



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

TO: All U.S. Ford and Lincoln Dealers

December 18, 2025

**SUBJECT: VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 25SC7**

Certain 2021 Model Year Econoline Vehicles Equipped with 7.3L Engine
Engine Cover Thermal Management

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #3
Safety Recall 20S73**

Certain 2021 Model Year Econoline Equipped with 7.3L Engine
Engine Cover Thermal Management
Launched May 27, 2021

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 7,051):

Vehicle	Model Year	Assembly Plant	Build Date Range
Econoline	2021	Ohio Assembly Plant	May 23, 2019 through November 12, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

According to Ford’s records, certain 2021 Model Year Econoline Vehicles Equipped with 7.3L Engine vehicles may not have the remedy for Safety Recall 20S73 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 Safety Recall 20S73 may still exist.

Some of the affected vehicles may require an updated calibration for heat management and/or may contain an engine cover with insulation on the underside of the engine cover that does not fully extend to the perimeter of the engine cover as intended. As a result, heat from the engine compartment can cause elevated temperatures on the passenger compartment surface of the engine cover. Direct and continuous contact with certain areas of the passenger compartment surface of the engine cover may cause burns to the skin of the driver or front seat passenger.

SERVICE ACTION

Dealers are to update the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 132.04 or higher on strip chassis and cutaway chassis vehicles. For cutaway vehicles and CNG or Propane conversion (gaseous conversion) vehicles, dealers are to also inspect the engine cover and if necessary, install thermal patches per technical instructions. For vehicles that have a CNG or Propane conversion (gaseous conversion), the PCM update is not required. For stripped chassis vehicles the engine cover inspection is not required. This service must be performed on vehicles at no charge to the vehicle owner.

NOTE: Vehicles can be identified by the first three VIN positions

Stripped Chassis vehicle - 1FC

Cutaway Chassis vehicle - 1FD

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	Yes	See Mobile Repair Assessment Level section below.
Over-the-Air (OTA) Update	No	OTA not available.
Rentals	No	Rentals are not approved.
Alternative Transportation Available	No	Alternate Transportation is not approved.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	Towing is not approved.
Essential Special Service Tools (ESST)	No	ESST not required for this program.
Administrative Allowance	No	Administrative Allowance is not approved.
Owner Refunds	Yes	See Owner Refunds section below.
Photo Submission	No	Repair Photo Submission is not approved.

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 22, 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
- Mobile Service Repair Assessment
- Recall Reimbursement Plan

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html

REFERENCE MATERIAL (Continued)

- 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

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- Arrange for a mobile repair at the owner's location.
- All Vehicles Affected.

 - Mobile Reprogramming (MRA2)

OASIS ACTIVATION

OASIS will be activated on December 18, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 18, 2025. Owner names and addresses will be available by January 19, 2026.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

OWNER REFUNDS

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.

Safety Recall 25SC7

OWNER REFUNDS (Continued)

- Refunds will only be provided for the cost associated with Engine Cover Thermal Management.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For software module replacement:**
 - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
 - Claiming the MT25SC7RR 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 25SC7 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.

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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: 25SC7
 - 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
<p>Strip Chassis Vehicles only Update Powertrain Control Module using IDS 132.04 or higher. This labor operation will close the FSA.</p>	25SC7B	0.3 Hours
<p>Cutaway Chassis Vehicles only Update Powertrain Control Module using IDS 132.04 or higher and Inspect Engine Cover - Inspection PASS This labor operation will close the FSA</p>	25SC7C	0.4 Hours
<p>Cutaway Chassis Vehicles only Update Powertrain Control Module using IDS 132.04 or higher and Inspect Engine Cover – Inspection FAIL Install either One or Two Thermal Patches This labor operation will close the FSA</p>	25SC7D	0.6 Hours
<p>Gaseous Conversion Vehicles only Inspect Engine Cover only - Inspection PASS This labor operation will close the FSA</p>	25SC7E	0.3 Hours
<p>Gaseous Conversion Vehicles only Inspect Engine Cover only – Inspection FAILED Install either One or Two Thermal Patches This labor operation will close the FSA</p>	25SC7F	0.4 Hours
<p>Time to Obtain a Software Verification Approval Code (IDS); see EFC16335 This labor operation will NOT close the FSA.</p>	SRVIDS2	0.1 Hours
<p>PCM software failed and/or PCM module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS. This labor operation will NOT close the FSA and must be claimed with 25SC7B, 25SC7C or 25SC7D to close FSA.</p>	MT25SC7RR	Up to 4.0 Hours
<p>Remove Customer Equipment to access Engine Cover Example: Ambulance or Shuttle Van This labor operation will NOT close the FSA and must be claimed with 25SC7B, 25SC7C or 25SC7D to close FSA.</p>	MT25SC73	Actual Time up to 1.5 hours
<p>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 This labor operation will NOT close the FSA.</p>	25SC7MM	0.5 Hours

Safety Recall 25SC7

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. This labor operation will NOT close the FSA.</p>	<p>25SC7PP</p>	<p>0.5 Hours</p>
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PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
MC2Z-1510312-A	1	1	1	Driver Side Thermal Patch
MC2Z-1510312-B	1	1	1	Passenger Side Thermal Patch

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

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

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

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 2021 MODEL YEAR ECONOLINE VEHICLES EQUIPPED WITH A 7.3L ENGINE — ENGINE COVER THERMAL MANAGEMENT

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

NOTE:- Stripped Chassis only requires reprogram of the Powertrain Control Module (PCM).
Pages 2-6 for software updates.

- Cutaway Chassis will require reprogram of the PCM and installation of thermal patches if necessary. Pages 2-6 for software updates and pages 7-10 for thermal patch installation.

- Vehicles with Propane/CNG conversion will require just installation of the thermal patches if necessary. Do not reprogram the PCM on vehicles with Propane/CNG conversions.
Pages 7-10 for thermal patch installation.

NOTE: Vehicles can be identified by the first three VIN positions:

- Stripped Chassis vehicle - 1FC
- Cutaway Chassis vehicle - 1FD

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Cutaway Chassis and Thermal Patch Installation Kit Procedure.....	Pages 7 - 10



Module Programming and Software Verification

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: Make sure the IDS computer does not enter sleep mode during programming.

2. Reprogram **PCM** using Integrated Diagnostic Software (IDS) release 132.04 or higher. Make sure you are connected to the Internet prior to reprogramming.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

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

3. Check and clear all DTCs.

4. 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.

5. 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.



6. Select **Toolbox** tab (1). See Figure 1.
7. Select **All**. See Figure 1.
8. Select **Read Vehicle Data** (2) and then **Run** (3). See Figure 1.

NOTE: Steps 4-7 (Read VIN from Vehicle) and Step 8 (Read Vehicle Data) MUST be completed prior to performing Steps 9-13. Failure to complete Steps 5-9 will result in a "Not Complete" or "An Error Occurred" from the Software Update Status Screen.

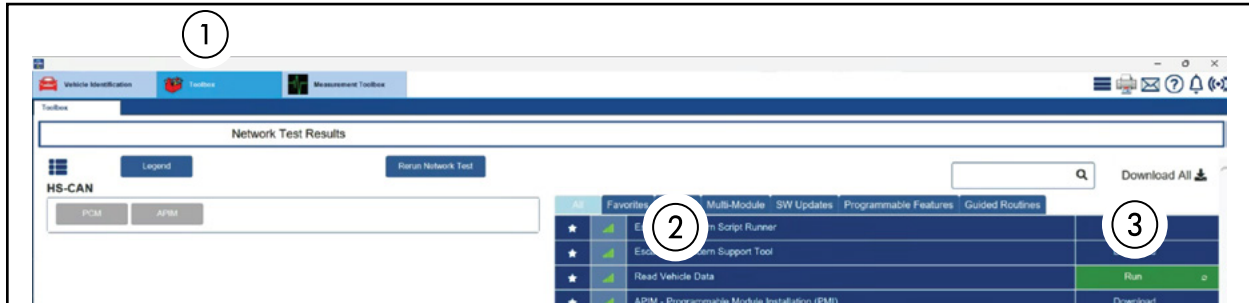


FIGURE 1

9. Select the **Toolbox** tab (1). See Figure 2.
10. Select the **SW Updates** tab (2). See Figure 2.
11. **Warranty Dealer Code** - Change the displayed PA code as necessary (3). See Figure 2.
12. Select the **FSA** from the drop-down menu (4). See Figure 2.
13. Select **Submit** (5). See Figure 2.

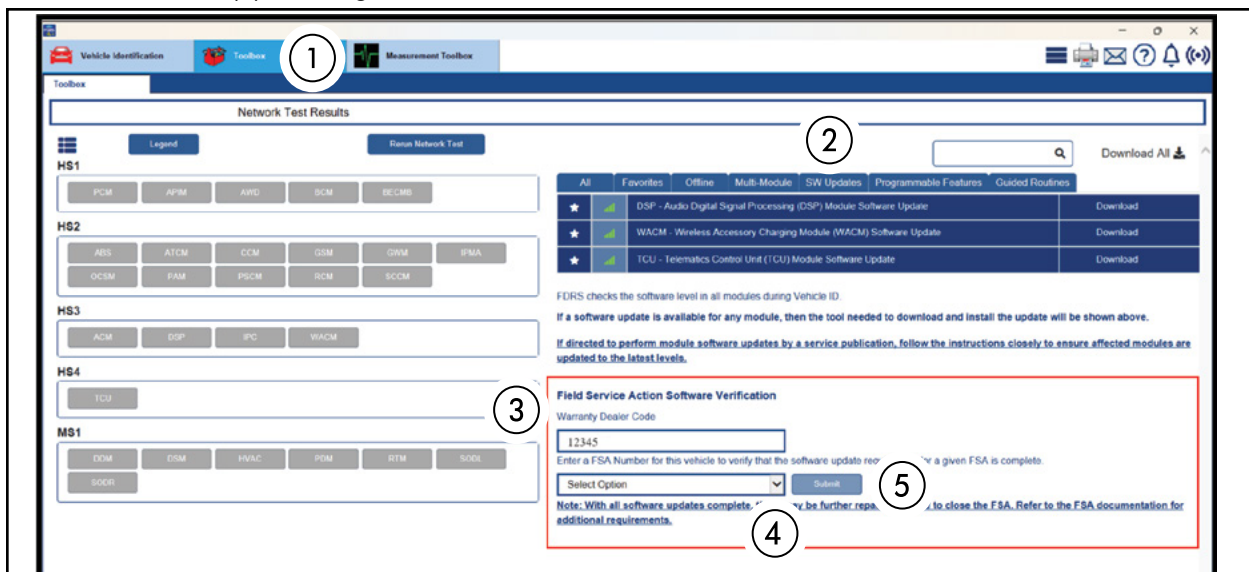


FIGURE 2



14. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
 See Figure 3.

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 15.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 17.

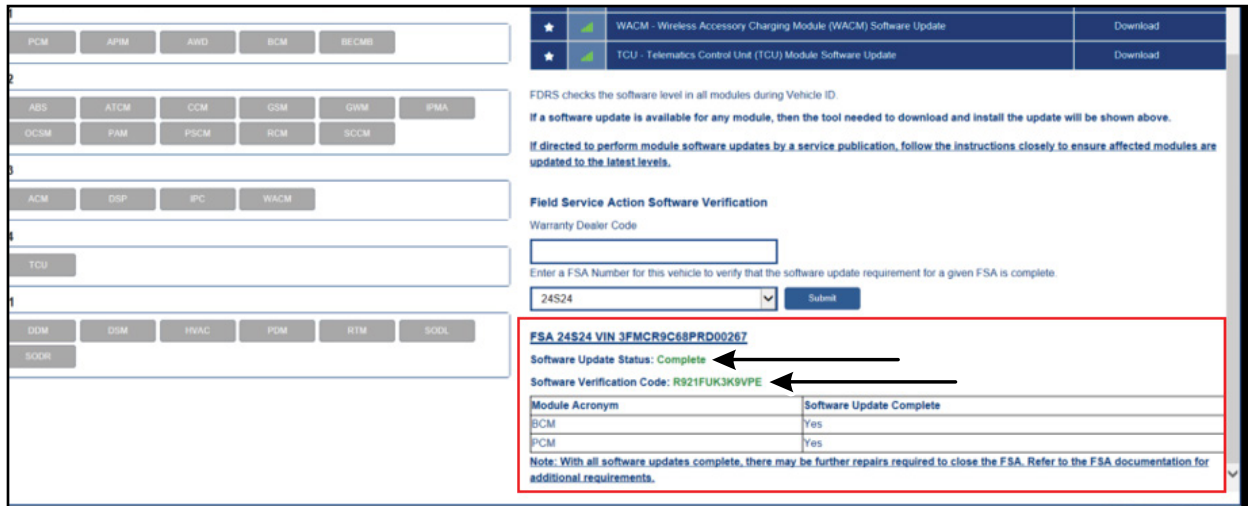


FIGURE 3

15. Disconnect FDRS. Software Verification and Approval process complete.

16. Disconnect the battery charger from the 12-volt battery. This FSA is complete.

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.



17. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status?
 See Figure 4.

- Yes** - Proceed to the next Step.
- No** - Proceed to Step 19.

18. Have you reattempted the module software update in Steps 2-14?

- Yes** - Proceed to Step 19.
- No** - Repeat Steps 2-14.

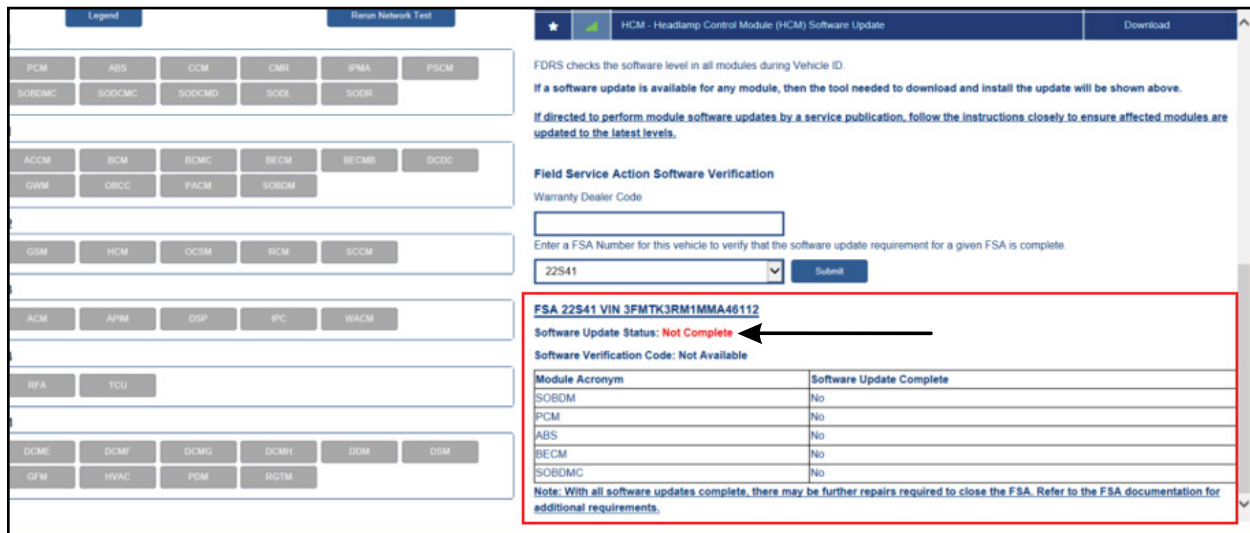


FIGURE 4

19. At this time, an error has occurred and the FSA information could not be retrieved. From PTS, contact the Ford Technical Support Team by submitting a **Technical Support Request (TSR)** by selecting the **FSA Assistance Group**.

NOTE: When submitting a **Technical Support Request (TSR)**, select **FSA Assistance Group** from the drop-down menu on the form. To expedite your Technical Service Request, please provide the FSA Assistance Group with the following information when submitting the TSR:

- What FSA is being attempted.
- Specific error message(s) received when programming is attempted.
- Battery State of Charge when programming was attempted.
- Scan tool software level.
- Any known aftermarket devices installed on the vehicle.
- List in detail what diagnostic steps were already preformed to try and diagnose why the module will not update to the correct level.

20. Disconnect the battery charger from the 12-volt battery.



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.



Cutaway Chassis

21. Remove the engine cover. Please follow the Workshop Manual (WSM) procedures in Section 501-05.
22. Inspect the thermal cover positioning on the interior of the engine cover, on the right and left side lower corners, as shown in Figure 7.



2040A

FIGURE 7



23. Are there any gaps present between the thermal shield and the engine covers weatherstrip on either side of the engine cover as shown in Figure 8?

YES - Proceed to the Thermal Patch Kit Installation Procedure.

NO - No further action is required.



FIGURE 8

Thermal Patch Kit Installation Procedure

NOTE: Thermal patch only needs to be installed on the side that has a gap present. The shorter thermal patch is installed on the driver side of the engine cover and the larger thermal patch is installed on the passenger side of the engine cover. The patches will match what is currently in place on the engine cover but will be placed on top to cover gaps present.

24. Clean the inside surface of the weatherstrip and the existing thermal shield with isopropyl alcohol and a clean shop cloth. See Figure 9.

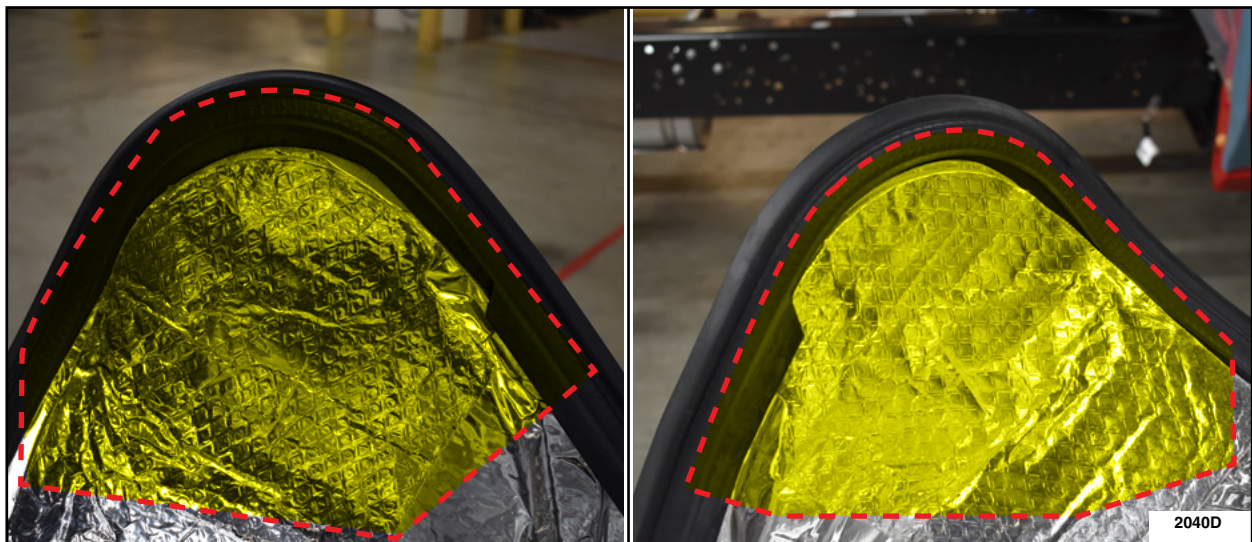


FIGURE 9



25. On both sides, without removing the sticky protective backing, position the thermal patch over the area to be covered and find the best location that covers the gaps and overlaps the engine cover weatherstrip. See Figure 10.



FIGURE 10

26. Remove the sticky protective backing from the backside of the patch and install the patch in place.



27. Figure 11 shows the engine cover thermal patches fully installed.



FIGURE 11

28. Reinstall the engine cover. Please follow the WSM procedures in Section 501-05.



25SC7

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 25SC7 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 25SC7

Certain 2021 Model Year Econoline Vehicles Equipped with 7.3L Engine
Engine Cover Thermal Management














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)

VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 25SC7**

Certain 2021 Model Year Econoline Vehicles Equipped with 7.3L Engine
Engine Cover Thermal Management

 – 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.**

Ford Motor Company
Recall Reimbursement Plan for 25SC7

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 # 25SC7, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before January 26, 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.