



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

April 15, 2026

TO: All U.S. Ford and Lincoln Dealers

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

Safety Recall 25S52 – Supplement #1

Certain 2023-2025 Model Year Escape and Corsair, 2024-2025 Model Year Nautilus, 2025-2026 Model Year Bronco Sport and 2025 Model Year Maverick Vehicles Equipped with an Engine Block Heater System Block Heater Replacement

REF: **Safety Recall 25S52**

Dated: June 20, 2025

New! REASON FOR THIS SUPPLEMENT

- *Affected Vehicles: The affected vehicle list has been expanded.*

New! AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 7,807):

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco Sport	2025	Hermosillo	March 7, 2024 through May 7, 2025
	<i>2026</i>	<i>Hermosillo</i>	<i>June 16, 2025 through February 9, 2026</i>
Escape	2023 - 2025	Louisville	June 29, 2022 through May 7, 2025
Nautilus	2024 - 2025	Hangzhou	April 13, 2023 through <i>June 3, 2025</i>
Maverick	2025	Hermosillo	April 11, 2024 through <i>November 3, 2025</i>
Corsair	2023-2025	Louisville	July 1, 2020 through May 7, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the engine block heater element may overheat while the engine block heater system is plugged in. In the event of an overheating engine block heater element, engine coolant may leak, and the engine block heater power cable may experience heat damage. An overheating engine block heater element increases the risk of an underhood fire.

To reduce the risk of an underhood fire, customers should refrain from plugging in vehicle engine block heater systems until the safety recall remedy repair is completed.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to remove the block heater element and install a threaded plug, and store the power cable in the vehicle's trunk compartment for use when a new block heater is installed under future Customer Satisfaction Program 25B33. Dealers will also inform customers and have them sign a feature-disabled acknowledgement form. 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	No	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	No	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	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	No	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.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters for the original population were mailed June 30, 2025. Owners of the added population of vehicles will be mailed letters the week of April 27, 2026 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
- Vehicle Feature Customer Acknowledgement Form
- Owner Notification Letters
- Additional Attachments (printout for power cable storage alert)

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.

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Safety Recall 25S52 – Supplement #1**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All Vehicles Affected
 -  - Not a Mobile Service Repair (MRA5)

New! OASIS ACTIVATION

OASIS was activated on June 20, 2025, for the original population of vehicles. OASIS for the added population of vehicles will be activated on April 15, 2026.

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists for the original population of vehicles were activated on June 20, 2025. FSA VIN lists for the added population of vehicles will be available through <https://web.fsavinlists.dealerconnection.com> on April 15, 2026. Owner names and addresses for the added population of vehicles will be available by May 15, 2026.

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.

IN-STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

Safety Recall 25S52 – Supplement #1**OWNER REFUNDS**

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with block heater replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

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 be rejected, 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 25S52 is the subcode.
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

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CLAIMS PREPARATION AND SUBMISSION

- **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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25S52 - 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.
- **Provision for Locally Obtained Supplies:** Includes allowance for topping off coolant if needed. Submit on the same line as the repair.
 - Program Code: 25S52
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$3.00

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LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
<p>Nautilus</p> <ul style="list-style-type: none"> • Remove block heater element, install threaded plug, <ul style="list-style-type: none"> ○ store power cable in trunk of vehicle. • Includes filling and bleeding cooling system. <p>This labor operation code closes the FSA.</p>	25S52B	1.2
<p>Bronco Sport 2.0L Engine, Maverick</p> <ul style="list-style-type: none"> • Remove block heater element, install threaded plug, <ul style="list-style-type: none"> ○ store power cable in trunk of vehicle. • Includes filling and bleeding cooling system. <p>This labor operation code closes the FSA.</p>	MT25S52C	Up to 1.2
<p>Bronco Sport 1.5L Engine, Corsair, Escape</p> <ul style="list-style-type: none"> • Remove block heater element, install threaded plug, <ul style="list-style-type: none"> ○ store power cable in trunk of vehicle. • Includes filling and bleeding cooling system. <p>This labor operation code closes the FSA.</p>	MT25S52D	Up to 1.5

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>Lincoln Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles. 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>	25S52LL	0.5
<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>	25S52PP	0.5

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PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place an order for -W528208-S437 submit an Enhanced Order Entry (formerly Special Parts Order Process) order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 15482.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
-W528208-S437	1	1	1	Threaded Plug

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

DEALER PRICE

For the latest prices, refer to DOES II.

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 2023-2025 MODEL YEAR ESCAPE AND CORSAIR, 2024-2025 MODEL YEAR NAUTILUS AND 2025-2026 MODEL YEAR BRONCO SPORT AND 2025 MODEL YEAR MAVERICK VEHICLES EQUIPPED WITH AN ENGINE BLOCK HEATER SYSTEM — BLOCK HEATER REPLACEMENT

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15396 for more details.

1. Remove and discard the engine block heater. Follow the Workshop Manual (WSM) procedures in Section 303-03.
2. Install the threaded plug into the engine block heater location.

- Torque to: 53 lb.ft (72 Nm).

NOTE: The engine block heater power cable will be reused once parts become available, use care when releasing the block heater power cable retainers.

3. Remove the engine block heater power cable.
4. Wrap up the engine block heater power cable with the provided label which can be found as an attachment on PTS.
5. Store the engine block heater power cable in the trunk compartment.
6. Reassemble the vehicle by reversing the removal procedure.
7. Fill and bleed the cooling system. Follow the WSM procedures in Section 303-03.
8. Print out the Vehicle Feature Customer Acknowledgment form and have the customer review and sign. This signed form is to be kept with the vehicle's sales jacket or attached to the repair order.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -

Safety Recall 25S52

Certain 2023-2025 Model Year Escape and Corsair, 2024-2025 Nautilus, 2025 Bronco Sport and Maverick Vehicles Equipped with an Engine Block Heater System
Block Heater Element Replacement














Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming (MRA1)
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service (MRA2)
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

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Block Heater Element Replacement

   – Enhanced Mobile Service (MRA3)

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

    – Advanced Mobile Service (MRA4)

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

 – Not a Mobile Service Repair (MRA5)

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

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

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

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

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

25S52

Vehicle Pick-Up and Delivery Record

VIN _____ received:

As outlined below for the 25S52 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Vehicle Feature Customer Acknowledgement

Subject: Block Heater Feature Disabled

Dear Valued Customer:

With your safety in mind, the engine block heater system on your vehicle has been disabled due to the safety concern currently being addressed by Safety Recall 25S52 that impacts this vehicle.

Please know that we value you as a customer and we apologize for the inconvenience this situation causes. We are working on a solution to restore the availability of this feature. The restoration of the feature will involve a new block heater element being installed on your vehicle free of charge when this part becomes available under forthcoming Customer Satisfaction Program 25B33 later this year. Your vehicle is automatically included in this program.

Until that time, please note that the power cable for your block heater system has been placed in your vehicle's trunk storage.

Acknowledgement

By providing my signature below, I acknowledge and understand that this vehicle's block heater feature is currently disabled, and I agree that this does not constitute a defect with respect to my vehicle.

Dealer Representative Printed

Customer Name Printed

(VIN)

Customer Signature

Date

NOTE: This signed document is to be stored by dealer along with this VIN's other sales documentation



**WARNING — DO NOT DISCARD! — NEEDS REINSTALL
UNDER PENDING CUSTOMER SATISFACTION FSA**

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