



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

October 8, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

Compliance Recall 25C69 - Supplement #5

Certain 2022-2025 Model Year F-150 Lightning, 2024-2026 Mustang Mach-E, 2025-2026 Maverick Hybrid, 2026 Escape Hybrid, and 2026 Corsair PHEV vehicles.
Integrated Park Module Software Update

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

Compliance Recall 25C69 - Supplement #4

Published May 15, 2026

New! REASON FOR THIS SUPPLEMENT

- **Software Available:** Software is now available for 2026 Escape Hybrid and 2026 Corsair PHEV. See "Service Action", "Labor Allowances", and "Supplemental Labor Allowances" sections.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 272,354):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150 Lightning	2022-2025	Rouge Electrical Vehicle Center	October 14, 2021 through October 10, 2025
Mustang Mach-E	2024-2025	Cuautitlan	July 27, 2023 through November 24, 2025
	2026		July 23, 2025 through October 1, 2025
Maverick Hybrid	2025-2026	Hermosillo	April 11, 2024 through November 17, 2025
Escape Hybrid	2026	Louisville	October 27, 2025 through December 9, 2025
Corsair PHEV	2026		October 27, 2025 through November 17, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

All of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 114. Affected vehicles may have an Integrated Park Module (IPM) that may not lock into Park due to higher than intended coefficients of friction between the IPM pawl and slider. If the park pawl is not properly engaged and the Electronic Parking Brake (EPB) is not applied, the vehicle may experience a roll-in-park, increasing the risk of a crash.

If the park pawl is not properly engaged, a wrench light and shift system fault message will be displayed in the instrument panel cluster.

New! SERVICE ACTION**All Vehicles:**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to update the Secondary On-Board Diagnostic Module C (SOBDMC) module software. 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.

New! REMEDY AVAILABILITY CHART

The remedy is now available for all affected vehicles. Reference this chart for current remedy availability.

Vehicle	Model Year	Remedy Available
F-150 Lightning	2022-2025	Yes
Mustang Mach-E	2024-2026	Yes
Maverick Hybrid	2025-2026	Yes
<i>Escape Hybrid</i>	<i>2026</i>	<i>Yes</i>
<i>Corsair PHEV</i>	<i>2026</i>	<i>Yes</i>

FSA PROGRAM OPTIONS

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

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Software to repair this condition is now available for all affected vehicles. All customers of the original population were mailed an initial letter the week of February 9, 2026. Remedy letters for 2026 Escape Hybrid and 2026 Corsair PHEV customers will be sent the week of October 12, 2026. Dealers should repair any affected vehicles that arrive at their dealerships that have the FSA software available, 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 Notifications

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
- 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>
- The Mobile Repair / Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS:
<https://www.fordtechservice.dealerconnection.com>

QUESTIONS & ASSISTANCE

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

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- Arrange for a mobile repair at the owner's location.
- All Vehicles Affected have the following assessment level:
🔧 - Mobile Reprogramming (MRA1)

OASIS ACTIVATION

OASIS was activated on January 26, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists are available through <https://servicehub.ford.com/en-us/recall/fsavl-home>. Owner names and addresses are available in FSA VIN Lists.

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.

IN-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.

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- Refunds will only be provided for the cost associated with the SOBDMC module for IPM improvement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

The CRC Dealer Portal Job Aids can be referenced from FMCDealer:

[Central Loaner Support Guide](#)

[CRC Dealer Job Aid: Central Loaner - Field Service Action \(FSA\) Program](#)

Rental vehicles are not expected to be necessary if parts are ordered and service appointments scheduled promptly. If a unique owner circumstance requires a loaner vehicle, contact the Centralized Loaner Support Team through the CRC Dealer Portal. Loaner eligibility follows standard Dealer Loaner Assistance (PRENT) guidelines — vehicle must be within 5 years / 60,000 miles.

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 whether a Repair Validation Code (RVC) is needed. Refer to PTS > Technical Assistance > Components Requiring a Repair Validation Code.
 - Claiming labor operation code MT25C69RR does not require an RVC when no module replacement is necessary. Clock times, however, should be consistent with the vehicle history in 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
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit a Related Damage 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 became effective for repair orders opened on or after August 31, 2024. The FSA repair 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 EFC17526 for more details.

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- If the FSA closed in OASIS after the vehicle arrived at the dealer but before work began on it, submit a contact to the SSSC. Include the RO open date and a copy/screenshot of OASIS showing the VIN and the open FSA from when the vehicle arrived. Dealers are eligible for reimbursement up to 0.2 hours.
- **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 25C69 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: 25C69 - 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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New! LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
2025-2026 MY Maverick Hybrid: Update the Secondary On-Board Diagnostic Module C (SOBDMC) and other involved modules if available (PCM, ABS, BECM). This labor operation code closes the FSA.	MT25C69B	Up to 0.6
2024-2026 MY Mach-E: Update the Secondary On-Board Diagnostic Module C (SOBDMC) and other involved modules if available (PCM, ABS, BECM, SOBDM, SOBDMB). This labor operation code closes the FSA.	MT25C69C	Up to 0.8
2022-2025 MY Lightning: Update the Secondary On-Board Diagnostic Module C (SOBDMC) and other involved modules if available (PCM, ABS, BECM, SOBDM, SOBDMB, GFM2). This labor operation code closes the FSA.	MT25C69D	Up to 0.8
2026 Escape Hybrid: Update the Secondary On-Board Diagnostic Module C (SOBDMC) and other involved modules if available (PCM, ABS, BECM). This labor operation code closes the FSA.	MT25C69E	Up to 0.4
2026 Corsair PHEV: Update the Secondary On-Board Diagnostic Module C (SOBDMC) and other involved modules if available (PCM, ABS, BECM). This labor operation code closes the FSA.	MT25C69F	Up to 0.4
Software Verification Form shows software is already up to date. Vehicle does not need to be connected to FDRS to check – VIN can be entered into PTS manually. This labor operation code closes the FSA.	25C69SV	0.2

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

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
Maverick Hybrid: SOBDMC or other module software failed and/or SOBDMC or other module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25C69RR	Up to 7.5
Mach-E: SOBDMC or other module software failed and/or SOBDMC or other module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25C69RR	Up to 10.5

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Description	Labor Operation	Labor Time Hour(s)
Lightning: SOBDMC or other module software failed and/or SOBDMC or other module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25C69RR	Up to 8.3
Escape Hybrid: SOBDMC or other module software failed and/or SOBDMC or other module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25C69RR	Up to 7.7
Corsair PHEV: SOBDMC or other module software failed and/or SOBDMC or other module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25C69RR	Up to 7.7
Mobile Service: This allowance is only for <u>non-eligible</u> 2026 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.	25C69MM	0.5
Lincoln Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles outside of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles. 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.	25C69LL	0.5
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25C69PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2026 MODEL YEAR ESCAPE HYBRID, 2026 MODEL YEAR CORSAIR PHEV, 2022-2025 MODEL YEAR F-150 LIGHTNING, 2024-2026 MUSTANG MACH-E, 2025-2026 MAVERICK HYBRID VEHICLES — INTEGRATED PARK MODULE SOFTWARE UPDATE

NEW ! SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The Field Service Action (FSA) repair will be rejected 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.

Module Programming

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. Check if the software has already been updated as part of an Over the Air (OTA) update by doing the following:

- a. Launch the Professional Technician System (PTS) and enter the vehicle's VIN.*
- b. Hover over the Diagnostics tab and select Software Verification Form from the drop-down menu.*
- c. Select 25C69 from Field Service Action drop-down menu and click Submit.*
- d. If Software update status shows 'Complete', then the software has already been successfully installed on the vehicle.*

2. Did the software status in PTS show the software update status as complete?

- Yes** - The correct software has already been installed and the recall is complete.
Obtain the Software Verification Code (SVC) for claiming and claim 25C69SV.*
- No** - Proceed to step 3 to install the software.*

3. 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).



4. Log into Ford Diagnostic and Repair System (FDRS). *Make sure FDRS is updated to the latest version.*

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.

7. From the list on the LH side of the screen, select the **SOBDMC**.

8. From the list on the RH side of the screen, select **SOBDMC - Secondary On-Board Diagnostic Control Module C (SOBDMC) Software Update**.

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

NOTE: After the programming of the SOBDMC, FDRS will automatically prompt you to update other necessary modules based on their current software levels and the vehicle's options. The list and order may vary, but the SOBDMC MUST be updated in order to complete the recall. Follow the on-screen instructions to complete the update(s).

- PCM – Powertrain Control Module
- ABS – Anti-Lock Brake System
- BECM – Battery Energy Control Module
- SOBDM – Secondary On-Board Control Module
- SOBDMB – Secondary On-Board Control Module B
- GFM2 – Generic Function Module 2

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

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

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

13. *Disconnect the battery charger.*

14. This FSA requires a SVC after performing the software update. Follow the instructions below to obtain the verification code. The claim will not be paid and the FSA will remain open if an SVC is not provided. For more information, see EFC17526.



15. Select the **SW Updates** tab (1). See Figure 1.

16. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.

17. Select the **Open FSA List button** (3). See Figure 1.

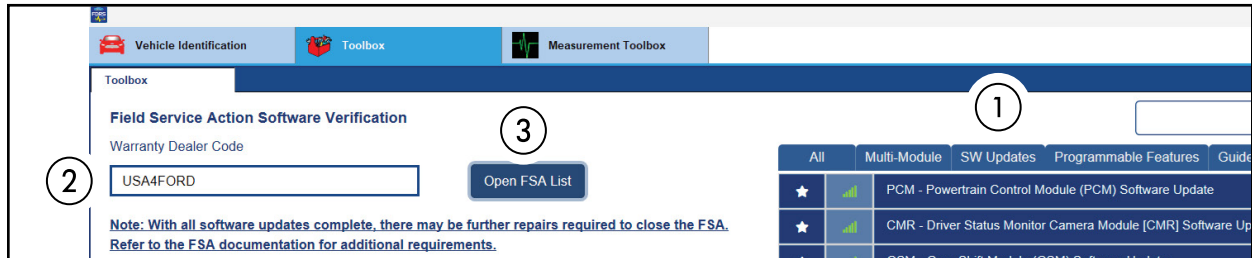


FIGURE 1

18. Does the FDRS **Software Update Status** display a **Complete** status? See Figure 2.

Yes - Click on **Get SVC** (1) to get the necessary SVC for claiming. This FSA is complete.

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 19.

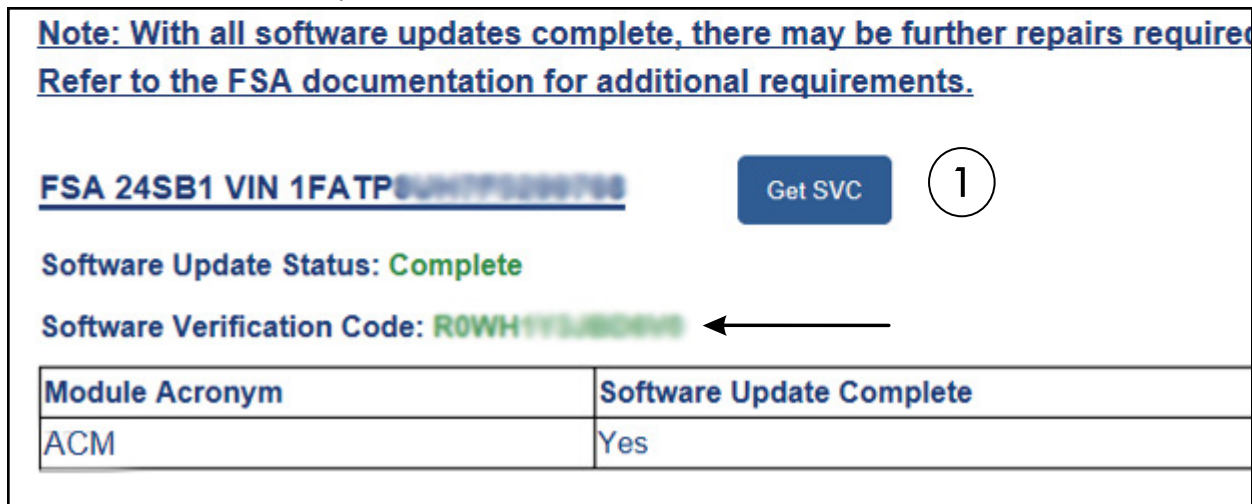


FIGURE 2



19. Does the FDRS *Software Update Status* display a **Not Complete** status (1)?
See Figure 3.

Yes - Proceed to next step.
No - Proceed to Step 23.

Software Update Status: Complete
Software Verification Code: RXL

Module Acronym	Software Update Complete
ACM	Yes

FSA 25S77 VIN 1FTF Get SVC

Software Update Status: Not Complete (1)

[Click here to submit a request to the FSA quick response team](#) (2)

Module Acronym	Software Update Complete
ABS	No

FIGURE 3

20. Have the module software updates in the FSA been reattempted?

Yes - Proceed to Step 21.
No - Reattempt the software update programming steps in the FSA.

21. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 3. Follow the on-screen prompts to enter the following information:
- Phone number (such as cell) where you can be reached for immediate support
 - Any specific error messages received when programming was attempted
 - Battery SOC when programming was attempted
 - Scan tool software level
 - Any known aftermarket devices installed on the vehicle
 - Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level
22. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA quick response team queue. This team will contact you via phone using the contact information provided in the form. Follow the recommendations from the FSA quick response team to resolve any issues preventing SVC code generation.
23. If the FDRS Field Service Action Software Verification Status displays "**An error occurred. Unable to retrieve FSA information**", reattempt to generate an SVC. The error *is* caused by a connectivity or server issue where the status of the FSA cannot be verified. This is resolved upon reattempting to generate an SVC.



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.

