



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

June 3, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 25S95 - Supplement #1
Certain 2023-2024 Model Year Transit Internal Combustion Engine (ICE) Vehicles
Tire and Steering Shaft Bolt Replacement

REF: Safety Recall 25S95
Dated April 3, 2026

REF: Safety Recall 24S21
Dated March 18, 2025

REF: Safety Recall 24S48
Dated January 24, 2025

New! REASON FOR THIS SUPPLEMENT

- **Parts List:** The replacement tire part number has been updated.
- **Technical Instructions:** The label inspection has been updated.

AFFECTED VEHICLES (U.S. Population of Affected Vehicles 212):

Vehicle	Model Year	Assembly Plant	Build Date Range
Transit	2023	Kansas City	July 28, 2023 through November 11, 2023
Transit	2024	Kansas City	January 4, 2024 through March 6, 2024

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have been repaired or are in the process of being repaired at the assembly plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in the FSA Policy Document for more information.

REASON FOR THIS SAFETY RECALL

According to Ford's records, the vehicles affected may have had recalls 24S21 and/or 24S48 performed even though these safety recalls were only intended for Transit Trail ("Adventure") Edition units. As a result, the customer could experience degradation of the vehicle's steering capability, loss of brake performance, or damage to tires. These effects to the vehicle can lead to a loss of vehicle control and increase the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect vehicles for parts installed from recalls 24S48 and 24S21 and remove these parts if they are installed. 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.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed on April 10, 2026. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE

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

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter
- Vehicle Pickup & Delivery Record
- Recall Reimbursement Plan

REFERENCE MATERIAL

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

QUESTIONS & ASSISTANCE

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

Customer Service Division

Safety Recall 25S95**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

 - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS was activated on April 3, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on April 3, 2026. Owner names and addresses were available on April 27, 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.

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 tire damage, wheel arch liner damage and/or repairs associated with the steering shaft bolt.

Safety Recall 25S95**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 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 MT25S95RR 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.
- 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.
- **Software Verification Approval Code Requirement:** 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.
- **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 25S95 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.

Safety Recall 25S95**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25S95 - 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 TA-2-B Seam Sealer. Submit on the same line as the repair.
 - Program Code: 25S95
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$8.00

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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)
Steering column shield repair - Remove steering column shaft shield (if installed) - Seal any holes in floor - Replace the steering shaft column boot (only if damaged) - Replace the steering shaft bolt. - Replace the rubber floor Tire replacement - Replace all 4 tires and valve stems (if required) - Update the ABS module software - Run the Transit Trail Tire Size Configuration App. - Run the AWD Module Relearn Vehicle Data App. - Obtain SVC for claim submission - Replace Safety Certification label and TREAD Act label (if required) This labor operation code closes the FSA.	MT25S95B	M-Time up to 5.5
ABS module configuration update not available - Contact the SSSC for a repair approval code - An SSSC Approval is code required for claim payment for vehicles that do not have a software update available. Steering column shield repair - Remove steering column shaft shield (if installed) - Seal any holes in floor - Replace the steering shaft column boot (only if damaged) - Replace the steering shaft bolt. - Replace the rubber floor (only if damaged from steering shaft shield installation) Tire replacement - Replace all 4 tires and valve stems (if required) - Replace Safety Certification label and TREAD Act label (if required) This labor operation code closes the FSA.	MT25S95C	M-Time up to 5.5

Safety Recall 25S95

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)
BCM software failed and/or BCM replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25S95RR	Up to 5.0
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.	25S95PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place an order for the VIN-specific TREAD Act and Safety Certification Labels, submit a VIN specific Part Order contact via the SSSC Web Contact Site.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
-	0	1	1	TREAD Act Label
-	0	1	1	Safety Certification Label

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection Required, see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
9002-0451492-0000	4	4	1	Tire - Continental
W714266-S300	4	4	1	TPMS Bolt
JX7Z-1A189-E	As needed	As needed	1	TPMS Sensor Kit
F2GZ-1700-C	4	4	1	Valve Stem Kit
W711137-S442	1	1	4	Steering Shaft Bolt
BK2Z-3C611-A	1	1	1	Steering Shaft Boot
NK4Z-1613086-AB	1	1	1	Rubber Floor Kit

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.

PARTS RETENTION, RETURN, & SCRAPPING

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

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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 2023-2024 MODEL YEAR TRANSIT INTERNAL COMBUSTION ENGINE (ICE) VEHICLES — TIRE AND STEERING SHAFT BOLT 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) 15936 for more details.

NOTE: Labels are tire- and calibration-specific. Be sure that you have the correct labels and tires installed on the vehicle before proceeding with programming the ABS and AWD modules.

NOTE: It may take several days for labels to arrive. If labels are required, make sure to place an order immediately following the inspection.

TREAD AND SAFETY CERTIFICATION LABEL INSPECTION

OVERVIEW

When running the Transit Trail Tire Size Configuration App and/or the AWD Relearn Vehicle Data App, a “Procedure unsuccessful” window may appear due to a lag in data transfer. If this window appears, run a self-test to verify if the data transfer has completed. Once the self-test completes successfully, the configuration app can be re-run and will now complete. The data transfer process can vary and may take up to 15 minutes to complete.

1. Inspect the TREAD Act label found on the driver-side door jamb. Does the TREAD label have the correct Vehicle Identification Number (VIN) and *front tire pressure of 57 PSI as shown in Figure 1?*

NOTE: Rear tire pressure may read 75 PSI or 80 PSI depending on wheelbase.

Yes - Proceed to the Tire Size and Type Inspection on Page 5.

No - Proceed to the next step.

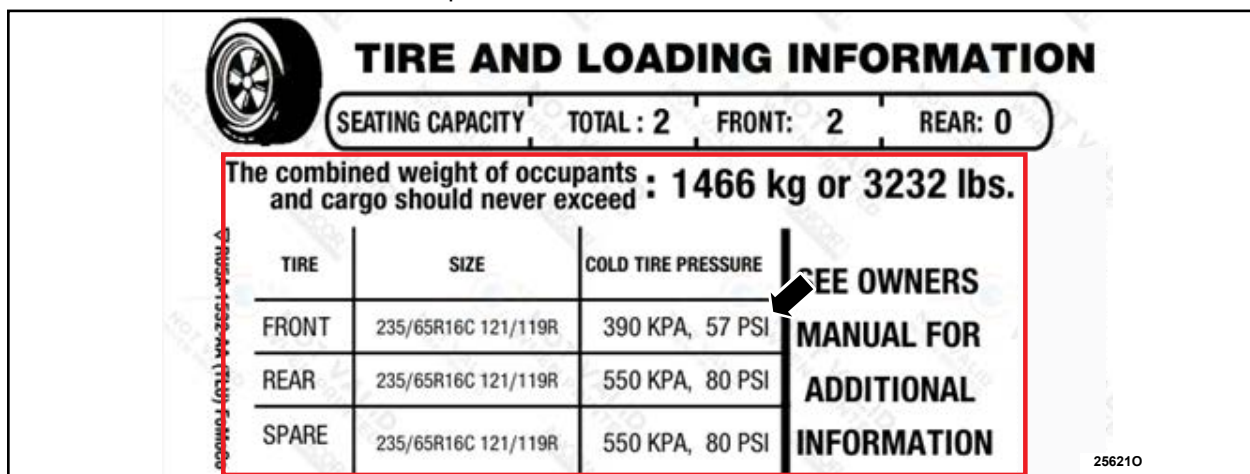


FIGURE 1



2. Dealers are to order a *new set* of labels per VIN, from the Special Service Support Center (SSSC) by submitting a VIN Specific Part Order contact. Once labels are received, proceed to Step 3. While labels are on order, proceed to Page 14 and perform the Steering Shaft Shield Inspection.

3. Confirm the VIN on the vehicle matches the VIN on the *new* labels being installed. See Figure 1.

- If the VIN does not match, open a Part Order contact request with the SSSC before proceeding with this program.

NOTE: Federal Motor Vehicle Safety Standard (FMVSS) No. 567.4 requires the label to be permanently affixed in such a manner that it cannot be removed without destroying or defacing it. Placing one label over another without removing the first would violate this FMVSS standard.

NOTE: Laws may vary by state and region. Concealing or misrepresenting the identity of a motor vehicle could be a violation of code resulting in a misdemeanor or felony punishable by imprisonment and/or fines.

4. Note the orientation of the labels. Refer to Figure 2.

5. Remove the label with a suitable plastic razor blade scraper that will not damage the paint or clear coat of the vehicle. See Figure 2.

NOTICE: DO NOT use a metal scraper tool; this could cause paint damage.



FIGURE 2



6. Using mineral spirits and a suitable clean cloth rag, remove excess residue from the labels.
See Figure 3.

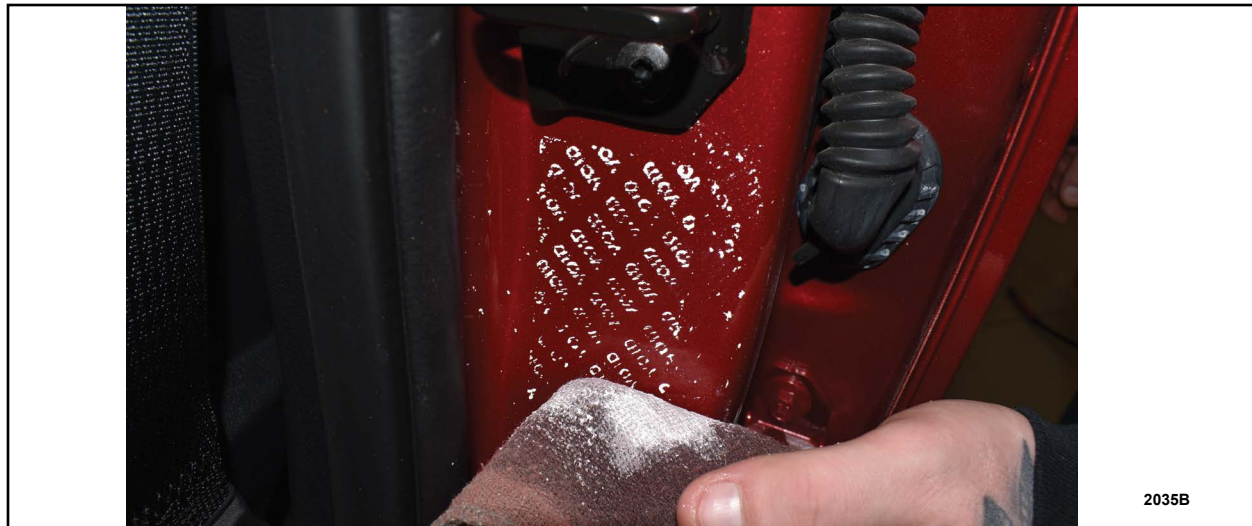


FIGURE 3

7. Using a clean cloth and isopropyl alcohol, remove any remaining residue left from the mineral spirits.
8. Install both *new* labels in the same location and orientation in which they were removed on the B-Pillar. See Figures 4 and 5. Then, proceed to the next step.



FIGURE 4



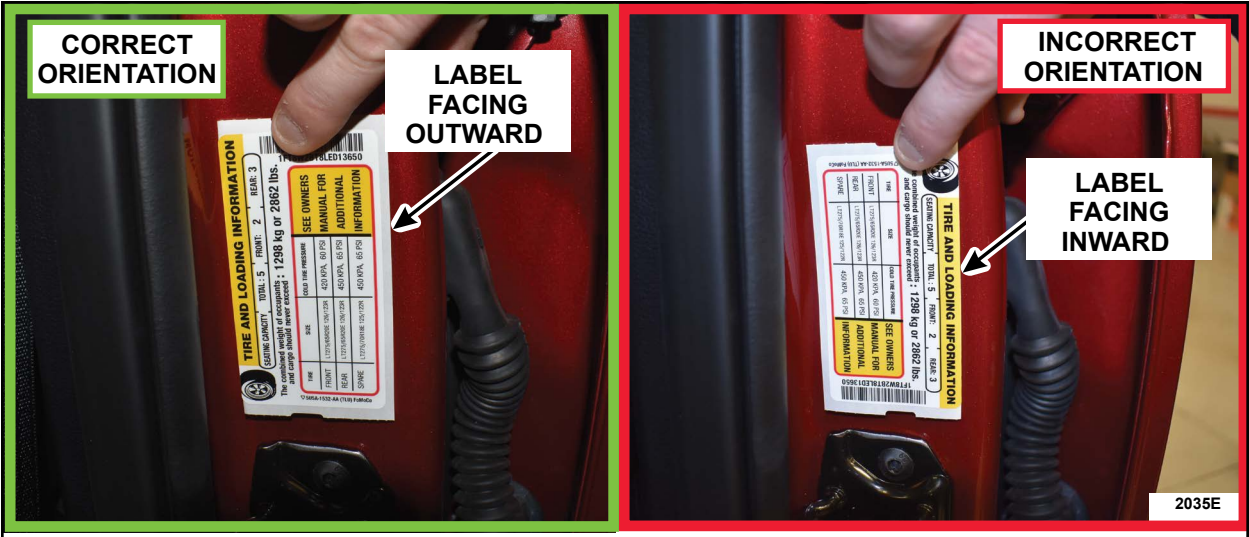


FIGURE 5



TIRE SIZE AND TYPE INSPECTION

1. Inspect all four (4) tires for proper size and type. The correct tires are 235/65R16C Continental tires and should match the TREAD Act and Safety Certification labels installed on the vehicle. Does the vehicle have tires of the correct size and type installed?

Yes - Proceed to Step 5.

No - Proceed to the next step.

2. Remove all four tires from the vehicle. Follow the Workshop Manual (WSM) procedures in Section 204-04A.
3. Install *new* tires and valve stems. Follow the WSM procedures in Section 204-04A.
4. If *new* Tire Pressure Monitoring System (TPMS) Sensor(s) are installed, calibrate the *new* sensor(s). Follow the WSM procedures in Section 204-04B.

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.

5. 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).

6. Make sure the Vehicle Communication Module (VCM) device is not connected to the PC. Log in to the 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.



7. At the Device Manager pop-up screen, select Cancel. See Figure 6.



FIGURE 6

8. On the New Vehicle screen, delete the VIN from the history list (Trash Can icon) if present, then manually type the **VIN** and click **Go**.

9. When the "Vehicle Communication Device not detected" pop-up appears, select **Continue**.

10. Select **Toolbox** tab.

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.

11. Connect the VCM to the PC. Click the red VCM icon in the lower toolbar, then select your device in the Device Manager, and click **OK**. Make sure the connection icon turns green.

12. From the list on the RH side of the screen, select **ABS - Anti-Lock Brake System (ABS) Module Software Update**.

13. Select the **Download** button.

14. Navigate to the **Toolbox** tab and click **RUN** for the **ABS - Anti-Lock Brake System (ABS) Module Software Update**. Follow all on-screen instructions carefully.

NOTE: Not all vehicles will have a software update available and will not generate an SVC. If no ABS module update is available, submit an Approval Request contact to the SSSC.

15. Select **Toolbox** tab.

16. From the list on the RH side of the screen, select **Revert Transit Trail Tire Size Configuration**.

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



18. Enter the password **25S95** in the dialog box and click **OK**. See Figure 7.

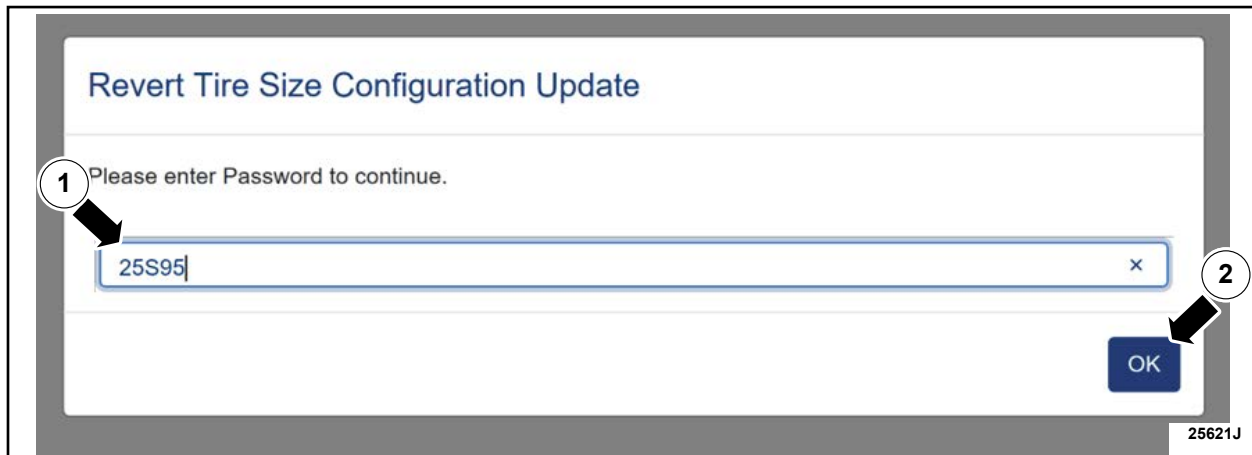


FIGURE 7

19. Select the **Revert Transit Trail Tire Size Configuration** from the menu. See Figure 8.

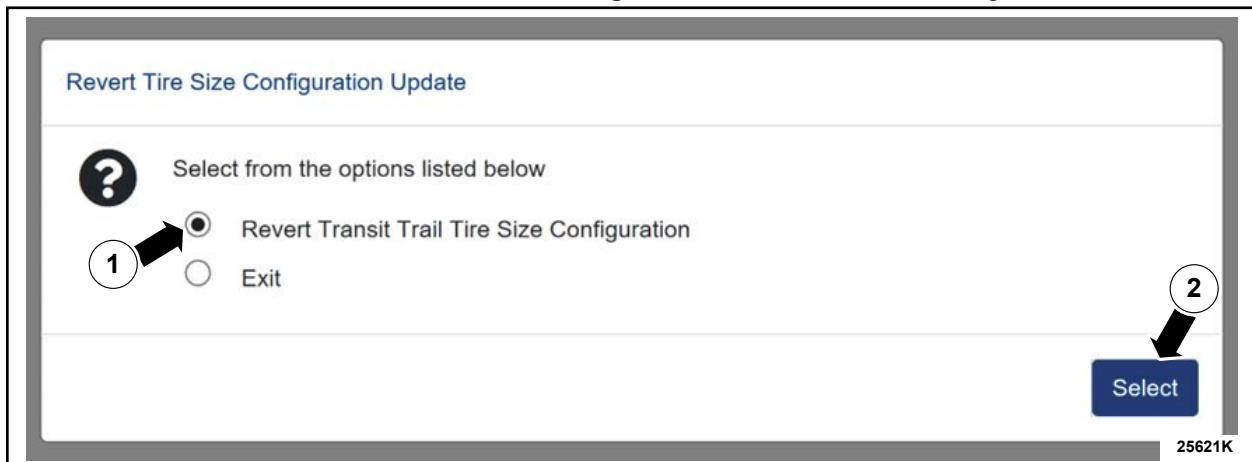


FIGURE 8

20. Was **Procedure Not Applicable** displayed on the screen as shown in Figure 9?

Yes - Proceed to Step 22.

No - Proceed to Step 21.

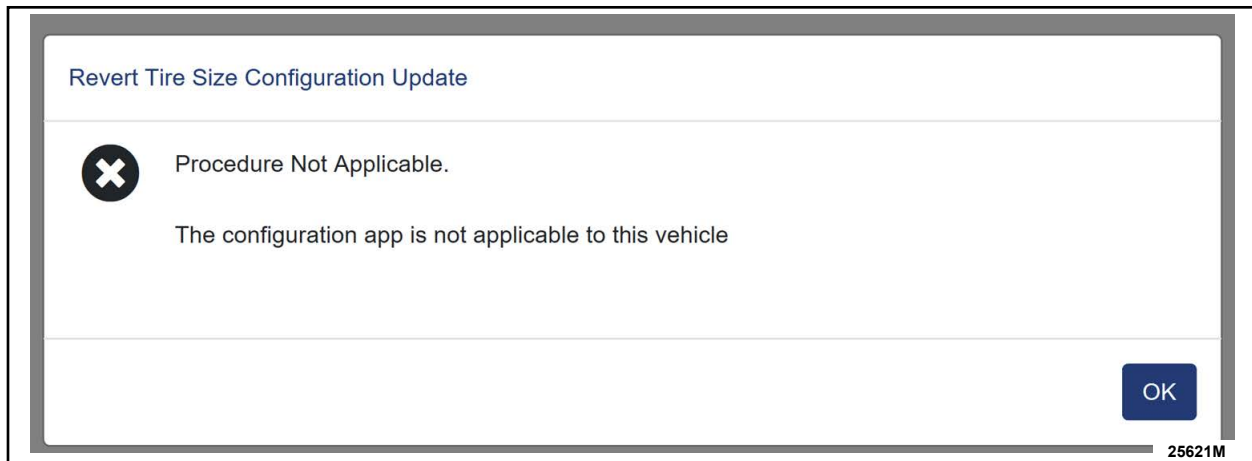


FIGURE 9



21. Was **Procedure Unsuccessful** displayed on the screen as shown in Figure 10?

Yes - From the list on the RH side of the screen, select **Self-Test** and click **RUN**. Then, proceed to Step 15.

No - Proceed to Step 22.

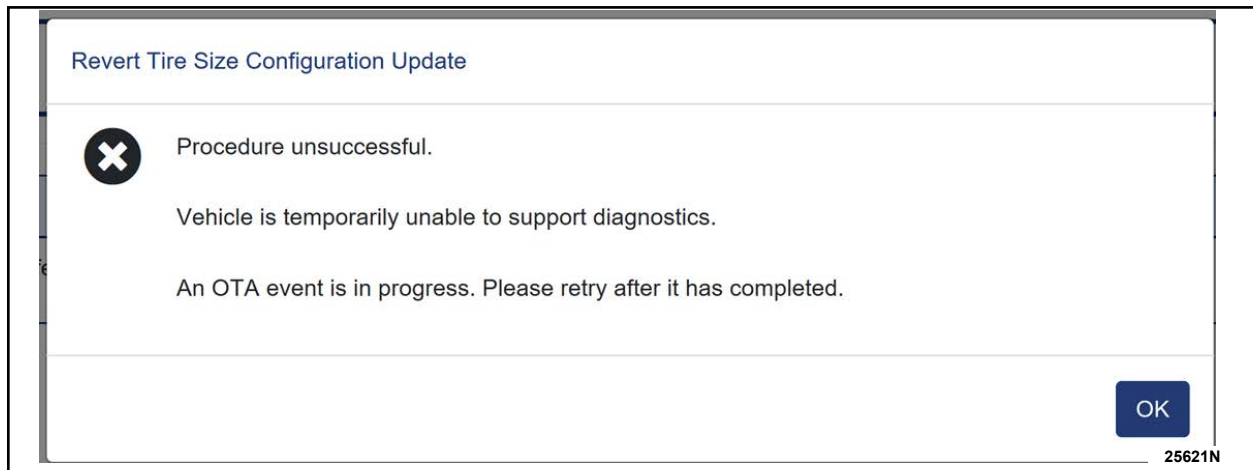


FIGURE 10

22. Navigate to the **Toolbox** tab and select **PCM - Relearn Vehicle Data** from the list on the right.

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

24. Was a **Procedure Unsuccessful** displayed on the screen as shown in Figure 11?

Yes - Wait 5 minutes, then from the list on the RH side of the screen, select Self-Test and click RUN. Then proceed to Step 22.

No - Proceed to Step 25.

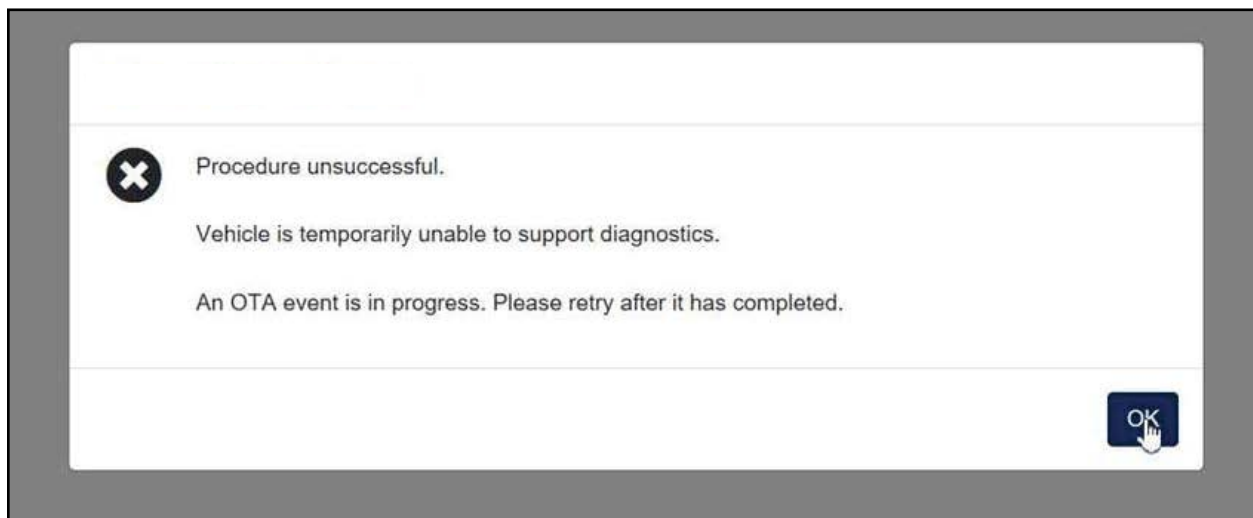


FIGURE 11



25. Navigate to the **Toolbox** tab and select **AWD - Relearn Vehicle Data** from the list on the right.

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

27. Was **Procedure Unsuccessful** displayed on the screen as shown in Figure 12?

Yes - Wait 5 minutes, then from the list on the RH side of the screen, select **Self-Test** and click **RUN**. Then proceed to Step 25.

No - Proceed to Step 28.

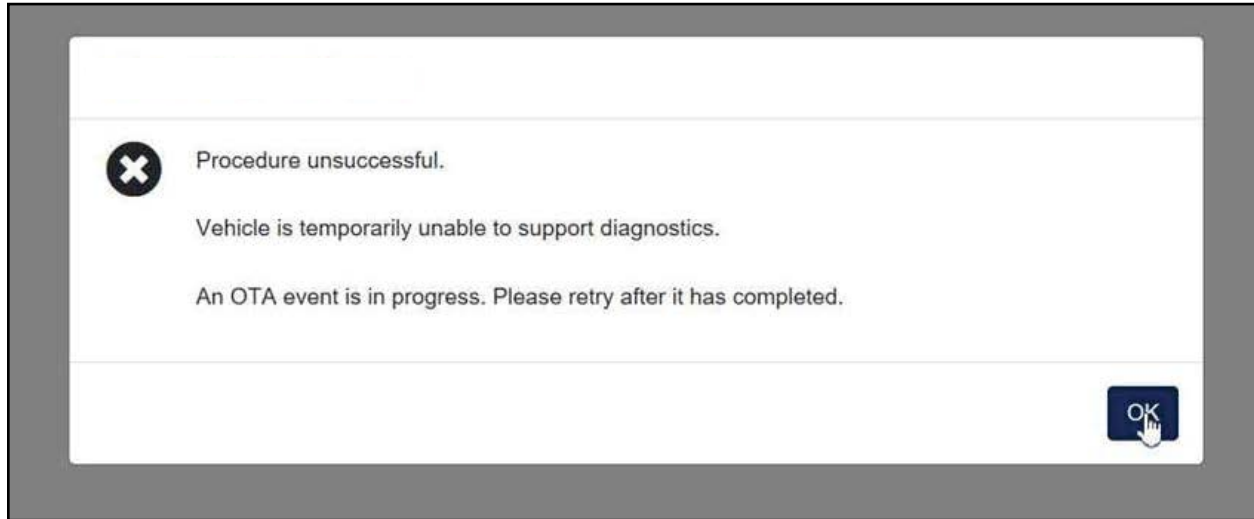


FIGURE 12

28. Click the **Run Self-Tests** button in the lower right.

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

30. This FSA requires a Software Verification Code (SVC) after performing the software update. Please follow the instructions below to obtain the verification code. The claim will not be paid and the FSA will remain open if an SVC is not provided. For more information, see EFC 17526.

31. Select the **SW Updates** tab (1). See Figure 13.

32. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 13.

33. Select the **FSA** (3) from the drop-down menu. See Figure 13.

34. Select **Submit** (4). See Figure 13.





FIGURE 13

35. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
See Figure 14.

Yes - The FDRS Field Service Action Software Verification will provide an on-screen Software Verification Code. Proceed to the Steering Shaft Shield Inspection on Page 14.

No - Proceed to Step 36.

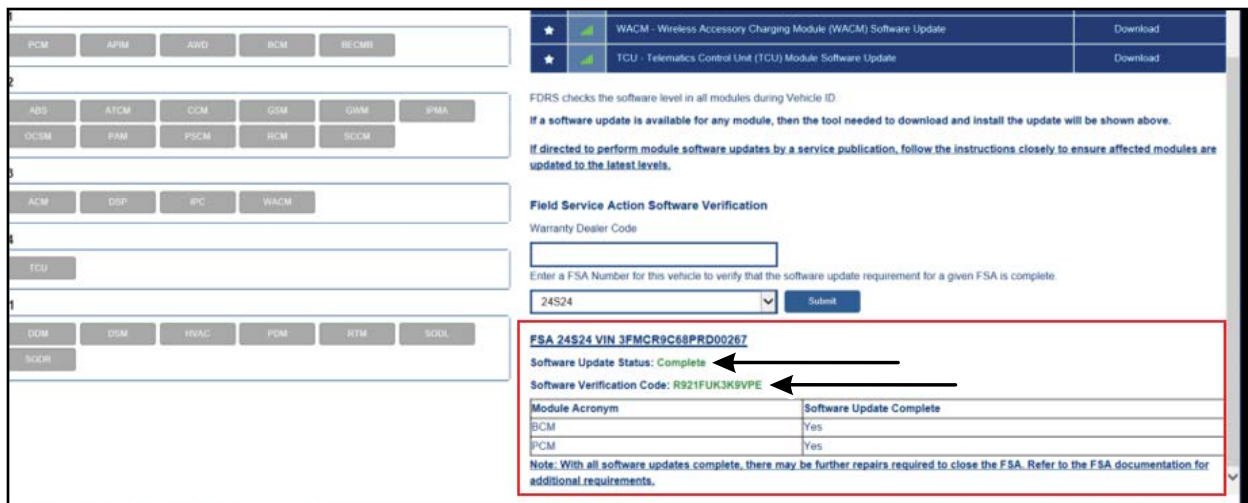


FIGURE 14



36. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?
See Figure 15.

Yes - Proceed to next step.

No - Proceed to Step 40.

FDRS checks the software level in all modules during Vehicle ID.
If a software update is available for any module, then the tool needed to download and install the update will be shown above.
If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

Field Service Action Software Verification
Warranty Dealer Code
USA4FORD
Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.
25S77 Submit
FSA 25S77 VIN 1FTFW5LD5SFB00017
Software Update Status: **Not Complete**
Software Verification Code: Not Available
[Click here to submit a request to the FSA quick response team](#)
Module Acronym Software Update Complete
ABS No
Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

FDRS R48.2026.01.30_05.45.54 Not Connected: Click the icon to connect.

FIGURE 15

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

Yes - Proceed to Step 38.

No - Reattempt the software update programming steps in the FSA.

38. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 15. Follow the on-screen prompts to enter the following information:

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

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



40. If the FDRS Field Service Action Software Verification Status displays "**An error occurred. Unable to retrieve FSA information**", please reattempt to generate an SVC. The error can be caused by a connectivity or server issue where the status of the FSA cannot be verified. This is typically resolved upon reattempting to generate an SVC. See Figure 16.

FDRS checks the software level in all modules during Vehicle ID.
If a software update is available for any module, then the tool needed to download and install the update will be shown above.
If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

Field Service Action Software Verification
Warranty Dealer Code
USA4FORD
Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.
25S77

FSA 25S77 VIN 1FTFW5LD5SFB00017
Software Update Status: **Not Complete**
Software Verification Code: Not Available
[Click here to submit a request to the FSA quick response team](#)

Module Acronym	Software Update Complete
ABS	No

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

FDRS R48.2026.01.30_05.45.54 Not Connected: Click the icon to connect.

FIGURE 16



Important Information for Module Programming

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

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

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

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

Recovering a module when programming has resulted in a blank module

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



STEERING SHAFT SHIELD INSPECTION

1. Inspect the steering column shaft protective shield on the driver side floor as shown in Figure 17. Is the steering column shaft protective shield shown in Figure 17 present?

Yes - Proceed to Step 2.

No - No further action needed for this inspection. If parts were ordered in previous inspections, return to those sections for replacement procedures.



FIGURE 17



2. Using a 3/16 in. drill bit, remove the rivets holding down the steering column shaft protective floor cover as shown in Figure 18.



FIGURE 18

3. Using a vacuum cleaner, vacuum out the debris created while removing the rivets.
4. Remove the two (2) remaining retainers holding down the steering column shaft protective shield. See Figure 19.

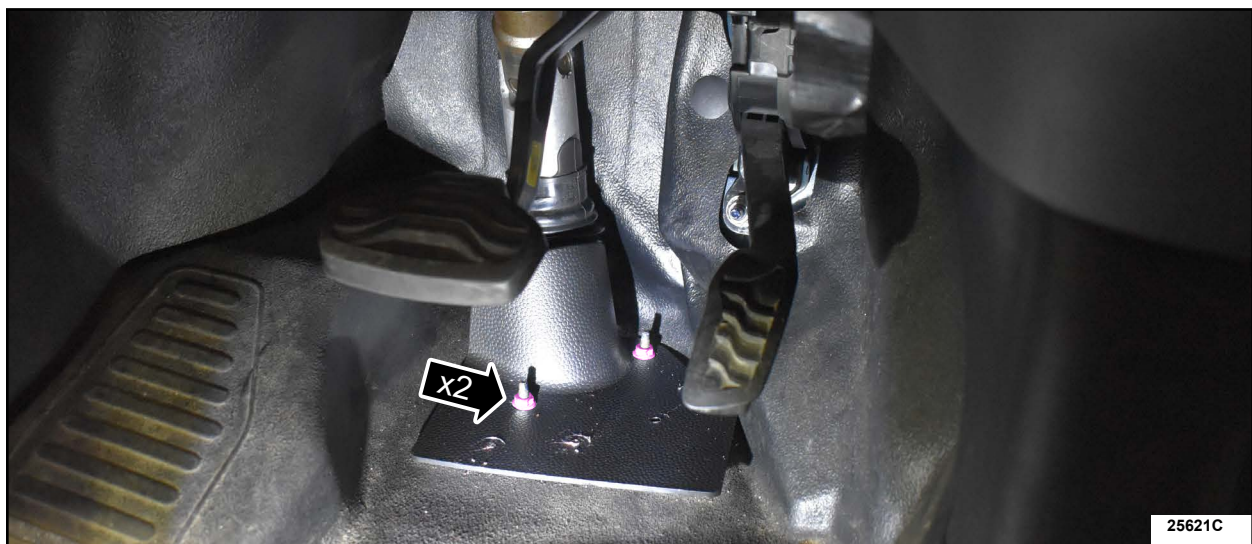


FIGURE 19



5. Lift up and remove the steering column shaft protective shield. See Figure 20.



FIGURE 20

NOTICE: Make sure that the clockspring rotor does not rotate.

6. Using a steering wheel holder, rotate the steering wheel to approximately the 10 o'clock position and lock it down to prevent the steering wheel from turning while performing this repair.

7. Slide the steering column shaft boot up to gain access to the steering column shaft gear bolt. Inspect the boot for damage. If damage is found, discard the damaged boot and place an order for a *new* one.

8. Remove and discard the steering column shaft-to-steering gear bolt. See Figure 21.

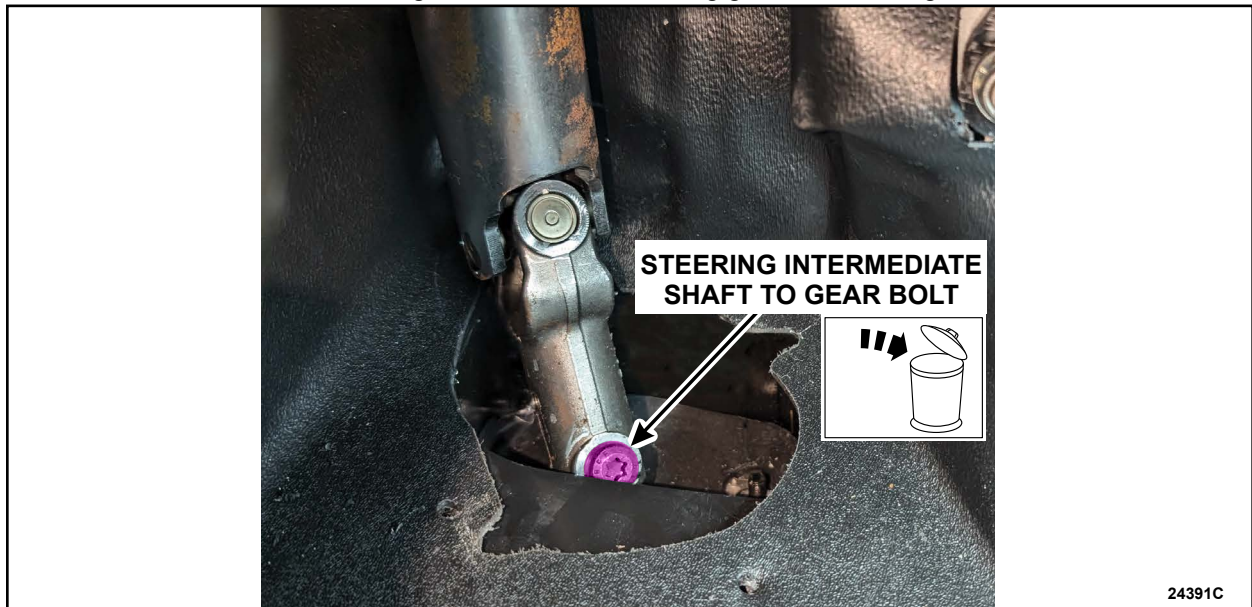


FIGURE 21



9. Separate the steering column shaft-to-gear connection and position the shaft aside.
10. Remove the two (2) retainers, shown in Figure 22, that secure the flooring to the dash panel.

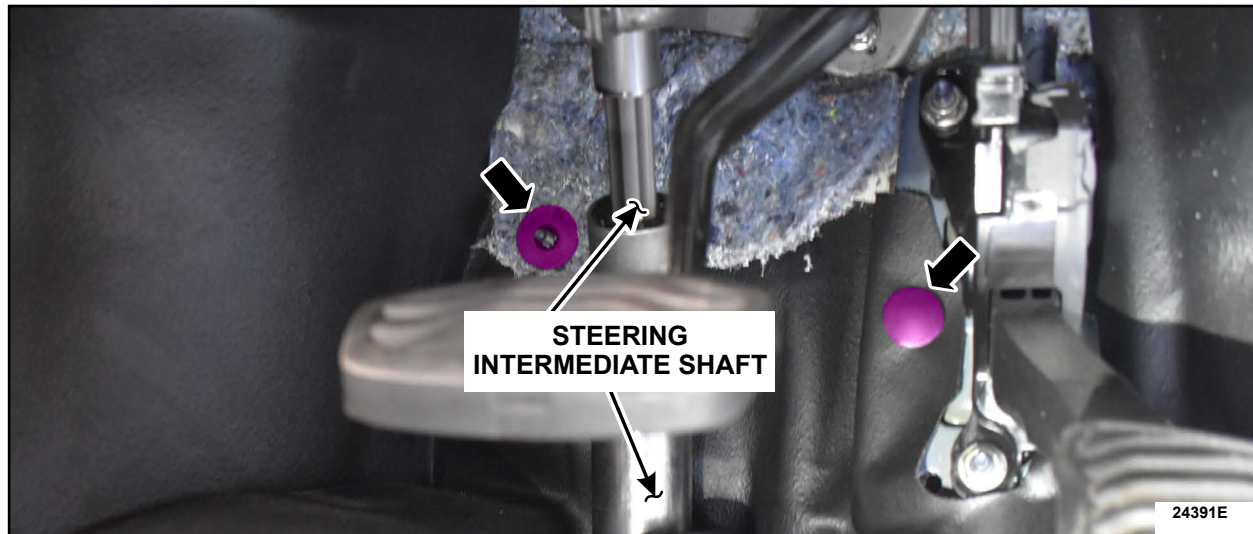


FIGURE 22

11. Fold the rubber flooring, including the foot rest, under the pedals and position it towards the center of the vehicle as shown in Figure 23.

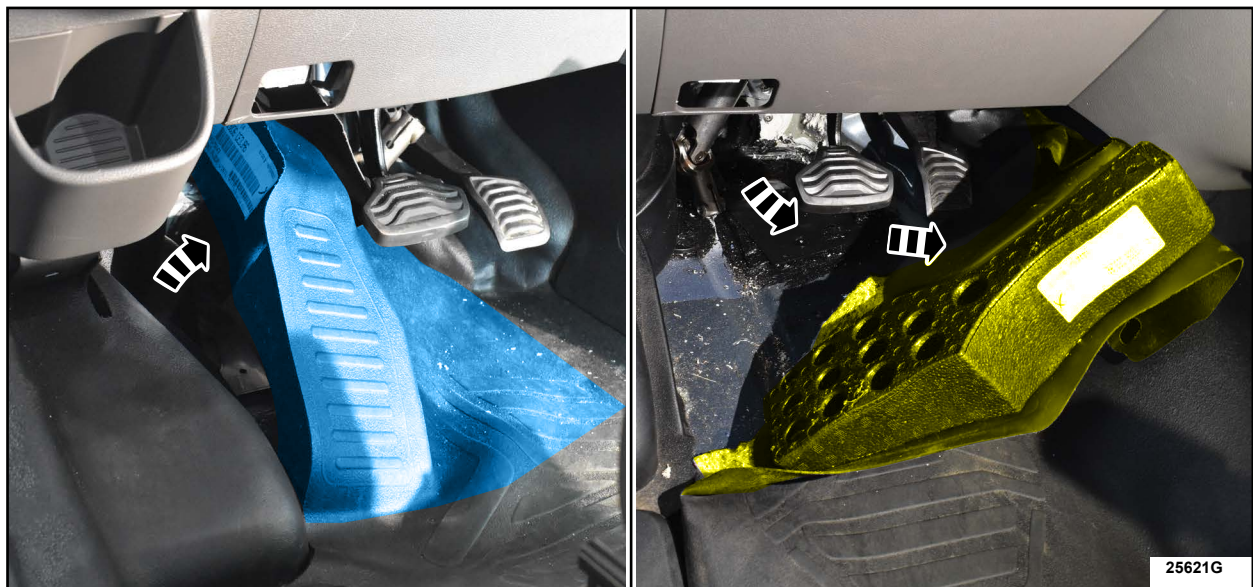


FIGURE 23



12. Using a 3/16 in. drill bit, remove the rivets holding down the steering column shaft plastic plate as shown in Figure 24. Discard the plastic plate and the rivets.

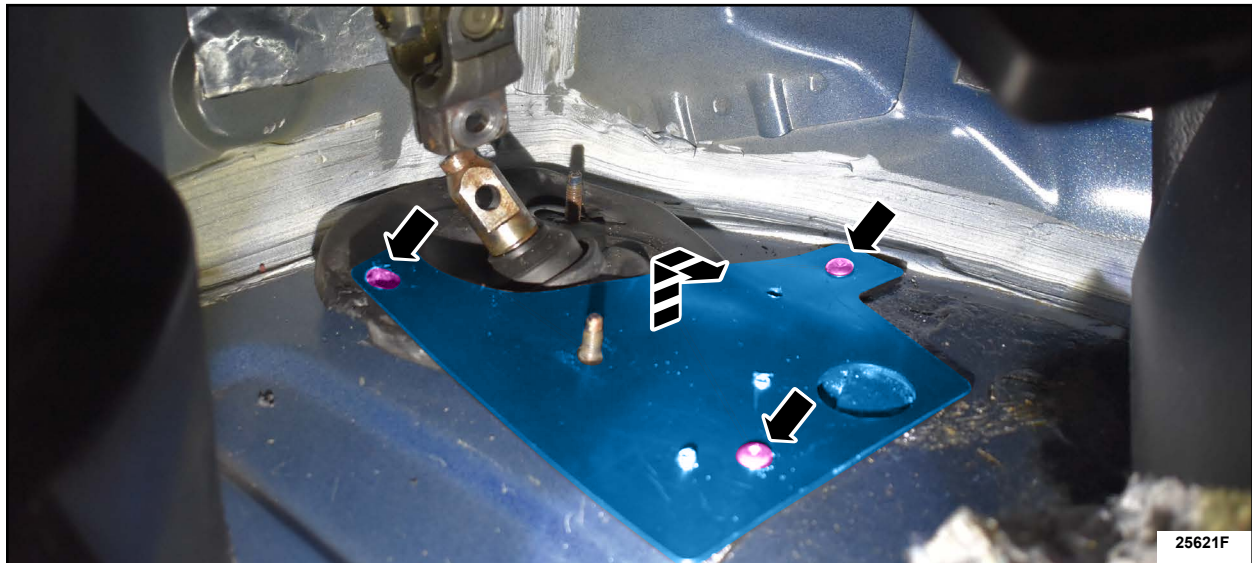


FIGURE 24

13. Using a suitable tool, remove any of the rivet shafts that may have stayed in the sheet metal. See Figure 25.

14. Using a vacuum cleaner, vacuum out the debris created while removing the rivets.

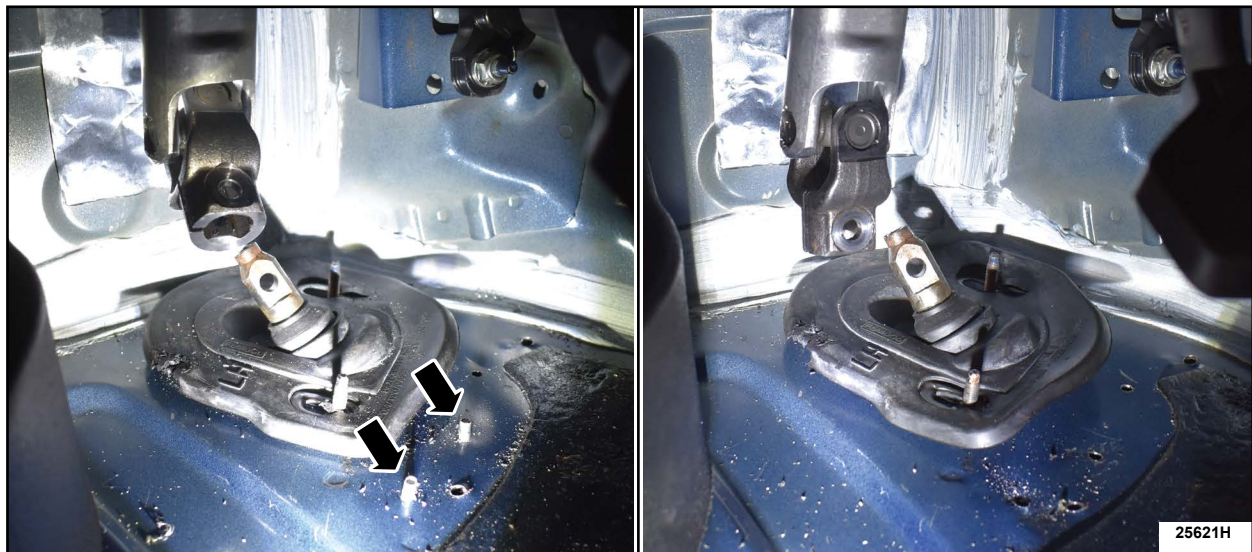


FIGURE 25



15. Using TA-2-B Seam Sealer, apply a generous amount over each of the three holes where the rivets were removed for the protective shield.
16. Depower the Supplemental Restraint System (SRS). Follow the Workshop Manual (WSM) procedures in Section 501-20B.
17. Replace the rubber flooring mat on the front section of the vehicle only. The following components will need to be removed or loosened to remove and install the front mat.
 - Both Front Seats (the seat risers may need to be loosened) Section 501-10A.
 - Instrument Panel Lower Floor Console - Section 501-12.
18. Position the flooring back down in the original location. See Figure 26.



FIGURE 26



19. Install the two (2) retainers holding the rubber flooring to the dash panel. See Figure 27.

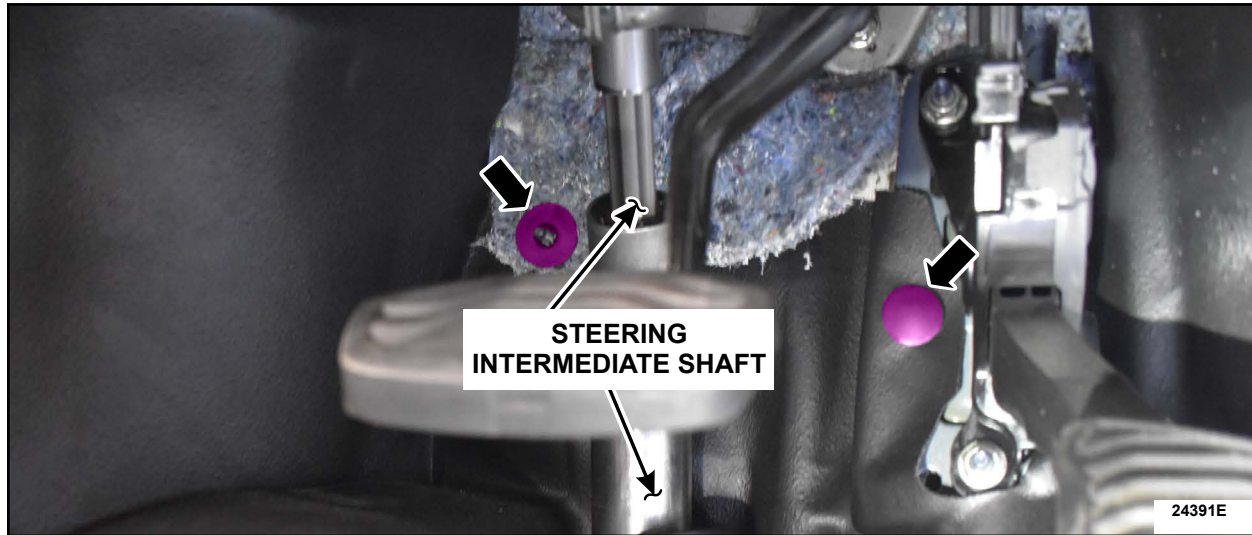


FIGURE 27

20. Reinstall the steering column shaft boot. If it was previously discarded due to damage, install a *new* steering column shaft boot.

21. Position back and connect the steering shaft to the steering gear.

NOTICE: Steering fasteners are critical parts that affect the performance of vital components and systems. Use the same or equivalent parts if replacement is necessary. **DO NOT** use a replacement part of lesser quality or substitute design. Tighten fasteners as specified.

22. Hand-start the *new* steering shaft bolt, then fully install and torque the bolt.

- Torque to: 22 lb-ft (30 Nm).

23. Repower the Supplemental Restraint System (SRS). Follow the Workshop Manual (WSM) procedures in Section 501-20B.

24. If ordered, have the new labels been installed?

Yes - New labels were installed OR are not required. This completes the FSA.

No - Proceed to Page 2, Step 3.

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.



Safety Recall 25S95
Vehicle Pickup and Delivery Record

VIN _____ received:

☐ Pickup and/or delivery service

As outlined below for the 25S95 Field Service Action program.

☐ Pickup – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 25S95

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 # 25S95, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before January 31, 2026. 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.