



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 27, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 25S35 Supplement #2
Certain 2025 Model Year Explorer Vehicles with 2.3L Engines
Powertrain Control Module (PCM) Reprogram

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 25S35 Supplement #1
Certain 2025 Model Year Explorer Vehicles with 2.3L Engines
Powertrain Control Module (PCM) Reprogram – Date: July 10, 2025

New! REASON FOR THIS SUPPLEMENT

- *Labor Allowances: Updated labor chart*

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 24,534):

Vehicle	Model Year	Assembly Plant	Build Date Range
Explorer	2025	Chicago	December 6, 2023 through September 6, 2024

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, the Powertrain Control Module (PCM) may experience an internal reset while driving. This PCM reset could result in a Malfunction Indicator Light (MIL) displayed in the instrument panel cluster, a temporary loss of vehicle acceleration, or a loss of motive power. A PCM reset may also engage the transmission’s parking pawl temporarily while the vehicle is in motion. A transmission parking pawl engagement while driving at speeds greater than 10 miles per hour may result in damage to the vehicle’s park system. If park system damage has occurred and the Electronic Parking Brake (EPB) is not engaged, the vehicle may experience a roll-in-park, increasing the risk of crash. Loss of motive power due to PCM resets also increases the risk of crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the Powertrain Control Module (PCM) and then perform a Park System Inspection. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	Yes	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Yes	See the Rental Vehicles section below, if applicable.

Alternative Transportation Available	Yes	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	Yes	See Owner Refunds section below, if applicable.
Photo Submission	Yes	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 6, 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

- Technical Instructions
- Owner Notification
- Mobile Repair/Vehicle Pickup & Delivery Record
- Recall Reimbursement Plan

REFERENCE MATERIAL



- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division

Safety Recall 25S35 – Supplement #2**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location.
- PCM programming and Park System Inspection. Vehicles have the following assessment level:
 - Enhanced Mobile Service
- Fails the Park System Inspection and Transmission Assembly replacement required. Vehicles have the following assessment level:
 - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS was activated on May 30, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 30, 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.

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.

Safety Recall 25S35 – Supplement #2**OWNER REFUNDS – Continued:**

- 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 PCM re-program, and Park System damaged requiring transmission assembly replacement.

RENTAL VEHICLES

Dealers are pre-approved for up to 2 days for a comparable rental vehicle. 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. Prior approval for more than 2 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.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

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

REPAIR PHOTO SUBMISSION

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

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. FDRS screen shot(s) of failed Park System as outlined in Technical Instructions. This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- The SSSC will provide an approval.

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.

Safety Recall 25S35 – Supplement #2**CLAIMS PREPARATION AND SUBMISSION – Continued:**

- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the Transmission Assembly. To claim the allowance, enter **\$330.00** as **HANDLG** in the Misc. Expense area of the claim form.
- **Provision for Locally Obtained Supplies:** Includes XL-5-A, XT-12-QULV, XG-11, TA-29, XT-10-QUVC, CXT-10-LV6, ZC-30-A, ZC-31-B, ZC-20, PM-4-A. Submit on the same line as the repair.
 - Program Code: 25S35
 - Misc. Expense: OTHER
- Misc. Expense: Claim up to \$300.00

Safety Recall 25S35 – Supplement #2

New! LABOR ALLOWANCES

Note: Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.

Description	Labor Operation	Labor Time Hour(s)
<p><u>Transmission Park System Inspection:</u> This includes setting up FDRS recording, doing the test, reviewing the data, and clear codes after. <i>Must be claimed with 25S35B or 25S35C.</i></p>	25S35A	0.5
<p><u>Software Update:</u> Reprogram the Powertrain Control Module (PCM) to the latest level using the FDRS Tool. Includes time to obtain the Software Verification Code (SVC). This labor operation code closes the FSA.</p>	25S35B	0.3
<p><u>Software at latest Level:</u> If PCM software is at latest level per FDRS tool, proceed with obtaining the SVC. This labor operation code closes the FSA.</p>	25S35C	0.3

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

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
<p>PCM software failed and/or PCM module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.</p>	MT25S35RR	Up to 4.5
<p><u>Fails Inspection:</u> AWD - Replace Transmission Assembly per WSM manual directions. Includes Transmission Flush procedure and Drive Cycle. <i>Must be claimed with 25S35B or 25S35C.</i></p>	MT25S35D	Up to 8.1 Hours
<p><u>Fails Inspection:</u> RWD - Replace Transmission Assembly per WSM manual directions. Includes Transmission Flush procedure and Drive Cycle. <i>Must be claimed with 25S35B or 25S35C.</i></p>	MT25S35E	Up to 7.3 Hours
<p>Mobile Service: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.</p>	25S35MM	0.5

Safety Recall 25S35 – Supplement #2

<p>Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	25S35PP	0.5
Time allowed to submit photos of park system test results.	25S35ZZ	0.2

PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection required, see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
-7000-	1	1	1	Transmission Assembly

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

Less than 2% of the affected vehicle population is expected to require Transmission Assembly replacement.

NOTE: For additional required miscellaneous parts or One-Time-Use Parts needed when replacing the Transmission Assembly (Base Part # (*-7000-*), such as One-Time-Use parts, gaskets, fasteners, seals, fluids, etc. enter the vehicle identification number (VIN) in Professional Technician System (PTS). Refer to the Workshop Manual Tab, Select Workshop Manual (WSM) Section 307-01 for Automatic Transmission – Removal and Installation section, follow the workshop manual procedures, and (Click on the Shopping Cart Icon) use the One-Time-Use parts, tools, and Materials List to replace the Transmission Assembly.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the Transmission Assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Please refer to the FSA Policy Document for any and all questions on parts.

CERTAIN 2025 MODEL YEAR EXPLORER VEHICLES EQUIPPED WITH A 2.3L ENGINE — POWERTRAIN CONTROL MODULE SOFTWARE UPDATES

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12 Volt (V) battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **PCM - Powertrain Control Module (PCM)**.

NOTE: If the PCM is at the latest level, proceed to the [Park System Inspection](#) on Page 7.

6. From the list on the RH side of the screen, select **PCM - Software Update**.

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



8. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
9. Click the **Run Selected Tests** button in the lower right.
10. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
11. **This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided. For more information, see EFC 16335.**
12. Select the **SW Updates** tab (1). See Figure 1.
13. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.
14. Select the **FSA** (3) from the drop-down menu. See Figure 1.
15. Select **Submit** (4). See Figure 1.

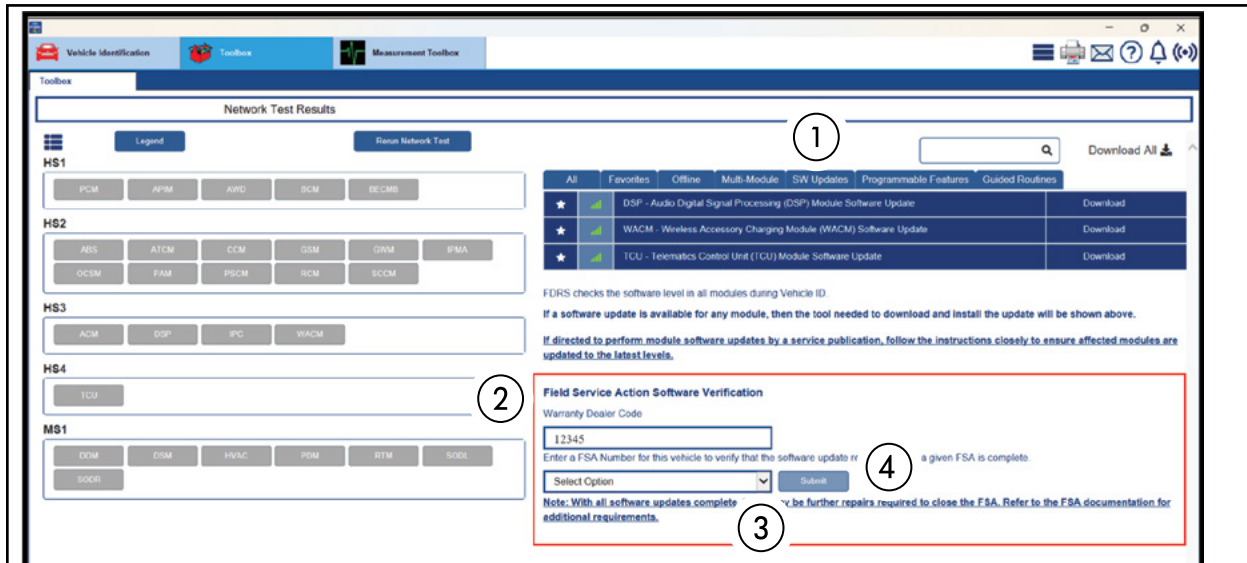


FIGURE 1



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

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 17.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 18

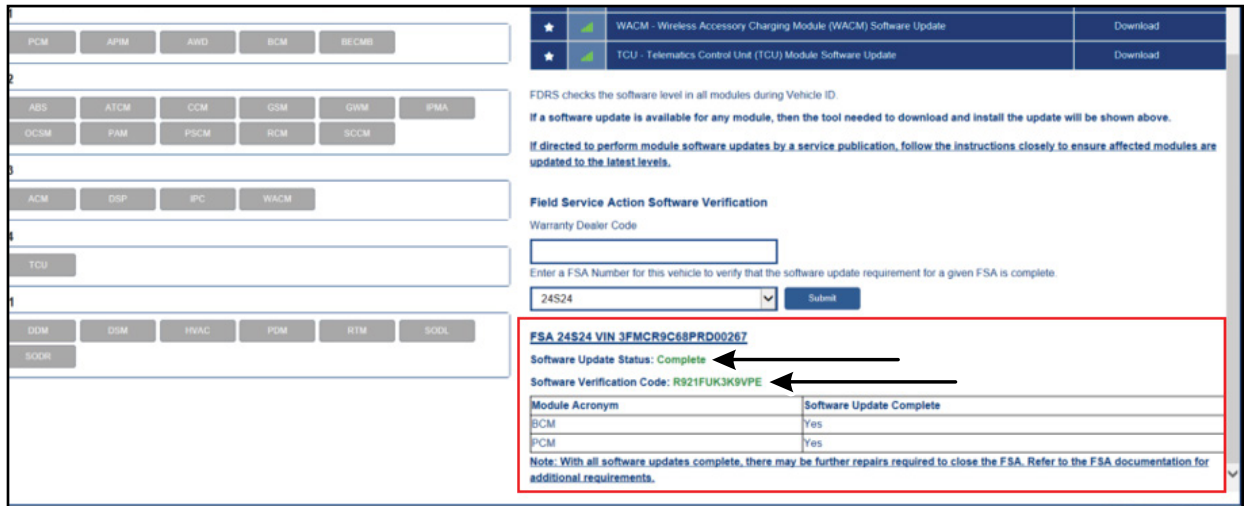


FIGURE 2

17. Disconnect FDRS. Software Verification and Approval process complete.
 Proceed to **Park System Inspection** on Page 7.



18. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?
 See Figure 3.

Yes - Proceed to next step.
No - Proceed to Step 22.

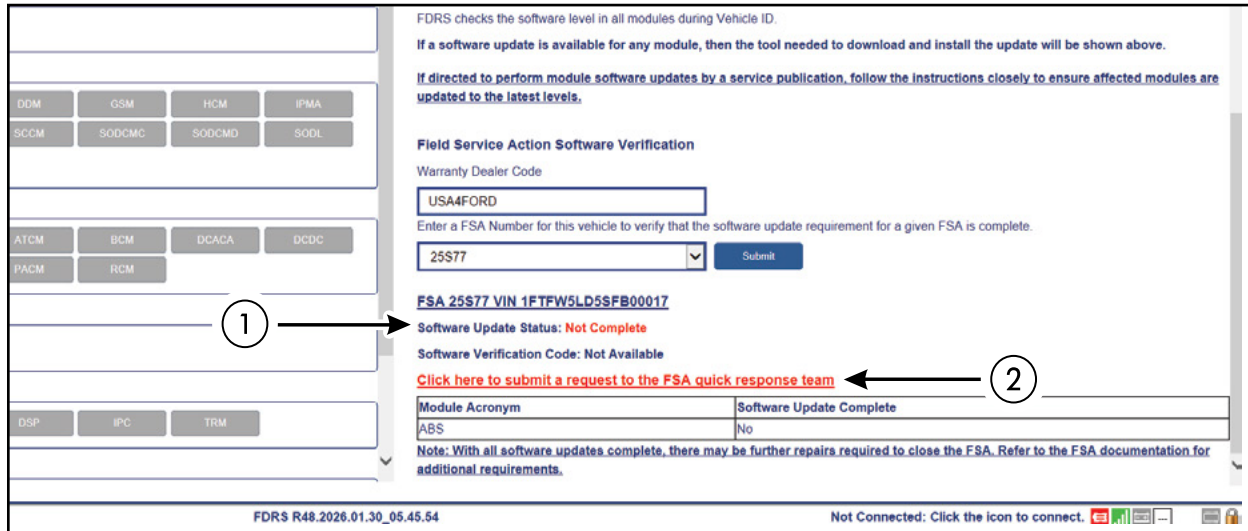


FIGURE 3

19. Have the module software updates in the FSA been reattempted?

Yes - Proceed to next step.
No - Reattempt the software update programming steps in the FSA.

20. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 4. Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

21. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA quick response team queue. This team will contact you via phone using the contact information provided in the form. Please follow the recommendations from the FSA quick response team to resolve any issues preventing SVC code generation.



22. If the FDRS Field Service Action Software Verification Status displays "**An error occurred. Unable to retrieve FSA information**", please reattempt to generate an SVC code. The error can be caused by a connectivity or server issue where the status of the FSA cannot be verified. This is typically resolved upon reattempting to generate an SVC code. See Figure 4.

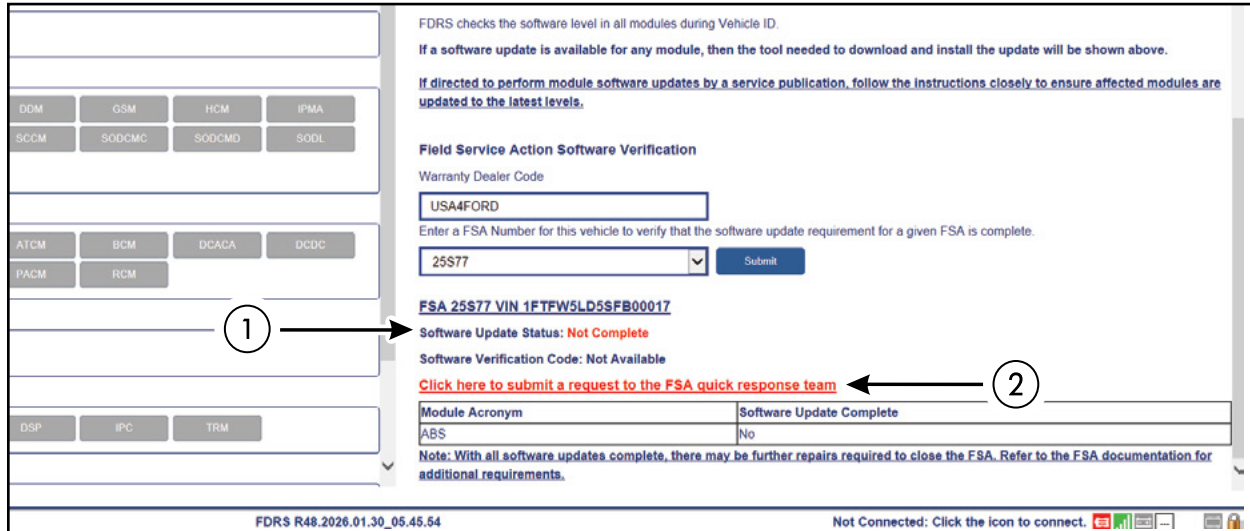


FIGURE 4



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



Park System Inspection

NOTE: The brake pedal must be applied when activating the parking brake during the Brake Service Mode procedure in the next step.

1. Activate the Brake Service Mode. Follow the Workshop Manual (WSM) procedures in Section 206-00. The **FDRS Activation Procedure** is highly recommended.
2. With two people inside of the vehicle and their seat belts properly buckled, drive the vehicle to an area of flat ground or slight uphill. A parking lot can accommodate this.

Preparing Data Logger and Park Ratchet Test

3. In FDRS, select **Toolbox** tab.
4. From the list on the RH side of the screen, select **Datalogger**.
5. Click **RUN**.
6. From the list on the LH side of the screen, select **PCM and ABS**, then click **Continue**. See Figure 1.

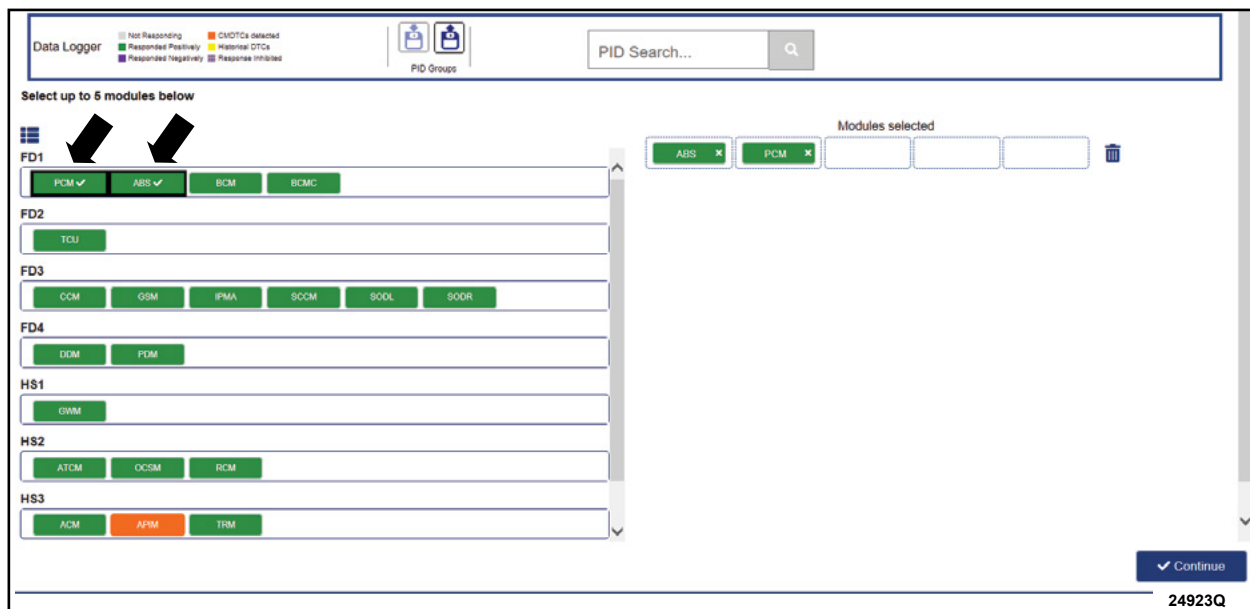


FIGURE 1



- In the search bar, type in **OSS_RAW** then type in **PBRKST** and **TR_A_DC** and select all three PID's. See Figure 2.
- Check the boxes to select **Output Shaft Speed - Raw**, the **Park Brake State** and the **Transmission Range Sensor Input A** then click **Continue**. See Figure 2.

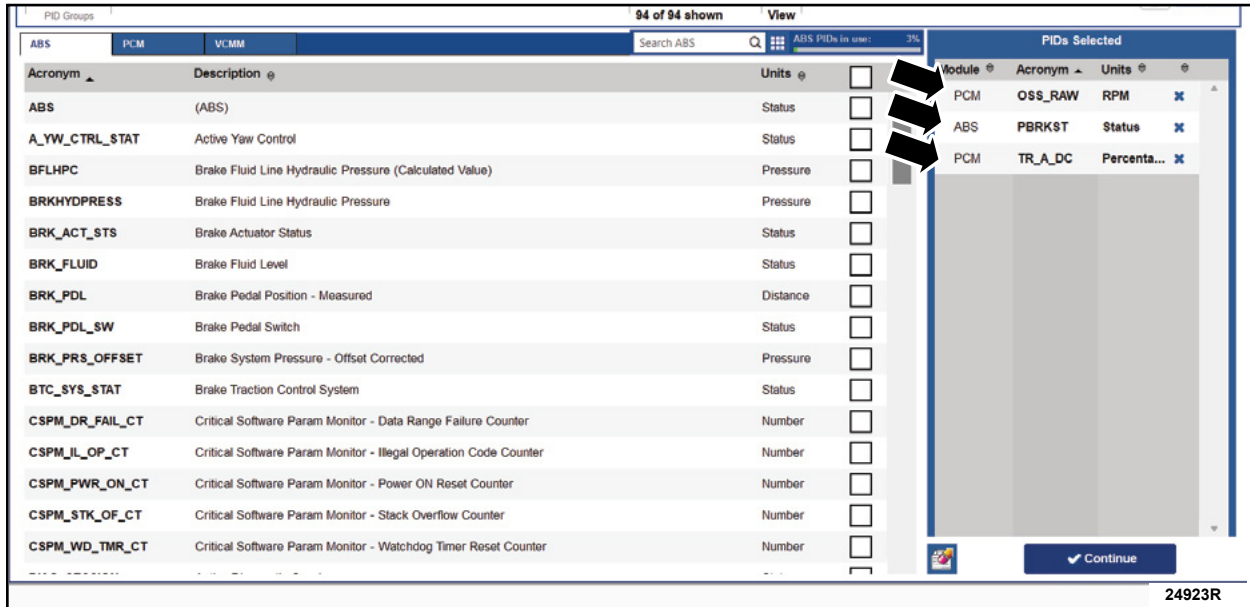


FIGURE 2

- Select the **OSS_RAW PID/Graph** and then select the **Settings** icon. See Figure 3.

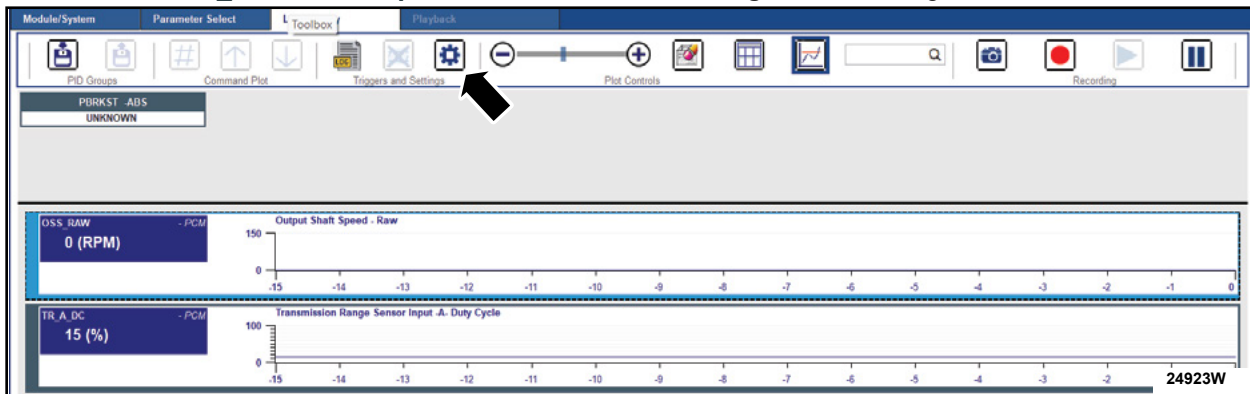


FIGURE 3



10. Select the **Range** tab.

11. Rescale the Set Display Range (RPM) to a High of 150 and a Low of 0. See Figure 4.

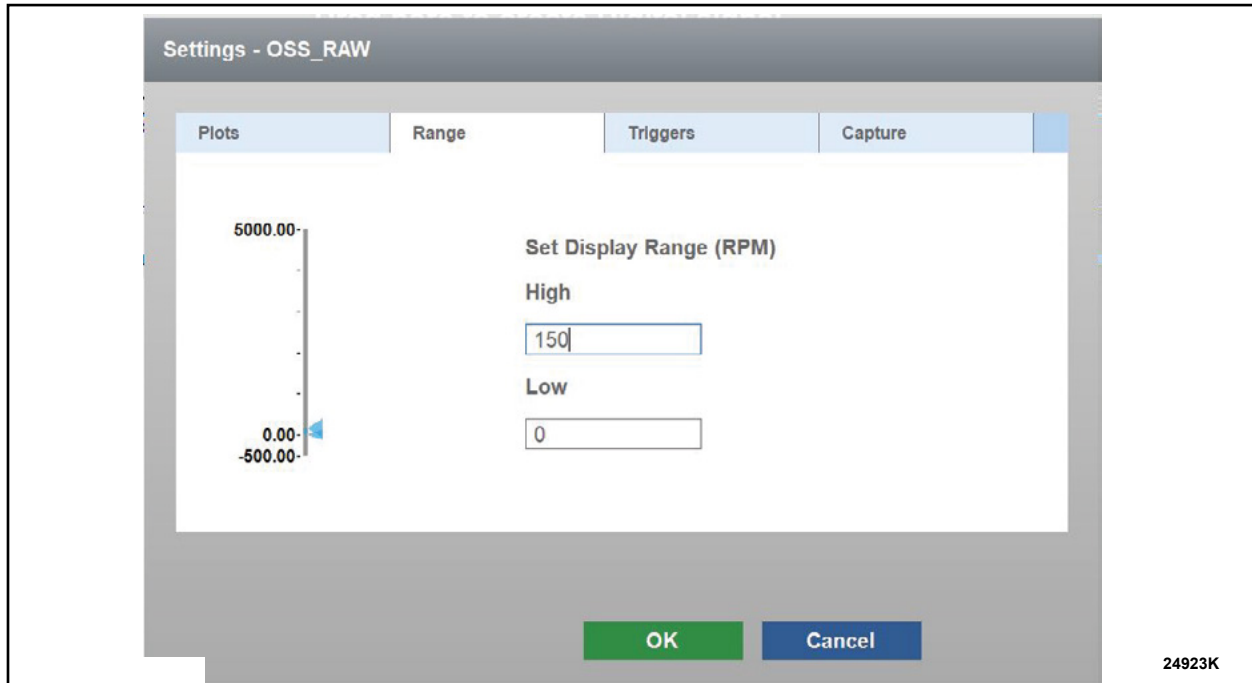


FIGURE 4

12. Select the **Capture** tab.

13. Make sure the Duration is set to 15, with Pre set to 0 and Post set to 15. See Figure 5.

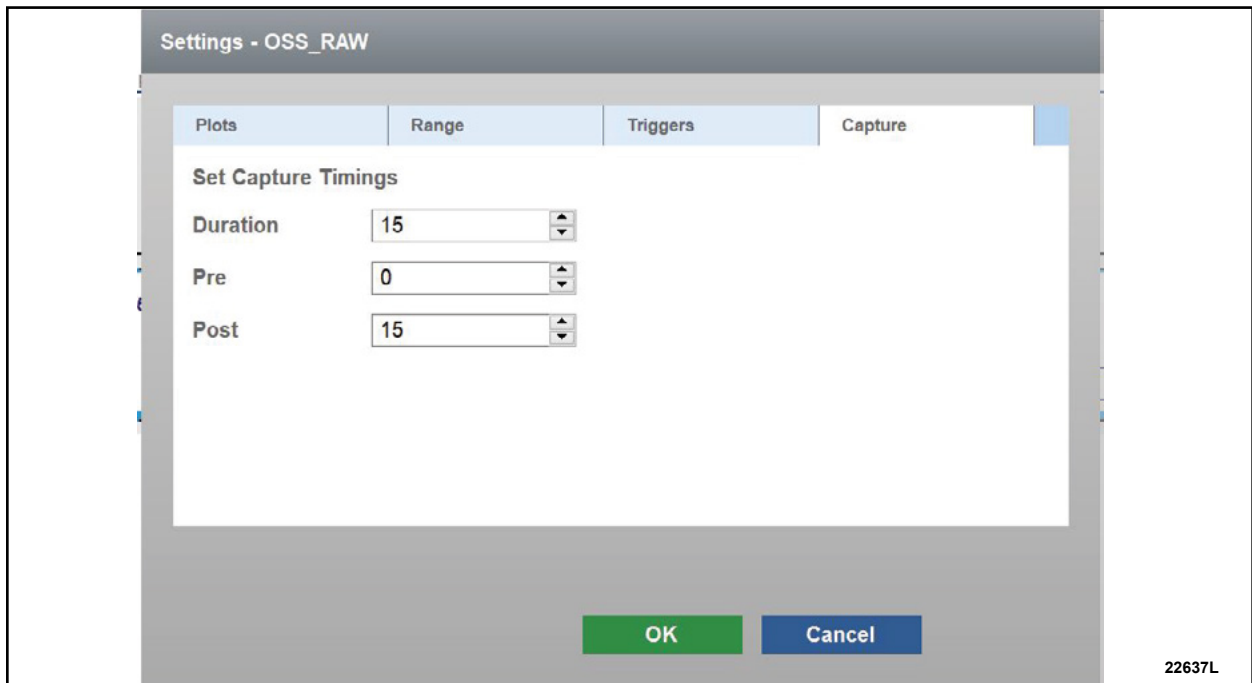


FIGURE 5



14. Click **OK**.

15. Click **Record**. See Figure 6.

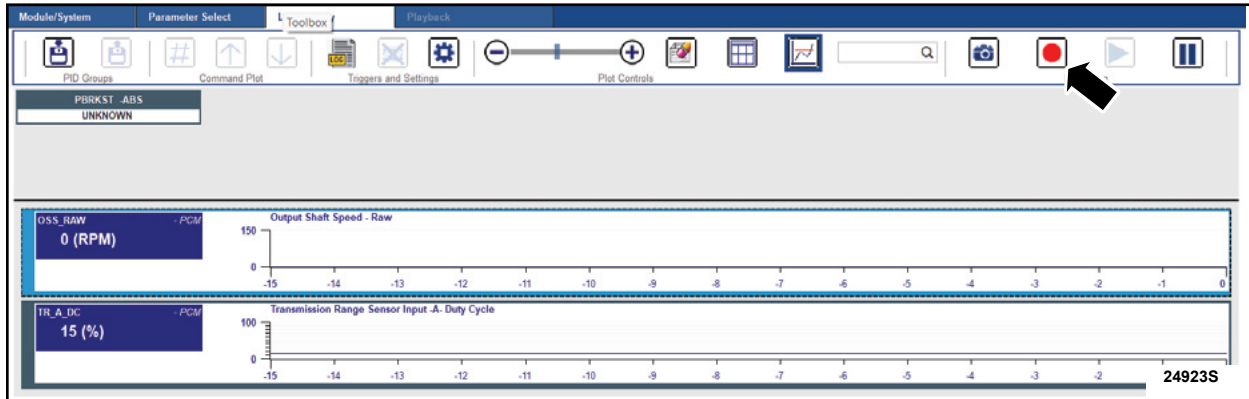


FIGURE 6

16. Drive the vehicle forward until it has reached 5 mph (8 km/h).

17. Remove foot from accelerator pedal and rapidly shift the transmission selector directly into park (P).

NOTE: Do NOT apply the brake pedal unless needed to avoid a hazard.

18. Let the vehicle coast until it comes to a complete stop. As speed decreases, you should hear a ratcheting noise from the park pawl. This is normal.

NOTE: If the brakes were applied at any point to slow the vehicle, repeat the test (Steps 16-18).

19. Select the **Playback** tab. See Figure 7.

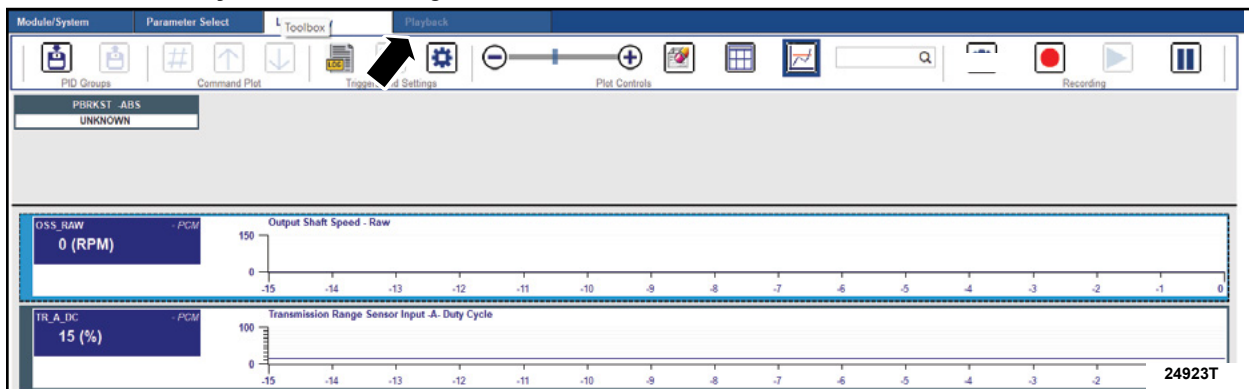


FIGURE 7



20. Place the cursor over the last non-zero value of the output speed chart and left mouse click on it. The RPM value should now be displayed to the left of the graph. See Figure 8.

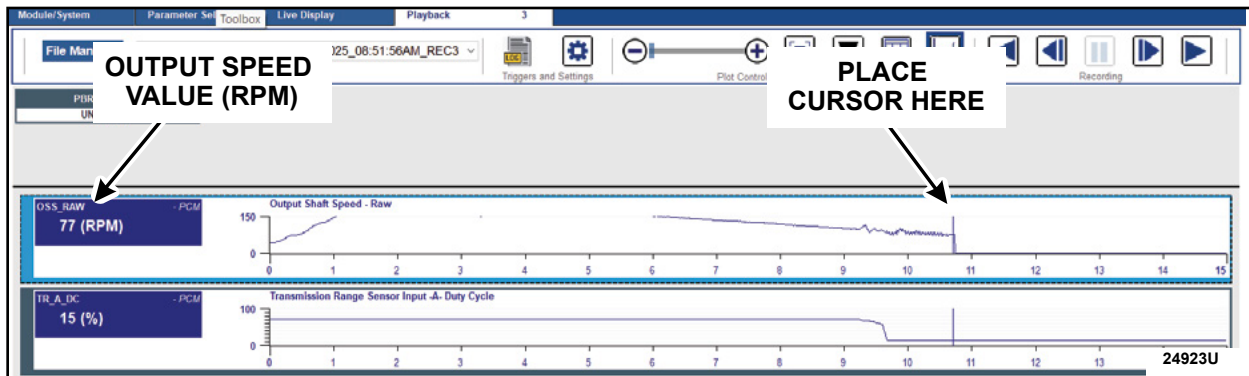


FIGURE 8

21. Using either the Snipping Tool or pressing the prt sc button on the keyboard, capture and save a screenshot of the entire graph, including the Output Speed Value.

NOTE: Photos taken for Special Service Support Center (SSSC) submission need to have proper lighting and be clear to allow decision for parts replacement. Photos that are blurry or that are too dark may be rejected.

22. Perform the test a second time. Repeat Steps 15-21.

NOTE: This test applies near maximum loading into park system. The purpose of the second test is for confirmation of correct test implementation and repeatability of correct system function.

23. Did the output speed decrease in a step change from a speed of 65 rpm or above down to 0 rpm in BOTH tests? See Figures 9 through 11.

Yes – Passes inspection. **Do Not** send in photos and continue to Step 24.

No – Does not pass inspection. Check and clear codes. Submit both screenshots to SSSC for further repair approval.

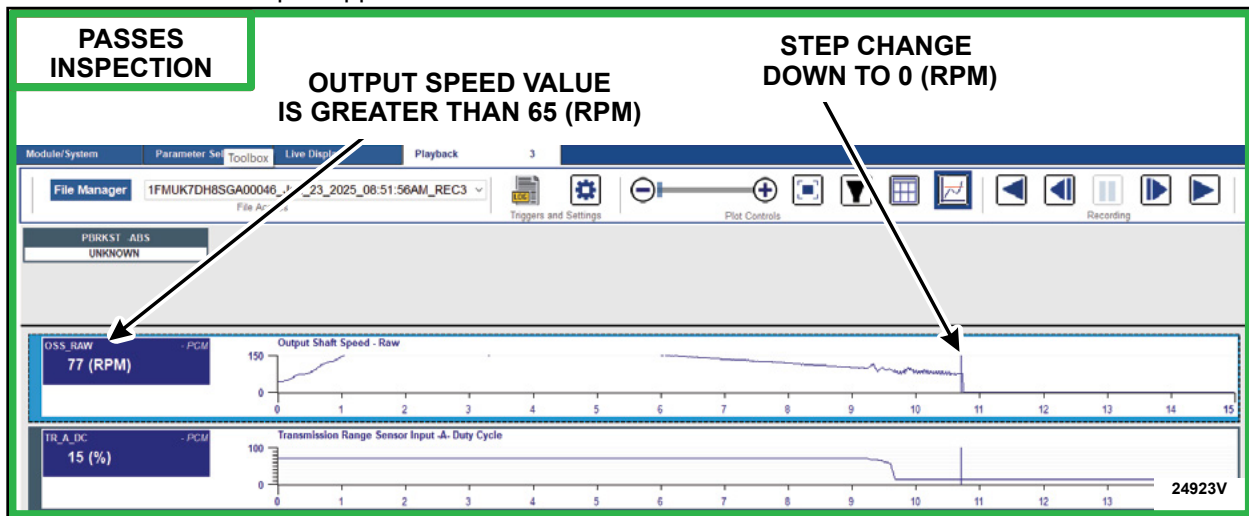


FIGURE 9



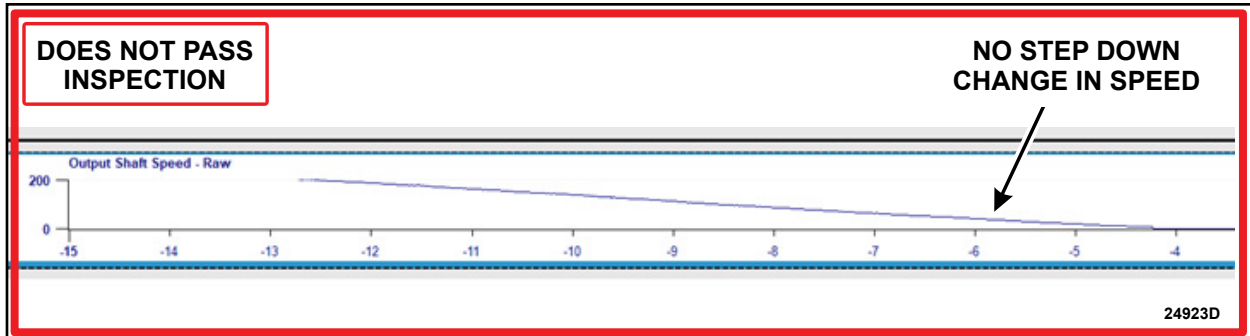


FIGURE 10

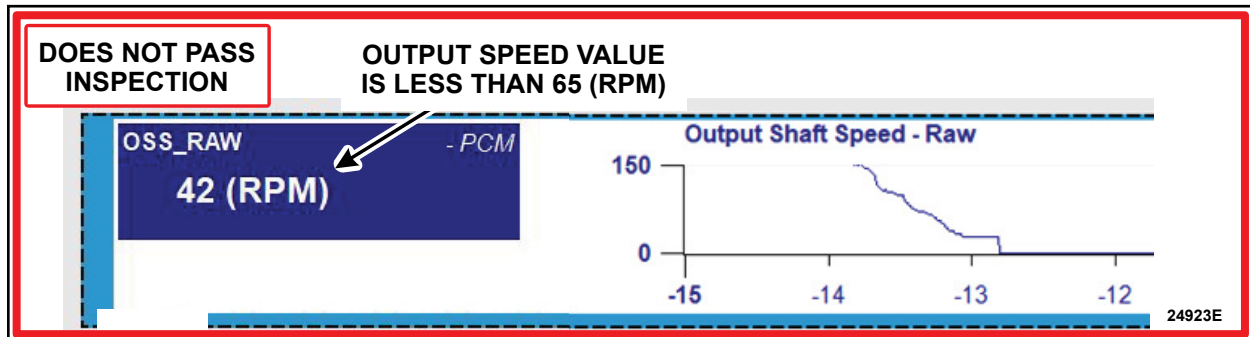


FIGURE 11

24. Deactivate the Brake Service Mode. Follow the WSM procedures in Section 206-00.

25. Check codes. Is the P07E4 code present?

Yes – Does not pass inspection. Contact the SSSC for further repair approval.

No – Passes inspection. Check and clear codes.

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



25S35

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

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

As outlined below for the 25S35 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 25S35

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 # 25S35, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before June 2, 2025. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2025. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.