



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

January 16, 2026

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 25SD8 – SUPPLEMENT #1**  
Certain 2026 Super Duty Vehicles with 10.5” Single Rear Wheel (SRW) Axle  
Right Rear Axle Shaft Inspection

**REF :** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 25SD8**  
Certain 2026 Super Duty Vehicles with 10.5” Single Rear Wheel (SRW) Axle  
Right Rear Axle Shaft Inspection – December 15, 2025

**NEW! REASON FOR THIS SUPPLEMENT**

- **Updated Technical Instructions**
- **Updated Labor Allowances**
- **Parts Requirements/Ordering Information**
- **Removed Rental Availability**

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 6,806):**

Vehicle	Model Year	Assembly Plant	Build Date Range
F250-600	2026	Kentucky Truck	October 2, 2025 through November 5, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the rear right-hand axle shaft may have been manufactured without properly completing the electromagnetic induction heat treatment process, making the axle shaft susceptible to fracture. A fractured rear axle shaft could result in a loss of motive power while driving, or vehicle rollaway when the vehicle is placed in Park and the parking brake is not applied. Either of these scenarios can increase the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the right rear axle shaft. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

**FSA PROGRAM OPTIONS**

Program Option	Eligibility	Comments
Mobile Repair	No	See <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
Rentals	No	See the <b>Rental Vehicles</b> section below, if applicable.

Alternative Transportation Available	No	See <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	No	See <b>Claims Preparation and Submission</b> section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See <b>Administrative Allowance</b> section in FSA Policy Document, and if applicable, <b>Labor Allowances</b> table below.
Owner Refunds	Yes	See <b>Owner Refunds</b> section below, if applicable.
Photo Submission	Yes	See <b>Repair Photo Submission</b> 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**

Owner letters are expected to be mailed mid-January 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **PLEASE NOTE**

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

### **NEW! ATTACHMENTS**

- **NEW!** Technical Instructions
- **NEW!** Mobile Repair/Vehicle Pick-Up & Delivery Record

### **REFERENCE MATERIAL**

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/wty.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html)
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/fsa/rsc.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html)
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):  
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

### **QUESTIONS & ASSISTANCE**

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

Customer Service Division

**Safety Recall 25SD8 – Supplement #1****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

-  - Not a Mobile Service Repair (MRA5)

**OASIS ACTIVATION**

OASIS was activated on December 15, 2025.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 15, 2025. Owner names and addresses will be available by January 30, 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.

**DEALER-OPERATED RENTAL VEHICLES**

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

**BRANDED / SALVAGED TITLE VEHICLES**

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

**OWNER REFUNDS**

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

**Safety Recall 25SD8 – Supplement #1****RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**REPAIR PHOTO SUBMISSION**

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

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

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- 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.
- **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 25SD8 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.

**Safety Recall 25SD8 – Supplement #1**

- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code **RENTAL**.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 25SD8
  - 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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Safety Recall 25SD8 – **Supplement #1**

**NEW!** LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Inspect Right Rear Axle Flange – PASS	25SD8B	0.3 Hours
<i>Inspect Right Rear Axle Flange – DOES NOT PASS – Replace axle &amp; top off fluid – PHOTOS REQUIRED</i>	<i>25SD8C</i>	<i>0.7 Hours</i>
<i>Axle broken – Remove differential cover, replace axle, install differential cover and top off fluid – PHOTOS REQUIRED</i>	<i>25SD8D</i>	<i>1.2 Hours</i>

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

Description	Labor Operation	Labor Time Hour(s)
<b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25SD8PP	0.5 Hours
<i>Time allowed to submit photos.</i>	<i>25SD8ZZ</i>	<i>0.2</i>

**NEW!** PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
BC3Z-4234-D	1	1	1	SHAFT ASY – REAR AXLE RH 10.5 RG
LC3Z-4A332-A	1	1	1	O/RG-RR AX SJFT RET WSHR
XY-75W85-QL	1	0.6	12	OIL – REAR AXLE
W714981-S439	2	2	4	BOLT
LC3Z-4036-A	1	1	1	DIFFERENTIAL GASKET – ONLY REQUIRED IF AXLE IS BROKEN

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 2026 MODEL YEAR SUPERDUTY VEHICLES EQUIPPED WITH A SINGLE REAR WHEEL (SRW) 10.5 AXLE — RIGHT AXLE SHAFT FLANGE INSPECTION

### **NEW !** SERVICE PROCEDURE

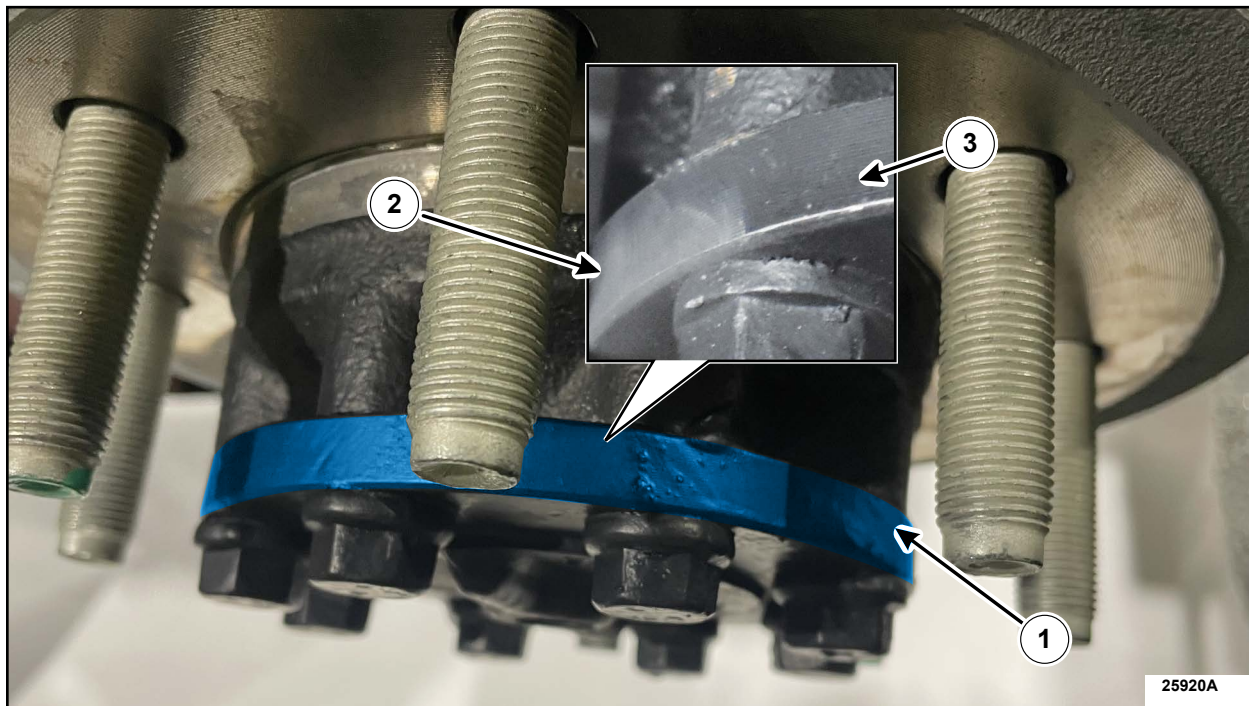
**IMPORTANT!** The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing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

1. Remove the Right Hand (RH) rear wheel. Follow the WSM procedures in Section 204-04A.

**NOTICE:** DO NOT use sand paper or aggressive pressure as the pin stamp could be removed.

2. Using a right angle grinder with a wire wheel, apply light pressure and remove the black coating on the RH rear axle flange to expose the bare metal. See Figure 1.

1. RH Rear Axle Flange.
2. Bare Metal.
3. Black Coating



**FIGURE 1**



3. Locate the pin stamp on the RH rear axle flange. See Figure 2.

- Is the pin stamp missing?

**YES** - Take pictures of the axle flange and send them to Special Service Support Center (SSSC). The axle **DOES NOT PASS** inspection; Proceed to Step 5.

**NO** - Proceed to Step 4.

4. Are the first four digits on the pin stamp 3267, 3268, 4267 or 4268? See Figure 2.

**YES** - Take pictures of the axle flange and send them to SSSC. The axle **DOES NOT PASS** inspection; *Proceed to Step 5.*

**NO** - The axle **PASSED** inspection. Install the RH rear wheel. Follow the WSM procedures in Section 204-04A. This completes the FSA.

1. Pin Stamp First Four Digits.



FIGURE 2

5. Remove the RH axle shaft. Follow the WSM procedures in Section 205-02G.



6. Is the RH axle shaft complete and in one piece? See Figure 3.

**YES** - Proceed to Step 10.

**NO** - Proceed to Step 7.

1. Incomplete

2. Complete



**FIGURE 3**

7. Remove the Rear Differential Housing Cover . Follow the WSM procedures in Section 205-02D.

8. From inside of the rear differential in between the spider gears, push the broken RH axle out of the axle assembly tube and remove the axle shaft from the wheel side of the axle tube. Flush the RH axle assembly tube and the differential using brake cleaner and compressed air to remove any metal or debris.

9. Install the Rear Differential Housing Cover. Follow the WSM procedures in Section 205-02D.

10. Install the RH axle shaft. Follow the WSM procedures in Section 205-02G.

11. Install the RH rear wheel. Follow the WSM procedures in Section 204-04A.

**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.

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

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

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

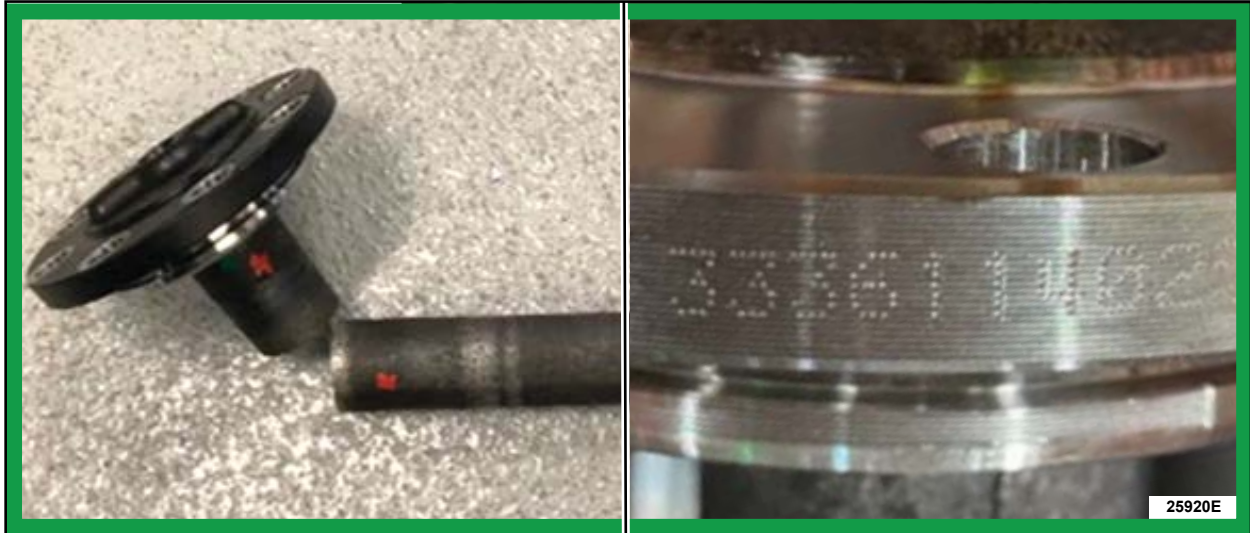
**NOTE:** If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.

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



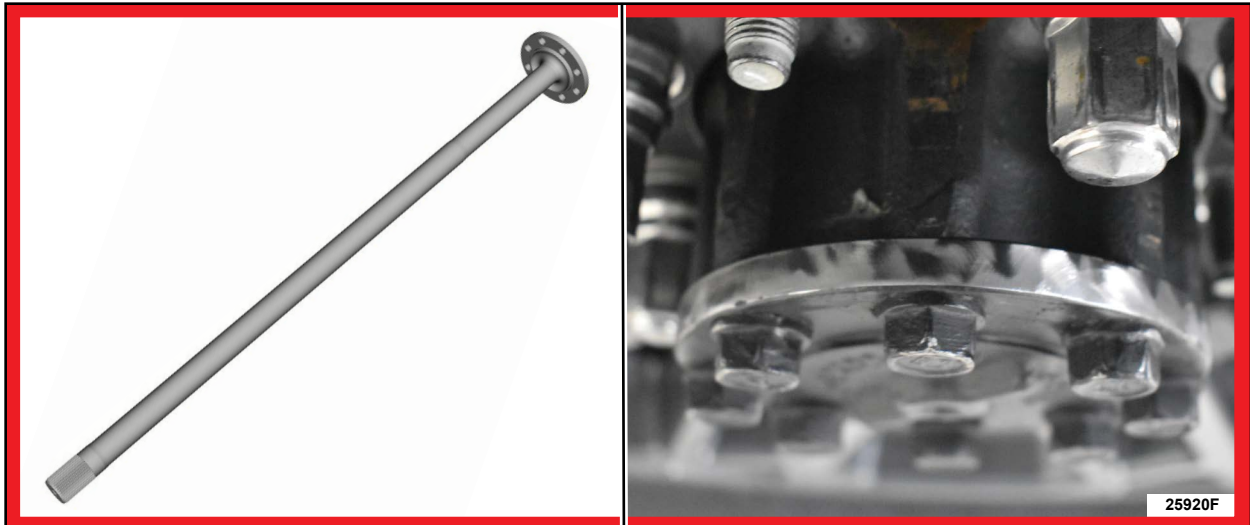
### Photo Requirement Examples

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



**FIGURE 4**

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



**FIGURE 5**



Safety Recall 25SD8 – *Supplement #1*

**Mobile Repair / Vehicle Pickup and Delivery Record**

VIN \_\_\_\_\_ received (check one):

- Mobile Repair
- Pickup and/or delivery service

As outlined below for the 25SD8 – *Supplement #1* Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pickup – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date