



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 19, 2025

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 25S76**

Certain 2021-2024 Model Year Bronco Sport and 2020-2022 Model Year Escape
Equipped with a 1.5L 3-cylinder Engine
Powertrain Control Module (PCM) Software Update

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice -
Safety Recall 25S76**
Dated July 16, 2025

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco Sport	2021-2024	Hermosillo	February 5, 2020 through February 8, 2024
Escape	2020-2022	Louisville	November 19, 2018 through December 16, 2022

U.S. population of affected vehicles: 687,599. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, there is a possibility that a high-pressure fuel injector may crack, which may result in fuel accumulating on the top of the engine. Liquid fuel and/or fuel vapor that accumulates near a sufficiently hot surface may ignite resulting in an underhood fire, increasing the risk of injury.

NOTE: This is an Interim Repair. Before opening a Repair Order for 25S76, check the Professional Technician System (PTS) to see if an SVC code has already been provided for the VIN. Refer to EFC 16335 to confirm the approval code. The vehicles that already have the software remedy for this recall will have a valid SVC code listed and will not have a software update available. 25S76 will remain open until the final repair is provided in a later supplement.

NOTE: This recall replaces and expands 22S73, 24S16 and 25S21 and provides the software repair that was included with those programs. This recall will also provide a new remedy that is under development.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to check the Professional Technician System (PTS) to see if an SVC code has already been provided for the VIN, and if applicable, update the Powertrain Control Module (PCM) software. 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.

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of August 25, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

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

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Dealer Q & A
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters
- Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

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

Customer Service Division

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
 - - Mobile Reprogramming

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 was activated on July 16, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 19, 2025. Owner names and addresses will be available by September 12, 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.

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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 PCM software updates.

RENTAL VEHICLES

Rental vehicles are not approved 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.

Safety Recall 25S76

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16629, 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 software module replacement:**
 - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
 - Claiming the MT25S76RR labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.
- **For modules not requiring an RVC, use normal diagnostics.**
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC16335 for more details.

Safety Recall 25S76**CLAIMS PREPARATION AND SUBMISSION**

- **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 25S76 is the subcode.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **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: 25S76 - 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.
- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC16629, 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.
- **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 (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 25S76MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

Safety Recall 25S76

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Update the PCM software using FDRS. • Includes time to obtain a Service Validation Repair code after completing the software update. (Recall remains open)	25S76B	0.4 Hours
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.	MT25S76RR	Up to 5.0 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2025 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.	25S76MM	0.5 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25S76PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this interim repair.

CERTAIN 2021-2024 MODEL YEAR BRONCO SPORT AND 2020-2022 MODEL YEAR ESCAPE VEHICLES EQUIPPED WITH 3-CYLINDER 1.5L ENGINE — POWERTRAIN CONTROL MODULE (PCM) SOFTWARE UPDATE

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: This is an Interim Repair. Before opening a Repair Order for 25S76, check the Professional Technician System (PTS) to see if an SVC code has already been provided for this VIN. Vehicles that already have the software remedy for this recall will have a valid SVC code listed and will not have a software update available. 25S76 will remain open until the final repair is provided in a later supplement.

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 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 12-volt 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**.
6. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.
7. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
8. Click the **Run Selected Tests** button in the lower right.
9. Click the **Clear & Retest** button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.
10. **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.**
11. Disconnect the battery charger from the 12-volt battery once the programming has completed.

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 (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.



25S76 CRC & Field Team FAQs

Background

After further investigation into two earlier recalls, Ford is recalling approximately 858,000 2021-2024 Bronco Sport, 2020-2022 Escape and 2019-2024 Kuga vehicles globally with 1.5-liter gasoline turbocharged direct injection engines, due to a risk of underhood fire from fuel leaks caused by cracked fuel injectors.

This safety recall supersedes the prior recalls and will include a remedy for this issue, which is currently under development. The recall will include a software update, which will help detect cracked injectors and mitigate fire risk.

Ford is not aware of any injuries associated with underhood fires related to cracked fuel injectors.

Ford Quality

- We are committed to taking care of our customers
- Ford has significantly improved product quality. Ford was the most awarded brand in the recent J.D. Power 2025 U.S. Initial Quality Study, with four Ford vehicles topping their segments. The data also shows we are among the best in class in quality at launch.
- The increase in recalls reflects our intensive strategy to quickly find and fix any hardware and software issues and go the extra mile to protect customers. Ford has more than doubled its team of safety and technical experts in the past two years and significantly increased testing to failure on critical systems such as powertrains, steering and braking.
- Modern digital safety systems require new talent, tools, and standards. Ford has deeply invested in those capabilities like connected data signaling and dramatically increased testing on all new products across broad variations in customer use.
- In applying these new standards, we can and do find issues that exist on earlier model years, including ones that have not even been reported. We will not compromise our responsibility to provide the same standard of excellence to all our customers, not just those buying new vehicles.
- We believe this approach will lead to systemic and lasting positive change and help us reach world-class levels for quality, safety and customer satisfaction.”

U.S. and Canada

- After further investigation into earlier recalls, Ford is recalling approximately 687,000 vehicles in the U.S. (approximately 70,618 in Canada), including Ford Bronco Sport, model years 2021-2024, and Ford Escape, model years 2020-2022, due to a risk of underhood fire from fuel leaks caused by cracked fuel injectors in vehicles equipped with 1.5-liter gasoline turbocharged direct injection four-cylinder engines.
- We have not issued instructions to stop driving or to park outside.
- A remedy for this issue is currently under development. Ford is currently evaluating options in developing a new remedy and expects to finalize this in the near future.
- If a customer has an open recall on their vehicle, customers should schedule an appointment to have those earlier recalls completed.

FAQs

Q. What is this recall about?

A. After further investigation into two earlier recalls, Ford is recalling approximately 858,000 2021-2024 Bronco Sport, 2020-2022 Escape and 2019-2024 Kuga vehicles globally with 1.5-liter gasoline turbocharged direct injection engines, due to a risk of underhood fire from fuel leaks caused by cracked fuel injectors. This safety recall supersedes the prior recalls and will include a remedy for this issue, which is currently under development. The recall will include a software update, which will help detect cracked injectors and mitigate fire risk. Ford also is recalling an additional population of vehicles produced with these injectors that were not previously recalled. This concern may result in a fuel odor (both inside and outside the vehicle), drivability symptoms, instrument cluster warnings, or smoke and flames emanating from the engine compartment or underbody. An underhood fire increases the risk of injury. Ford is aware of underhood fire incidents related to this condition. Ford is not aware of any injuries associated with underhood fires related to cracked fuel injectors.

Q. How soon until a permanent fix is available?

A. A remedy for this issue is currently under development. Ford is currently evaluating options in developing a new remedy and expects to finalize this in the near future. We hope to share more information soon.

Q. What should customers do until a permanent fix is available?

A. If a customer has an open recall on their vehicle, customers should schedule an appointment to have those earlier recalls completed.

Q. Should customers stop driving their vehicles?

A. Ford has not issued instructions to stop driving vehicles under this recall. Ford encourages customers who have not already had repairs for the earlier open recalls to contact their dealer to schedule an appointment.

Q. Should customers park their vehicles outside and away from structures?

A. No. Ford has not issued these instructions for this recall.

Q. When will parts be available?

A. The final remedy is under development.

Q. When will dealers be notified?

A. Dealers will be notified the week of July 14 with an Advance Notice Dealer Bulletin.

Q. When will you notify customers?

A. We will begin notifying customers in August.

Q. Is mobile service available?

A. Mobile repair is available for Recall 25S21 software update only.

Q. Is free pick-up and delivery an option for customers for this recall?

A. When a remedy is available, customers can reach out to participating dealerships to schedule pick-up and delivery.

Q. Will there be a charge to customers?

A. No.

Q. Were these vehicles recalled earlier for this same issue?

A. Following two earlier recalls to address the risk of underhood fire due to fuel leaks from cracked fuel injectors in Escape and Bronco Sport with 1.5-liter gasoline turbocharged direct injection four-cylinder engines, an ongoing investigation into the root cause of the issue has determined the need for a new remedy that's under development to prevent future risk of cracked fuel injectors.

Q. There seems to be more recalls. How is Ford's overall quality.

A. Ford has significantly improved product quality. Ford was the most awarded brand in the recent J.D. Power 2025 U.S. Initial Quality Study, with four Ford vehicles topping their segments. Data also shows we are among the best in class in quality at launch.

The increase in recalls reflects our intensive strategy to quickly find and fix any hardware and software issues and go the extra mile to protect customers. Ford has more than doubled its team of safety and technical experts in the past two years and significantly increased testing to failure on critical systems such as powertrains, steering and braking.

We can and do find issues that exist on earlier model years, including ones that have not even been reported. We will not compromise our responsibility to provide the same standard of excellence to all our customers, not just those buying new vehicles.

We believe this approach will lead to systemic and lasting positive change and help us reach world-class levels for quality, safety, and customer satisfaction.

Q. What did the earlier recalls do for this issue?

A. The earlier recalls:

- Updated the engine control software to detect whether there is a pressure drop in the fuel rail, and, if so, provide a dashboard message to customers to seek service. Additionally, fuel pressure will be reduced to minimize the risk, which will reduce engine power while also allowing customers to drive to safe locations, stop the vehicle and arrange for service
- Installed a tube that drains fuel from the cylinder head and away from hot surfaces

Q. Does this mean every vehicle in the prior recalls for this issue is being recalled again?

A. Yes.

Q. Why haven't the earlier recalls solved the issue?

A. Further investigation has shown that the current fuel injector remedy still results in cracked fuel injectors that can leak fuel onto the roadway. A remedy for this issue is currently under development.

Q. Is Ford aware of any fires or injuries resulting from this condition?

A. Ford is aware of eight (8) underhood fires related to injector cracking on 1.5-liter Escape and Bronco Sport vehicles built during these model years. Ford is unaware of any injuries associated with these incidents.

Q. What is Ford's reference number for this recall?

A. The reference number is 25S76.

Q. How many units are in stock?

A. This recall included an estimated 810 unsold vehicles would be affected (357 U.S.).

Additional Information

- **New Recall 25S76:** Ford has issued a new recall (25S76) concerning the risk of a cracked fuel injector. This recall affects vehicles from previous recalls (22S73, 24S16) and adds additional vehicles.
- **Software Remedy:** An updated software calibration is part of the solution.
 - **If your vehicle *does not yet have this software update*** (from recalls 22S73 or 24S16): You will need to have the software update applied. Please contact your Ford dealer to schedule this service.
 - **If your vehicle *already has this software update*** (either from a previous recall or because it was built with it): Your vehicle already has the software remedy. No immediate action is required from you for the software.
 - **If you have received a notice from Ford concerning recall 25S21:** Your vehicle may not have properly received the software remedy. Please contact your Ford dealer to schedule this service.
 -
- **Final Solution Pending:** All affected vehicles will eventually require a permanent repair, which is still under development. Ford will notify you when this final remedy is available.

What to Do: If you are unsure whether your vehicle needs the software update, or to schedule the service if required, please contact your Ford dealer.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 25S76

Certain 2021-2024 Model Year Bronco Sport and 2020-2022 Model Year Escape Equipped with a 1.5L 3-cylinder Engine
Powertrain Control Module (PCM) Software Update














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 25S76**

Certain 2021-2024 Model Year Bronco Sport and 2020-2022 Model Year Escape Equipped with a 1.5L 3-cylinder Engine
Powertrain Control Module (PCM) Software Update

 – 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 25S76

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 25S76 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 25S76

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 # 25S76, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before August 1, 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 non-compliances 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.