



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

February 16, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 25S94
Certain 2020-2021 Model Year Super Duty and Medium Duty Vehicles
Steering Column Upper Shaft Stake

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice**
Safety Recall 25S94
September 23, 2025

AFFECTED VEHICLES (U.S. Population of Affected Vehicles 117,008):

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

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

On some of the affected vehicles, the steering column upper shaft may have been manufactured outside of required specifications, creating a risk that the steering column upper shaft may separate.

SERVICE ACTION

Dealers are to inspect and, if necessary, modify or replace the steering column upper shaft, as outlined in the technical instructions. 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	Yes	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

Owners' letters are expected to be mailed the week of February 23, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE

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

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters
- Mobile Repair/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 25S94**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

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

OASIS ACTIVATION

OASIS was activated on September 23, 2025

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 23, 2025. Owner names and addresses were available by October 20, 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.

STOCK VEHICLES

- 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 steering column upper shaft inspection/replacement.

Safety Recall 25S94**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC, create a Photo Review Contact, and upload the necessary photo or copy of documentation as an attachment for review. Attach a photo of the feeler gauge failing the inspection (for the fourth inspection), the open Repair Order, the VIN, and vehicle mileage. This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- **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.

Safety Recall 25S94**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type **31**: Field Service Action. The FSA number 25S94 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: 25S94
 - 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.

Safety Recall 25S94

LABOR ALLOWANCES

Description You can only claim ONE of the following:	Labor Operation	Labor Time Hour(s)
Visually inspect steering column upper shaft for stakes. Inspection passes. This labor operation code closes the FSA.	25S94A	0.3
<u>Visual inspection of stakes fails.</u> Remove steering column upper shaft. Check length following the technical instructions. The length inspection fails. Install a new steering column upper shaft. This labor operation code closes the FSA.	25S94B	0.5
<u>Visual inspection of stakes fails.</u> Remove steering column upper shaft. Length inspection passes. Stake upper shaft with new tool. Measure with feeler gauge and it passes. Re-install steering column upper shaft. This labor operation code closes the FSA.	25S94C	0.7
<u>Visual inspection of stakes fails.</u> Remove steering column upper shaft. Length inspection passes. Stake upper shaft with new tool. Measure with feeler gauge and it fails. Submit photos to the SSSC. Install a new steering column upper shaft. This labor operation code closes the FSA.	25S94D	0.7

SUPPLEMENTAL LABOR ALLOWANCES **These labor operation codes DO NOT close the FSA.**

Description	Labor Operation	Labor Time Hour(s)
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.	25S94PP	0.5
Time allowed to submit photos. 1. Attach a photo of vehicle mileage 2. Attach a photo of door tag showing VIN 3. Attach a photo of the open Repair Order 4. Attach a photo of the feeler gauge showing a failed inspection	25S94ZZ	0.2

Safety Recall 25S94**PARTS REQUIREMENTS / ORDERING INFORMATION**

Inspection required, see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LC3Z-3E751-C	1	1	1	Steering Shaft Assembly (Upper shaft)
W720796-S439	1	1	1	Yoke Bolt
W714409-S439	1	1	1	Column Bolt
W705132-S439	3	1	4	Dash Seal Bolt (Related Damage)
LC3Z-3D677-D	1	1	1	Dash seal (Related Damage)

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, DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

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

EXCESS STOCK RETURN

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

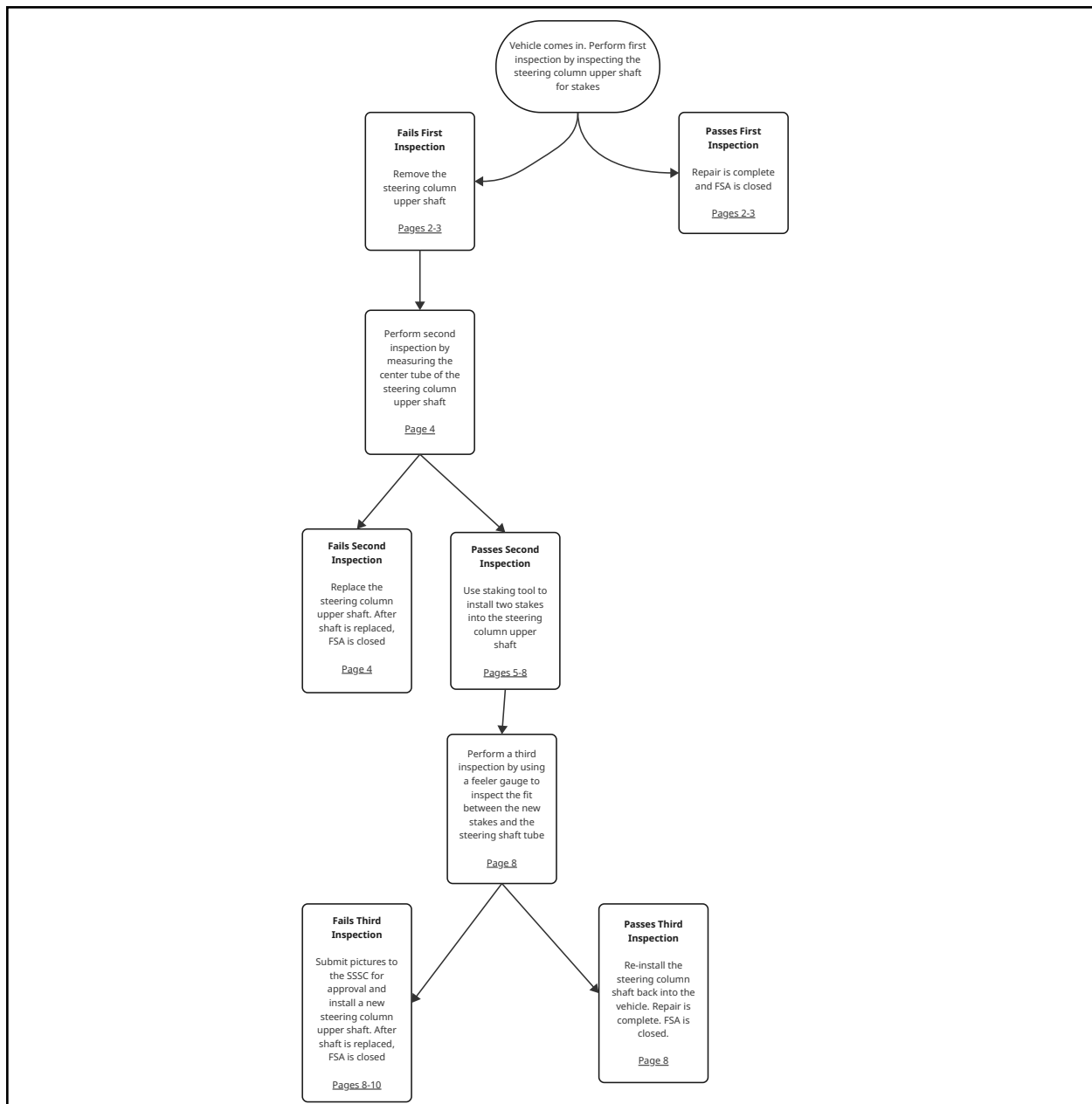
REPLACED FSA PARTS INSPECTION AND SIGN OFF

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

CERTAIN 2020-2021 MODEL YEAR SUPER DUTY AND MEDIUM DUTY VEHICLES — STEERING COLUMN UPPER SHAFT STAKE

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.



1. Locate the steering column upper shaft under the driver side instrument panel. See Figure 1.

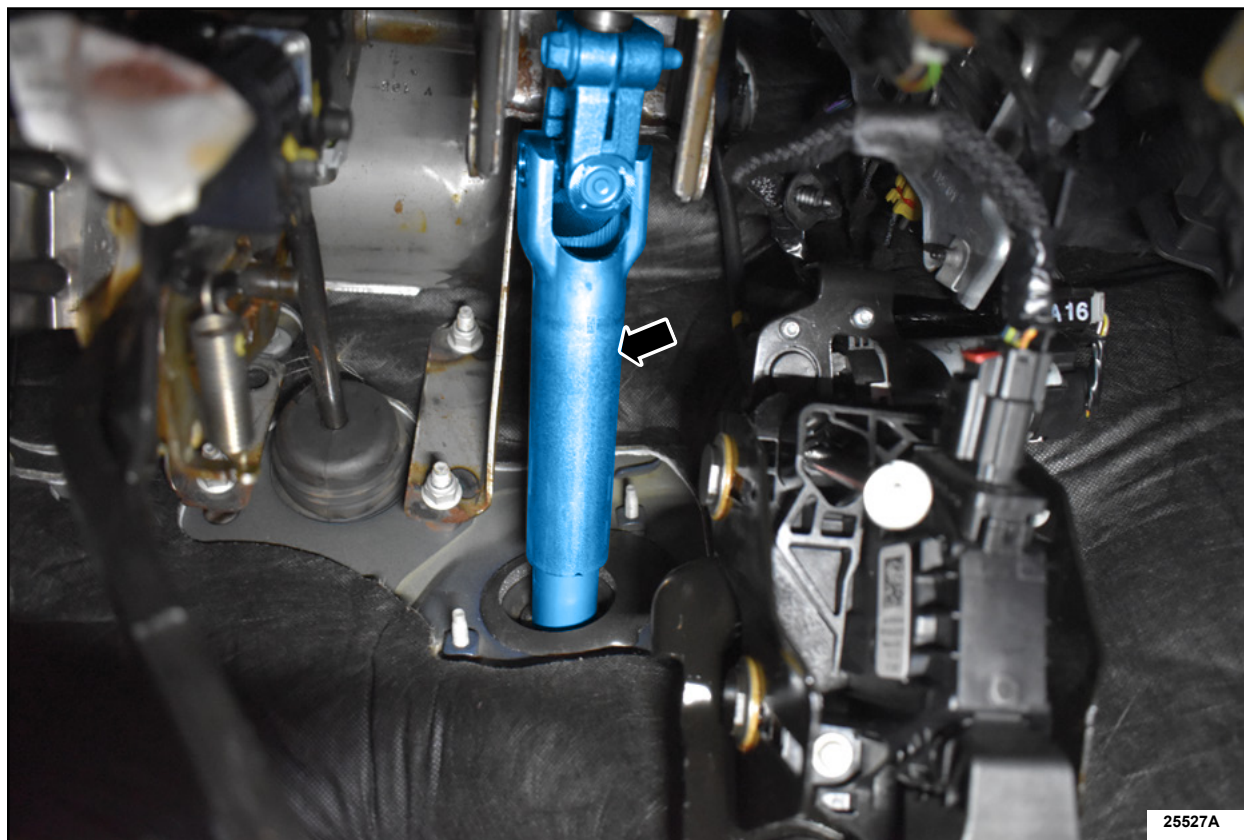


FIGURE 1



2. Inspect the steering column upper shaft for two stake marks 180 degrees from each other. You can rotate the steering wheel as necessary which will then rotate the steering column upper shaft to aid in locating the two stakes. See Figure 2.

- Are two stakes present in the steering column upper shaft?

YES - This completes the FSA.

NO - Proceed to Step 3.

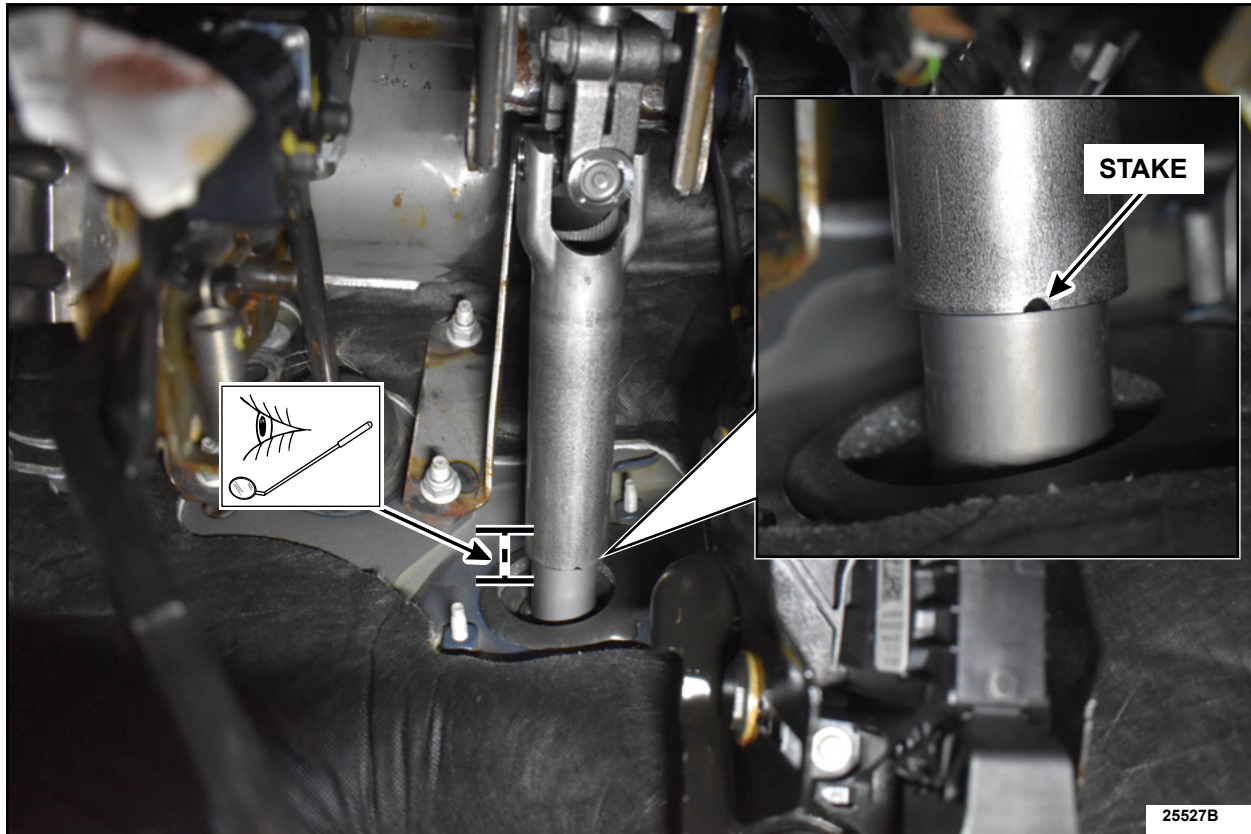


FIGURE 2

3. Remove the steering column upper shaft. Follow the Workshop Manual (WSM) procedures in Section 211-04.



4. Measure the center tube of the steering column upper shaft between the end of the dust cap to the start of the outer tube. See Figure 3.

- Is the distance between 86mm (3.39 inch) - 88mm (3.46 inch)?

YES - Proceed to Step 5.

NO - Replace the steering column upper shaft. Follow the WSM procedures in Section 211-04. This completes the FSA.

1. Millimeter Scale.
2. Caliper.
3. Outer Tube.
4. Dust Cap.

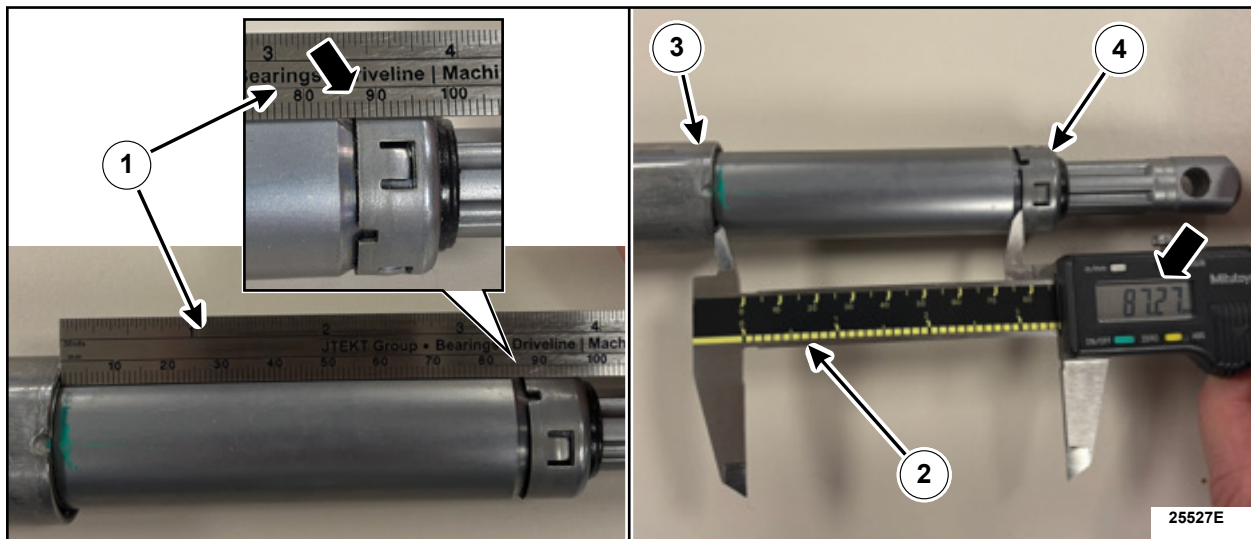


FIGURE 3



Steering Column Upper Shaft Stake Installation Kit

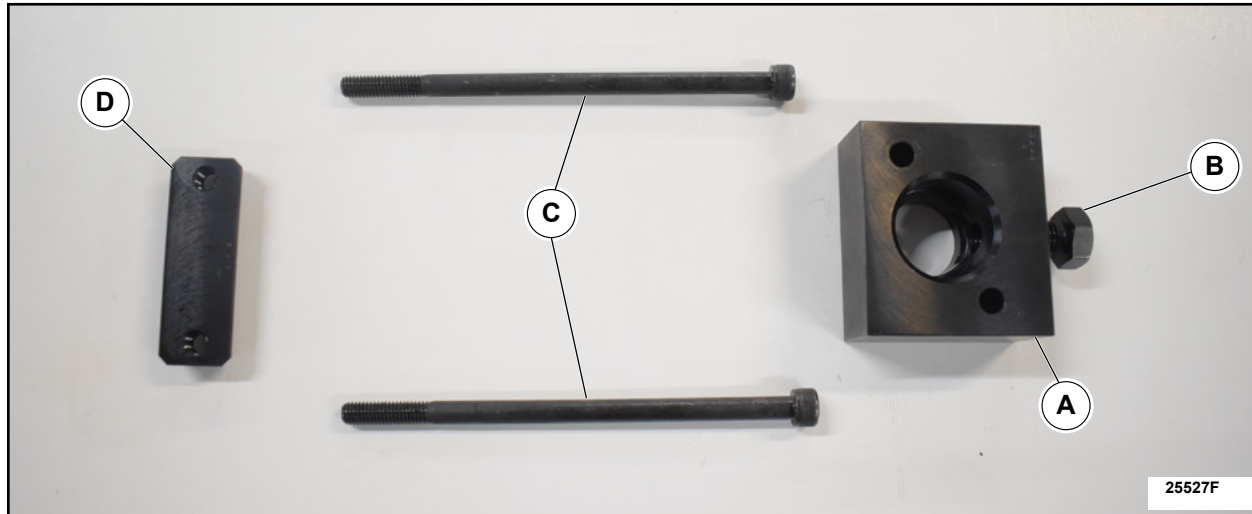


FIGURE 4

Item	Description	QTY
A	Staking Block	1
B	Staking Bolt	1
C	Allen Bolt	2
D	Anchor Plate	1

NOTE: The FSA number is engraved in the side of the staking block. See Figure 5.



FIGURE 5



5. Install the staking block. See Figure 6.

- a. Loosen the staking bolt 5 full rotations.
- b. With the lip facing the u-joint, install the staking block to the steering column upper shaft.

(1) U-joint.

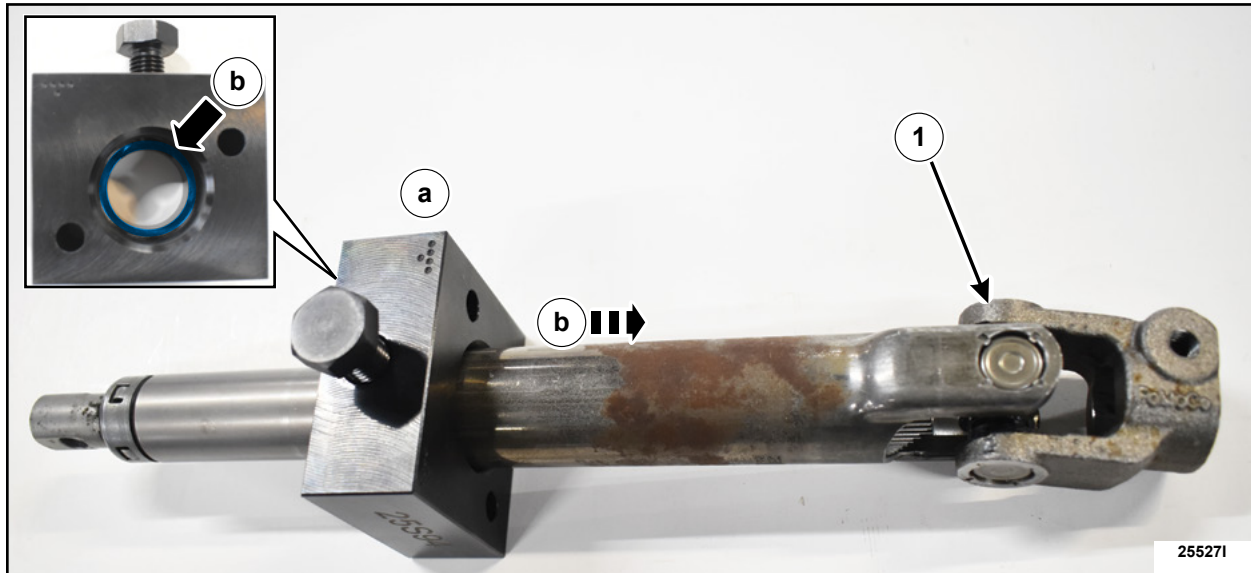


FIGURE 6

6. Insert the anchor plate, matching up the bevel, into the steering column upper shaft u-joint. See Figure 7.

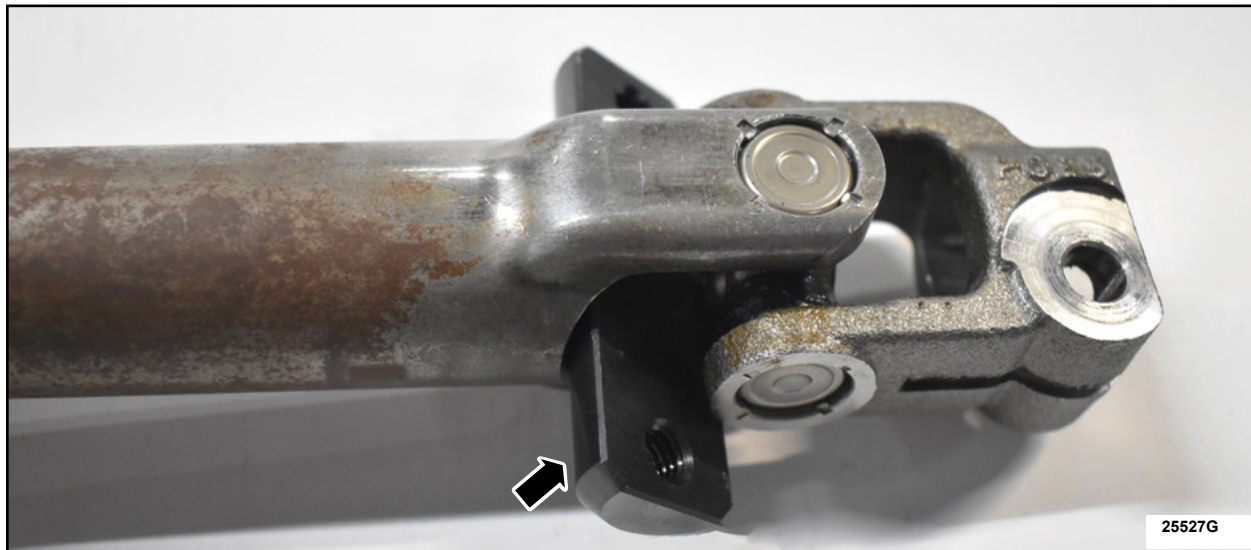


FIGURE 7



7. Evenly install the two Allen bolts to finger tight, then torque to the specification below. See Figure 8.

- Torque: 44 lb. in (5 Nm)

NOTE: If necessary, place the staking block into a vise.

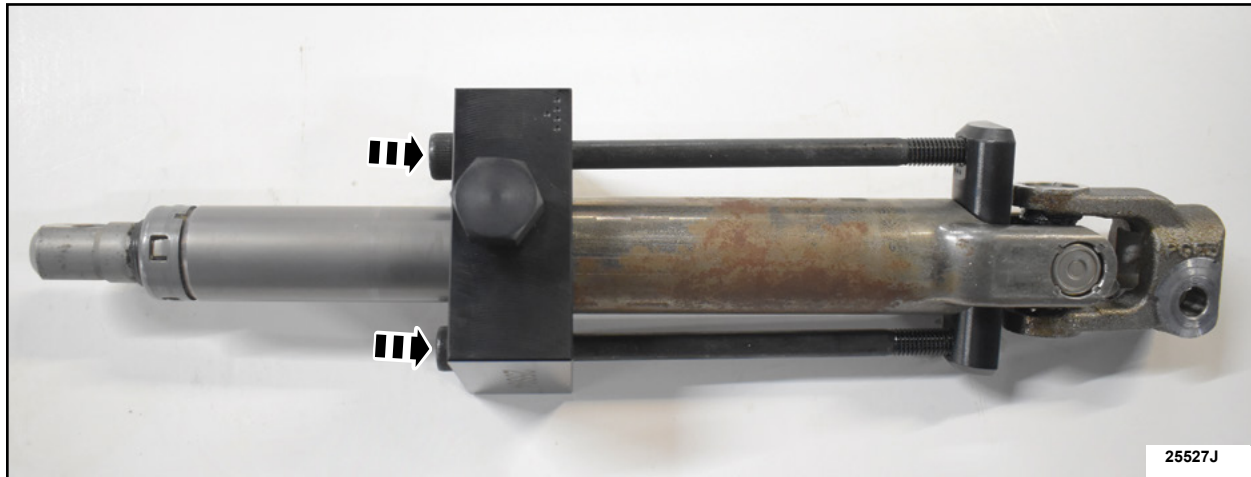


FIGURE 8

8. Tighten the stake bolt to the torque spec below, then back it out 5 full turns. See Figure 9.

- Torque: 14 lb ft (20 Nm)



FIGURE 9



9. Remove the Allen bolts and rotate the staking block 180 degrees. See Figure 10.

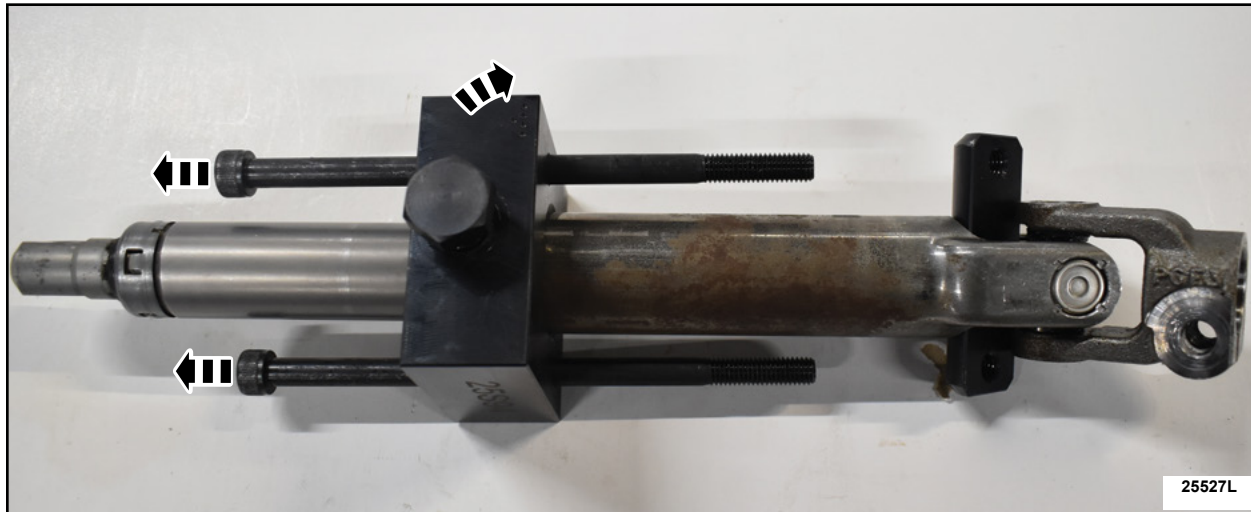


FIGURE 10

10. Repeat steps 7 and 8 on the opposite side of the steering shaft, then proceed to Step 11.

11. Remove the tool from the steering shaft.

12. Using a 0.020 in (0.508 mm) feeler gauge, inspect both of the stakes. See Figure 11.

NOTE: For a proper repair, the feeler gauge should NOT fit between the stake and the steering tube shaft.

- Did the feeler gauge fit between the stake and the steering shaft tube?

YES - Submit a Photo Review Contact to the Special Service Support Center (SSSC) for approval, then install a *new* steering column upper shaft. Follow the WSM procedures in Section 211-04. This completes the FSA.

NO - Install the steering column upper shaft back into the vehicle. Follow the WSM procedures in Section 211-04. This completes the FSA.

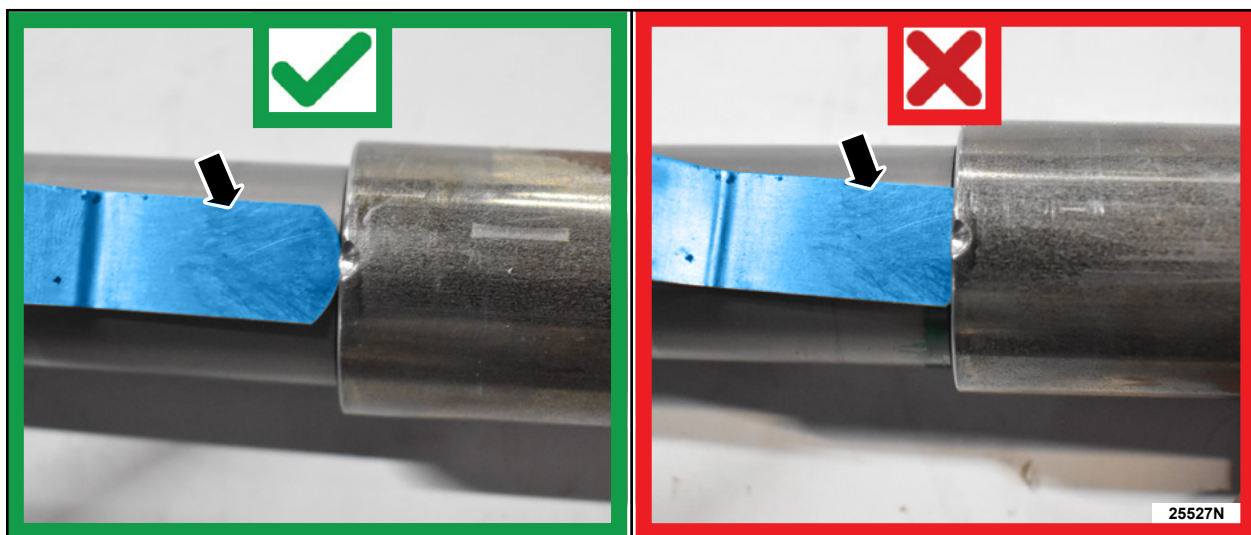


FIGURE 11



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.

PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)

Ford has requested photo evidence prior to performing the repair for the FSA.

The SSSC must provide verbal approval prior to performing the repair.

1. Contact the SSSC, submit a Photo Review Contact and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.

- (A list of requested photo(s) or documentation(s) should be included in tech instructions.)

2. There are two ways to submit the requested items to SSSC.

- a. Directly in the SSSC contact request form while submitting your contact on your desktop.
- b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.

NOTE: If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.



Photo Requirement Examples

Acceptable Photos: Clearly shows the area of damage or failure related to this recall.



FIGURE 12

Unacceptable Photos: Is not clear or does not show the area of damage or failure related to this recall.



FIGURE 13



Safety Recall 25S94

Mobile Repair / Vehicle Pickup and Delivery Record

VIN _____ received (check one):

- ☐ Mobile Repair
- ☐ Pickup and/or delivery service

As outlined below for the 25S94 Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pickup – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 25S94

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 # 25S94, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before March 16, 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.