



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 8, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 25S36
Certain 2024-2025 Model Year E-Transit Chassis Cab Vehicles Equipped With 4P
Extended Range Battery
High Voltage Battery (HVB) Side Rail Inspection

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety
Recall 25S36**
Dated April 14, 2025

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
E-Transit	2024-2025	Kansas City	April 18, 2024 through January 27, 2025

U.S. population of affected vehicles: 452. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, prior to final upfit installation and when parked outside, the vehicles may be exposed to the elements and water may accumulate in the high voltage battery side rail channels. Water that accumulates in the channels may be exposed to repeated cycles of freezing and thawing within the exposed aluminum side rail extrusions of the high voltage battery assembly. This can cause the side rails to buckle and crack. If the side rails buckle and crack, water can ingress to the battery pack. If there is a significant amount of water inside a high voltage battery for a prolonged period of time, this can result in an electrical short circuit, and this may lead to a fire. **Until a vehicle can be inspected and repaired, it should be parked outside and at least 50 feet away from structures and other vehicles.**

SERVICE ACTION

BEFORE DEMONSTRATING OR DELIVERING any new in-stock vehicles involved in this safety recall, dealers are to inspect the HVB side rails for cracks and replace the HVB if cracks are present. For vehicles that pass the inspection, the HVB side rails will be modified. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

Note: Owners should be instructed to park their vehicle outside and at least 50 feet away from structures and other vehicles due to the risk of fire.

Note: Dealers are required to use a borescope that has a 2 m (6.5 ft) cable length to perform the inspection. Dealers should have a borescope on hand that meets this specification before scheduling a service appointment.

SERVICE ACTION (continued)

To assist vehicle owners to have this repair completed, dealers should:

- 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 should be made available for all customers. Refer to the Rental and Claiming sections for further details.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of May 19, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

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

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- 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.

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

OASIS ACTIVATION

OASIS was activated on April 14, 2025

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 8, 2025. Owner names and addresses will be available by June 6, 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.

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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 High Voltage Battery (HVB) replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

FORD PICK-UP & DELIVERY

- Dealers participating in the 2025 Remote Experience Program:
 - Refer to EFC16393, 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.

BORESCOPE PRIOR APPROVAL

- If your dealer requires a borescope to complete the inspection, submit a Tool Support contact type to the SSSC for prior approval.
 - Borescope requirement is a minimum cable length of 2 meters.
 - Borescope reimbursement not to exceed \$100. See Claims Preparation and Submission below for details.

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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 25S36 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.
 - The dealership is provided the HVB under Ford’s Zero Cost Exchange program. Thus, the dealer warranty claims are to mark the cost of the HVB as \$0.
- **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.
- **Borescope Reimbursement (If required):** Submit under labor operation 25S36SS with FSAADD as the misc. expense code. Must include the SSSC prior approval code. This code is valid for one borescope per repairing dealer up to \$100. **Attach a copy of the receipt to the Repair Order.**
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25S36 - 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.

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CLAIMS PREPARATION AND SUBMISSION (continued)

- **Ford Pick-Up & Delivery:**
 - Dealers participating in the 2025 Remote Experience Program –
 - Refer to EFC16393, 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.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law. To claim the allowance, enter \$2,500 as HANDLG in the Misc. Expense area of the claim form.
- **Provision for Locally Obtained Drill Stop Collar:** Submit on the same line as the repair.
 - Program Code: 25S36
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$10.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Stop Safely message and/or P0AA6 present – FAIL <ul style="list-style-type: none"> • Replace HVB 	25S36B	4.7 Hours
Inspect HVB side rails - PASS <ul style="list-style-type: none"> • Check for DTCs - Pass • Inspect HVB side rails using borescope - Pass • Perform HVB pressure check – Pass • Drill holes in side rails 	25S36C	2.4 Hours
Inspect HVB side rails - FAIL Inspection <ul style="list-style-type: none"> • Check for DTCs - Pass • Inspect HVB side rails using borescope – Fail • Replace HVB 	25S36D	5.3 Hours
Inspect HVB side rails - FAIL Pressure Test <ul style="list-style-type: none"> • Check for DTCs - Pass • Inspect HVB side rails using borescope - Pass • Perform HVB pressure test – Fail • Replace HVB 	25S36E	6.3 Hours
Extra time to drill holes in service replacement battery side rails if they are not present <ul style="list-style-type: none"> • Can only be claimed with labor operations 25S36B, 25S36D, 25S36E 	25S36F	0.2 Hours
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.	25S36PP	0.5 Hours
Time allowed to submit for borescope reimbursement	25S36SS	0.2 Hours

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PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

To place an order for a HV Battery, use the online HVBATT system. Refer to EFC 15529, High Voltage Battery and Array Order and Return Process Change, for additional details. Be sure the serial numbers for the new and old HVBs are recorded in HVBATT. **HV Batteries are in limited supply and there may be a delay in receiving the order.**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
PK4Z-10B759-C	1	1	1	High Voltage Battery
VC-13DL-G	Up to 3 Gallons	Up to 3 Gallons	1 Gallon	Coolant

Important Reminder: High-voltage batteries and their wooden shipping containers should be kept in a covered location and protected from the elements (out of direct sunlight and sheltered from the rain/snow). High-Voltage Batteries that have failed the inspection should not be stored indoors.

Because laws, rules and regulations may vary at the state or local level, please follow all local and state requirements for proper battery handling. Refer to EFC 12907 for additional details on handling, storage, and instructions for damaged batteries.

NOTE: The dealership is provided the HVB under Ford’s Zero Cost Exchange program. Thus, the dealer warranty claims are to mark the cost of the HVB as \$0.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$2,500 per HVB replacement is being provided unless otherwise notified by the Company or as provided by state law.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

For HV battery, refer to EFC15529, Launch of FCS-700 Tag Return Process for High Voltage (HV) Battery Packs and Arrays. Dealers are to retain all replaced batteries and store them in the service crate (that the dealer received the new battery in). **No batteries are to be scrapped. 100% of the batteries are to be returned to Ford.**

- **Dealers are to indicate in HVBATT when they have a replaced battery available for return. FCSD will facilitate the pickup of the replaced battery from your dealership.**

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.
- **For HV Battery/Array, follow the process referred to in EFC15529, Launch of FCS-700 Tag Return Process for High Voltage (HV) Battery Packs and Arrays.**
- 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 E-TRANSIT VEHICLES EQUIPPED WITH A 4P EXTENDED RANGE BATTERY — HIGH VOLTAGE BATTERY (HVB) SIDE RAIL INSPECTION

SERVICE PROCEDURE

⚠ WARNING: Perform this inspection outside on a mobile hoist and treat this vehicle as if the battery is damaged. Failure to follow this instruction may result in serious personal injury or death.

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! This Field Service Action (FSA), must be performed by a certified BEV technician.

IMPORTANT! High-voltage batteries and their wooden shipping containers should be kept indoors or in a covered location and protected from the elements (out of direct sunlight and sheltered from the rain/snow). Because laws, rules and regulations may vary at the state or local level, please follow all local and state requirements for proper battery handling. Refer to EFC 12907 for additional details on handling, storage, and instructions for damaged batteries.

NOTE: If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

NOTE: A borescope with a minimum length of 6.5 ft (2 meters) is required for this procedure.

1. Start the vehicle and exit the vehicle. Allow to run for one minute while observing for any smoke or noise from the HVB.

2. Check the message display center. See Figure 1.

- Is either a "Service Vehicle Soon" and/or a "Stop Safely Now" message present?

YES - Proceed to Step 3.

NO - Proceed to Step 4.



FIGURE 1



3. Using Ford Diagnostic and Repair System (FDRS) check for Diagnostic Trouble Codes (DTC).

-Was DTC P0AA6 present?

YES - Order a new HVB using the online HVBATT system. Refer to EFC 15529, High Voltage Battery and Array Order and Return Process for additional details.
Proceed to Step 17 on Page 12.

NO - Proceed to Step 4.

4. With the vehicle in NEUTRAL, position it on a hoist. Follow the WSM procedures in Section 100-02.

5. Locate the inboard high voltage battery side rail channels at the rear left hand (LH) and right hand (RH) sides of the high voltage battery pack. See Figure 2.

NOTE: LH side shown, RH side similar.

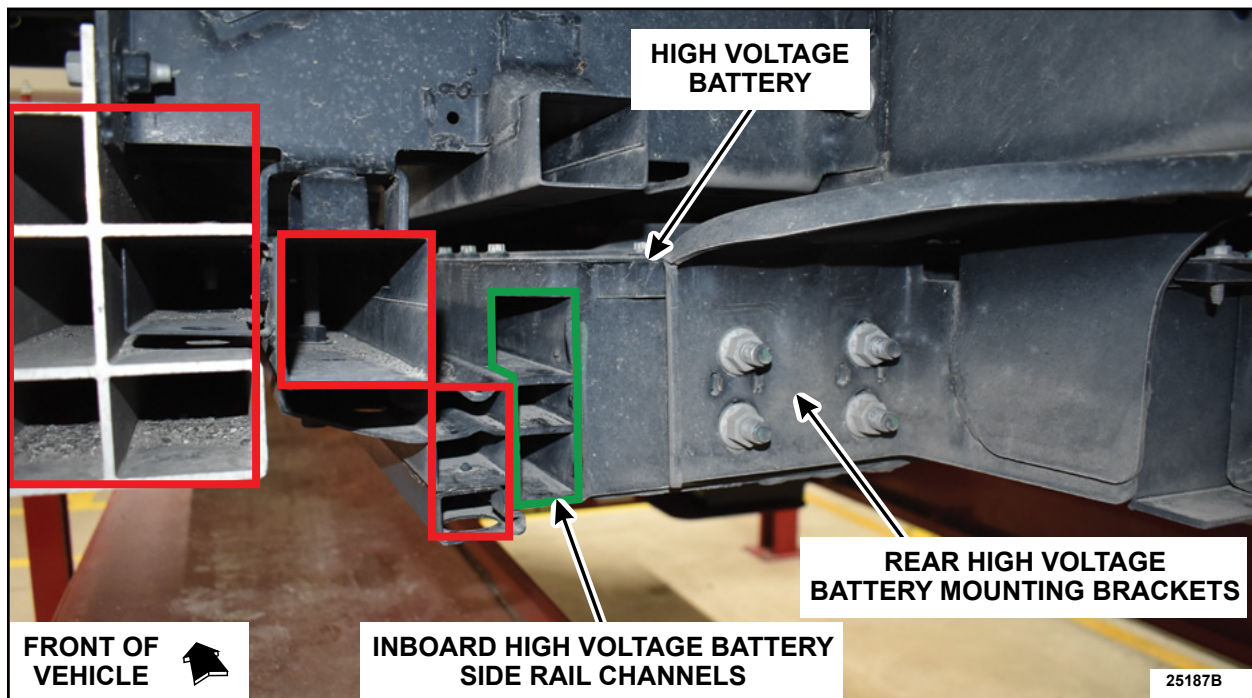


FIGURE 2



6. Using a borescope with a minimum length of 6 ft (2 meters), Inspect the entire length of the three inboard high voltage side rails channels on both sides of the vehicle (6 channels in total 3 per side) for any cracks or stress marks. See Figures 3, 4 and 5.

NOTE: Cracks and/or stress marks will typically be located at the far end of the channels toward the front of the vehicle.

- Were any cracks or stress marks present in any of the inboard high voltage battery crash support channels?

YES - Order a new HVB using the online HVBATT system. Refer to EFC 15529, High Voltage Battery and Array Order and Return Process for additional details.
Proceed to Step 17 on Page 12.

NO - Proceed to Step 7.

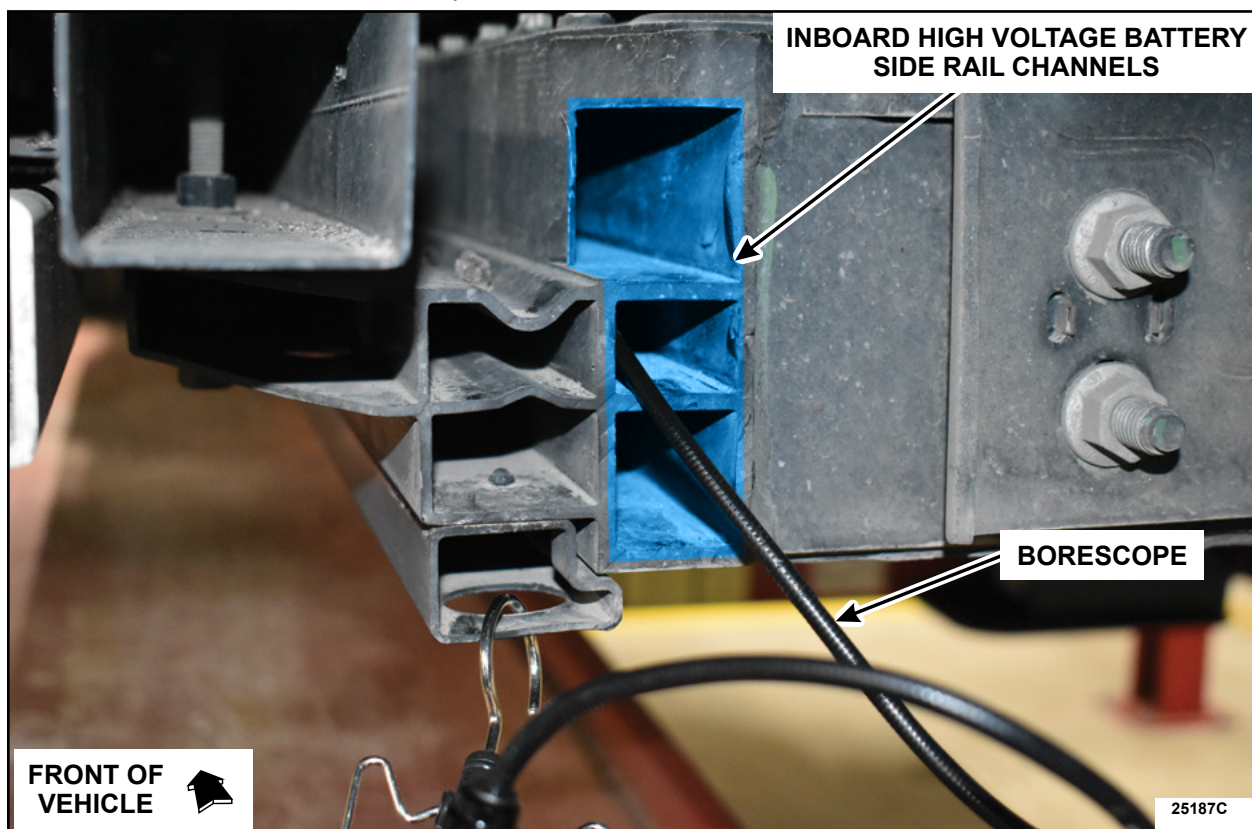


FIGURE 3



DOES NOT PASS:

- a. Visible white shiny lines are surface cracks.
- b. Material separation.
- c. Stressed shiny metal surface and material separation.
- d. Stressed shiny metal surface and material separation.
- e. Stressed shiny metal surface.
- f. Material separation.

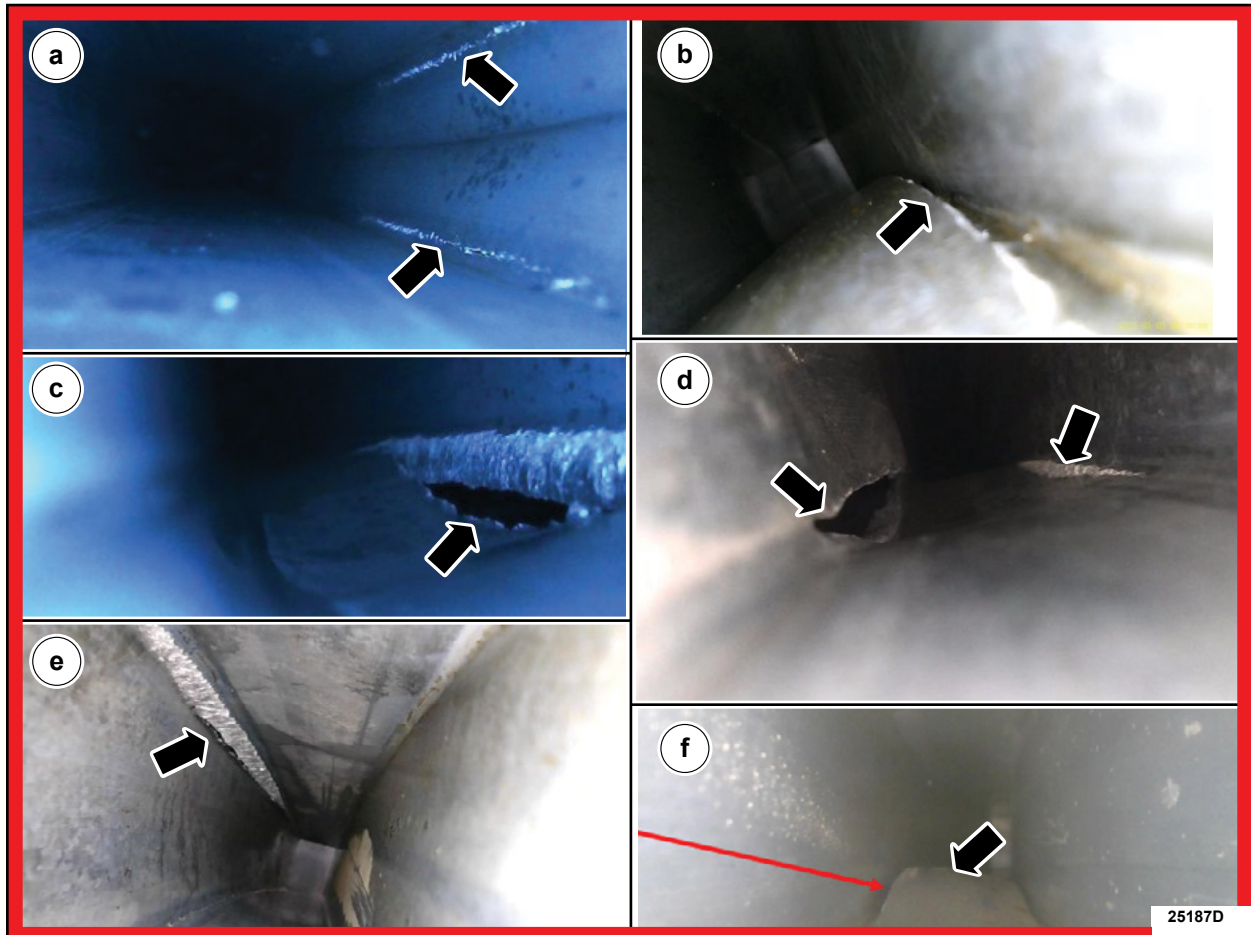


FIGURE 4



PASS:

- g. Rust appearance is ok, no cracks present.
- h. No cracks present.
- i. Rust appearance is ok, no cracks present.
- j. No cracks present.

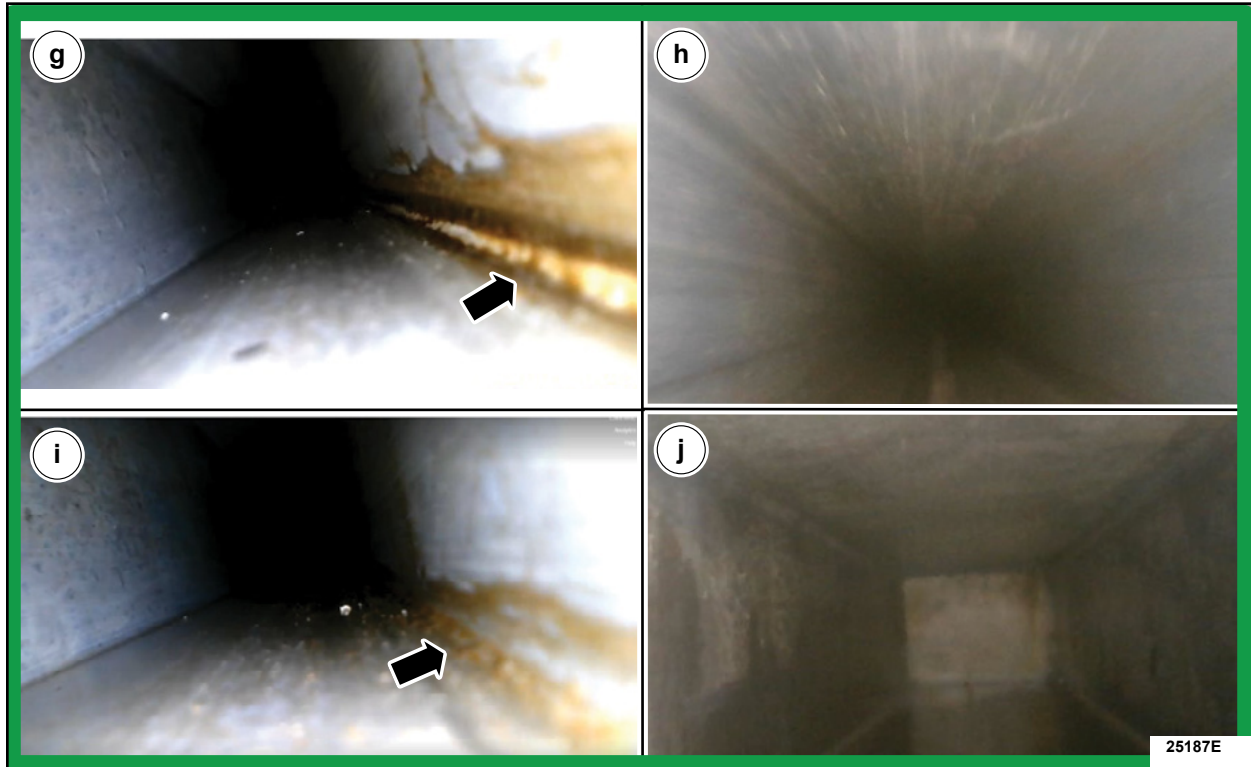


FIGURE 5



7. De-energize the high voltage system. Follow the WSM procedures in Section 414-03A.

NOTICE: Before disconnecting the high voltage battery electrical connectors, the electrical connectors must be cleaned with and a nylon brush and free of debris. Blow any dirt or debris from the electrical connectors with compressed air before disconnecting or component damage may occur.

NOTE: To aid in disconnecting the high voltage battery electrical connector, gently pull the base of the connector while releasing the lock lever

8. Disconnect the high voltage battery electrical connectors. See Figure 6.

- a. Clean the high voltage battery electrical connectors with a nylon brush. Blow any dirt or debris from the electrical connectors with compressed air.
- b. Release the lock lever and disconnect the high voltage battery electrical connectors position the wire harness aside.

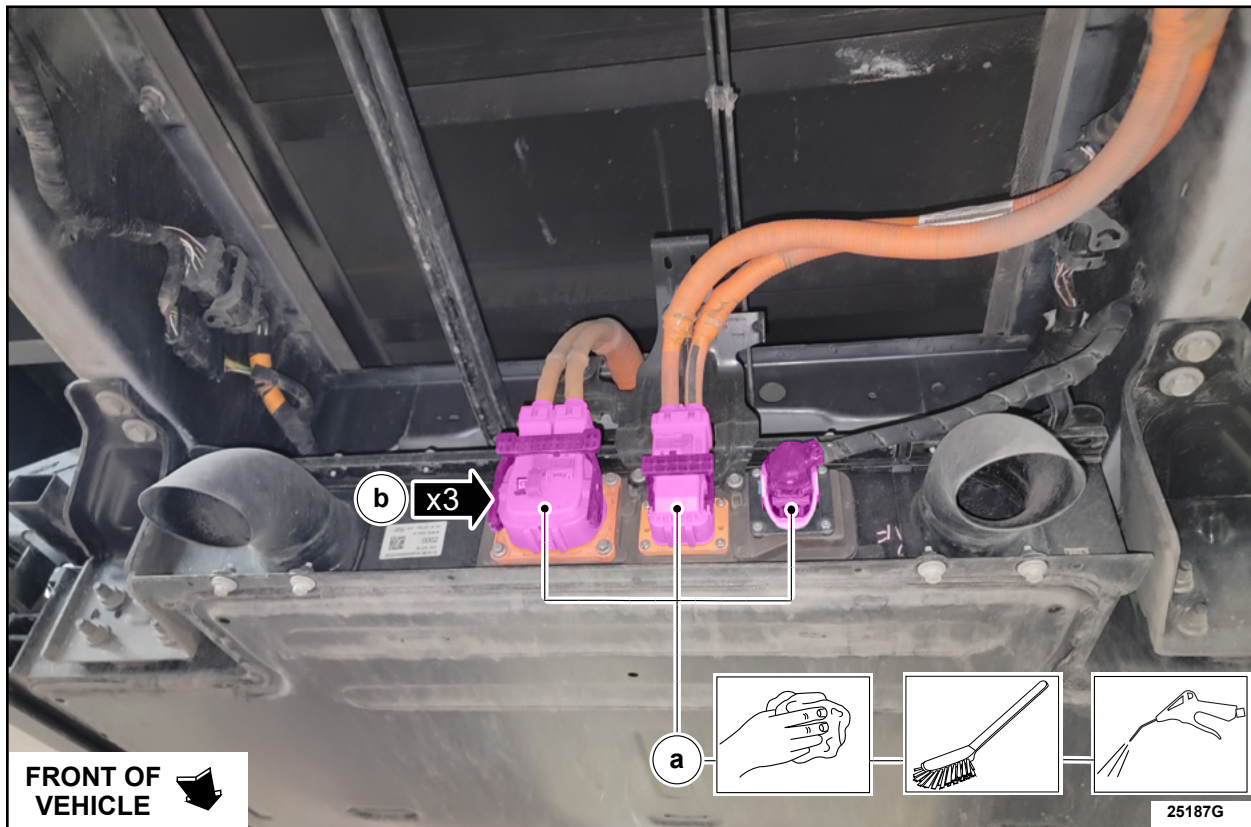


FIGURE 6



NOTICE: Before disconnecting the high voltage battery electrical connectors, the electrical connectors must be cleaned with a nylon brush and free of debris. Blow any dirt or debris from the electrical connectors with compressed air before disconnecting or component damage may occur.

9. Disconnect the high voltage battery electrical connector. See Figure 7.
 - a. Clean the high voltage battery electrical connector with a nylon brush. Blow any dirt or debris from the electrical connector with compressed air.
 - b. Disconnect the high voltage battery electrical connector and position the wire harness aside.

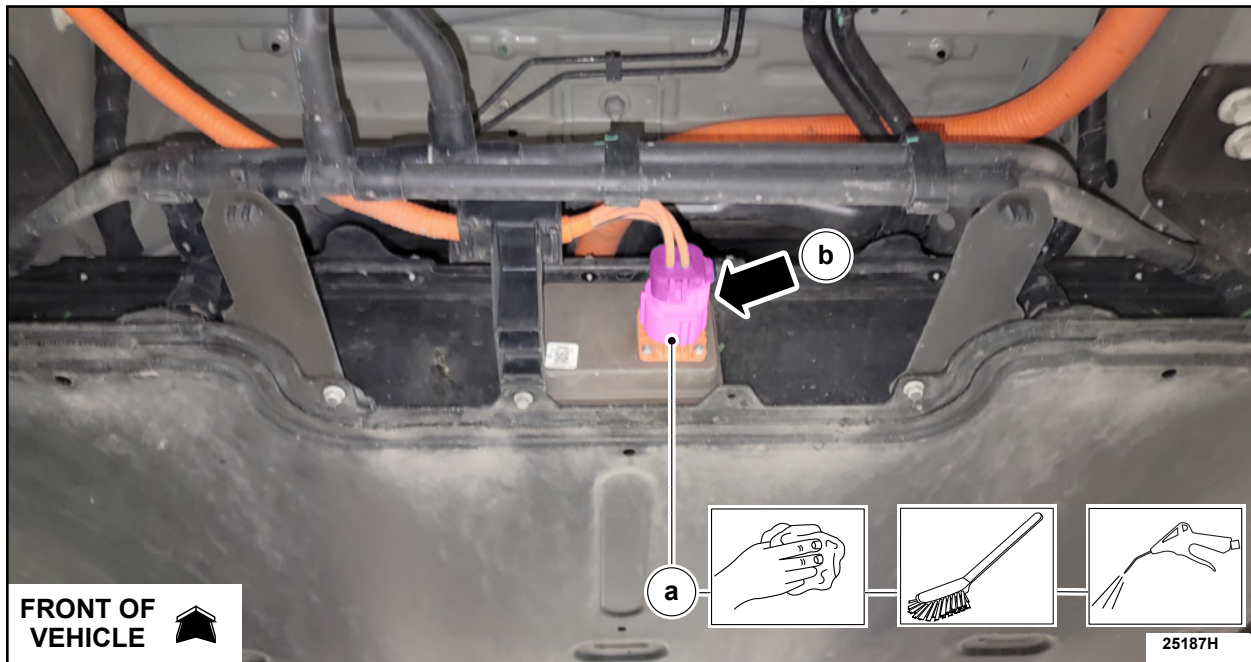


FIGURE 7

10. Remove the High Voltage Battery Vent Valve. Follow the WSM procedures in Section 414-03A.



NOTE: Clean the surface area surrounding the vent valve openings using a isopropyl alcohol wipe to remove any foreign debris.

11. Seal the vent valve holes by overlapping heavy duty clear packaging tape completely covering the openings. See Figure 8.

NOTE: RH vent hole shown, LH similar.

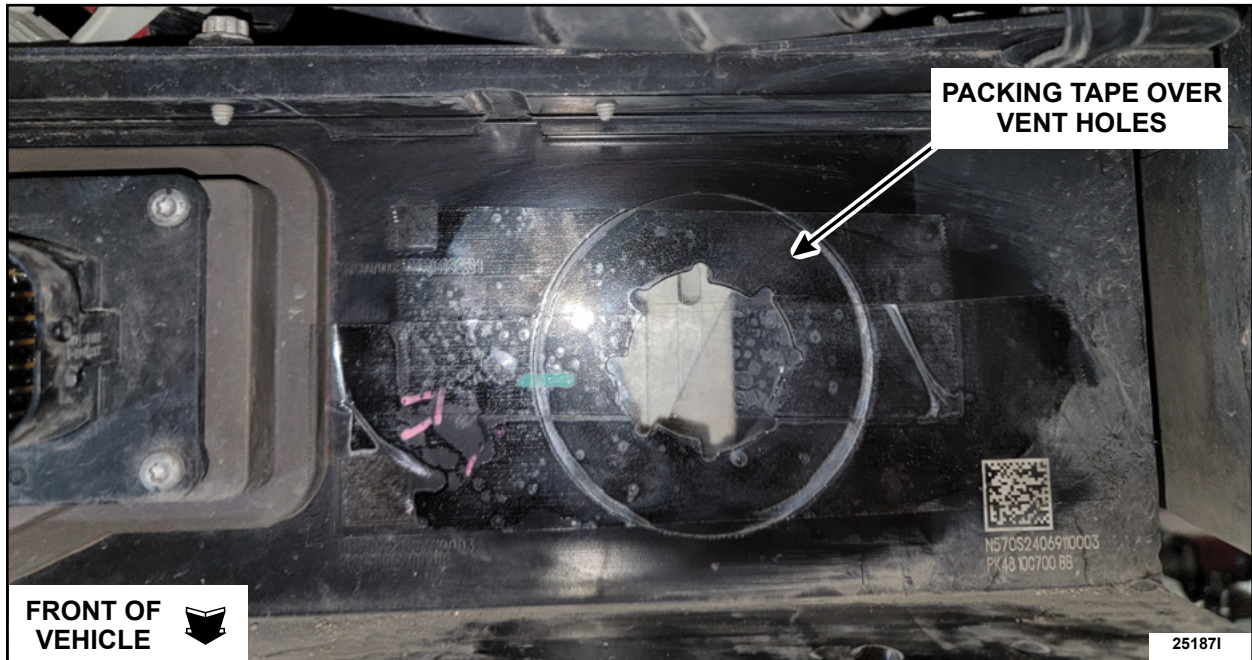


FIGURE 8



12. Connect the pressure test connectors adapters 414-014 and 414-015 to the rear of the high voltage battery. See Figure 9.

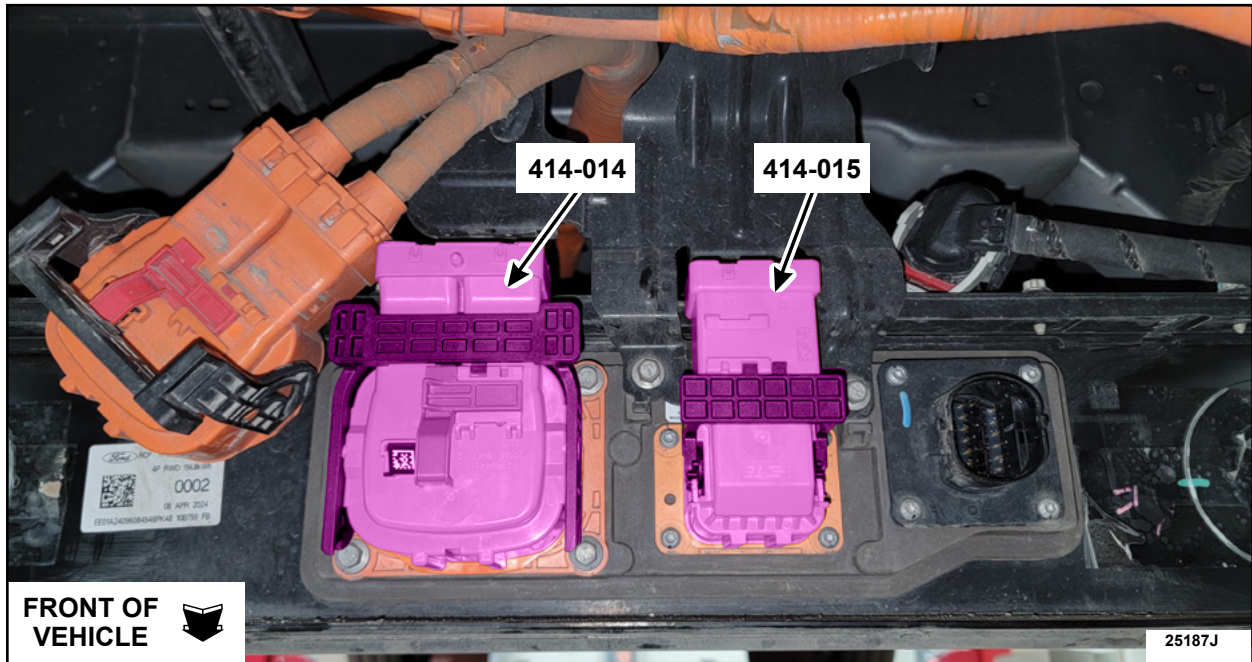


FIGURE 9

13. Connect the pressure test connector adapter 414-012 to the front of the high voltage battery. See Figure 10.



FIGURE 10



NOTICE: To prevent damage to the high voltage battery pack make sure that the VACUTEC® Smoke Machine Fuel EVAP Emissions System Tester is set to Test and not Smoke. If the machine being used does not have a selection to test without smoke reference the user manual to remove the smoke container and empty the fluid into a clean container and reinstall the container into the machine. Purge all the smoke from the machine by pressing the power button and wait several minutes until no more can be seen exiting the outlet hose.

NOTICE: Make sure that the VACUTEC® Smoke Machine Fuel EVAP Emissions System Tester is set to a low pressure (<0.5 psi) mode designed to test EVAP systems. Using a high pressure mode will cause damage to the high voltage battery pack.

14. Connect the VACUTEC® Smoke Machine Fuel EVAP Emissions System Tester to a power source and verify it is powered ON (green light indicated on the battery symbol) and that it is connected to shop air. The shop air must be filtered to remove moisture and contaminants. Place and hold the air outlet hose into the air pressurization port on the connector. Set the VACUTEC® Smoke Machine Fuel EVAP Emissions System Tester to TEST. See Figure 11.

NOTE: Battery removed from vehicle for clarity.

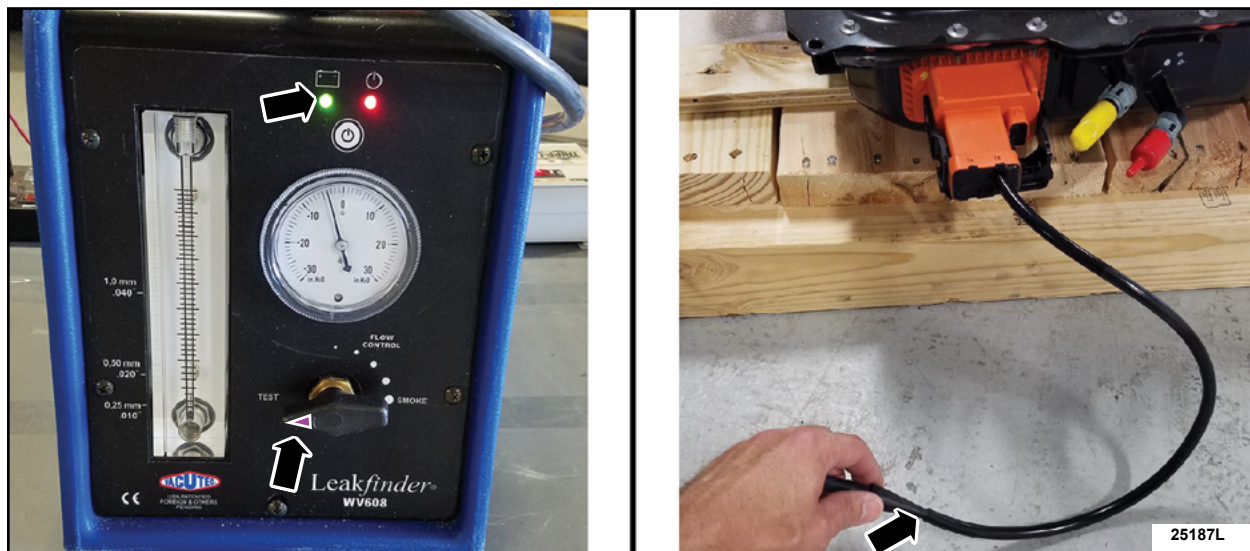


FIGURE 11

15. Press the Power button on the VACUTEC® Smoke Machine Fuel EVAP Emissions System Tester to begin pressurizing the pack.



NOTE: The flow meter bead should drop all the way to the bottom and stabilize in order to pass the Gross Leak Check. This can take between 2 to 15 minutes, depending on the pack size. Be aware that the machine may stop pressurizing before its done, which requires pressing the power button again.

16. As the gauge begins to stabilize, watch the bead. See Figure 12.

- If the pack has no gross leaks, the bead should drop all the way to the bottom (0) and stabilize there. This indicates the Gross Leak Check has passed.
- If the bead does not drop all the way to the bottom, there is a leak and indicates the Gross Leak Check has failed.

- Did the bead drop all the way to and stay at the bottom of the gauge?

YES - Assemble the vehicle by reversing Steps 13 through 7, Then proceed to the **Drain Hole Procedure** on page 13.

NO - Order a new HVB using the online HVBATT system. Refer to EFC 15529, High Voltage Battery and Array Order and Return Process for additional details. Proceed to Step 17 on Page 12.



FIGURE 12



17. Remove the high voltage battery. Follow the WSM procedures in Section 413-03A.

18. Inspect the front side rail channels of the *new* high voltage battery prior to installation. See Figure 13.

- Were the drain holes present?

YES - Install the new high voltage battery. Follow the WSM procedures in Section 413-03A.

NO - Proceed to Step 2 of the **Drain Hole Procedure** on Page 14.

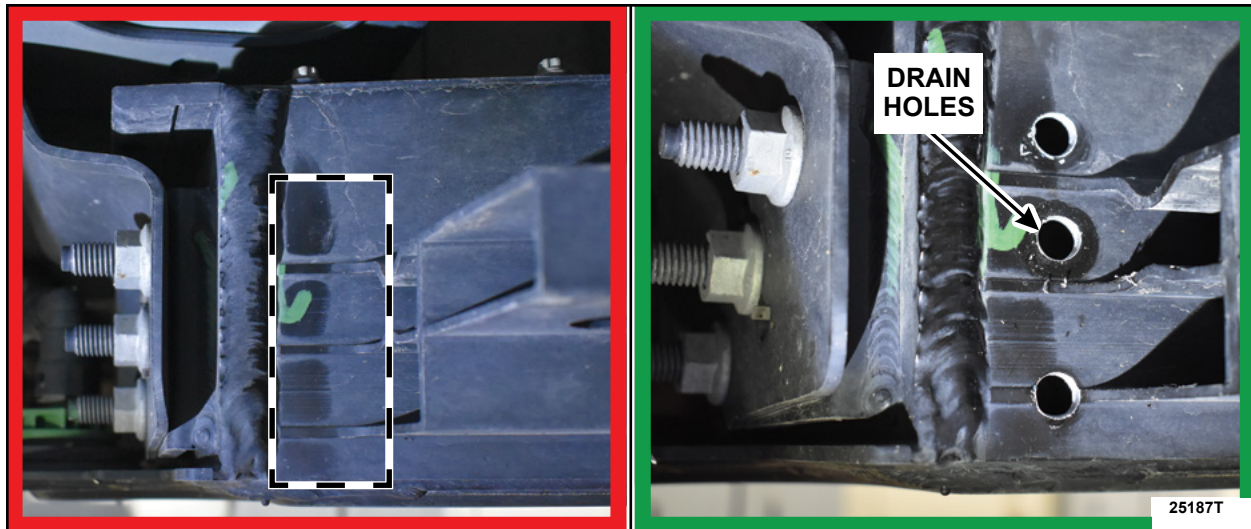


FIGURE 13

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.



Drain Hole Procedure:

1. On both sides of the vehicle, remove the front high voltage battery side rail bracket. See Figure 14.
 - a. Remove the two front bolts.
 - b. Remove the rear bolt and the high voltage battery side rail bracket.

NOTE: LH side shown, RH side similar.

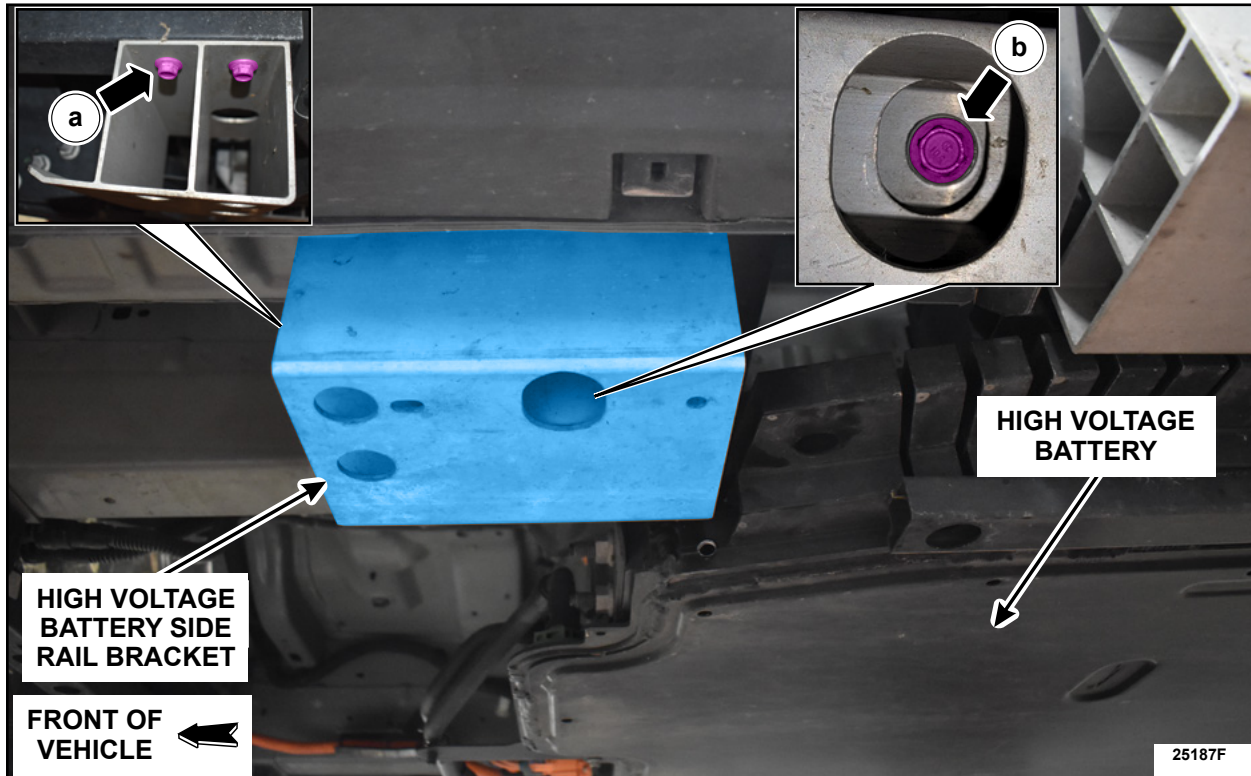


FIGURE 14



2. On both sides of the high voltage battery, locate the high voltage battery side rail front weld.
See Figure 15.

NOTE: LH side shown, RH side similar.

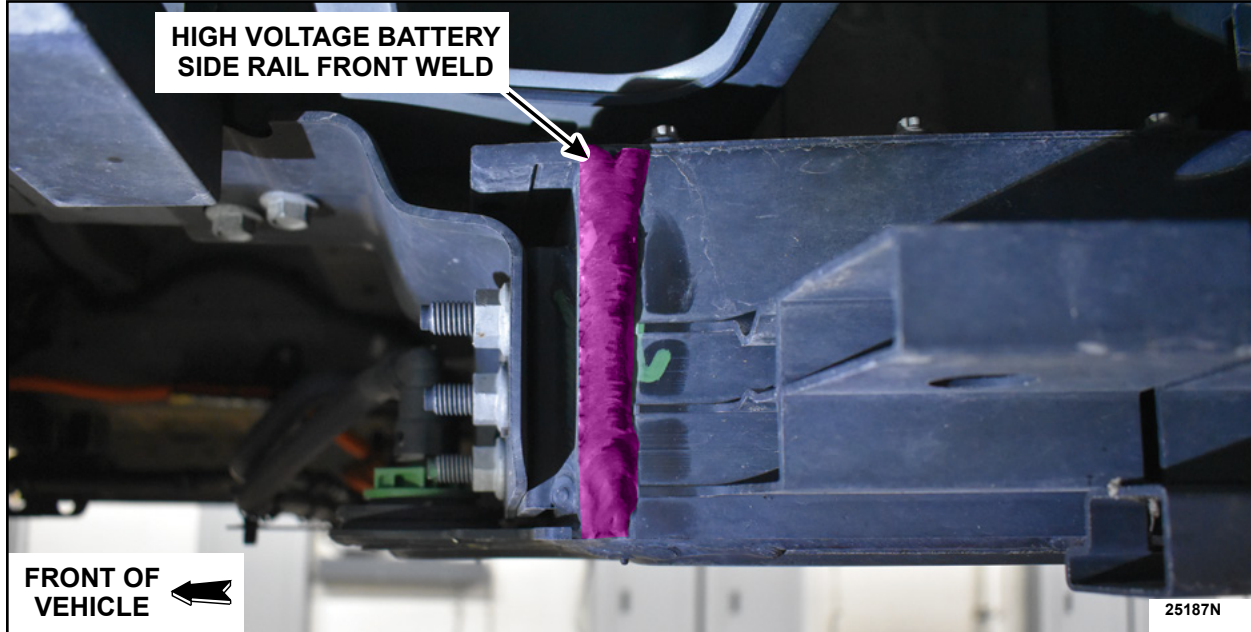


FIGURE 15

3. Print the attached template to "Actual Size".
4. Cut out the and align the template with the bottom of the high voltage battery side rail and the front weld. See Figure 16.

NOTE: LH side shown, RH side similar.

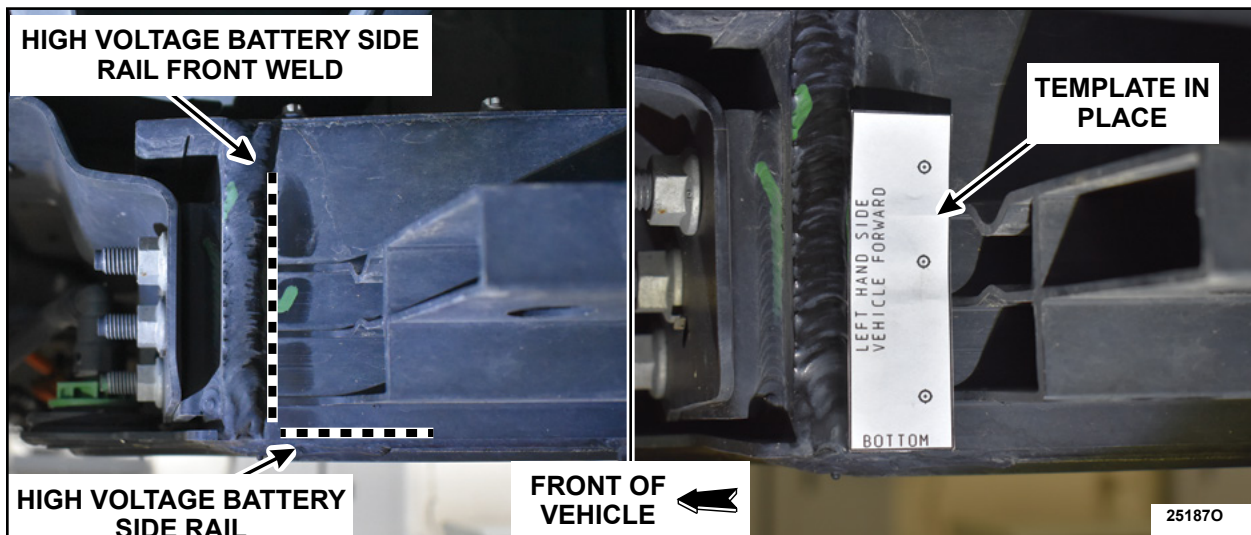


FIGURE 16



5. Using a center punch, mark the center of the holes, then remove the template. See Figure 17.

NOTE: LH side shown, RH side similar.

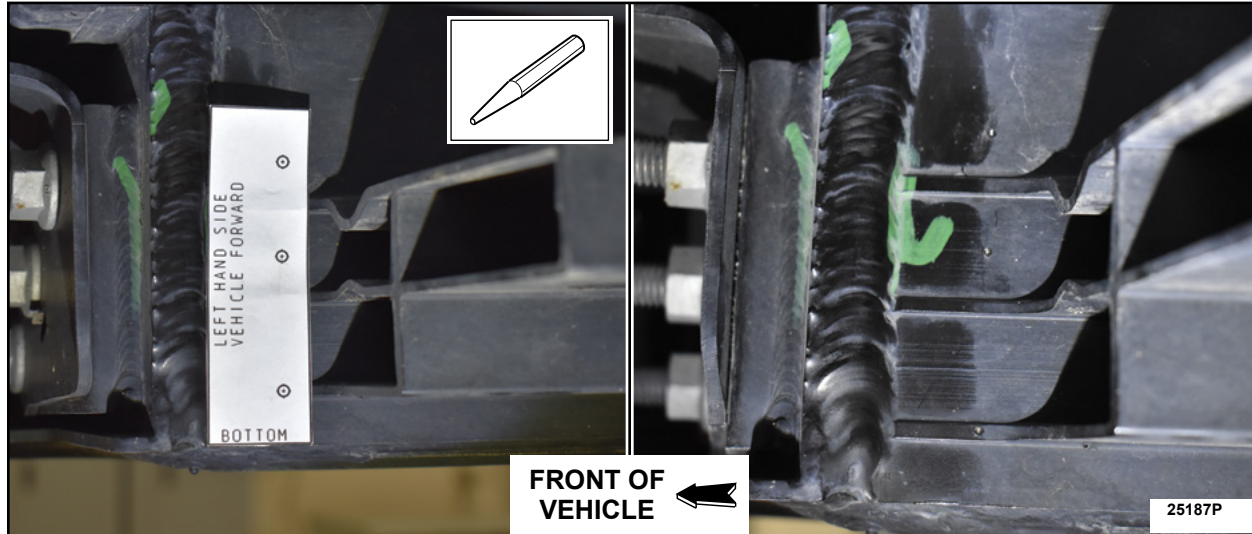


FIGURE 17

NOTICE: DO NOT allow the drill bit depth to exceed 10 mm (0.39 in).

NOTE: It is acceptable that the drill may not be perpendicular to the surface due to surrounding components.

6. Using a 1/8 in (3mm) drill bit, apply a stop collar at a depth of 10 mm (0.39 in) and drill out the marks of the center punch. See Figure 18.

NOTE: LH side shown, RH side similar.

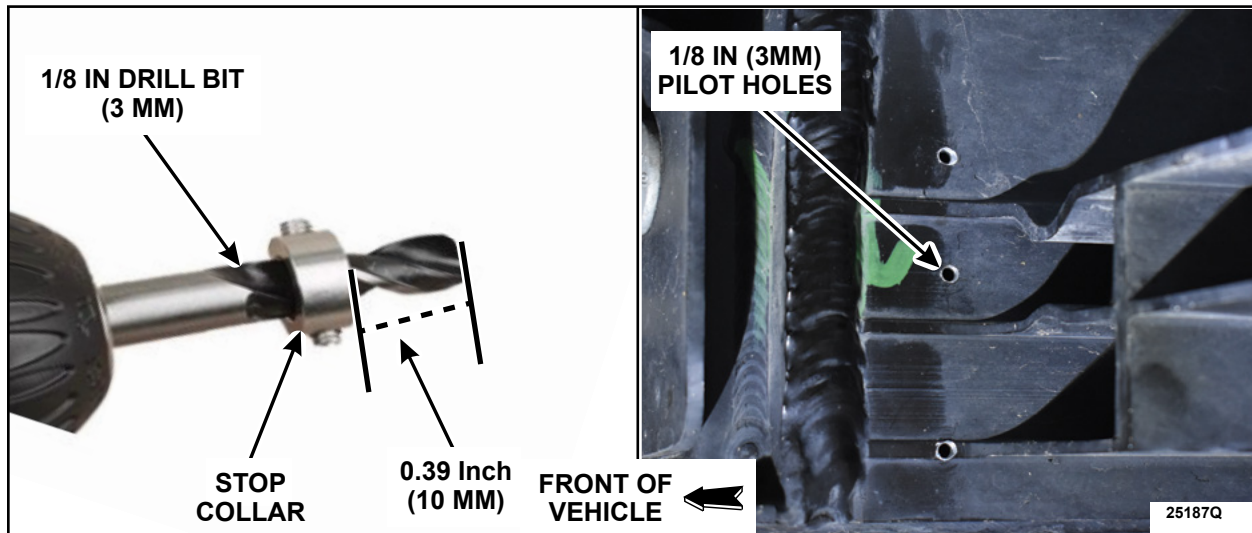


FIGURE 18



NOTICE: DO NOT allow the drill bit depth to exceed 10 mm (0.39 in).

NOTE: It is acceptable that the drill may not be perpendicular to the surface due to surrounding components.

7. Using a 25/64 in (10mm) drill bit, apply a stop collar at a depth of 10 mm (0.39 in) and drill out the pilot holes. See Figure 19.

NOTE: It is acceptable to leave the metal shavings as this is only a moisture drain hole.

NOTE: LH side shown, RH side similar.

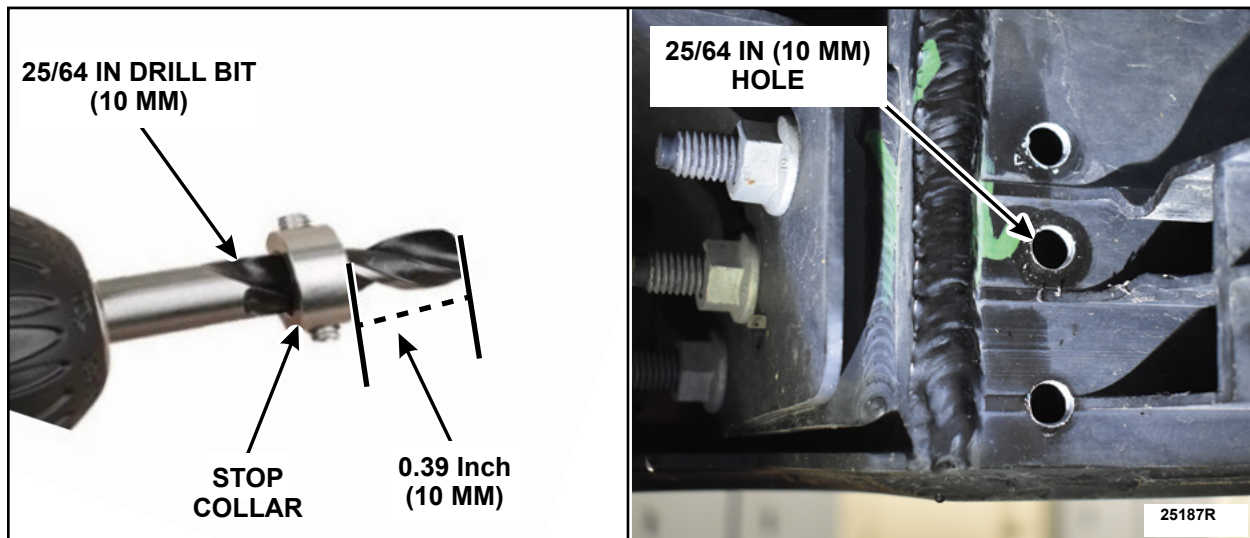


FIGURE 19

8. Was this a replacement battery and not installed in the vehicle?

YES - Install the new high voltage battery. Follow the WSM procedures in Section 413-03A.

NO - Proceed to Step 9.



9. On both sides of the vehicle, install the front high voltage battery side rail bracket.
See Figure 20.
- Install the high voltage battery side rail bracket and the rear bolt loosely.
 - Install the two front bolts loosely.
 - Tighten the rear bolt first, and then the two front bolts.
 - Torque: 55 lb. ft (75 Nm)

NOTE: LH side shown, RH side similar.

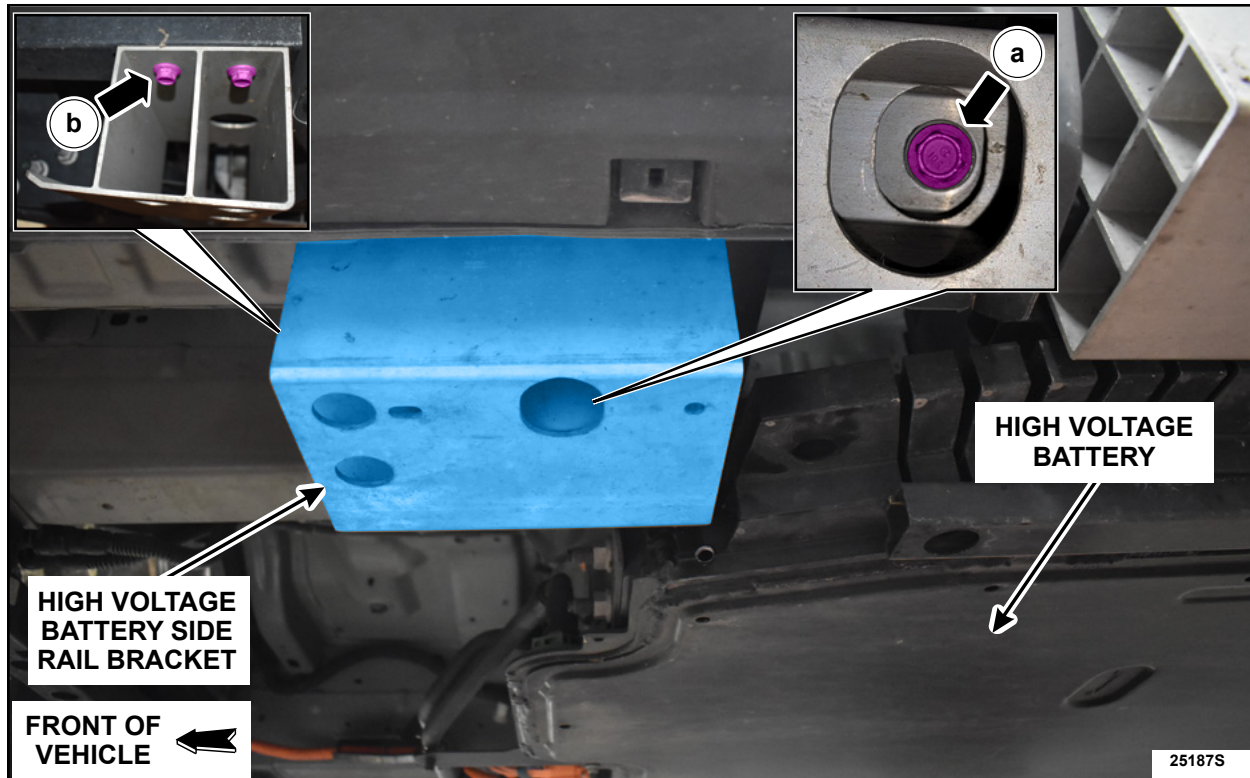


FIGURE 20



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 25S36

Certain 2024-2025 Model Year E-Transit Chassis Cab Vehicles Equipped With 4P Extended Range Battery
High Voltage Battery (HVB) Side Rail 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 25S36

Certain 2024-2025 Model Year E-Transit Chassis Cab Vehicles Equipped With 4P Extended Range Battery
High Voltage Battery (HVB) Side Rail Inspection

   – Enhanced Mobile Service (MRA3)

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

Note: Wheel lock may be required.

    – Advanced Mobile Service (MRA4)

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

 – Not a Mobile Service Repair (MRA5)

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

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

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

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

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

Safety Recall 25S36

Vehicle Pick-Up and Delivery Record

VIN _____ received:

Pick-up and/or delivery service

As outlined below for the 25S36 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 25S36

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 # 25S36, 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 2021. 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 5, 2021 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.