



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

June 18, 2025

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 25S58**

Certain 2020-2021 Model Year Aviator Plug-in Hybrid Electric Vehicles (PHEV) –  
High Voltage Battery Software Update and Diagnostic Inspection

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 23S53**

Dated: March 25, 2024

**AFFECTED VEHICLES**

| Vehicle         | Model Year | Assembly Plant        | Build Date Range                            |
|-----------------|------------|-----------------------|---|
| Aviator<br>PHEV | 2020       | Chicago<br>Assembly   | March 4, 2020 through August 07, 2020       |
|                 | 2021       | Chicago SHO<br>Center | November 17, 2020 through December 08, 2020 |

U.S. population of affected vehicles: 8. Affected vehicles are identified in OASIS and FSA VIN Lists.

Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Labor Allowances and Parts Ordering Information for more information.

**REASON FOR THIS SAFETY RECALL**

According to Ford's records, certain 2020-2021 Model Year Aviator Plug-in Hybrid Electric Vehicles (PHEV) may not have had the proper inspection or the respective remedy for Safety Recall 23S53 installed correctly but were recorded as having received the repair successfully. Because the correct software update may not have been installed on these vehicles, the underlying condition specified in Safety Recall 23S53 may still exist.

In some of the affected vehicles, a manufacturing defect in one or more of the vehicle's High Voltage (HV) battery cells may result in a cell with lower capacity. In certain cases, the low-capacity cell will develop an internal short circuit.

Customers will experience a Malfunction Indicator Light (MIL) in the event of a HV battery cell internal short. Customers may also experience a loss of motive power, increasing the risk of a crash. Customers will continue to have 12-volt (V) accessories, steering, and braking control. Customers may also experience battery thermal venting, potentially resulting in a vehicle fire and increasing the risk of injury.

## **SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to complete two (2) service actions:

1. **Battery Energy Control Module (BECM) Software Update** using the Ford Diagnosis and Repair System (FDRS).

NOTE: Additional software updates for coordinated modules may be required and will be performed automatically by the FDRS.

NOTE: This FSA requires a Software Verification Approval Code (SVC) after performing the software update. Please follow instructions in EFC16335.

2. **Run FDRS Application: BECM - High Voltage Battery Capacity Check**.
  - Test “Fail” requires a HV battery replacement.

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.

**Mobile Repair and/or Pick-up and Delivery (PDL)** - To assist vehicle owners to have this repair completed, dealers should:

- Arrange for a mobile repair at the owner’s location, or:
- 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 June 23, 2025 or before. 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
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter
- Recall Reimbursement Plan

## **QUESTIONS & ASSISTANCE**

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

Customer Service Division

**Safety Recall 25S58****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Software updates and diagnostic inspections have the following assessment level:
  - 🔧 - Mobile FDRS Software Update and FDRS Application
- HV battery replacements have the following assessment level:
  - 🚫 - Not a Mobile Service Repair

**MOBILE REPAIR RECOMMENDATIONS**

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

**MOBILE REPAIR ADDITIONAL INFORMATION**

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
  - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

**MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

**OASIS ACTIVATION**

OASIS will be activated on June 18, 2025.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 18, 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.

## Safety Recall 25S58

### **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.
- 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 a HV battery replacement or internal HV battery short.

**Safety Recall 25S58****RENTAL VEHICLES**

**Conditional - For HV Battery Replacements ONLY:** Dealers are pre-approved for up to 3 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 3 rental days 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.

- 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](https://fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf)

**TOWING**

**Conditional – For undrivable vehicles related to HV battery issues ONLY:** If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

**MOBILE SERVICE CLAIMING QUESTIONS**

- Dealers participating in the Remote Experience Program:
  - Ford and Lincoln Dealers - refer to EFC16629, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
  - For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.
  - Work with the Dealership warranty administrator to create an SSSC contact ID#.
  - Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

**LINCOLN PICK-UP & DELIVERY**

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



## Safety Recall 25S58

**CLAIMS PREPARATION AND SUBMISSION**

- **Lincoln Pick-Up & Delivery (PDL):** Claims for Lincoln Pick-Up & Delivery should be submitted on a separate line from the FSA. Refer to EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement for details.
  - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to EFC16629, Announcing the 2025 Remote Experience Program
  - Dealers NOT participating in the 2025 Remote Experience Program
    - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.
- **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 HV battery. To claim the allowance, enter **\$600.00** as **HANDLG** in the Misc. Expense area of the claim form.
- **Mobile Repair:**
  - Dealers participating in the 2025 Remote Experience Program:
    - Ford and Lincoln - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
  - Dealers NOT participating in the 2025 Remote Experience Program:
    - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
    - For dealer-performed mobile repairs, retain a copy of the Service Management signed record, with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code **25S58MM** along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
- **Provision for Locally Obtained Supplies:** Includes XG-1-E1 Motorcraft® Premium Long-Life Grease. Submit on the same line as the repair.
  - **CONDITIONAL:** For HV battery replacement ONLY.
  - Program Code: **25S58**
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$1.00
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
  - **CONDITIONAL:** For undrivable vehicles related to HV battery issues ONLY.
  - Program Code: **25S58**
  - Misc. Expense: **TOW**
  - Misc. Expense: Claim up to **\$250.00**

Safety Recall 25S58

**LABOR ALLOWANCES**

| Description  | Labor Operation | Labor Time      |
|--|-----------------|-----------------|
| <p><b><u>PASS</u> Inspection:</b><br/> <b>+ BECM Software Update using FDRS</b></p> <ul style="list-style-type: none"> <li>• Includes retrieving BECM SVC.</li> <li>• Includes time for updating coordinated modules as needed by FDRS such as ABS, AWD, PCM, and SOBDM.</li> </ul> <p><b>+ BECM - High Voltage Battery <u>Capacity Check</u> Application</b></p>                                  | MT25S58B        | Up to 0.9 Hours |
| <p><b><u>FAIL</u> Inspection:</b><br/> <b>+ BECM Software Update using FDRS</b></p> <ul style="list-style-type: none"> <li>• Includes retrieving BECM SVC.</li> <li>• Includes time for updating coordinated modules as needed by FDRS such as ABS, AWD, PCM, and SOBDM.</li> </ul> <p><b>+ BECM - High Voltage Battery <u>Capacity Check</u> Application</b><br/> <b>+ Replace HV battery</b></p> | MT25S58C        | Up to 5.0 Hours |
| <p><b>As needed</b> - BECM physical replacement required. SSSC approval is not required unless M-Time is exceeded.<br/> <b>Clock times should be consistent with vehicle history on PTS.</b></p>   | MT25S58RR       | Up to 4.5 Hours |
| <p><b>Mobile Service</b> Allowance: <b><u>Non-eligible</u></b> Remote Experience Program Ford or Lincoln Dealers <b><u>Only</u></b>:<br/>                     If additional travel time is required, submit an SSSC Approval Form</p>  | 25S58MM         | 0.5 Hours       |
| <p><b>Lincoln Vehicle PDL</b> Allowance: <b><u>Only</u></b> vehicles <b><u>outside</u></b> of Lincoln PDL contract coverage of <b>4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program.</b><br/> <b>NOTE:</b> Dealer-performed vehicle PDL and repairs only. Claim once regardless of outstanding FSAs repaired.</p>   | 25S58LL         | 0.5 Hours       |

Safety Recall 25S58

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Inspection required for part ordering, see Technical Instructions.

**NOTE:** 1% or less of the affected vehicle population is expected to require HV battery replacement.

**HV Battery - Special Program Part Ordering:**

To place an order for a HV Battery, use the online HVBATT system. Refer to EFC15213, High Voltage Battery and Array Order and Return Process Change, for additional details.

| Service Part Number | Claim Quantity | Package Order Quantity | Number in Package (UOI) | Description       |
|---------------------|----------------|------------------------|-------------------------|-------------------|
| L1MZ-10B759-E       | 1 As Needed    | 1 As Needed            | 1                       | HV Battery - PHEV |

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

**Order the parts below through normal order processing channels:**

| Service Part Number   | Claim Quantity   | Package Order Quantity | Number in Package (UOI) | Description   |
|---|--|------------------------|-------------------------|---|
| <b>***Order Parts ONLY if High Voltage Battery Check FAILS***</b> |  |                        |                         |   |
| W717822-S439  | 2 - As Needed  | 1 - As Needed          | 4                       | Bolts - Driveshaft center bearing bracket   |
| W719511-S439  | 3 - As Needed  | 1 - As Needed          | 4                       | Bolts - Driveshaft flex coupling to transfer case or transmission flange  |
| L1MZ-3B498-F  | 1 - As Needed  | 1 - As Needed          | 1                       | Retainer - Rear axle pinion stem circlip  |
| Choose 1:<br>VC-13-G<br>or<br>VC-13DL-G                           | As Needed<br>Up to 1 Gallon                                    |                        | -                       | Coolant Concentrate - mix with deionized or distilled water only, no tap water. Cannot be claimed with VC-13DL-G                  |
|   | As Needed<br>Up to 2 Gallons                                   |                        | -                       | Coolant Diluted - 50/50 mix<br>Cannot be claimed with VC-13-G   |
| XG-1-E1   | As Needed<br>Claim as Misc. Other<br>Up to <b>\$1.00</b> Total |                        |                         | HV Battery Replacement ONLY<br>Motorcraft® Premium Long-Life Grease<br>Product can be used on multiple vehicles<br>Obtain Locally |

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

**DEALER PRICE**

For the latest prices, refer to DOES II.

## Safety Recall 25S58

### **HANDLING ALLOWANCE**

An allowance of \$600 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 high voltage battery.

### **PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

For HV battery/array, refer to EFC15529, Launch of FCS-700 Tag Return Process for High Voltage (HV) Battery Packs and Arrays. Dealers are to retain all replaced arrays and store them in the service crate (that the dealer received the new array kit in). Dealers are to return all replaced arrays in the service crate via your local RCRC or TForce Freight based on the part disposition in OWS. **No array kits are to be scrapped. 100% of array kits are to be returned to Ford.**

### **EXCESS STOCK RETURN**

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

### **REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 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 1<sup>st</sup>, 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.

Safety Recall 25S58

**REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)**

**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 2020-2021 MODEL YEAR AVIATOR PLUG-IN HYBRID ELECTRIC VEHICLES (PHEV) — HIGH VOLTAGE BATTERY SOFTWARE UPDATE AND DIAGNOSTIC INSPECTION

 **IMPORTANT: ERROR PREVENTION - This involves TWO (2) service actions - Follow instructions EXACTLY.**

### 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 (1 of 2 service actions)

**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. Unplug the high voltage charger if plugged into vehicle.

3. Close the vehicle side charge port plug door.

4. 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.

5. 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.



**⚠ WARNING: Do not attempt to diagnose a high voltage battery condition or perform software updates while the vehicle is plugged into the high-voltage charger.**

6. Select **Toolbox** tab.
7. From the list on the LH side of the screen, select the **BECM**.
8. From the list on the RH side of the screen, select:  
**BECM - Battery Energy Control Module (BECM) Software Update.**
9. Click **RUN**. Follow all on-screen instructions carefully.

**NOTE:** Continue to the next step even if an update is unavailable.

**NOTE:** The FDRS will automatically prompt you to update the necessary modules based on the vehicle's options and calibration levels. You may be prompted to update one or more of the following modules:

- All-Wheel Drive (AWD) Module
- Anti-lock brake system (ABS) module
- Powertrain Control Module (PCM)
- Secondary On-Board Diagnostic Control Module (SOBDM)

#### **FDRS Application - Battery Capacity Check (2 of 2 service actions)**

10. From the list on the LH side of the screen, select the **BECM**.
11. From the list on the RH side of the screen, select: **BECM - High Voltage Battery Capacity Check.**
12. Click **RUN**. Follow all on-screen instructions carefully. See Figure 1.



**FIGURE 1**



13. Did the high voltage battery capacity check FAIL or PASS? See Figures 2 and 3.

**FAIL** – Proceed to Step 14.

**PASS** – Proceed to Step 15.

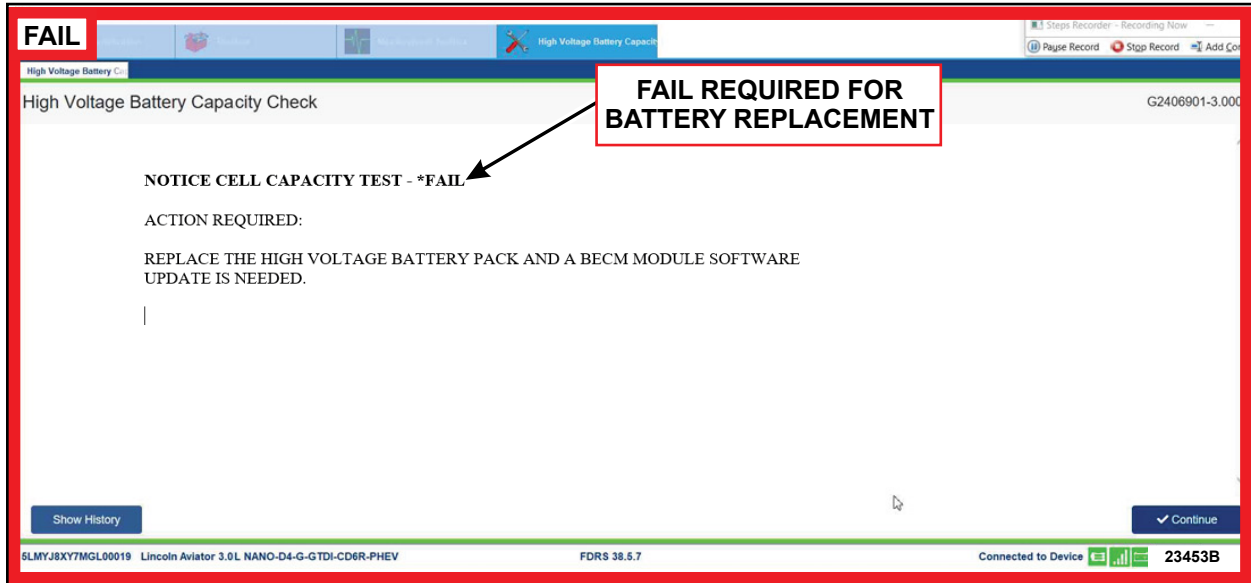


FIGURE 2

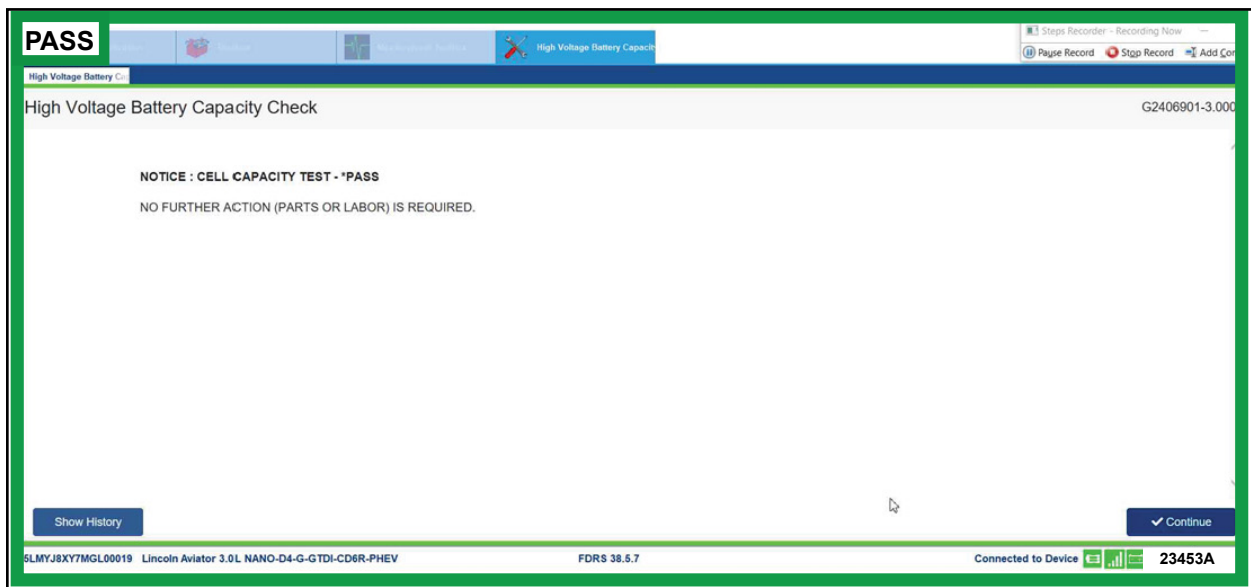


FIGURE 3



14. For a **FAILED** inspection: Replace the high voltage battery. Follow the Workshop Manual (WSM) procedures in Section 414-03A.

**NOTE:** After the battery replacement, continue to the next step.

15. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

16. Click the **Run Selected Tests** button in the lower right.

17. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

**18. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions in EFC 16335 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.**

19. Disconnect the battery charger from the 12V battery once the programming has completed.

**NOTE:** Advise the customer this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.



## Important Information for Module Programming

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

- Make sure the 12V 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 III (VCM III) 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/VCM III or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII 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.



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**

**Safety Recall 25S58**

Certain 2020-2021 Model Year Aviator Plug-in Hybrid Electric Vehicles (PHEV) – High Voltage Battery Software Update and Diagnostic 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 25S58**

Certain 2020-2021 Model Year Aviator Plug-in Hybrid Electric Vehicles (PHEV) – High Voltage Battery Software Update and Diagnostic 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 25S58

**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 **25S58** 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 25S58**

*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 # 25S58, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before July 11, 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.