



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

May 28, 2025

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –**  
**\*DO NOT DRIVE VEHICLES\***  
**Safety Recall 25S48**  
Certain 2024-2025 Model Year Bronco Vehicles  
Front Lower Control Arm to Frame Attachment Fastener Inspection

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – ADVANCE NOTICE**  
**\*DO NOT DRIVE VEHICLES\***  
**Safety Recall 25S48**  
Certain 2024-2025 Model Year Bronco Vehicles  
Front Lower Arm to Frame Attachment Fastener Inspection  
Dated May 2, 2025

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco	2024	Michigan	November 14, 2024
	2025		January 21, 2025 through January 22, 2025

US population of affected vehicles: 3. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the nuts attaching the front lower control arms to the frame may not have been torqued to specification. This can result in separation of the front lower control arm from the frame. Separation of the front lower control arm from the frame may result in a loss of directional control, increasing the risk of a crash.

**SERVICE ACTION**

**DO NOT DRIVE**, DEMONSTRATE, OR DELIVER any new in-stock vehicles involved in this safety recall.

NOTE: The Recall Assistance Center is proactively contacting owners to instruct them to stop driving their vehicle.

Owners are advised not to drive the affected vehicles until the recall repair has been performed. To assist vehicle owners, dealers are to:

- Arrange to tow the owner’s vehicle to the dealership for repairs
- Provide owners with a rental vehicle while their vehicle is in for repairs
- Re-delivery of the owner’s vehicle after repairs have been completed

Dealers will perform a front-end alignment, ensuring the front lower control arm to frame cam bolt nuts and outer tie rod end jam nuts are torqued to specification.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of June 2, 2025. 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
- Owner Notification Letter
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record

### **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

## **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

All repairs in this program have the following assessment level:

⊘ - Not a Mobile Service Repair

## **OASIS ACTIVATION**

OASIS will be activated on May 28, 2025.

## **FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on May 2, 2025. Owner names and addresses will be available by July 11, 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.

## **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.

## **RENTAL VEHICLES**

Rental vehicles are authorized for this program. Please contact the Centralized Loaner Support Team via the CRC Dealer Portal for rental claiming. 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](https://fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf)

## **TOWING**

**This is a DO NOT DRIVE program.** Towing is required. Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

## **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 lower control arm fastener/ outer tie rod end fastener inspection and front-end alignment.

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

- Dealers participating in the 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.

## **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.



**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Inspect, re-torque and align	25S48B	1.2 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.	25S48PP	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required for this program.

## CERTAIN 2024-2025 MODEL YEAR BRONCO VEHICLES — FRONT LOWER CONTROL ARM TO FRAME ATTACHMENT FASTENER INSPECTION

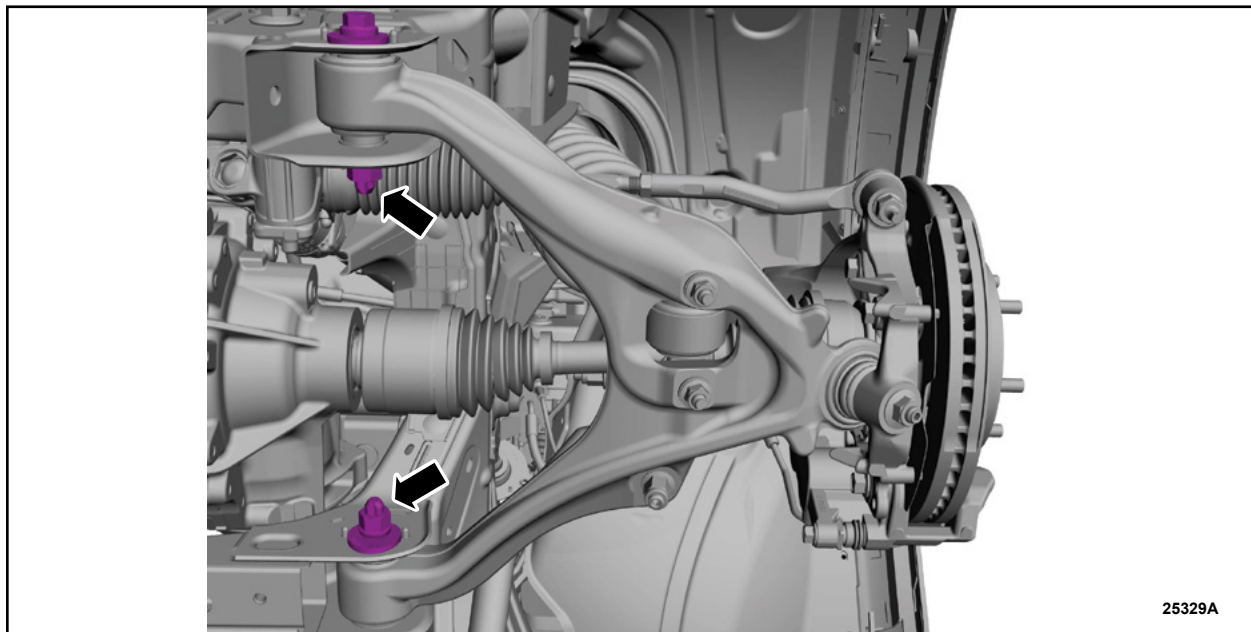
### SERVICE PROCEDURE

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

**NOTICE:** Tighten the suspension bushing fasteners with the suspension raised by a jack to curb height or with the weight of the vehicle resting on the wheels and tires. Otherwise, damage to the bushings may occur.

1. On both sides, while holding the front lower arm cam bolts, tighten the lower control arm cam nuts to the torque specification below. See Figure1.

- Torque to: 210 lb.ft (285 Nm).



**FIGURE 1**

2. Check and adjust front camber and caster. Follow the Workshop Manual (WSM) procedures in Section 204-00.
3. On both sides, make sure that both lower control arm cam bolt nuts are torqued to the specification below.

- Torque to: 210 lb.ft (285 Nm).



4. Check and adjust front toe. Follow the WSM procedures in Section 204-00.
5. On both sides, make sure the tie rod end jam nuts are torqued to the specification below.
  - Torque to: 76 lb.ft (103 Nm).

**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.**



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### 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)

## Mobile Service Repair Assessment Safety Recall 25S48

### – 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.**

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**Vehicle Pick-Up and Delivery Record**

VIN \_\_\_\_\_ received:

As outlined below for the **25S48** Field Service Action program.

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date