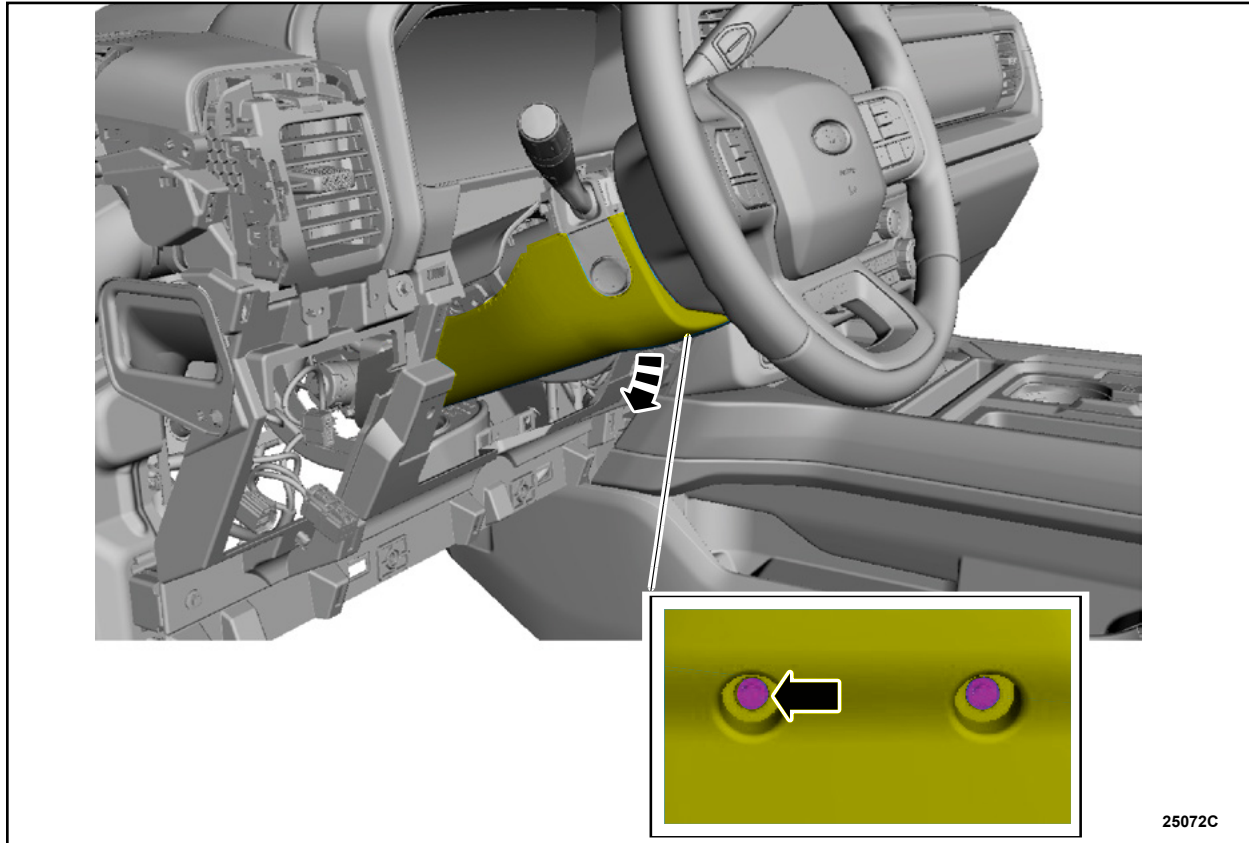


FIGURE 5

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. See Figure 6.

- Does the serial number and build date match any row listed in the chart? See 25S20 Steering Column Serial Number and Build Date Attachment.

Yes - The steering column failed inspection. Once parts have become available, refer to the full Dealer Bulletin and Technical Instructions for the steering column replacement.

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 6

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 – Supplement #2**Safety Recall 25S20**

Certain 2025 Model Year Super Duty Vehicles
Steering Column Inspection

Use the list below to determine whether the Build Date and Serial Number for the steering column are for an affected assembly that requires replacement.

To search for your Build Date and Serial Number:

- Find the steering column engineering part # that matches the vehicle being inspected.
- Next, look for a matching build date from the list.
- Then look for a serial number that matches the steering column being inspected.
- If the steering column build date and serial number match from the list, the steering column assembly will need to be replaced.

Steering column - Manual tilt with 10R140 Engineering Part # PC3C-3C529-BE			
Build Date	Serial Number	Build Date	Serial Number
B425015	0979	B425015	1012
B425015	0980	B425015	1013
B425015	0982	B425015	1014
B425015	0983	B425015	1015
B425015	0984	B425015	1016
B425015	0985	B425015	1017
B425015	0986	B425015	1019
B425015	0987	B425015	1020
B425015	0988	B425015	1021
B425015	0989	B425015	1022
B425015	0990	B425015	1023
B425015	0991	B425015	1024
B425015	0993	B425015	1025
B425015	0994	B425015	1026
B425015	0997	B425015	1027
B425015	0998	B425015	1028
B425015	1000	B425015	1029
B425015	1001	B425015	1030
B425015	1002	B425015	1031
B425015	1003	B425015	1032
B425015	1004	B425015	1033
B425015	1005	B425015	1034
B425015	1006	B425015	1036
B425015	1007	B425015	1037
B425015	1011	B425015	1038

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2**Safety Recall 25S20**

Certain 2025 Model Year Super Duty Vehicles

Steering Column Inspection

Steering column - Manual tilt with 10R140 Engineering Part # PC3C-3C529-BE			
Build Date	Serial Number	Build Date	Serial Number
B425015	1039	B425015	1070
B425015	1040	B425015	1071
B425015	1041	B425015	1072
B425015	1042	B425015	1073
B425015	1043	B425015	1074
B425015	1044	B425015	1078
B425015	1045	B425015	1085
B425015	1046	A425016	0044
B425015	1047	A425016	0045
B425015	1048	A425016	0046
B425015	1049	A425016	0047
B425015	1050	A425016	0048
B425015	1051	A425016	0049
B425015	1052	A425016	0050
B425015	1053	A425016	0051
B425015	1054	A425016	0052
B425015	1055	A425016	0053
B425015	1056	A425016	0054
B425015	1057	A425016	0055
B425015	1058	A425016	0056
B425015	1059	A425016	0057
B425015	1060	A425016	0058
B425015	1061	A425016	0059
B425015	1062	A425016	0060
B425015	1063	A425016	0061
B425015	1064	A425016	0062
B425015	1065	A425016	0063
B425015	1066	A425016	0064
B425015	1067	A425016	0065
B425015	1068	A425016	0066
B425015	1069	A425016	0067

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2**Safety Recall 25S20**Certain 2025 Model Year Super Duty Vehicles
Steering Column Inspection

Steering column - Manual tilt with 10R140 Engineering Part # PC3C-3C529-BE			
Build Date	Serial Number		
A425016	0068		
A425016	0069		
A425016	0070		
A425016	0071		
A425016	0072		
A425016	0073		
A425016	0074		
A425016	0075		
A425016	0076		
A425016	0077		
A425016	0078		
A425016	0079		
A425016	0080		
A425016	0081		
A425016	0102		
A425016	0103		
A425016	0104		
A425016	0105		
A425016	0106		
A425016	0107		
A425016	0137		
A425016	0139		
A425016	0146		
B425016	0001		
B425017	0002		
B425017	0004		

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2**Safety Recall 25S20**

Certain 2025 Model Year Super Duty Vehicles

Steering Column Inspection

Steering column - Power Tilt with 10R140 Transmission - Engineering Part # PC3C-3C529-DG			
Build Date	Serial Number	Build Date	Serial Number
A224345	0159	A225016	0021
A224345	0160	A225016	0022
A224345	0162	A225016	0023
A224345	0163	A225016	0024
A224345	0164	A225016	0025
A224345	0166	A225016	0026
A224345	0172	A225016	0027
A224345	0258	A225016	0028
A224345	0259	A225016	0029
A224345	0260	A225016	0030
A224345	0265	A225016	0031
A224345	0266	A225016	0032
A224347	0167	A225016	0033
A224352	0073	A225016	0034
A224352	0176	A225016	0035
A224353	0082	A225016	0036
A225016	0005	A225016	0037
A225016	0006	A225016	0038
A225016	0008	A225016	0039
A225016	0010	A225016	0040
A225016	0011	A225016	0043
A225016	0012	A225016	0044
A225016	0013	A225016	0045
A225016	0014	A225016	0046
A225016	0015	A225016	0047
A225016	0016	A225016	0048
A225016	0017	A225016	0050
A225016	0018	A225016	0051
A225016	0019	A225016	0052
A225016	0020	A225016	0053

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2**Safety Recall 25S20**

Certain 2025 Model Year Super Duty Vehicles

Steering Column Inspection

Steering column - Power Tilt with 10R140 Transmission - Engineering Part # PC3C-3C529-DG			
Build Date	Serial Number	Build Date	Serial Number
A225016	0054	A225016	0174
A225016	0055	A225016	0181
A225016	0056	A225016	0186
A225016	0057	A225016	0189
A225016	0058	A225016	0190
A225016	0059	A225016	0193
A225016	0061	A225016	0194
A225016	0062	A225016	0195
A225016	0063	A225016	0197
A225016	0064	A225016	0201
A225016	0066	A225016	0202
A225016	0067	A225016	0203
A225016	0076	A225016	0204
A225016	0077	A225016	0206
A225016	0082	A225016	0207
A225016	0105	A225016	0208
A225016	0114	A225016	0209
A225016	0116	A225016	0213
A225016	0119	A225016	0214
A225016	0120	A225016	0215
A225016	0121	A225016	0216
A225016	0122	A225016	0217
A225016	0128	A225017	0003
A225016	0138	A225017	0004
A225016	0144	A225017	0006
A225016	0145	A225017	0010
A225016	0147	A225017	0011
A225016	0159	A225017	0012
A225016	0160	A225017	0013
A225016	0171	A225017	0015

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2**Safety Recall 25S20**

Certain 2025 Model Year Super Duty Vehicles

Steering Column Inspection

Steering column - Power Tilt with 10R140 Transmission - Engineering Part # PC3C-3C529-DG			
Build Date	Serial Number	Build Date	Serial Number
A225017	0019	A225020	0135
A225017	0020	A225020	0136
A225017	0021	A225020	0142
A225017	0023	A225020	0155
A225020	0010	A225020	0158
A225020	0011	A225020	0161
A225020	0016	A225020	0162
A225020	0020	A225020	0164
A225020	0021	A225020	0165
A225020	0022	A225020	0167
A225020	0025	A225020	0169
A225020	0026	A225020	0170
A225020	0027	A225020	0174
A225020	0029	A225020	0176
A225020	0038	A225020	0178
A225020	0039	A225020	0179
A225020	0042	A225020	0180
A225020	0043	A225020	0181
A225020	0058	A225020	0183
A225020	0084	A225020	0184
A225020	0089	A225020	0185
A225020	0098	A225020	0187
A225020	0100	A225020	0189
A225020	0101	A225020	0193
A225020	0116	A225020	0195
A225020	0119	A225020	0201
A225020	0130	A225021	0009
A225020	0132	A225021	0013
A225020	0133	A225021	0020
A225020	0134	A225021	0042

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2**Safety Recall 25S20**

Certain 2025 Model Year Super Duty Vehicles

Steering Column Inspection

Steering column - Power Tilt with 10R140 Transmission - Engineering Part # PC3C-3C529-DG			
Build Date	Serial Number	Build Date	Serial Number
A225021	0045	A225021	0157
A225021	0047	A225021	0162
A225021	0049	A225021	0163
A225021	0051	A225021	0165
A225021	0052	A225021	0166
A225021	0056	A225021	0170
A225021	0059	A225021	0184
A225021	0063	A225021	0197
A225021	0064	A225021	0198
A225021	0065	A225021	0209
A225021	0067	A225021	0210
A225021	0068	A225021	0212
A225021	0069	A225021	0216
A225021	0072	A225021	0218
A225021	0074	A225021	0219
A225021	0076	A225021	0228
A225021	0080	A225021	0231
A225021	0081	A225021	0234
A225021	0087	A225021	0242
A225021	0088	A225021	0245
A225021	0089	A225021	0255
A225021	0102	A225021	0256
A225021	0115	A225021	0258
A225021	0120	A225021	0259
A225021	0128	A225021	0264
A225021	0134	A225021	0270
A225021	0137	A225021	0271
A225021	0148	A225021	0273
A225021	0153	A225021	0283
A225021	0154	A225021	0290

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2**Safety Recall 25S20**

Certain 2025 Model Year Super Duty Vehicles

Steering Column Inspection

Steering column - Power Tilt with 10R140 Transmission - Engineering Part # PC3C-3C529-DG			
Build Date	Serial Number	Build Date	Serial Number
A225021	0292	A225023	0246
A225021	0297	A225023	0247
A225021	0300	A225023	0253
A225021	0303	A225023	0268
A225021	0304	A225023	0275
A225022	0003	A225027	0142
A225022	0008	A225027	0151
A225022	0010	A225028	0011
A225022	0021	A225028	0029
A225022	0023	A225029	0022
A225022	0025	A225029	0079
A225022	0061	A225029	0084
A225022	0066	A225029	0135
A225022	0070	A225030	0003
A225022	0071	A225051	0378
A225022	0073	A225051	0427
A225022	0074	A225055	0024
A225022	0076	A225055	0143
A225022	0079	A225057	0178
A225022	0216	A225070	0063
A225023	0222	A225073	0020
A225023	0224	A225073	0061
A225023	0225	A225073	0063
A225023	0226	A225078	0052
A225023	0228	A225080	0323
A225023	0229	B225015	0373
A225023	0232	B225015	0375
A225023	0235	B225015	0376
A225023	0239	B225015	0385
A225023	0244	B225015	0389

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2**Safety Recall 25S20**

Certain 2025 Model Year Super Duty Vehicles

Steering Column Inspection

Steering column - Power Tilt with 10R140 Transmission - Engineering Part # PC3C-3C529-DG			
Build Date	Serial Number	Build Date	Serial Number
B225015	0390	B225015	0448
B225015	0392	B225015	0449
B225015	0393	B225015	0450
B225015	0394	B225015	0451
B225015	0395	B225015	0452
B225015	0396	B225015	0453
B225015	0397	B225015	0454
B225015	0398	B225015	0455
B225015	0399	B225015	0456
B225015	0401	B225015	0457
B225015	0408	B225015	0458
B225015	0409	B225015	0459
B225015	0418	B225015	0460
B225015	0419	B225015	0461
B225015	0423	B225015	0464
B225015	0424	B225015	0467
B225015	0425	B225015	0468
B225015	0428	B225015	0469
B225015	0430	B225015	0470
B225015	0432	B225015	0471
B225015	0433	B225015	0473
B225015	0434	B225015	0474
B225015	0436	B225015	0476
B225015	0438	B225015	0479
B225015	0441	B225015	0481
B225015	0442	B225015	0482
B225015	0444	B225015	0483
B225015	0445	B225015	0484
B225015	0446	B225015	0486
B225015	0447	B225015	0487

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2**Safety Recall 25S20**

Certain 2025 Model Year Super Duty Vehicles

Steering Column Inspection

Steering column - Power Tilt with 10R140 Transmission - Engineering Part # PC3C-3C529-DG			
Build Date	Serial Number	Build Date	Serial Number
B225015	0488	B225015	0531
B225015	0489	B225015	0532
B225015	0490	B225015	0535
B225015	0491	B225015	0536
B225015	0492	B225015	0550
B225015	0493	B225015	0553
B225015	0494	B225015	0554
B225015	0495	B225015	0555
B225015	0496	B225015	0556
B225015	0497	B225015	0558
B225015	0498	B225015	0559
B225015	0499	B225015	0561
B225015	0500	B225015	0565
B225015	0501	B225015	0566
B225015	0502	B225015	0568
B225015	0503	B225015	0571
B225015	0504	B225015	0573
B225015	0507	B225015	0579
B225015	0508	B225016	0001
B225015	0509	B225016	0002
B225015	0510	B225016	0004
B225015	0511	B225016	0218
B225015	0513	B225016	0219
B225015	0516	B225016	0220
B225015	0517	B225016	0221
B225015	0519	B225016	0222
B225015	0521	B225016	0223
B225015	0522	B225016	0224
B225015	0524	B225016	0225
B225015	0530	B225016	0226

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2**Safety Recall 25S20**

Certain 2025 Model Year Super Duty Vehicles

Steering Column Inspection

Steering column - Power Tilt with 10R140 Transmission - Engineering Part # PC3C-3C529-DG			
Build Date	Serial Number	Build Date	Serial Number
B225016	0227	B225053	0448
B225016	0228	B225053	0470
B225016	0229	B225053	0515
B225016	0231	B225072	0060
B225016	0232	B225076	0225
B225016	0233	C225052	0039
B225016	0234	C225071	0156
B225043	0139	C225071	0183
B225050	0001		

Steering column - Power Tilt with 10R100 Transmission - Engineering Part # SC3C-3C529-CA			
Build Date	Serial Number		
A225030	0215		

Steering column - Manual Tilt with 10R100 Transmission - Engineering Part # PC3C-3C529-AE			
Build Date	Serial Number	Build Date	Serial Number
C424348	0242	A424345	0368
B424345	0416	A424345	0363
B424345	0412	A424345	0351
A424345	0402	A424345	0354
A424345	0378	A424345	0348
A424345	0374	A424345	0343
A424345	0372	A424345	0325

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #2
Safety Recall 25S20
Certain 2025 Model Year Super Duty Vehicles
Steering Column Replacement














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 – Supplement #2
Safety Recall 25S20
Certain 2025 Model Year Super Duty Vehicles
Steering Column Replacement

   – 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.**

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – *Supplement #2*
Safety Recall 25S20
Certain 2025 Model Year Super Duty Vehicles
Steering Column Replacement

Safety Recall 25S20 – Supplement #2

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

Ford Motor Company
Recall Reimbursement Plan for 25S20

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 # 25S20, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before September 5, 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 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.