



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

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

December 4, 2025

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
Compliance Recall 25C55**  
Certain 2020-2021 and 2023 Model Year Mustang  
Body Control Module (BCM) Configuration Update

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice  
Safety Recall 25C55**  
Dated November 14, 2025

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles: 3)**

Vehicle	Model Year	Assembly Plant	Build Date Range
Mustang	2020	Flat Rock	October 18, 2019 through February 13, 2020
Mustang	2021	Flat Rock	June 23, 2021
Mustang	2023	Flat Rock	January 19, 2023 through February 13, 2023

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

According to Ford's records, certain 2020-2021, and 2023 Model Year Mustang vehicles may not have the remedy for Compliance Recall 23C35 installed correctly but were recorded as having received the repair successfully. Because the correct software update may not have been installed on these vehicles, the underlying condition specified in Compliance Recall 23C35 may still exist.

The affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 135 Section 5.5 – Brake system warning indicators. When the brake fluid is depleted from the reservoir, the brake system warning indicator lamp does not illuminate.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to update the BCM configuration using the IDS or FDRS service tool. 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.

## **FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	Yes	See <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
Rentals	No	See the <b>Rental Vehicles</b> section below, if applicable.
Alternative Transportation Available	No	See <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	No	See <b>Claims Preparation and Submission</b> section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See <b>Administrative Allowance</b> section in FSA Policy Document, and if applicable, <b>Labor Allowances</b> table below.
Owner Refunds	Yes	See <b>Owner Refunds</b> section below, if applicable.
Photo Submission	No	See <b>Repair Photo Submission</b> section below, if applicable.

**Note:** For further information on any Service Item above, see the corresponding section with the FSA Policy Document.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of December 1, 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**

- Technical Instructions
- Owner Notification Letter
- Mobile Repair/Vehicle Pick-Up & 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](http://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](http://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

## Compliance Recall 25C55

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level:
  - 🔧 - Mobile Reprogramming (MRA1)

### **OASIS ACTIVATION**

OASIS was activated on November 14, 2025.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on November 14, 2025. Owner names and addresses will be available by December 19, 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 compliance 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 Compliance 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 BCM software updates.

## Compliance Recall 25C55

### RENTAL VEHICLES

Rental vehicles are not approved for this program.

### TOWING

Towing is 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 MT25C55RR 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 25C55 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.

## Compliance Recall 25C55

**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **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: 25C55
  - 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.

Compliance Recall 25C55

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time Hour(s)
2021 and 2023 Mustang – Using FDRS, Update BCM Configuration Data	25C55B	0.3
2020 Mustang – Using IDS, Update BCM Configuration Data	25C55C	0.3
2020 Mustang – Extra Time to perform PMI on the BCM using IDS for vehicles that exhibit DTC U2100:00 and/or U2101:00 in the BCM after performing the As-Built update.	MT25C55D	M-Time up to 0.5
Time to Obtain a Software Verification Approval Code (IDS); see EFC16335. <b>Can only be claimed with 25C55C.</b>	SRVIDS2	0.1
BCM software failed and/or BCM module replacement required. SSSC approval is not required unless M-Time is exceeded. <b>Clock times should be consistent with vehicle history on PTS.</b>	MT25C55RR	Up to 1.1
<p>Mobile Service:  <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b>                      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.</p>	25C55MM	0.5
<p><b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b>  <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b>  <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up &amp; Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	25C55PP	0.5

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2020-2021 AND 2023 MODEL YEAR MUSTANG VEHICLES — BODY CONTROL MODULE (BCM) SOFTWARE CONFIGURATION UPDATE

**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.

### SERVICE PROCEDURE

**2020 Mustang** - Proceed to Integrated Diagnostic Software (IDS) Module Programming Procedure on Page 1.

**2021-2023 Mustang** - Proceed to Ford Diagnosis and Repair System (FDRS) Module Programming Procedure on Page 5.

### 2020 Mustang - Integrated Diagnostic Software (IDS) Module Programming Procedure

**NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, 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:** Make sure the IDS computer does not enter sleep mode during programming.

2. Using Integrated Diagnostic Software (IDS) release 130.01 or higher, select **Module Programming > As Built > BCM**. Make sure you are connected to the Internet prior to reprogramming.

**NOTE:** Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).

**NOTE:** Follow the IDS on-screen instructions to complete the reprogramming procedure.



3. When asked if you were directed here from another procedure such as Programmable Module Installation or Module Reprogramming to obtain part numbers, select **No**. See Figure 1.

Were you directed here from another procedure such as Programmable Module Installation or Module Reprogramming to obtain part numbers?

No Yes

23604C

FIGURE 1

4. When asked which option to enter the as built data into the module, select **Automatic**. See Figure 2.

You have 2 options for entering the as built data into the module. Manual or Automatic.  
Automatic entry will require the service tool to have internet connectivity. It will retrieve the data from the as-built database, based upon the VIN, and automatically configure the module.  
Manual entry will provide multiple screens for the entry of configuration data which can be obtained from the As-built database.  
Select the method of entry you would like to use.

Manual Automatic

23604D

FIGURE 2

5. Check and clear all DTCs. Did DTC U2100:00 and/or U2101:00 return?

**YES** - Proceed to Step 6.

**NO** - Proceed to Step 7.

6. Perform the Programmable Module Installation (PMI) on the BCM. Click the tic mark when asked if installing a new module. Check and clear all DTCs.

**NOTE:** Keys are not required when performing a PMI on the BCM. During PMI, if asked if keys are already programmed, select **Yes**.



7. 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.

8. Disconnect the battery charger from the 12-volt battery once the reprogramming has completed.

9. Disconnect the brake fluid level sensor electrical connector. See Figure 3.

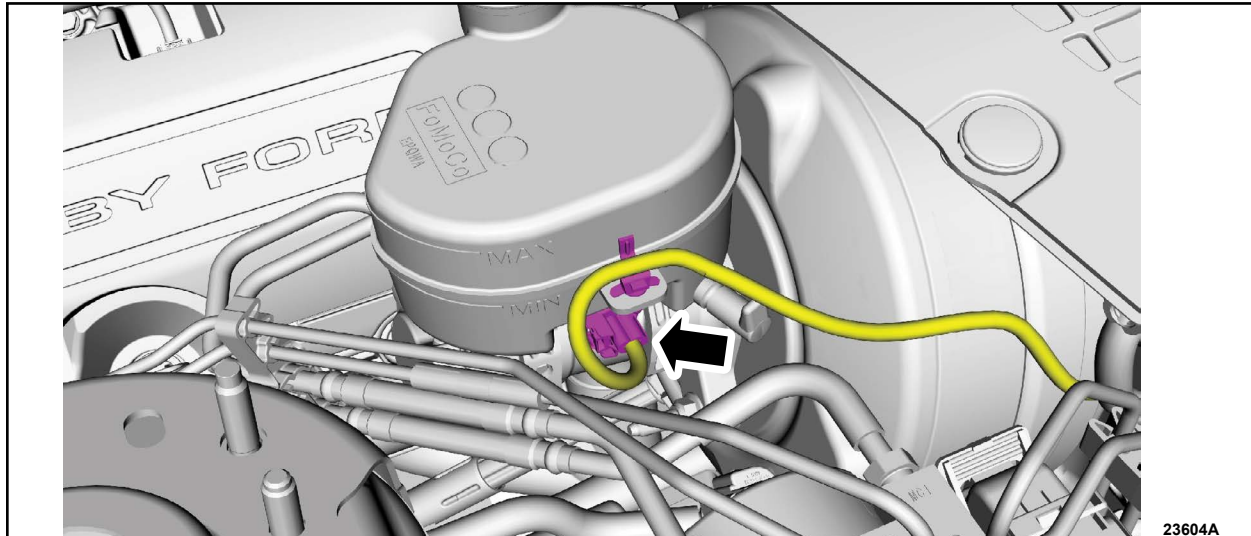


FIGURE 3

10. Turn the ignition switch to the ON position and observe the brake system warning indicator lamp illuminate on the instrument panel. See Figure 4.



FIGURE 4

11. Reconnect the brake fluid level sensor electrical connector. Check to make sure the brake system warning indicator lamp no longer illuminates on the instrument panel.

**NOTE:** The brake system warning indicator icon may appear different than what is shown in Figure 4 based on vehicle market, model year and/or vehicle configuration. Please see the Owner's Guide for more information on warning indicators.



12. Did the brake system warning indicator lamp illuminate when disconnecting the brake fluid level sensor electrical connector and disappear when reconnected?

**YES** - This completes the Field Service Action (FSA).

**NO** - Contact the Special Service Support Center (SSSC) for further instruction.

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

### Important Information for Module Programming

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

- 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 IDS/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: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM II/VCM3 from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM II/VCM3 to IDS and then connect to the DLC. Once reconnected, the VCM II/VCM3 icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM II/VCM3 connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

**NOTE:** If the original session is not listed in the previous session list, click the **Recycle Bin** icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



## 2021-2023 Mustang - Ford Diagnosis and Repair System (FDRS) Module Programming Procedure

**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 **BCM**.

6. From the list on the RH side of the screen, select **BCM Configuration App**.

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

8. From the list on the LH side of the screen, select the **PCM**.

9. From the list on the RH side of the screen, select **PCM Relearn Vehicle Data App**.

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

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

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

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



14. 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.

15. Disconnect the battery charger from the 12-volt battery once the programming has completed.

16. Disconnect the brake fluid level sensor electrical connector. See Figure 5.



FIGURE 5

17. Turn the ignition switch to the ON position and observe the brake system warning indicator lamp illuminate on the instrument panel. See Figure 6.



FIGURE 6

18. Reconnect the brake fluid level sensor electrical connector. Check to make sure the brake system warning indicator lamp no longer illuminates on the instrument panel.

**NOTE:** The brake system warning indicator icon may appear different than what is shown in Figure 6 based on vehicle market, model year and/or vehicle configuration. Please see the Owner's Guide for more information on warning indicators.



19. Did the brake system warning indicator lamp illuminate when disconnecting the brake fluid level sensor electrical connector and disappear when reconnected?

**YES** - This completes the Field Service Action (FSA).

**NO** - Contact the Special Service Support Center (SSSC) for further instruction.

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

### Important Information for Module Programming

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

- Make sure the 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.



**Safety Recall 25C55**

**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 25C55 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 25C55**

*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 # 25C55, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before December 12, 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.