



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

September 23, 2025

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice
Safety Recall 25S94**
Certain 2020-2021 Model Year F-250, F-350, and F-450 Super Duty Vehicles
Steering Column Upper Shaft Inspection/Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-250	2020	Kentucky Truck	February 19, 2019 through September 30, 2020
F-350			
F-450			
F-250	2021	Kentucky Truck	July 13, 2020 through September 3, 2020
F-350			
F-450			

US population of affected vehicles: 115,613. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the steering column upper shaft on your vehicle may have been manufactured outside of required specifications, and it may be possible for the steering column upper shaft to separate.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

A complete Dealer Bulletin will be provided to dealers 1st Quarter, 2026, when it is anticipated that remedy availability, including repair instructions, will be available to support this recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

OWNER NOTIFICATION

Owners of record will be notified via first-class mail within sixty days, which may occur before remedy availability, including repair instructions, have been provided to dealers.

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 prior to delivery.

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 recall. Please consult your legal counsel for legal advice.

QUESTIONS & ASSISTANCE

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

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