



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 31, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**

Safety Recall 25S30 – Supplement 1

Certain 2024-2025 Model Year F150, 2024-2025 Expedition, and 2024 Navigator Vehicles

3.5L Engine Cup Plug Inspection

REF1: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**

Safety Recall 25S30

Certain 2024-2025 Model Year F150, 2024-2025 Expedition, and 2024 Navigator Vehicles

3.5L Engine Cup Plug Inspection

Dated May 16, 2025

REF2 **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 24S70**

Certain 2024-2025 F150, 2024 Expedition, and 2024 Navigator Vehicles

Engine Cup Plug Inspection

Dated May 16, 2025

New! AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|------------|------------|----------------|--|
| F150 | 2024 | Dearborn | September 12, 2024 to <i>November 14, 2024</i> |
| | 2025 | | September 23, 2024 to <i>March 27, 2025</i> |
| | 2024 | Kansas City | September 15, 2024 to <i>November 26, 2024</i> |
| | 2025 | | December 13, 2024 to <i>March 11, 2025</i> |
| Navigator | 2024 | Kentucky Truck | September 24, 2024 to <i>November 13, 2024</i> |
| Expedition | 2024 | | <i>September 22, 2024 to November 26, 2024</i> |
| Expedition | 2025 | | January 14, 2025 to February 9, 2025 |

U.S. population of affected vehicles: **4,354**. Affected vehicles are identified in OASIS and FSA VIN Lists.

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicle Build Dates:** Vehicles have been added to this recall. All affected vehicles are correctly identified in OASIS and FSA VIN lists.
- **Inspection Photos:** Any required photos should be submitted to the SSSC.
- **Technical Instructions:** Tool color reference was omitted and tool part numbers for similar tools added.
- **VIN List Added:** A small number of vehicles require special handling. A VIN list has been attached to this bulletin.

REASON FOR THIS SAFETY RECALL

Affected vehicles have a 3.5L GTDI engine that may have a misaligned cup plug at the side or rear of the engine, which may result in a rapid oil leak. An oil leak in the presence of an ignition source such as hot engine or exhaust components, can increase the risk of a fire. In addition, the loss of oil can result in loss of motive power, increasing the risk of a crash.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect and if required, replace affected cup plugs in one or more locations on the right cylinder head. Photos of ALL passing inspections are required for claim reimbursement/recall completion. No photos are required for inspections that DO NOT PASS for either of the 25S30 cup plug locations.

Some units, identified as also being affected by the safety recall 24S70 in OASIS, will require a third cup plug location to be inspected. Vehicles affected by 24S70 with an inspection result of DOES NOT PASS will require a photo of the 24S70 cup plug location to be sent to the SSSC for review to determine if the cup plug at that location requires installation. See “**INSPECTION PHOTO SUBMISSION – Inspection DOES NOT PASS**” in the Administrative Information attachment.

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.

NOTE: Completing and claiming recall 25S30 will automatically close the recall 24S70.

This safety recall includes technical instructions for vehicles also affected by safety recall 24S70. Vehicles also affected by 24S70 will require the inspection of a third cup plug location. The technical instructions provided in this bulletin should be used to complete the recall requirements for both the 25S30 and 24S70 safety recalls.

NOTE: If a vehicle is affected by 24S70 only (25S30 does not show in OASIS), please contact the SSSC by submitting an “Approval Request” contact type under program code 24S70 for further information.

NOTE: There is a list of VINs attached to this bulletin that must be checked before proceeding with the inspection. See the attachment “VIN List - Vehicles that Require Special Handling”.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of May 19, 2025. *Owner letters for vehicles added to the population are expected to be mailed the week of August 18, 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
- *VIN List - Vehicles that Require Special Handling*
- 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

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.:
 Ⓢ - Not a Mobile Service Repair

New! OASIS ACTIVATION

OASIS was activated on May 16, 2025. *OASIS will be activated on July 31, 2025 for units added to this recall.*

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists and owner names and addresses are available for the original population of vehicles. FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by August 18, 2025. Owner names and addresses will be available by September 2, 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.

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.

Safety Recall 25S30 – Supplement 1**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 engine cup plug inspection and/or replacement.

RENTAL VEHICLES

Dealers are pre-approved for up to 4 days for a comparable rental vehicle for vehicles that have any cup plug inspection with a result that DOES NOT PASS. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement or for SSSC review of photos. Prior approval for more than 4 rental day(s) is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

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

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.

LINCOLN PICK-UP & DELIVERY

- Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service, from their dealership. For details, reference EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement.
- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16629, Announcing the 2025 Remote Experience Program.
- NOT participating in the 2025 Remote Experience Program:
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

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New! INSPECTION PHOTO SUBMISSION – Inspection PASSES

Ford has requested photo evidence of passing inspections for ALL cup plug locations.

- The SSSC must provide approval for all passing cup plug locations for claim reimbursement and to close 25S30 and 24S70.*
- Photos must be submitted to the SSSC for approval for claim reimbursement and to close the recall by submitting a VIN specific “Approval Request” contact type at PTS>Home>SSSC. Photos must include the inspection pin (Gauge 1) installed in each cup plug location, hands-free.*
- Upon approval, the SSSC will provide an approval code that must be used for claiming.*

New! INSPECTION PHOTO SUBMISSION – Inspection DOES NOT PASS

25S30 – Cup plug locations #1 (side) and #2 (inboard rear) – Dealers are to proceed with cup plug installation.

24S70 – Cup plug location #3 (outboard rear) - If the inspection DOES NOT PASS due to an oil leak, dealers are to proceed with cup plug installation at location #3. If the cup plug at location #3 DOES NOT PASS inspection with the inspection gauge, dealers are to contact the SSSC by submitting an “Approval Request” contact type under the program code 24S70. This is required to determine if a cup plug installation is required. The SSSC will review the provided photos and respond with direction to either install a cup plug at this location or that a cup plug installation is not required and provide an approval for claim reimbursement.

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
 - 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.

Safety Recall 25S30 – *Supplement 1***New! 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.
- **NOTE: Completing and claiming recall 25S30 will automatically close recall 24S70.**
- ***Please note that the recall 24S70 will remain open for one day after the 25S30 program has closed due to warranty claim submission process.***
- **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 25S30 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.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25S30
 - 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.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery should be submitted on a separate line from the FSA. Refer to EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement for details.
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16629, Announcing the 2025 Remote Experience Program
 - Dealers NOT participating in the 2025 Remote Experience Program
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

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- **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.

- **Provision for Locally Obtained Supplies:** Includes **brake cleaner, Loctite SF 7649 Primer, Loctite 620** and **foam swabs**. Can be used for multiple cup plug locations/vehicles. Submit on the same line as the repair.
 - Program Code: 25S30
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$100

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New! LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|---|-----------------|------------|
| <p>F-150 Non-HEV (25S30 and 24S70 if affected): Inspect both cup plugs for 25S30 – Also inspect the third cup plug location if affected by 24S70.</p> <p>Inspection PASSES - Photos of all passing cup plug locations must be submitted <i>for claim reimbursement and to close recall 25S30 (24S70) if applicable</i>. DO NOT claim labor operation 25S30E through 25S30L. Recall 25S30 (and 24S70 if affected) is complete with no further action required once photos have been submitted of all affected cup plug locations. Requires Approval. Closes 25S30 and 24S70.</p> | 25S30A | 2.4 Hours |
| <p>F-150 Non-HEV (25S30 and 24S70 if affected): Inspect both cup plugs for 25S30 – Also inspect the third cup plug location if affected by 24S70.</p> <p>Inspection DOES NOT PASS – Submit photos of all passing cup plug locations and DOES NOT PASS for the 24S70 cup plug location (if affected). This labor operation is to be used with labor operation 25S30E. Recall 25S30 (and 24S70 if affected) is complete once cup plugs have been installed at locations that did not pass and photos <i>submitted of locations that pass the inspection</i>. Requires Approval. Does Not Close 25S30 or 24S70.</p> | 25S30AA | 2.4 Hours |
| <p>F-150 HEV (25S30 and 24S70 if affected): Inspect both cup plugs for 25S30 – Also inspect the third cup plug location if affected by 24S70.</p> <p>Inspection PASSES - Photos of all passing cup plug locations must be submitted <i>for claim reimbursement and to close recall 25S30 (24S70 if applicable)</i>. DO NOT claim labor operations 25S30E through 25S30L. Recall 25S30 (and 24S70 if affected) is complete with no further action required once photos have been submitted of all affected cup plug locations. Requires Approval. Closes 25S30 and 24S70.</p> | 25S30B | 1.4 Hours |
| <p>F-150 HEV (25S30 and 24S70 if affected): Inspect both cup plugs for 25S30 – Also inspect the third cup plug location if affected by 24S70.</p> <p>Inspection DOES NOT PASS – Submit photos of all passing cup plug locations and DOES NOT PASS for the 24S70 cup plug location (if affected). This labor operation is to be used with labor operation 25S30F. Recall 25S30 (and 24S70 if affected) is complete once cup plugs have been installed at locations that did not pass and photos <i>submitted of locations that passes the inspection</i>. Requires Approval. Does Not Close 25S30 or 24S70.</p> | 25S30BB | 1.4 Hours |

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LABOR ALLOWANCES (continued)

| Description | Labor Operation | Labor Time |
|--|-----------------|------------|
| <p>F-150 Raptor (25S30 and 24S70 if affected): Inspect both cup plugs for 25S30 – Also inspect the third cup plug location if affected by 24S70. Inspection PASSES - Photos of all passing cup plug locations must be submitted <i>for claim reimbursement and to close recall 25S30 (24S70 if applicable)</i>. DO NOT claim labor operations 25S30E through 25S30L. Recall 25S30 (and 24S70 if affected) is complete with no further action required once photos have been submitted of all affected cup plug locations. Requires Approval. Closes 25S30 and 24S70.</p> | 25S30C | 3.4 Hours |
| <p>F-150 Raptor (25S30 and 24S70 if affected): Inspect both cup plugs for 25S30 – Also inspect the third cup plug location if affected by 24S70. Inspection DOES NOT PASS – Submit photos of all passing cup plug locations and DOES NOT PASS for the 24S70 cup plug location (if affected). This labor operation is to be used with labor operation 25S30G. Recall 25S30 (and 24S70 if affected) is complete once cup plugs have been installed at locations that did not pass and photos <i>submitted of locations that passes the inspection</i>. Requires Approval. Does Not Close 25S30 or 24S70.</p> | 25S30CC | 3.4 Hours |
| <p>F-150 HEV, Non-HEV and Raptor (25S30): <i>Additional time to remove RH engine mount nuts and lift the engine if the side cup plug (Location #1) DOES NOT PASS the inspection and cup plug installation is required.</i></p> | 25S30M | 0.3 Hours |
| <p>Expedition/Navigator (25S30 and 24S70 if affected): Inspect both cup plugs for 25S30 – Also inspect the third cup plug location if affected by 24S70. Inspection Passes – Photos of all passing cup plug locations must be submitted <i>for claim reimbursement and to close recall 25S30 (24S70 if applicable)</i>. DO NOT claim labor operations 25S30E through 25S30L. Recall 25S30 (and 24S70 if affected) is complete with no further action required once photos have been submitted of all affected cup plug locations. Requires Approval. Closes 25S30 and 24S70.</p> | 25S30D | 0.6 Hours |

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LABOR ALLOWANCES (continued)

| Description | Labor Operation | Labor Time |
|---|-----------------|------------|
| <p>Expedition/Navigator (25S30 and 24S70 if affected): Inspect both cup plugs for 25S30 – Also inspect the third cup plug location if affected by 24S70.</p> <p>Inspection DOES NOT PASS – Submit photos of all passing cup plug locations and DOES NOT PASS for the 24S70 cup plug location (if affected). This labor operation is to be used with one of the following labor operations: 25S30H, 25S30J, or 25S30K, and 25S30L if applicable. Recall 25S30 (and 24S70 if affected) is complete once cup plugs have been installed at locations that did not pass and photos <i>submitted of locations that passes the inspection.</i></p> <p>Requires Approval. Does Not Close 25S30 or 24S70.</p> | 25S30DD | 0.6 Hours |
| <p>F-150 Non-HEV</p> <p>Remove cab to Install cup plug(s) for the location(s) that DO NOT PASS. Must be claimed with the 25S30AA labor operation <i>but on a separate repair line or different repair order. Closes 25S30 and 24S70.</i></p> | 25S30E | 7.1 Hours |
| <p>F-150 HEV</p> <p>Remove cab to Install cup plug(s) for the location(s) that DO NOT PASS. Must be claimed with the 25S30BB labor operation <i>but on a separate repair line or different repair order. Closes 25S30 and 24S70.</i></p> | 25S30F | 7.4 Hours |
| <p>F150 Raptor</p> <p>Remove cab to Install cup plug(s) for the location(s) that DO NOT PASS. Must be claimed with the 25S30CC labor operation, <i>but on a separate repair line or different repair order. Closes 25S30 and 24S70.</i></p> | 25S30G | 7.3 Hours |
| <p>Expedition 4x2</p> <p>Remove engine to install cup plug(s) for the locations that DO NOT PASS. Must be claimed with the 25S30DD labor operation, <i>but on a separate repair line or different repair order. Closes 25S30 and 24S70.</i></p> | 25S30H | 12.0 Hours |
| <p>Expedition 4x4</p> <p>Remove engine to install cup plug(s) for the locations that DO NOT PASS. Must be claimed with the 25S30DD labor operation, <i>but on a separate repair line or different repair order. Closes 25S30 and 24S70.</i></p> | 25S30J | 12.2 Hours |

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| | | |
|--|--------|------------|
| Navigator 4x4 Remove engine to install cup plug(s) for the locations that DO NOT PASS. Must be claimed with the 25S30DD labor operation, <i>but on a separate repair line. Closes 25S30 and 24S70.</i> | 25S30K | 11.7 Hours |
| Expedition/Navigator Extra time to align 360° camera if equipped (can be claimed with 25S30H, 25S30J, or 25S30K) | 25S30L | 0.5 Hours |

LABOR ALLOWANCES (continued)

| Description | Labor Operation | Labor Time |
|---|-----------------|------------|
| Lincoln Vehicle Pick-Up & Delivery Allowance: Only vehicles outside of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program. | 25S30LL | 0.5 Hours |
| Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for non-eligible 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. | 25S30PP | 0.5 hours |
| Time allowed to submit photos | 25S30ZZ | 0.2 Hours |

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place an order for the required Inspection/Repair Kit, submit a VIN-specific Part Order contact via the SSSC Web Contact Site. One Inspection/Repair kit is required for each affected vehicle.

| Service Part Number | Claim Quantity | Package Order Quantity | Number in Package | Description |
|---------------------|----------------|------------------------|-------------------|---|
| ML3Z-6049-Q | 1 | 1 | 1 | Cup Plug Kit *Required for all affected vehicles |

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

| <i>F-150 Non-HEV *includes Raptor (Required for all Non-HEV F150 inspections)</i> | | | | |
|--|----------|----------|----------|----------------------|
| <i>DL3Z-19B596-B</i> | <i>1</i> | <i>1</i> | <i>1</i> | <i>AC O-ring Kit</i> |
| <i>DS7Z-19B596-A</i> | <i>1</i> | <i>1</i> | <i>1</i> | <i>AC O-ring Kit</i> |

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Parts Below Are Required for Cup Plug Installation Only:

| Service Part Number | Claim Quantity | Package Order Quantity | Number in Package | Description |
|---------------------|----------------|------------------------|-------------------|--|
| F-150 | | | | |
| W705443-S900 | 2 | 1 | 4 | RH Exhaust Flange Nut |
| W520514-S440 | 2 | 2 | 1 | LH Exhaust Flange Nut |
| W713244-S439 | 3 | 1 | 4 | LH Engine Mount Bolts |
| <i>W716530-S440</i> | <i>2</i> | <i>1</i> | <i>4</i> | <i>RH Engine Mount Nuts (required for Side cup plug installation only)</i> |

PARTS REQUIREMENTS / ORDERING INFORMATION (cont'd)

| Service Part Number | Claim Quantity | Package Order Quantity | Number in Package | Description |
|-----------------------------|--------------------|------------------------|-------------------|------------------------------|
| F-150 (cont'd) | | | | |
| W702600-S439 | 1 | 1 | 1 | Steering Shaft Bolt |
| W718644-S439 | <i>As Required</i> | <i>As Required</i> | 4 | <i>Body Mount Bolts</i> |
| <i>W720232-S900</i> | <i>2</i> | <i>1</i> | <i>4</i> | <i>Rear Body Mount Bolts</i> |
| RL3Z-6758-A | 1 | 1 | 1 | PCV Tube |
| W715211-S439 | 2 | 1 | 4 | Engine Mount Through Bolt |
| Service Part Number | Claim Quantity | Package Order Quantity | Number in Package | Description |
| Expedition/Navigator | | | | |
| ML3Z-9E464-A | 1 | 1 | 1 | EGR Outlet Tube Gasket |
| ML3Z-9E470-B | 1 | 1 | 1 | EGR Outlet Tube |
| HL3Z-9H486-A | 1 | 1 | 1 | Intake Manifold gaskets |
| ML3Z-6758-E | 1 | 1 | 1 | PCV Tube |
| W520214-S440 | 2 | 1 | 2 | Front Sway bar nut |
| W520113-S440 | 4 | 1 | 4 | Front Sway Bar Bracket Nut |
| W715618-S437 | 4 | 1 | 4 | Torque Converter Nut |
| AA5Z-6714-A | 1 | 1 | 1 | Oil Filter |
| W716530-S440 | 2 | 1 | 4 | Engine Mount Nut |
| W520514-S440 | 2 | 2 | 1 | LH Exhaust Flange Nut |

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| Expedition/Navigator(cont'd) | | | | |
|------------------------------|---|---|---|---------------------------|
| W713244-S439 | 3 | 1 | 4 | LH Engine Mount Bolts |
| W717136-S439 | 1 | 1 | 1 | Sway bar stud plate |
| W715106-S439 | 2 | 1 | 4 | Engine Mount Through Bolt |

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

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.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 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 1st, 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 2024-2025 MODEL YEAR F150, 2024-2025 EXPEDITION, AND 2024 NAVIGATOR VEHICLES — 3.5L ENGINE CUP PLUG 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)15396 for more details.

IMPORTANT! A 25S30/24S70 Inspection/Repair Kit must be obtained for each affected vehicle before proceeding with this inspection/repair. Dealers will be required to place an order for the required Inspection/Repair Kit by submitting a VIN-specific Part Order contact via the SSSC Web Contact Site for each affected vehicle. If the result of the inspection is that the inspection Does Not Pass, dealers will be required to procure the following items locally: Brake cleaner, Loctite SF 7649 Primer, Loctite 620 and foam swabs (used to prepare the work area for the primer and sealer). These items may be used for multiple vehicles.

IMPORTANT! Some of the vehicles affected by the 25S30 Safety Recall will also have Safety Recall 24S70 open. Vehicles that have the 24S70 recall open will require inspection of a third cup plug. Follow the instructions carefully.

All Vehicles:

1. Check the VIN of the vehicle using the attachment to this recall "VIN List – Vehicles that Require Special Handling". If the VIN is on the list, follow the instructions on that attachment first.

NOTICE: Ensure engine is cool to the touch prior to conducting this procedure.

2. With the vehicle in NEUTRAL, position it on a hoist. Follow the Workshop Manual (WSM) procedures in Section 100-02.
3. Remove the Right Hand (RH) side fender splash shield. Follow the WSM procedures in Section 501-02.

- For Non-Hybrid F-150 vehicles proceed to Step 4 on Page 2.
- For Raptor vehicles proceed to Step 6 on Page 2.
- For Hybrid Electric vehicles (HEV) F-150 vehicles proceed to Step 9 on Page 2.
- For all other vehicles proceed to Step 16 on Page 6.



Non Hybrid F-150

4. Remove the A/C compressor inlet pipe. Follow the WSM procedures in Section 412-00.
5. Remove the A/C compressor outlet pipe. Follow the WSM procedures in Section 412-00. Proceed to Step 16 on Page 6.

F-150 Raptor

6. Remove the A/C compressor inlet pipe. Follow the WSM procedures in Section 412-00.
7. Remove the A/C compressor outlet pipe. Follow the WSM procedures in Section 412-00.
8. Remove the secondary generator. Follow the WSM procedures in Section 414-02. Proceed to Step 16 on Page 6.

Hybrid Electric Vehicles (HEV)

9. Remove the RH air cleaner outlet pipe. Follow the WSM procedures in Section 303-12C.
10. Remove the coolant line fastener. See Figure 1.

• Torque: 71 lb.in (8 Nm)

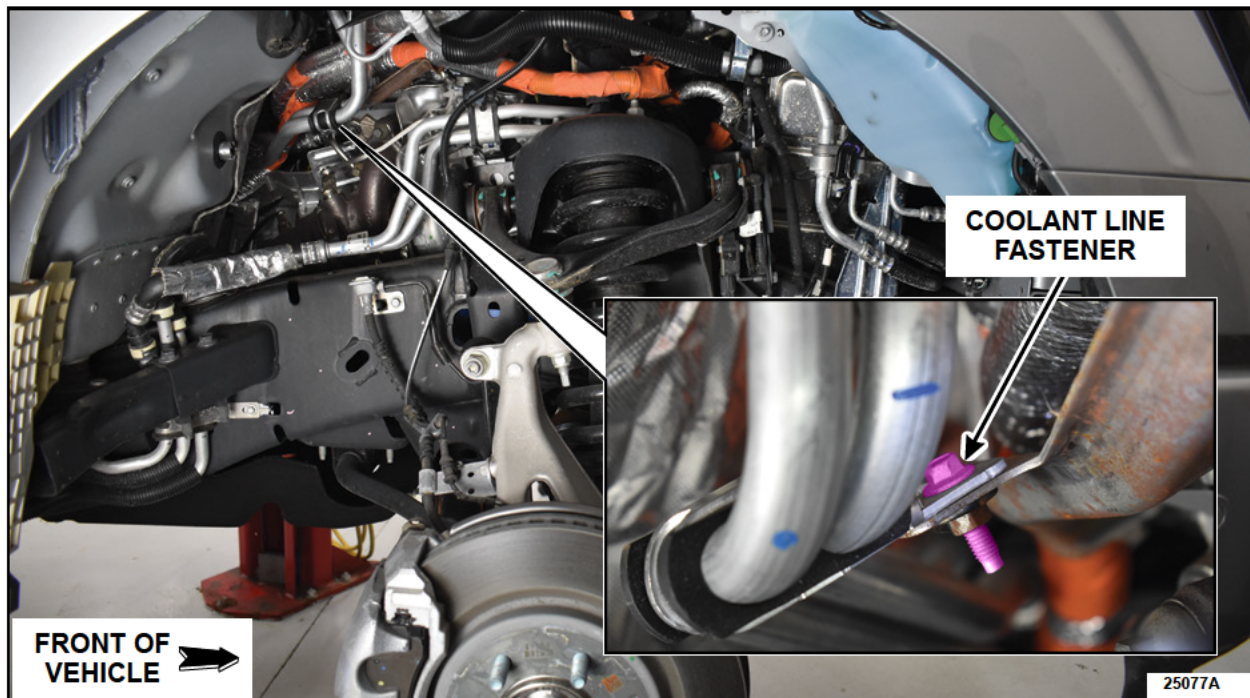


FIGURE 1



11. Remove the high voltage wire harness bracket fasteners. See Figure 2.

- Torque: 89 lb.in (10 Nm)

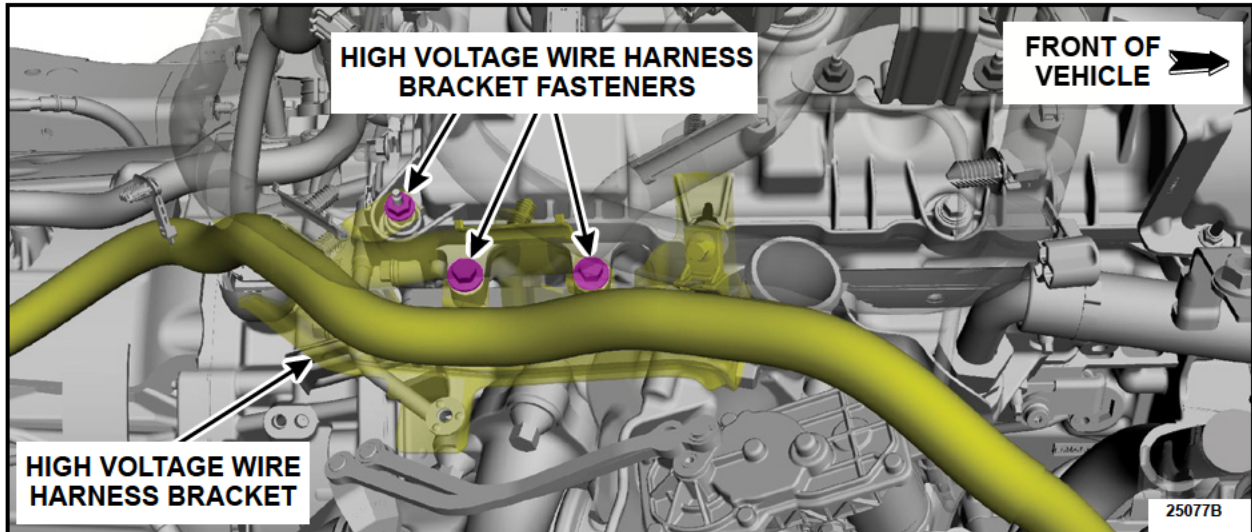


FIGURE 2

12. Remove the high voltage wire harness fastener. See Figure 3.

- Torque: 71 lb.in (8 Nm)

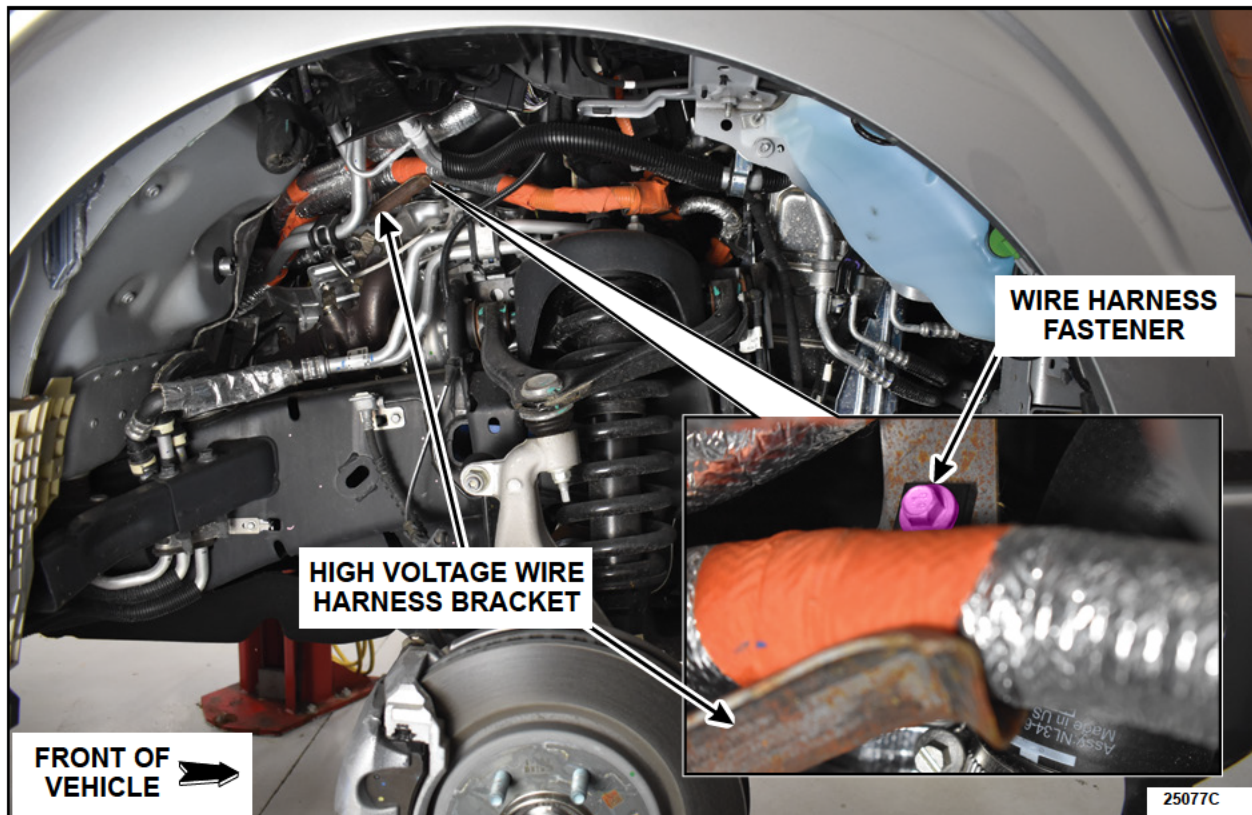


FIGURE 3



13. Detach the 4 high voltage wire harness push pin retainers from the high voltage wire harness bracket. See Figure 4.

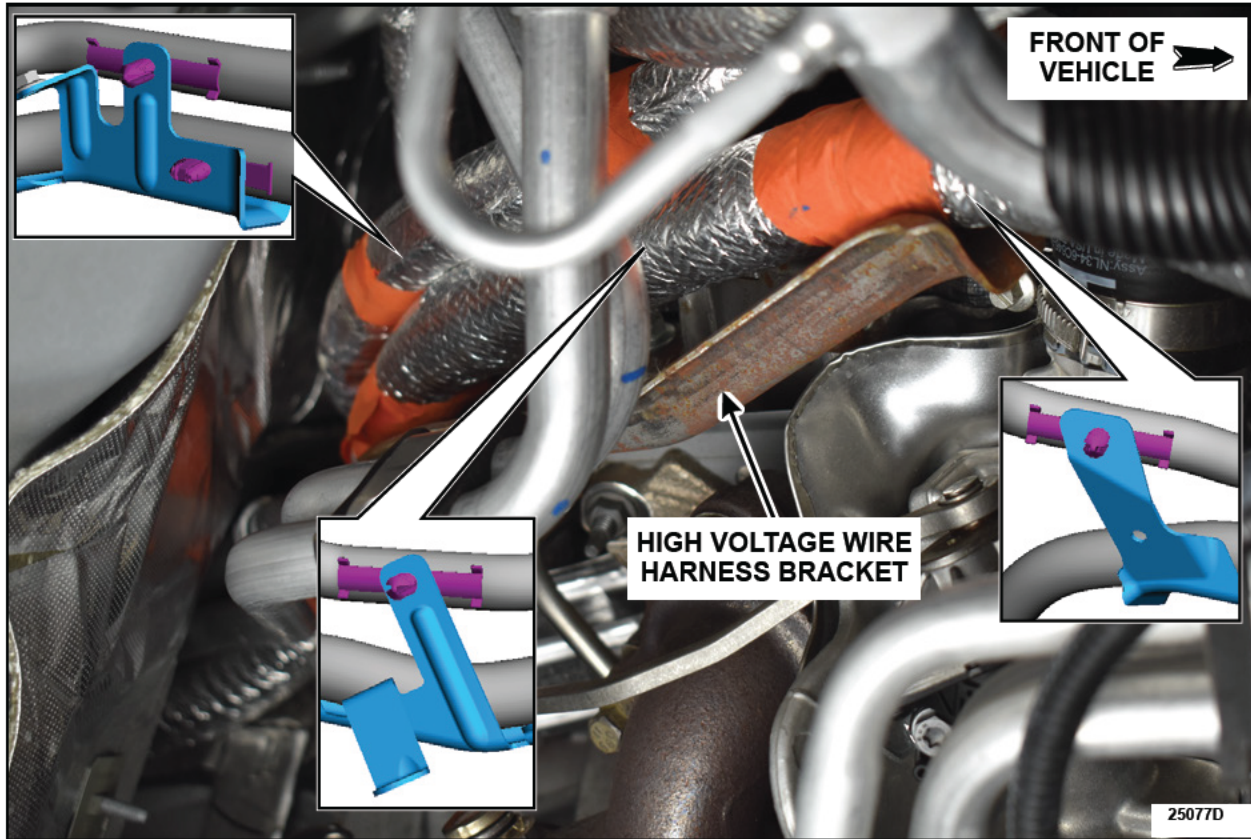


FIGURE 4



14. Remove the high voltage wire harness bracket. See Figure 5.

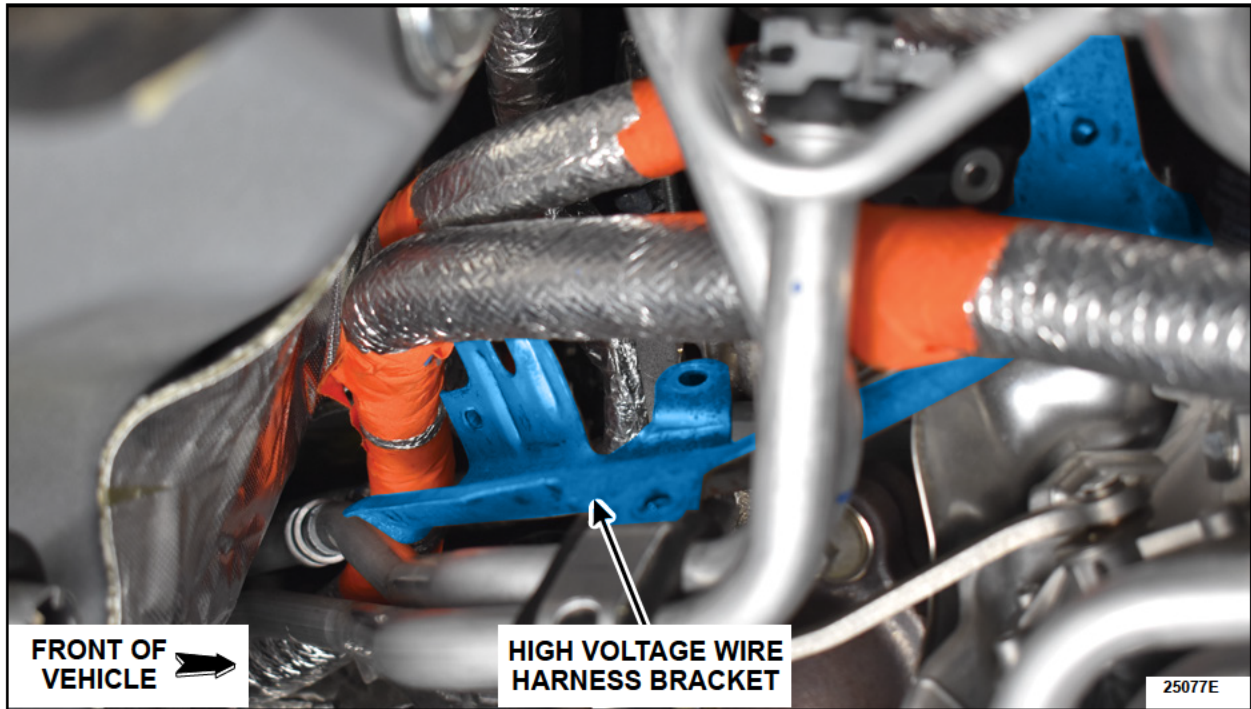


FIGURE 5

15. Detach the high voltage wire push pin from the bracket. See Figure 6.

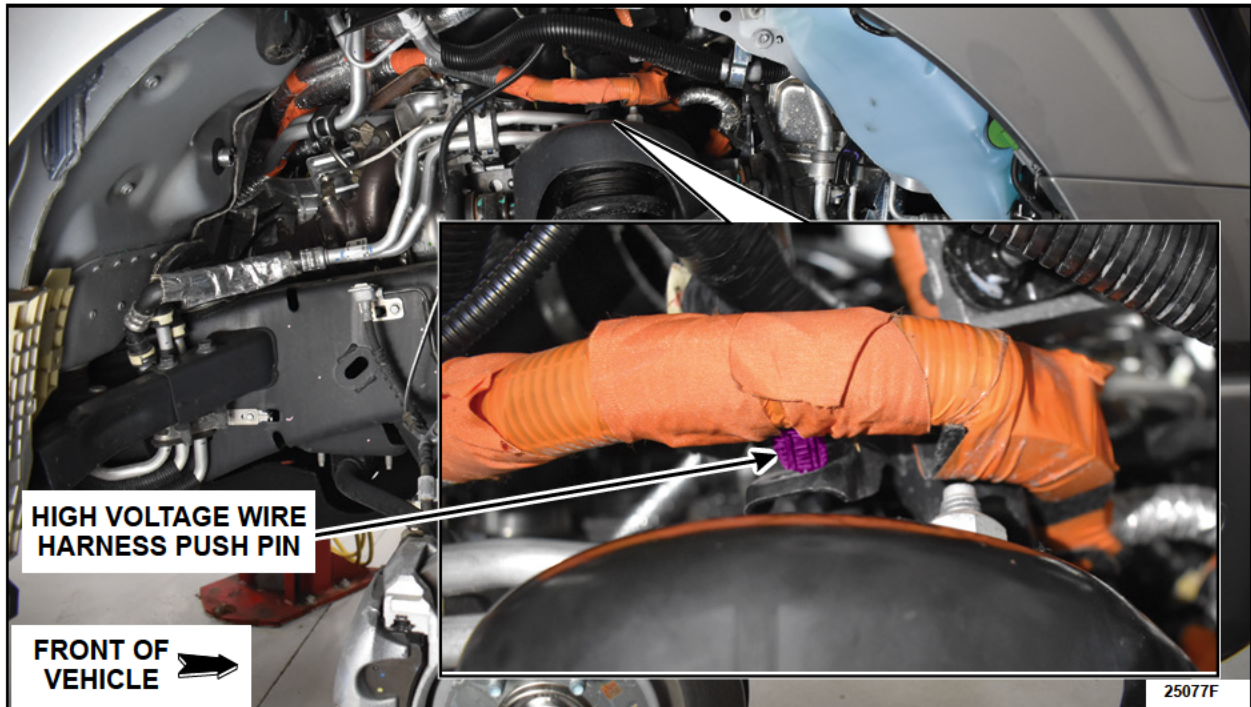


FIGURE 6



All Vehicles

16. Detach the two wire harness push pins. See Figure 7.

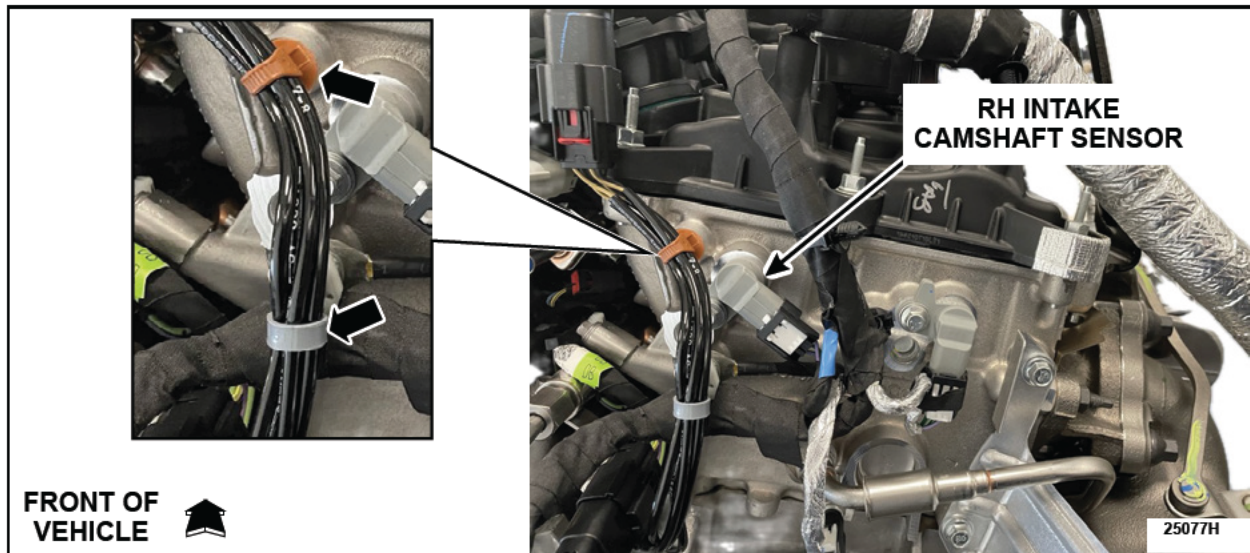


FIGURE 7

17. Look up the vehicles VIN in the Online Automotive Service Information System (OASIS).

- Is FSA 24S70 open?

YES - Proceed to **Inspection Procedure A** on Page 7.

NO - Proceed to **Inspection Procedure B** on Page 12.



Inspection Procedure A

| ALL VEHICLES (25S30) | |
|----------------------|---|
| PASS | Take a photo of cup plug locations 1 and 2 with Inspection Pin (Gauge 1) present - hands free - Submit Photo to SSSC for claim reimbursement and recall completion. |
| DOES NOT PASS | Proceed with cup plug repair - No photos required - Locally Obtain Supplies Required: brake cleaner, Loctite SF 7649 Primer, Loctite 620 and foams swabs |

| FOR VEHICLES WITH SAFETY RECALL 24S70 OPEN | |
|--|--|
| PASS | Take a photo of cup plug location 3 with Inspection Pin (Gauge 1) present - hands free - Submit Photo to SSSC for claim reimbursement and recall completion |
| DOES NOT PASS | <i>If an oil leak is found, proceed with cup plug installation. For a DOES NOT PASS result with the Inspection Pin (Gauge 1), take a photo of cup plug location 3 for SSSC review to determine next steps - SSSC will respond with recommendation to proceed with cup plug location 3 installation or that no further action is required for cup plug 3 location. If cup plug installation is required - Locally Obtain Supplies Required: brake cleaner, Loctite SF 7649 Primer, Loctite 620 and foams swabs.</i> |

* For cup plug locations, See Figure 8 below.

** For tool identification, See Figure 13 on page 10 for contents and descriptions of 25S30 (and 24S70) Inspection and Repair Kit that is required to proceed.

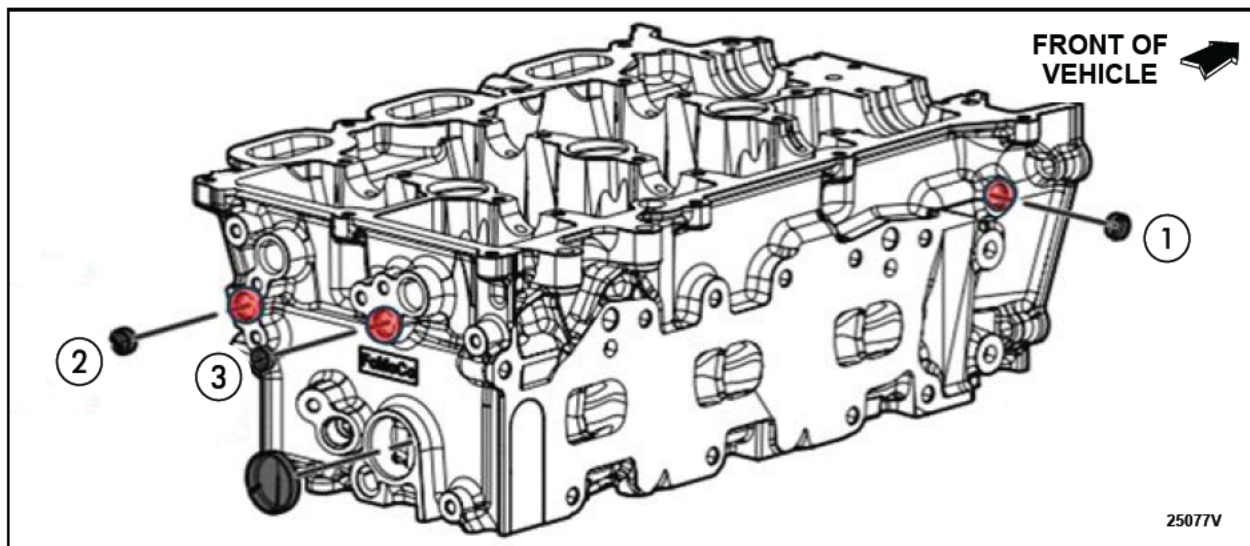


FIGURE 8

| Cup Plug Locations | |
|--------------------|--------------------------|
| Location 1 | Right Hand Front |
| Location 2 | Right Hand Rear Inboard |
| Location 3 | Right Hand Rear Outboard |



1. Disconnect the RH exhaust camshaft sensor electrical connector. See Figure 9.

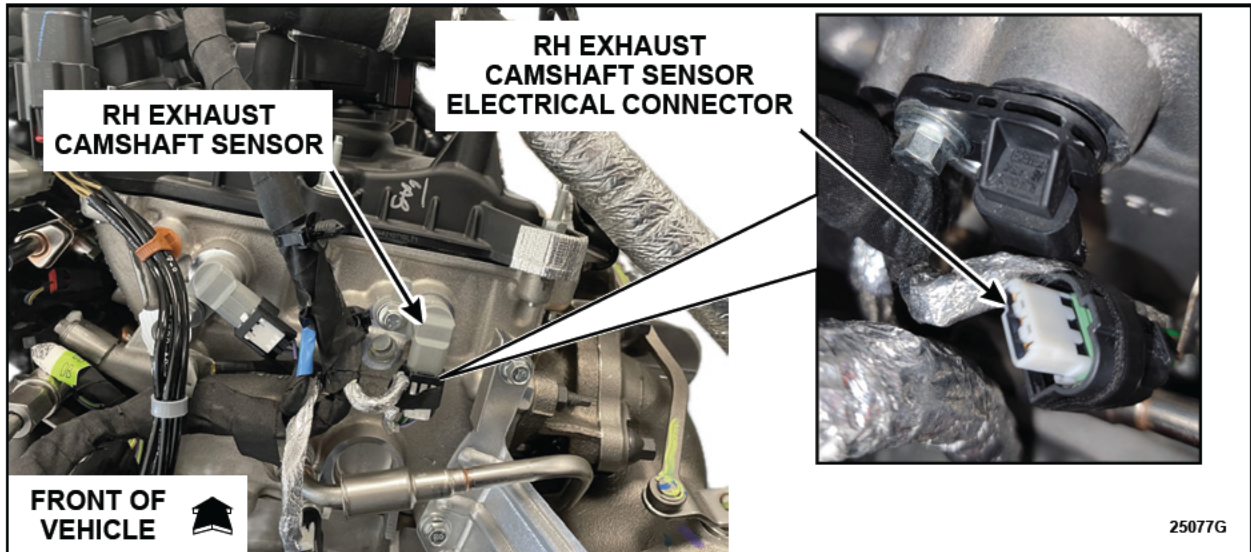


FIGURE 9

2. Through the RH wheel well, identify the RH rear inboard and outboard cup plugs located below the RH exhaust and intake camshaft sensor bolts. See Figure 10.

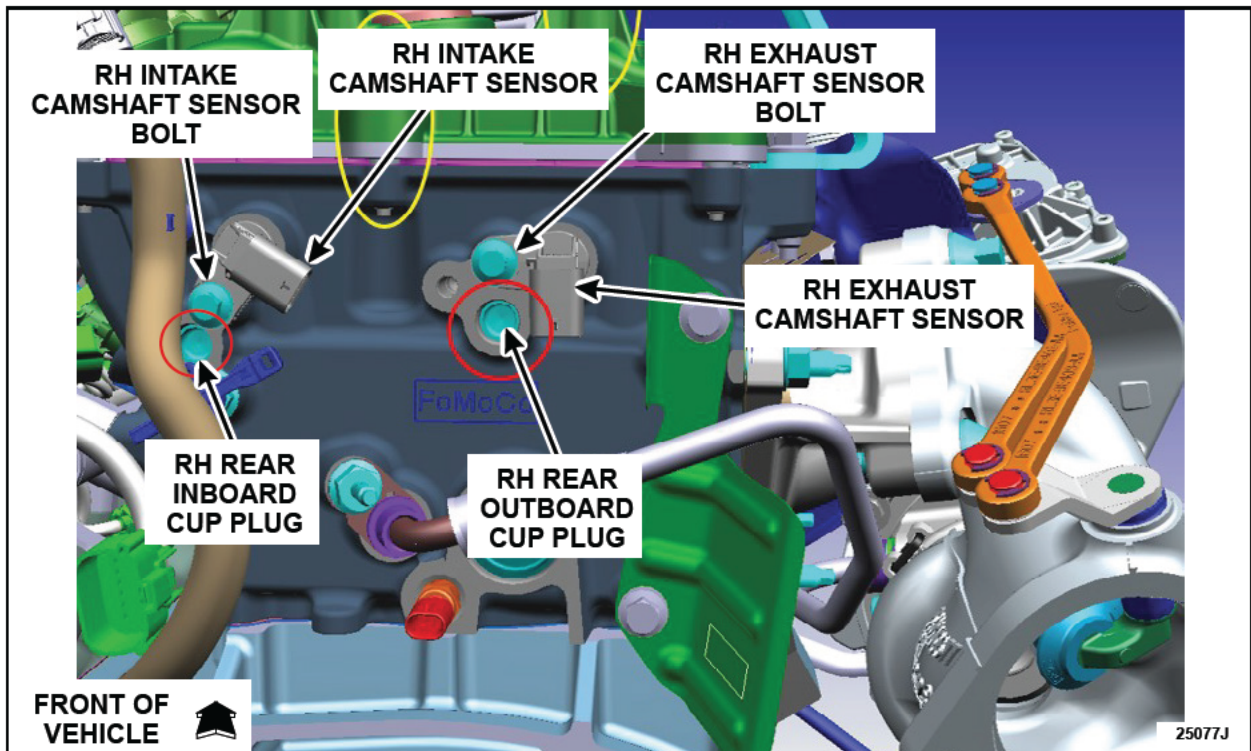


FIGURE 10



3. Through the RH wheel well, identify the RH front outboard cup plug located beside the RH exhaust manifold. See Figure 11.

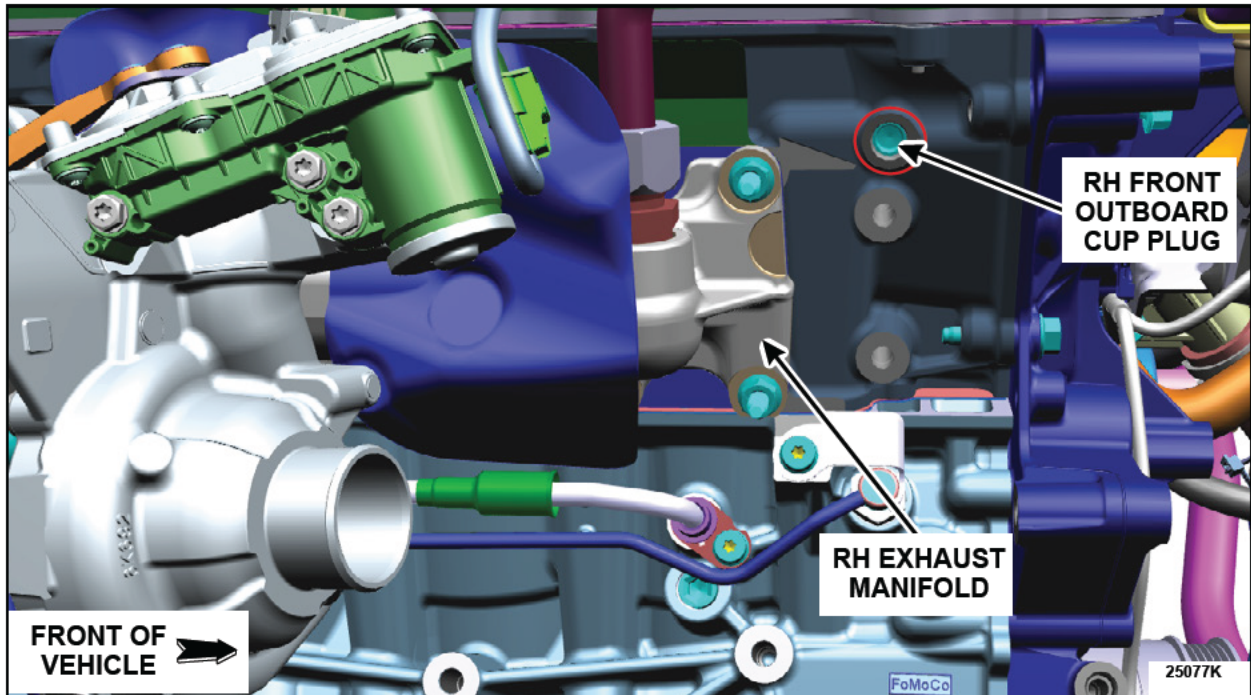


FIGURE 11

NOTE: All inspections are done through the RH wheel well.

4. Using an inspection mirror or bore scope, inspect the cup plugs for any signs of oil leakage. See Figure 12.

- Is oil present around any of the cup plugs?

YES - Record the location of the cup plug(s) that had oil present. Proceed to Step 5.

NO - Proceed to Step 5.



FIGURE 12



Cup Plug Inspection and Repair Kit Contents

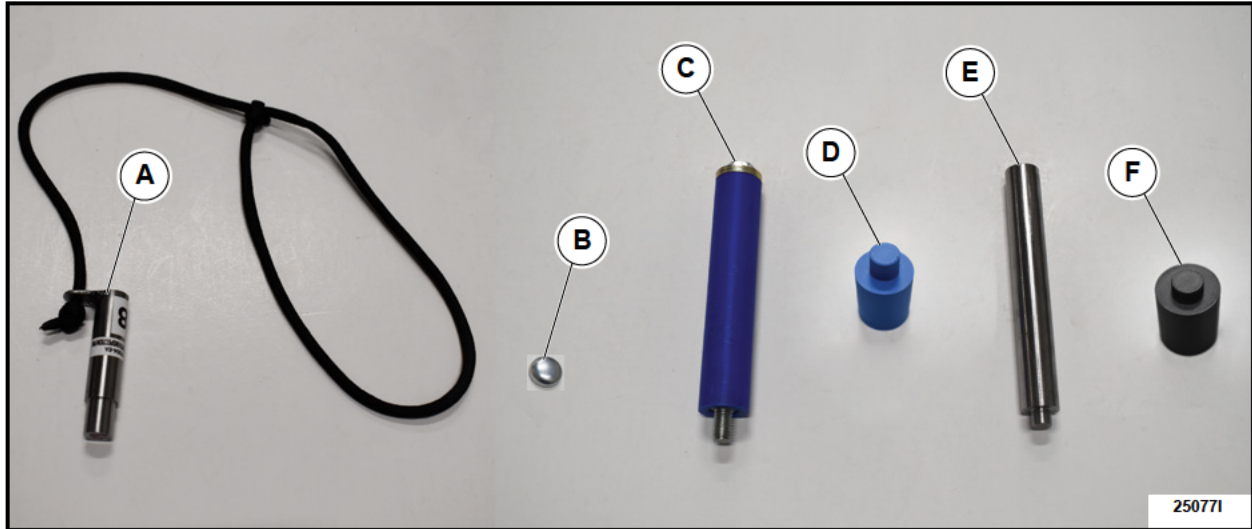


FIGURE 13

| ITEM | DESCRIPTION |
|------|---|
| A | Inspection Pin (Gauge 1) |
| B | New Cup Plug |
| C | Punch Through Tool (Tool 1) |
| D | Depth Gauge (Gauge 2) <i>(ML3E-17004-BA)</i> |
| E | Cup Plug Installation Tool (Tool 2) |
| F | Depth Gauge (Gauge 3) <i>(ML3E-17004-DA)</i> |



NOTE: Wipe down the inspection pin (Gauge 1) (Item "A" Figure 13 on Page 10) before use.

NOTE: Do not perform the following inspection on a cup plug that has failed the visual oil inspection from Step 4, otherwise perform the following inspection on all cup plugs identified above.

5. Insert the inspection pin into all three of the RH cylinder head cup plugs and wiggle the inspection pin to make sure it is fully seated. See Figure 14, and video link below.

- [Click here for video of the inspection pin.](#) 

- Was there signs of oil leakage recorded in Step 4 or did the inspection pin fail to remain seated into any of the cup plugs?

YES - (DOES NOT PASS) For - 25S30/24S70 - Oil leakage was found, record the location of the cup plug(s), remove the inspection pin, then Proceed to the **Cup Plug Repair Procedure** on Page 18.

YES - (DOES NOT PASS) For - 25S30/24S70 - Inspection pin failed, a photo is required to be sent to the SSSC for review, record the location of the cup plug(s), then Proceed to the **Cup Plug Repair Procedure** on Page 18.

NO - (PASS) For claim reimbursement and to "close" the recall as completed, please submit photos that clearly show the vehicle VIN and a photo of the inspection pin installed in the three cup plugs locations on the passenger side cylinder head. This photo should clearly show the pin gauge installed in the cup plugs with no hands on the pin gauge. Reassemble the vehicle by reversing the disassembly steps. This completes the FSA.

NOTE: RH rear outboard cup plug shown, others similar.



FIGURE 14



Inspection Procedure B

| ALL VEHICLES (25S30) | |
|-----------------------------|---|
| PASS | Take a photo of cup plug locations 1 and 2 with Inspection Pin (Gauge 1) present - hands free - Submit Photo to SSSC for claim reimbursement and recall completion. |
| DOES NOT PASS | Proceed with cup plug repair - No photos required - Locally Obtain Supplies Required: brake cleaner, Loctite SF 7649 Primer, Loctite 620 and foams swabs. |

* For cup plug locations, See Figure 15 below.

** For tool identification, See Figure 19 on page 15 for contents and descriptions of 25S30 Inspection and Repair Kit that is required to proceed.

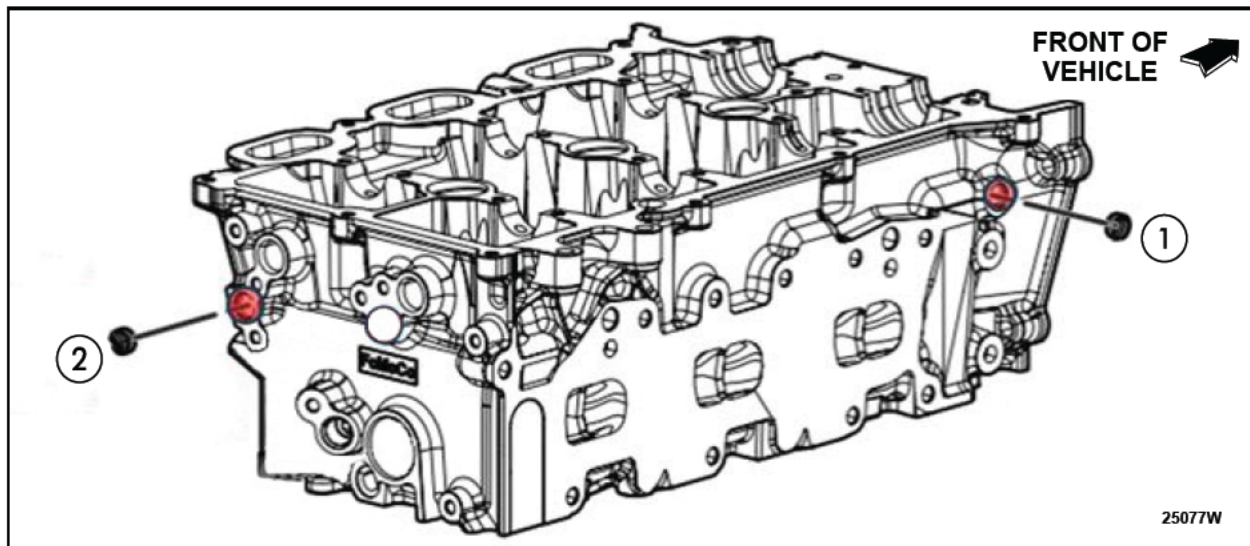


FIGURE 15

| Cup Plug Locations | |
|--------------------|-------------------------|
| Location 1 | Right Hand Front |
| Location 2 | Right Hand Rear Inboard |



1. Through the RH wheel well, identify the RH rear inboard cup plug located below the RH intake camshaft sensor bolt. See Figure 16.

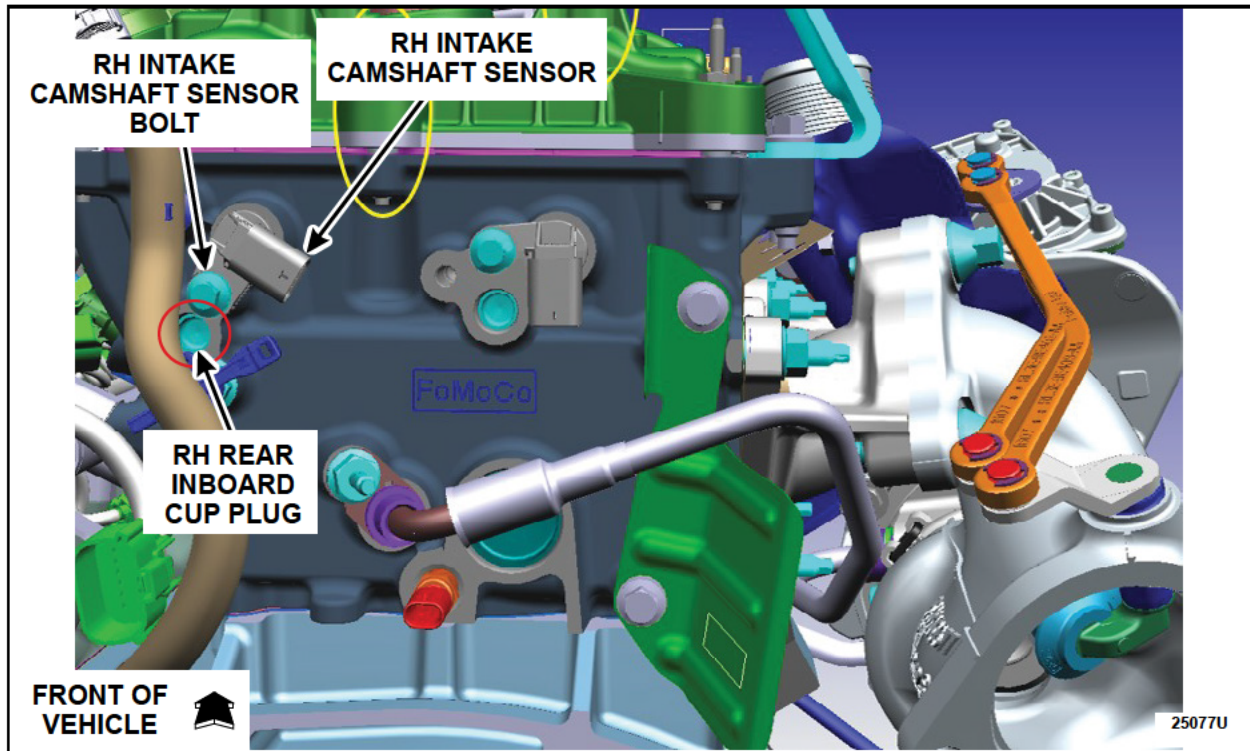


FIGURE 16

2. Through the RH wheel well, identify the RH front outboard cup plug located beside the RH exhaust manifold. See Figure 17.

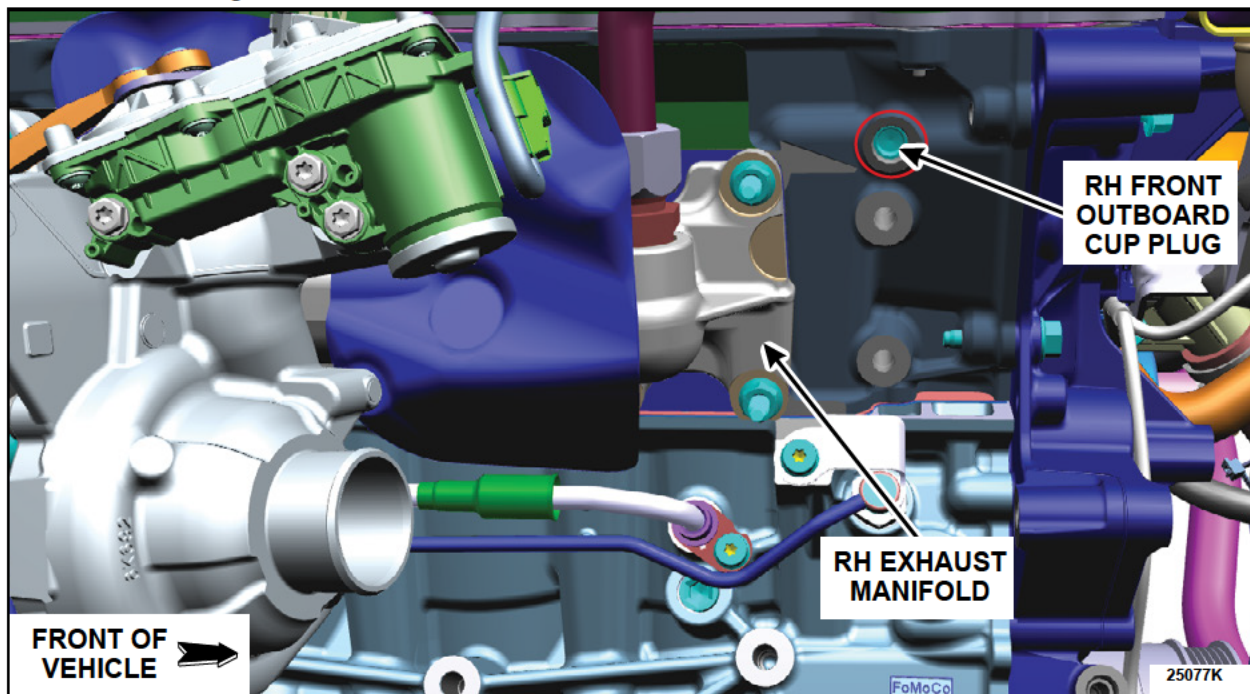


FIGURE 17



NOTE: All inspections are done through the RH wheel well.

3. Using an inspection mirror or bore scope, inspect the cup plugs for any signs of oil leakage.
See Figure 18.

- Is oil present around any of the cup plugs?

YES - Record the location of the cup plug(s) that had oil present. Proceed to Step 4.

NO - Proceed to Step 4.

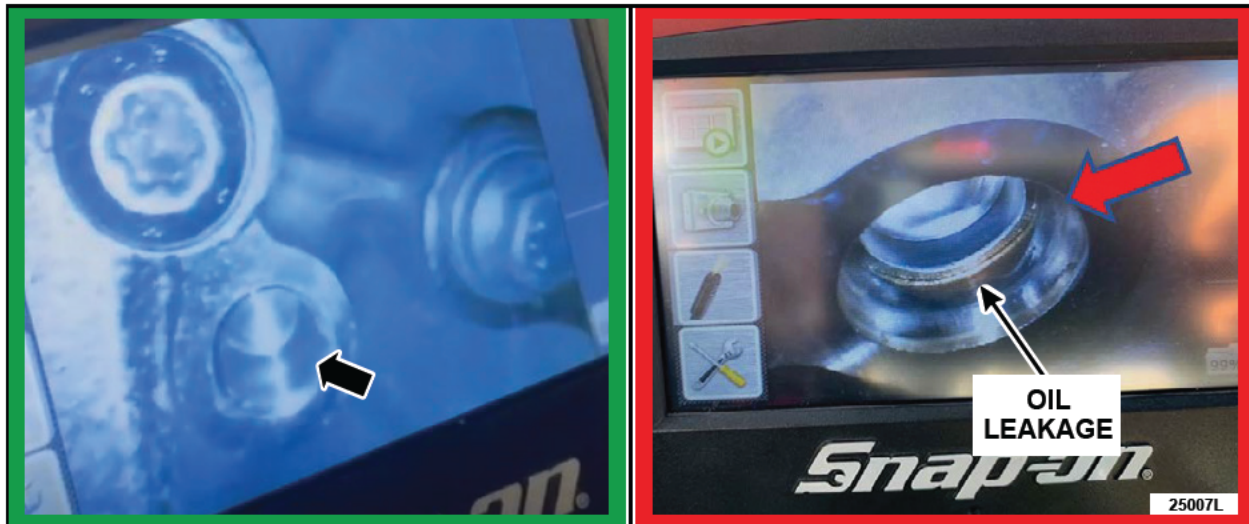


FIGURE 18



Cup Plug Inspection and Repair Kit Contents

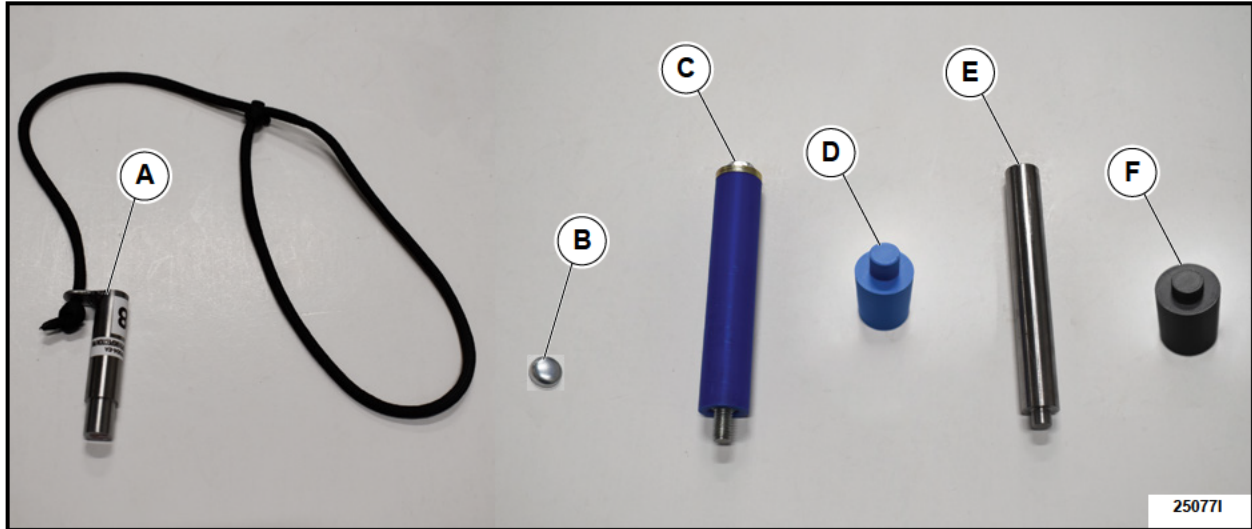


FIGURE 19

| ITEM | DESCRIPTION |
|------|---|
| A | Inspection Pin (Gauge 1) |
| B | New Cup Plug |
| C | Punch Through Tool (Tool 1) |
| D | Depth Gauge (Gauge 2) <i>(ML3E-17004-BA)</i> |
| E | Cup Plug Installation Tool (Tool 2) |
| F | Depth Gauge (Gauge 3) <i>(ML3E-17004-DA)</i> |



NOTE: Wipe down the inspection pin (Gauge 1) (Item “A” Figure 19 on Page 15) before use.

NOTE: Do not perform the following inspection on a cup plug that has failed the visual oil inspection from Step 3, otherwise perform the following inspection on all cup plugs identified above.

4. Insert the inspection pin into the RH rear inboard and the RH front outboard RH cylinder head cup plugs and wiggle the inspection pin to make sure it is fully seated. See Figure 20, and video link below.

- [Click here for video of the inspection pin.](#) 

- Was there signs of oil leakage recorded in Step 3 or did the inspection pin fail to remain seated into any of the cup plugs?

YES - (DOES NOT PASS) For - 25S30 - Record the location of the cup plug(s), remove the inspection pin, then Proceed to the **Cup Plug Repair Procedure** on Page 18.

NO - (PASS) For claim reimbursement and to “close” the recall as completed, please submit photos that clearly show the vehicle VIN and a photo of the inspection pin installed in the two cup plugs locations on the passenger side cylinder head. This photo should clearly show the pin gauge installed in the cup plugs with no hands on the pin gauge. Reassemble the vehicle by reversing the disassembly steps. This completes the FSA.

NOTE: RH rear outboard cup plug shown, others similar.



FIGURE 20



Cup Plug Inspection and Repair Kit Contents

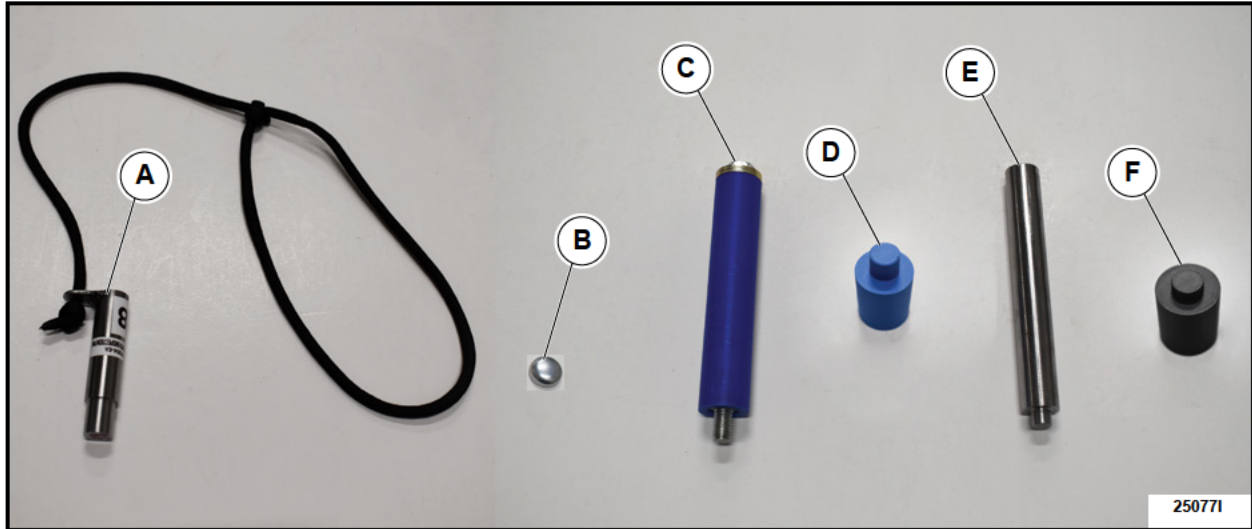


FIGURE 21

| ITEM | DESCRIPTION |
|------|---|
| A | Inspection Pin (Gauge 1) |
| B | New Cup Plug |
| C | Punch Through Tool (Tool 1) |
| D | Depth Gauge (Gauge 2) <i>(ML3E-17004-BA)</i> |
| E | Cup Plug Installation Tool (Tool 2) |
| F | Depth Gauge (Gauge 3) <i>(ML3E-17004-DA)</i> |



Cup Plug Repair Procedure

NOTE: Only perform the cup plug repair procedure on a cup plug(s) that did not pass the inspection procedures above.

1. Gain access to the engine.

- For F-150 - Remove the body. Follow the WSM procedures in Section 502-02. *Proceed to Step 2.*
- For Expedition and Navigator - Remove the engine. Follow the WSM procedures in Section 303-01. *Proceed to Step 5.*

2. Does the vehicle require location 1 (Right Hand Front) cup plug repair?

YES - Proceed to Step 3.

NO - Proceed to Step 5.

3. Remove the RH engine mount nuts. See Figure 22.

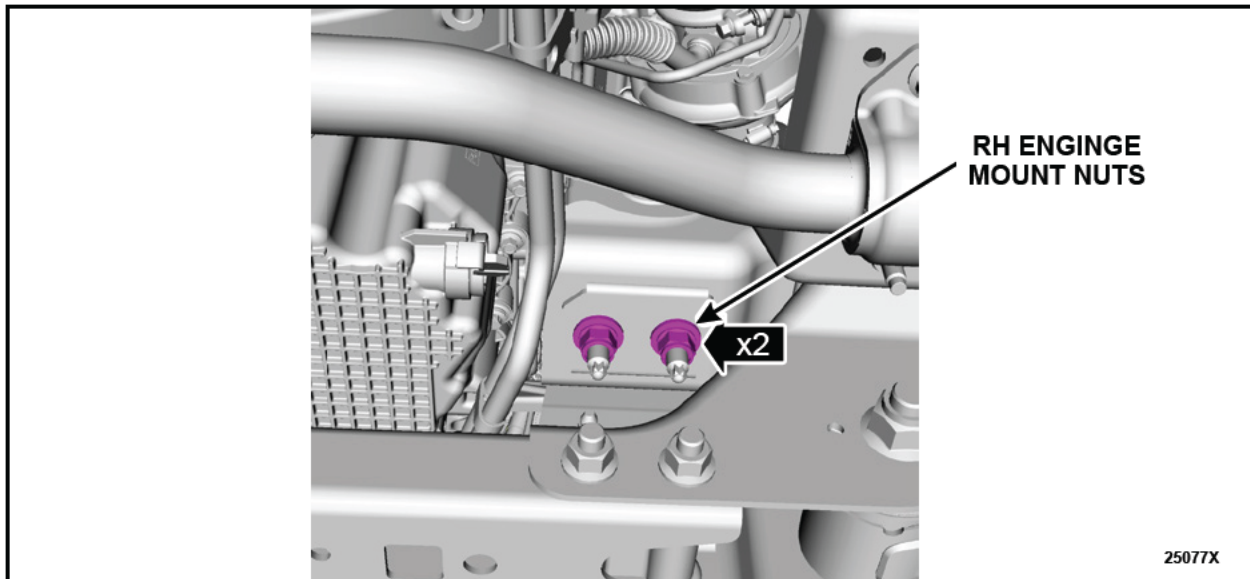


FIGURE 22

4. Using a floor jack and a block of wood, raise the engine by the oil pan to allow the the RH front cup plug to clear the front RH strut tower.



- Using a hammer and the punch through tool (Tool 1) (Item "C" Figure 21 on Page 17), punch the affected cup plug into the bore until the punch through tool sits flush against the cylinder head. See Figure 23.

NOTE: Cylinder head shown off vehicle and camshaft sensor has been removed for clarity.

NOTE: RH rear outboard cup plug shown, others similar.

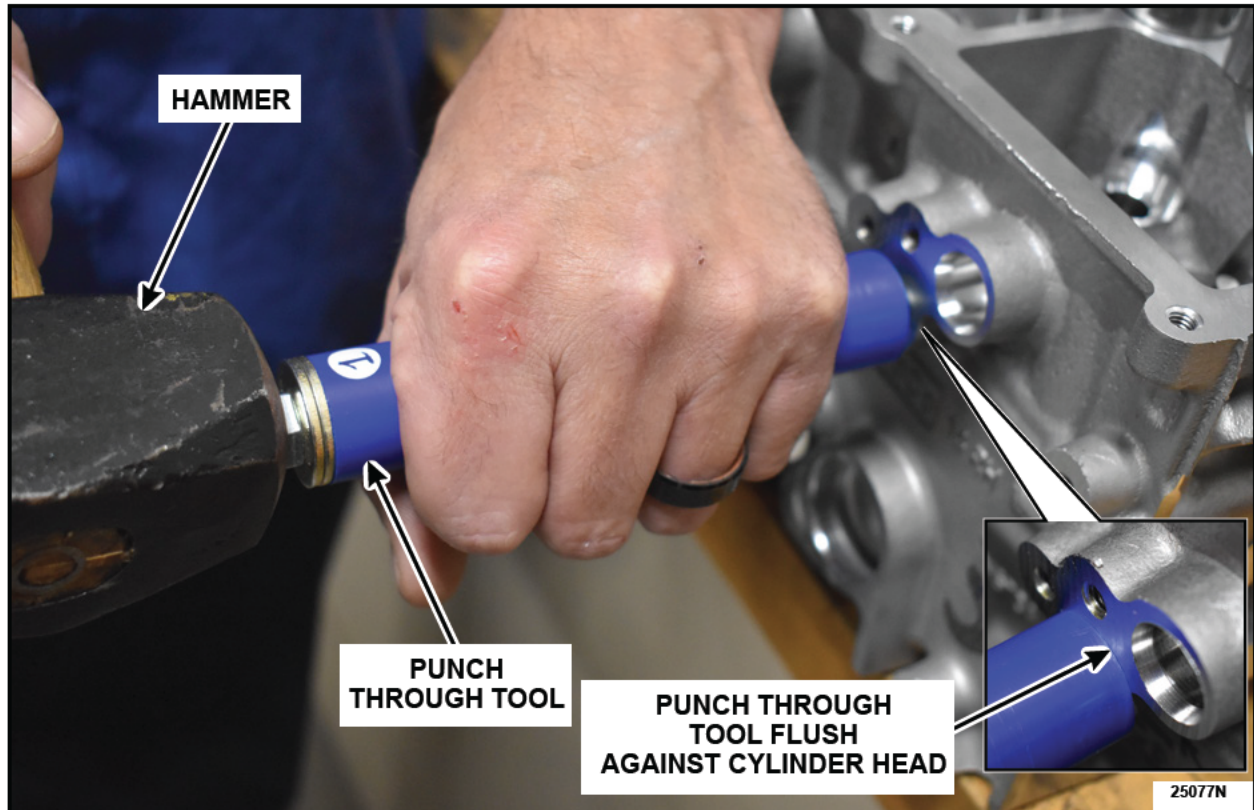


FIGURE 23



6. Insert the Depth Gauge (Gauge 2) (Item "D" Figure 21 on Page 17). See Figure 24.

- Did the Depth Gauge (Gauge 2) sit flush against the cylinder head?

NO - Does not pass, Repeat Step 5.

YES - Pass, Proceed to Step 7.

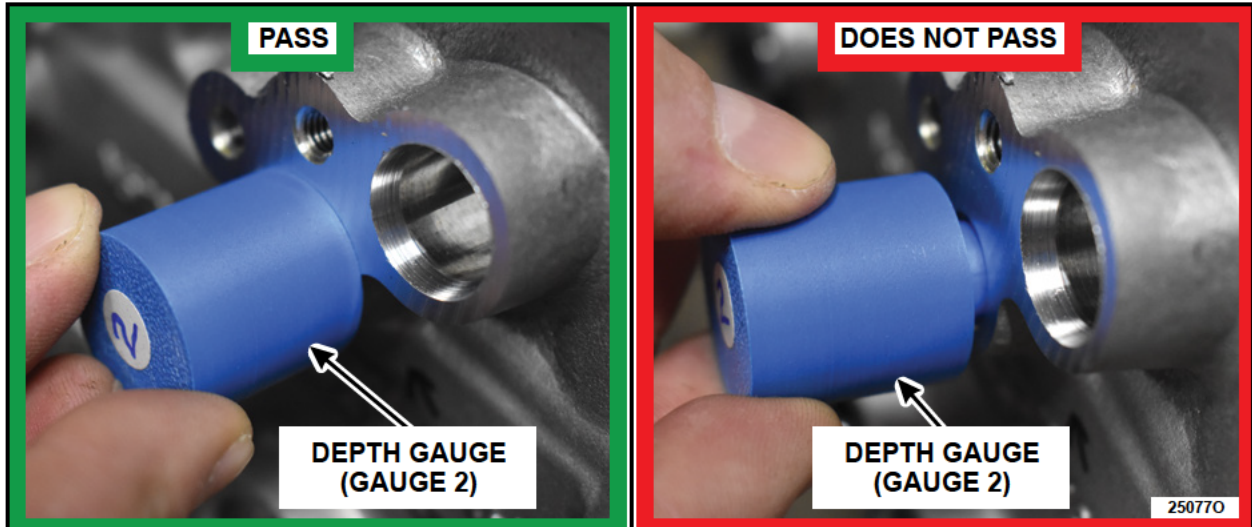


FIGURE 24

7. Place a *new* cup plug on the cleaning cloth dome side up. Spray the *new* cup plug with Loctite® SF 7649™ and allow 5 minutes to dry. See Figure 25.

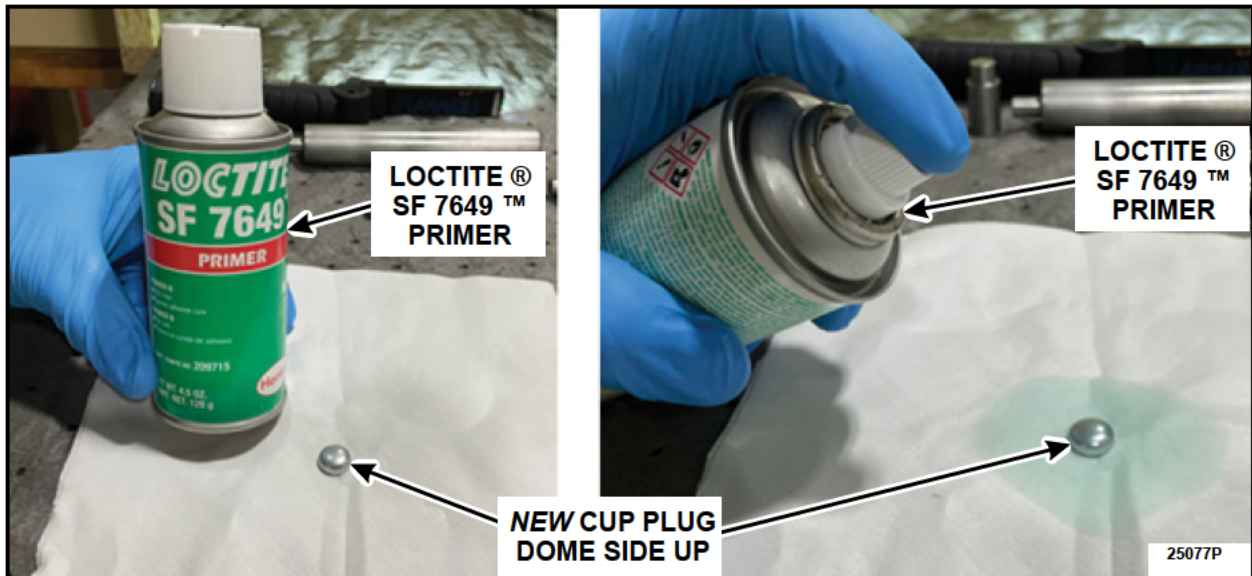


FIGURE 25



8. Apply Loctite® 620™ to the inside of the cylinder head cup plug bore. See Figure 26.

- a. Apply Loctite® 620™ around the entire circumference of the cup plug bore.
- b. Use clean foam swab to ensure Loctite® application covers the entire inside circumference of cup plug bore.
- c. Discard the foam applicator after each cup plug repair.

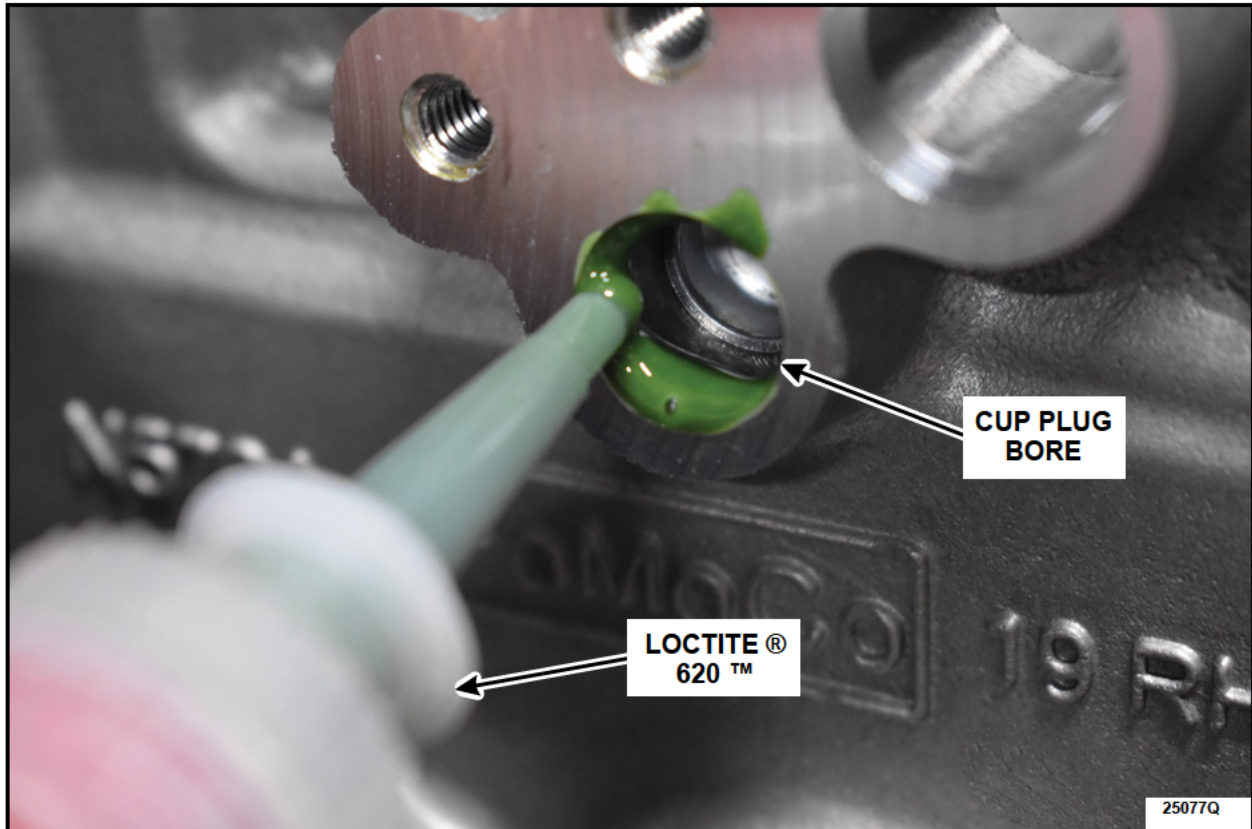


FIGURE 26



9. Place the *new* cup plug on the tip of the cup plug installation tool (Tool 2) (Item "E" Figure 21 on Page 17). See Figure 27.

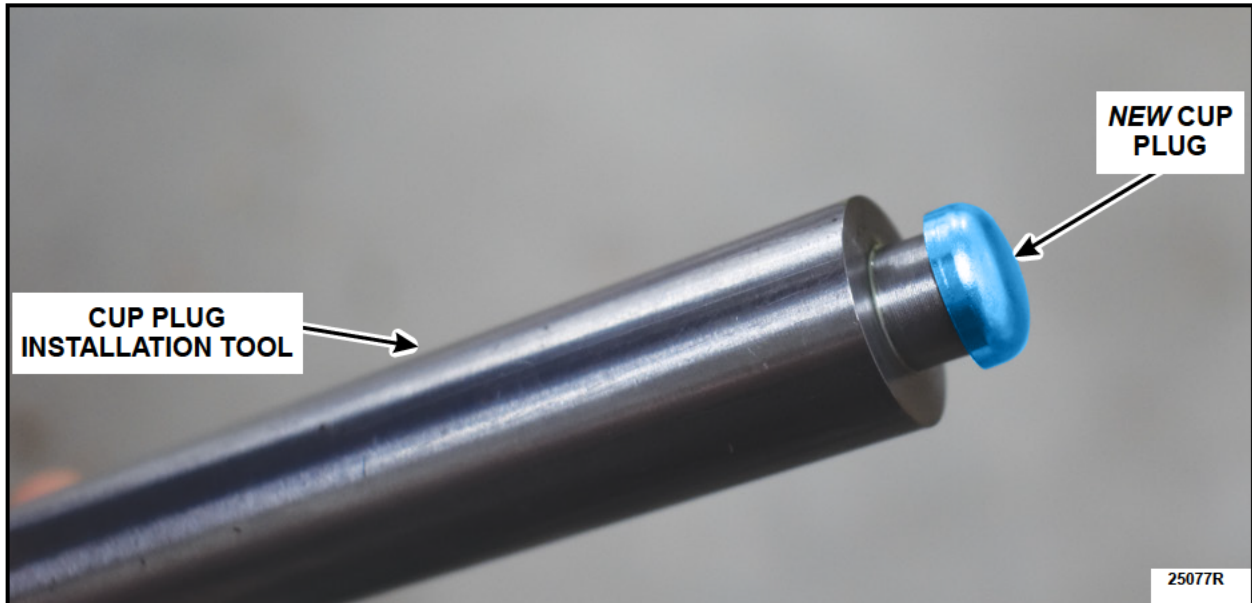


FIGURE 27

10. Using the cup plug installation tool and a hammer, install the *new* cup plug until the installation tool is flush against the cylinder head. See Figure 28.

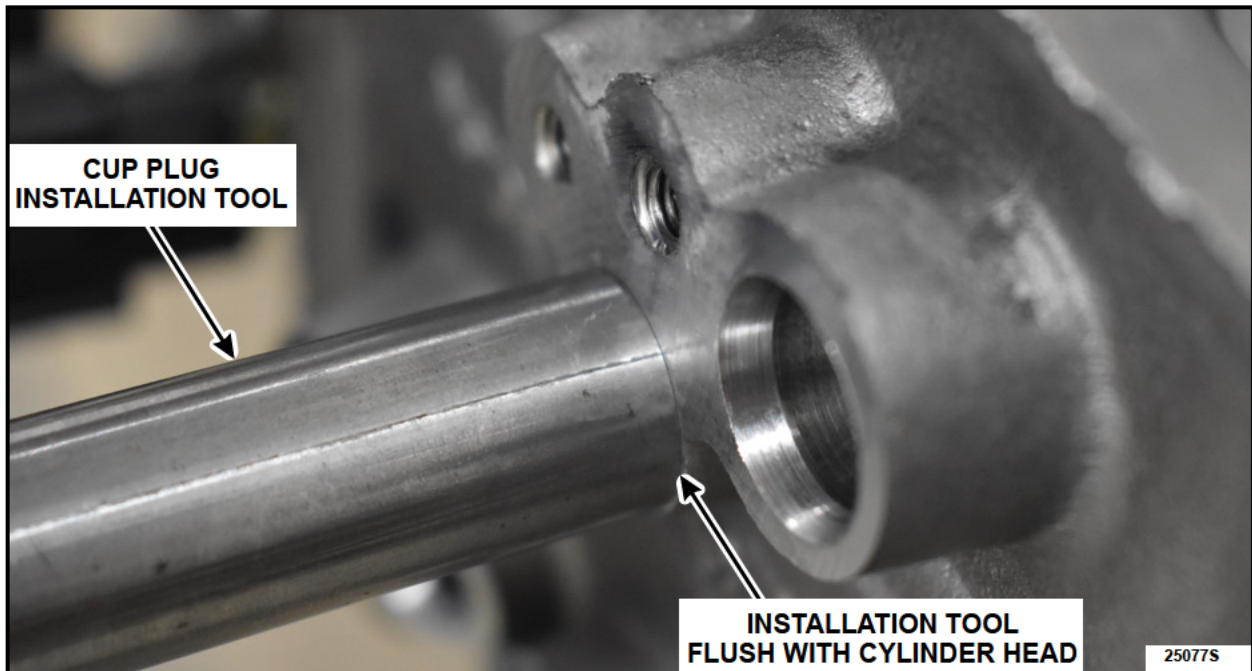


FIGURE 28



11. Insert the Depth Gauge (Gauge 3) (Item "F" Figure 21 on Page 17). See Figure 29.

- Did the Depth Gauge sit flush against the cylinder head?

NO - Does not pass, Repeat Step 10. If the Depth Gauge will not sit flush on the second attempt, please contact the Special Service Support Center (SSSC).

YES - Pass, wipe off any excess Loctite® and then Proceed to Step 12.

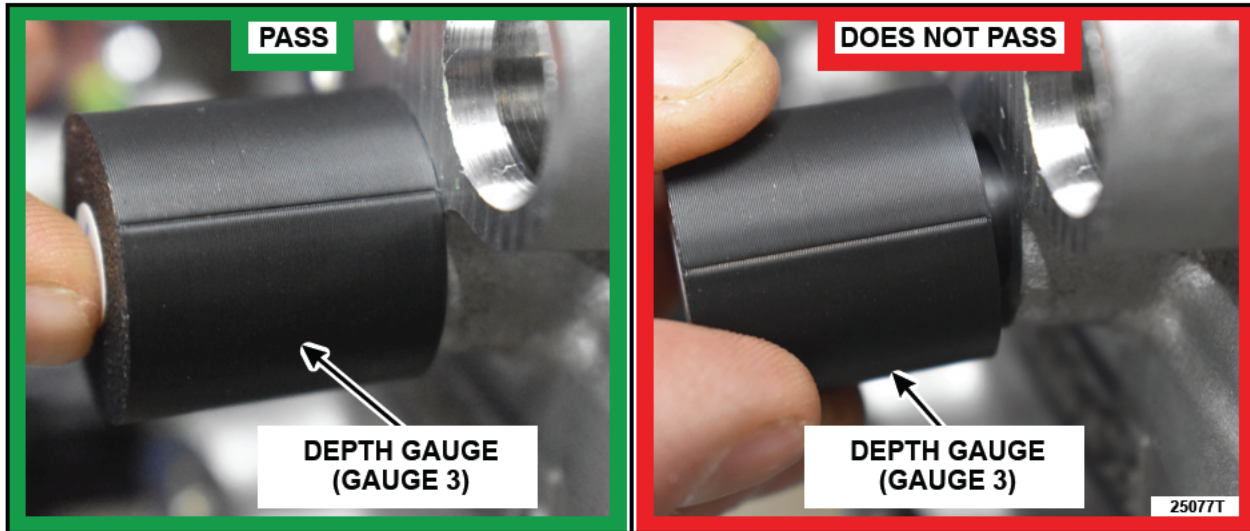


FIGURE 29

F-150 Right Hand Front cup plug only

12. Lower the engine and remove the floor jack.

13. Install the new RH engine mount nuts. See Figure 30.

• Torque: 111 lb.ft (150 Nm)

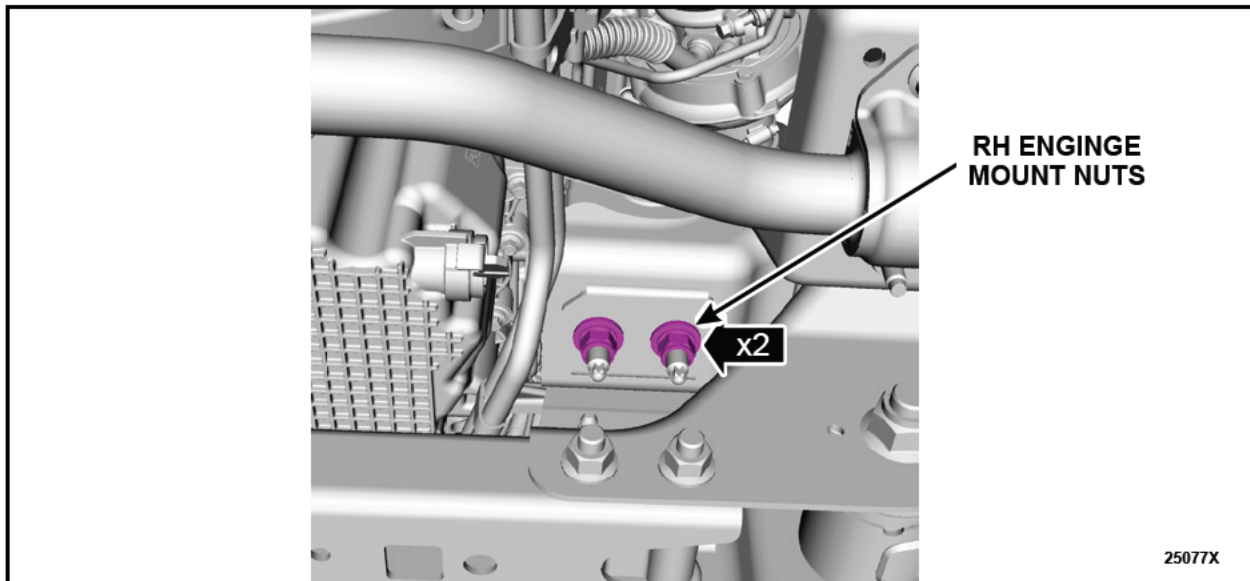


FIGURE 30



All Vehicles

13. Install the engine or the body.

- **For F-150** - Install the body. Follow the WSM procedures in Section 502-02.
- **For Expedition and Navigator** - Install the engine. Follow the WSM procedures in Section 303-01.

14. Reassemble the vehicle by reversing the disassembly steps. This completes the FSA.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**Safety Recall 25S30 – Supplement # 1**

Certain 2024-2025 Model Year F150, 2024-2025 Expedition, and 2024 Navigator Vehicles
3.5L Engine Cup Plug Inspection

New! VIN Group #2 – Inspect all three cup plug locations:

If the vehicles VIN is on the following list, inspect the ALL three cup plug locations. These units only have 25S30 open but require ALL three locations. An inspection/installation kit will need to be ordered. To place an order for the required Inspection/Repair Kit, submit a VIN-specific Part Order contact via the SSSC Web Contact Site under program code 25S30. One Inspection/Repair kit is required for each affected vehicle Once the inspection is completed, see the list of possible actions below:

1. Inspection **PASSES**: Contact the SSSC by submitting an “Approval Request” under the 25S30 program. Include the words “**Inspection Passes- All Cup Plugs VIN Group #2**”, include photo of repair order, VIN sticker and photo of cup plugs. Photos must include the inspection pin (Gauge 1) installed in the cup plug, hands-free to be accepted.
2. **DOES NOT PASS – Due to oil leakage**: perform a cup plug installation at the leaking cup plug location. Contact the SSSC by submitting an “Approval Request” under the 25S30 program for cup plug locations that PASS. Include the words “**VIN Group #2 – PASS Photos**”, include photo of repair order, VIN sticker and photo of cup plugs. Photos must include the inspection pin (Gauge 1) installed in the cup plug, hands-free to be accepted.
3. **DOES NOT PASS – Due to gauge pin test: For the cup plug at locations #1 and #2**: The cup plugs at locations #1 or #2 that DO NOT PASS can be installed. Photos of passing cup plug locations #1 and #2 should be submitted and must include the inspection pin (Gauge 1) installed in the cup plug, hands-free to be accepted.
4. **DOES NOT PASS – Due to gauge pin test: For the cup plug at location #3 only**: Contact the SSSC by submitting an “Approval Request” under the 25S30 program. Include the words “Inspection did not pass due to gauge test”. Include an image of the repair order, a photo of the vehicles VIN sticker and a clear photo of the cup plug at location #3, no gauge pin in photo. The SSSC will respond with next steps after the cup plug photo(s) have been reviewed by engineering.

VIN List (Group #2) on Next Pages:

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -

Safety Recall 25S30

Certain 2024-2025 Model Year F150, Expedition, and Navigator Vehicles
3.5L Engine Cup Plug 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 25S30

Certain 2024-2025 Model Year F150, Expedition, and Navigator Vehicles
3.5L Engine Cup Plug 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.**

25S30

Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 25S47 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 25S30

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 # 25S30, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before May 30, 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.