



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

October 27, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Compliance Recall 25C60

Certain 2025-2026 Model Year Explorer, Aviator, and Corsair Vehicles
Windshield Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Explorer	2026	Chicago	July 18, 2025 through September 4, 2025
	2025		July 7, 2025 through September 5, 2025
Aviator	2026		July 18, 2025 through September 4, 2025
	2025		July 7, 2025 through September 5, 2025
Corsair	2026	Louisville	August 25, 2025 through September 5, 2025
	2025		July 7, 2025 through September 5, 2025

U.S. population of affected vehicles: 56,722. 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 Labor Allowances and Parts Ordering Information for more information.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 205 Glazing Materials.

On affected vehicles, visible air bubbles may form in the laminate layer of the windshield when it is exposed to heat/sunlight. This condition may result in visibility impairment for the driver, increasing the risk of a crash.

Less than 1% of vehicles are expected to develop the condition.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to visually inspect the windshield for the presence of air bubbles and replace it if the condition is present. 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.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 10, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

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

ATTACHMENTS

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


QUESTIONS & ASSISTANCE

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

Customer Service Division

Compliance Recall 25C60

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- Inspection repairs in this program have the following assessment level:
 - Light Mobile Service

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended specialty tools: None

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on October 27, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 27, 2025. Owner names and addresses will be available by November 24, 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.

Compliance Recall 25C60

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 windshield replacement from air bubbles within the windshield laminate.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

MOBILE SERVICE CLAIMING QUESTIONS

- Dealers participating in the Remote Experience Program:
 - Ford and Lincoln Dealers - refer to EFC16913, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.
 - Work with the Dealership warranty administrator to create an SSSC contact ID#.
 - Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

Compliance Recall 25C60**FORD PICK-UP & DELIVERY**

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16913, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

LINCOLN PICK-UP & DELIVERY

- Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service, from their dealership. For details, reference EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement.
- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16913, Announcing the 2025 Remote Experience Program
- Dealers NOT participating in the 2025 Remote Experience Program:
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

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 and upload the necessary photo or copy of documentation as an attachment for review. Photos showing evidence of air bubbles in the windshield and an image of the VIN should be included in the submission. 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.

Compliance Recall 25C60

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
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **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 25C60 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: 25C60
 - 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 25C60**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery should be submitted on a separate line from the FSA. Refer to EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement for details.
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16913, Announcing the 2025 Remote Experience Program
 - Dealers NOT participating in the 2025 Remote Experience Program:
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.
- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program:
 - Refer to EFC16913, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program:
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Mobile Repair:**
 - Dealers participating in the 2025 Remote Experience Program –
 - Ford and Lincoln - Refer to EFC16913, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program –
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a signed copy of the Mobile Repair/Vehicle Pick-Up & Delivery Record with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 25C60MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
- **Provision for Locally Obtained Supplies:** Includes cleaning supplies, consumables, and either Dow® or Sika® brand automotive glass bonding materials. Submit on the same line as the repair.
 - Program Code: 25C60
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$100.00
- **Sublet Glass Removal/Installation:** Sublet repairs to replace the windshield can be claimed instead of 25C60B or 25C60C. Sublet documentation must be retained. Submit on the same line as the repair.
 - Program Code: 25C60
 - Misc. Expense: FSAOSL
 - Misc. Expense: Claim up to \$450

Compliance Recall 25C60

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect the Windshield for presence of air bubbles- PASS -This closes the FSA.	25C60A	0.2 Hours
Inspect the Windshield for presence of air bubbles- FAIL -SUBLET- Can only be claimed with FSAOSL -This closes the FSA.	25C60B	0.2 Hours
Inspection FAIL - Dealer replaces Windshield- Explorer or Aviator (Cannot be claimed if outside labor is used) -SSSC approval required before windshield replacement -This closes the FSA.	25C60C	2.4 hours
Inspection FAIL - Dealer replaces Windshield- Corsair (Cannot be claimed if outside labor is used) -SSSC approval required before windshield replacement -This closes the FSA.	25C60D	1.7 Hours
Additional time to complete Image Processing Module A (IPMA) Alignment -Can only be claimed with 25C60B, 25C60C or 25C60D.	25C60E	0.3 Hours
Additional time to complete Heads-Up Display (HUD) Alignment (If equipped- Aviator and Corsair ONLY) -Can only be claimed with 25C60B, 25C60C or 25C60D.	25C60F	0.1 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	25C60MM	0.5 Hours
Lincoln Vehicle Pick-Up & Delivery Allowance: Only vehicles outside of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program. 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.	25C60LL	0.5 Hours

Compliance Recall 25C60

LABOR ALLOWANCES (continued)

<p>Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	<p>25C60PP</p>	<p>0.5 Hours</p>
<p>Time allowed to submit photos for SSSC approval to replace windshield. Can only be claimed with 25C60B, 25C60C or 25C60D.</p>	<p>25C60ZZ</p>	<p>0.2 Hours</p>

PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection required, see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
Obtained Locally	Claim as Misc. Expense	As needed	As needed	Dow BETAPRIME 5504G Primer / Sika Primer-207 or equivalent
Obtained Locally	Claim as Misc. Expense	As needed	As needed	SikaTack MACH 60 / SikaTack MACH 30 / Dow BETASEAL Express / Sika Tack ASAP Urethane Adhesive or equivalent
Obtained Locally	Claim as Misc. Expense	As needed	As needed	Glass Cleaner

Compliance Recall 25C60

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

IMPORTANT: Some vehicles were not factory equipped with a shade band (tinted band at the top of the windshield) Please make sure that the correct windshield is ordered based on the options the vehicle is equipped with.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
RB5Z-7803100-A	1	1	1	Explorer- Windshield (includes shade band)
RC5Z-7803100-A	1	1	1	Aviator without Heads-Up Display (HUD)- Windshield (includes shade band)
RC5Z-7803100-B	1	1	1	Aviator with Heads-Up Display (HUD)- Windshield (includes shade band)
RC5Z-7803100-C	1	1	1	Aviator without Heads-Up Display (HUD)- Windshield (does not include shade band)
RC5Z-7803100-D	1	1	1	Aviator with Heads-Up Display (HUD)- Windshield (does not include shade band)
PJ7Z-7803100-D	1	1	1	Corsair with Intermit. Variable Wipers, without Heads-Up Display (HUD)- Windshield (includes shade band)
PJ7Z-7803100-E	1	1	1	Corsair with Rain Sensitive Wipers, without Heads-Up Display (HUD)- Windshield (includes shade band)
PJ7Z-7803100-F	1	1	1	Corsair with Rain Sensitive Wipers, with Heads-Up Display (HUD)- Windshield (includes shade band)
PJ7Z-7803100-G	1	1	1	Corsair with Intermit. Variable Wipers, without Heads-Up Display (HUD)- Windshield (does not include shade band)
PJ7Z-7803100-H	1	1	1	Corsair with Rain Sensitive Wipers, without Heads-Up Display (HUD)- Windshield (does not include shade band)
PJ7Z-7803100-J	1	1	1	Corsair with Rain Sensitive Wipers, with Heads-Up Display (HUD)- Windshield (does not include shade band)

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Less than 1% of the affected vehicle population is expected to require windshield replacement.

Compliance Recall 25C60

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN 2025-2026 MODEL YEAR EXPLORER, AVIATOR, AND CORSAIR VEHICLES — WINDSHIELD INSPECTION

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. Visually inspect the front windshield for the presence of air bubbles. See Figure 1 for examples of windshield air bubbles.

— Is there any presence of air bubbles?

Yes - Proceed to Step 2.

No - No further action is necessary. This completes the Field Service Action (FSA).



FIGURE 1

2. Take a clear image(s) of the air bubbles and submit them to the Special Service Support Center (SSSC) for approval to replace the windshield.



3. Replace the front windshield. Refer to the Workshop Manual (WSM) Section 501-11.
4. Use a diagnostic scan tool to complete the IPMA - Image Processing Module A (IPMA) Alignment procedure to align the IPMA camera. Refer to the WSM Section 419-07.

NOTE: Alignment of the IPMA camera is required for the cruise control, lane keeping, collision warning, and collision avoidance systems to function correctly. The procedure is initiated using the diagnostic scan tool and requires about driving on a flat, straight road with highly visible lane markings to complete. Avoid lane crossing, excessive steering angle changes or sudden change in vehicle speed during the IPMA camera alignment process. The alignment completion is indicated on the diagnostic scan tool.

NOTE: If the alignment is unsuccessful, check the IPMA camera for proper installation.

5. If equipped with a Head Up Display (HUD), perform the HUD Module Calibration. Refer to the WSM Section 419-03B General Procedures.

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 approval prior to performing the repair.

1. Contact the SSSC and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.
 - Clearly show the vehicle VIN.
 - Clear image(s) of windshield air bubbles.
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.

3. (If SSSC approval code is required) Upon approval, the SSSC will provide an approval code that must be used for claiming.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 25C60
 Certain 2025-2026 Model Year Explorer, Aviator, and Corsair Vehicles
 Windshield Inspection














Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming (MRA1)
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service (MRA2)
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
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Certain 2025-2026 Model Year Explorer, Aviator, and Corsair Vehicles
Windshield Inspection

   – Enhanced Mobile Service (MRA3)

- **A two-person process is required anytime a procedure requires work under the vehicle**
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock may be required.

    – Advanced Mobile Service (MRA4)

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

Compliance Recall 25C60

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 25C60 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 25C60

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 # 25C60, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before November 21, 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.