



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

January 23, 2026

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **Compliance Recall 25C72**  
Certain 2021-2022 Model Year Bronco Vehicles Equipped with 8 Inch SYNC Screens  
Accessory Protocol Interface Module Software Update

**AFFECTED VEHICLES (U.S. Population of Affected Vehicles 35):**

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco	2021-2022	Michigan	January 20, 2021, through May 18, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

According to Ford's records, certain 2021-2022 Model Year Bronco Vehicles Equipped with 8 Inch SYNC Screens vehicles may not have the remedy for Compliance Recall 23C05 installed correctly, but were recorded as having received the repair successfully. Because the correct software update may not have been installed on these vehicles, the underlying condition specified in Compliance Recall 23C05 may still exist.

Some of the affected vehicles may not conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 111 Rear Visibility when in 4 Low mode. The rearview camera and image display function properly throughout the duration of a backing event and properly cease when the backing event ends (the vehicle shifted to a forward gear and the vehicle speed exceeds 10 mph). A black or blue screen is then displayed rather than the expected SYNC screen. If the vehicle decelerates to 5 mph, the rear-view camera image may reappear on the SYNC screen with no input from the driver despite the vehicle being in forward gear.

**SERVICE ACTION**

Dealers are to update the Accessory Protocol Interface Module (APIM) using FDRS. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**FSA PROGRAM OPTIONS**

Program Option	Eligibility	Comments
Mobile Repair	No	See the <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See the <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 the <b>Alternate Transportation</b> section in the FSA Policy Document.

Pickup & Delivery (PDL)	Yes	See the <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 the <b>Administrative Allowance</b> section in the FSA Policy Document, and if applicable, the <b>Labor Allowances</b> table below.
Owner Refunds	Yes	See <b>Owner Refunds</b> section below, if applicable.
Photo Submission	No	See <b>Repair Photo Submission</b> section below, if applicable.

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

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of January 26, 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.**

### **ATTACHMENTS**

- Technical Instructions
- Owner Notification Letter
- Mobile Repair/Vehicle Pickup & Delivery Record
- Recall Reimbursement Plan

### **REFERENCE MATERIAL**

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

### **QUESTIONS & ASSISTANCE**

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

Customer Service Division

**Compliance Recall 25C72****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Ⓢ - Not a Mobile Service Repair (MRA5)

**OASIS ACTIVATION**

OASIS will be activated on January 23, 2026.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 23, 2026. Owner names and addresses will be available by February 2, 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 compliance recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

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

**DEALER-OPERATED RENTAL VEHICLES**

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

**BRANDED / SALVAGED TITLE VEHICLES**

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

**OWNER REFUNDS**

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

## Compliance Recall 25C72

### 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 MT25C72RR 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 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 25C72 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.

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- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 25C72
  - 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 25C72

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time Hour(s)
2021 Model Year Update the ECG, APIM, and TCU, as needed, using FDRS. <b>This labor operation code closes the FSA.</b>	MT25C72B	Up to 4.0 Hours
2022 Model Year Update the ECG and APIM as needed using FDRS. <b>This labor operation code closes the FSA.</b>	MT25C72C	Up to 2.5 Hours

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

Description	Labor Operation	Labor Time Hour(s)
If the APIM or TCU module fails to update, module recovery is needed.	MT25C72D	Up to 1.0 Hour
APIM, TCU, or ECG software failed, and/or module replacement is required. SSSC approval is not required unless M-Time is exceeded. <b>Clock times should be consistent with the vehicle history on PTS.</b>	MT25C72RR	Up to 5.5 Hours
<b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25C72PP	0.5 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2021-2022 MODEL YEAR BRONCO VEHICLES EQUIPPED WITH 8 INCH SYNC SCREENS — ACCESSORY PROTOCOL INTERFACE MODULE (APIM) SOFTWARE UPDATE

### 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.

### Module Programming

#### VCM3

It is highly recommended that a Vehicle Communication Module 3 (VCM3) is used when updating the Accessory Protocol Interface Module (APIM) software for 25C72. Using a VCM3 reduces the chances of programming failures on modules when very large files are being transferred.

#### APIM – Technical Support Request (TSR) - Dealer Software Support Hotline (DSSH)

If you experience APIM software programming errors, multiple programming failures, APIM module replacement and require assistance - submit a Technical Support Request (TSR) and request the following:

- APIM programming assistance or APIM replacement from DSSH
- Repair Validation Code (RVC)

Once you are provided with an RVC:

- **For this program it is NOT necessary to contact the SSSC for additional approvals, this includes the following:**
  - additional labor hours
  - module replacement
  - related damage
- **SSSC approval request is required for vehicles outside the bumper-to-bumper warranty coverage. See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.**

**NOTE:** Before beginning programming ensure the vehicle has enough fuel to idle for 2 hours.

**NOTE:** The following modules may each require more than one software update:  
Gateway Module (GWM), Telematic Control Unit (TCU) and/or Accessory Protocol Interface Module (APIM).

**NOTE:** Program appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after programming, follow normal diagnostic service procedures.



1. Check the vehicle's **State of Charge Parameter Identification Data (PID)** by performing the following:

- a. Launch the Ford Diagnostic and Repair System (FDRS) and navigate to toolbox tab > datalogger > BCM and select **BATT SOC PID**.
- b. Ensure that the **BATT\_SOC PID** reads over 50%. If the PID is less than 50%, fully recharge the vehicle's 12-volt battery using the appropriate Rotunda GRX-3590 or DCA-8000 testers to verify battery condition.
- c. Remove the charger from the vehicle once the battery is fully charged. Using FDRS, navigate to toolbox tab > BCM > **Reset Battery**. Monitor Sensor Learned Values application. Perform the BMS reset.

2. Connect the Rotunda battery tester and charger and set it to maintain 12.6 to 13.6 volts. Monitor the voltage real time using the indicator at the bottom right corner of FDRS to make sure that it is within this range. **The battery state of charge (SOC) must be greater than 50% to continue with this FSA.**

**NOTE:** Verify that 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).

**NOTE:** Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.

3. Launch 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.

4. 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.

5. Select **Toolbox** tab.

6. Select **Multi-Module** tab.

7. Select **Read the Configuration Data**. Click **RUN**.

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



9. From the list on the RH side of the screen, select **GWM - Gateway Module (GWM) Software Update**.

**NOTE:** If the GWM is at the latest software version, proceed to Step 14.

10. Perform the Module Software Updating Procedures outlined below for the GWM module:  
Continue performing software updates to the GWM module until all software updates are complete.  
If any error conditions are experienced during programming, refer to WSM Section 418-01A > General Procedures > Module Programming for the Error Condition Table.

**NOTE:** A 64GB or larger USB flash drive is required for APIM, TCU, and GWM software updates. USB 3.0 or higher is recommended. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

- To format the USB flash drive:
  - a. Right click on the USB flash drive.
  - b. Select Format, select exFAT for the File System.
  - c. Select Default Allocation Size for the Allocation Unit Size.
  - d. De-selecting Quick Format is not necessary and will result in a lengthier operation.

**NOTE:** For the fastest file transfer speed, the use of a USB 3.2 flash drive with a compatible Gen 2 USB 3.2 laptop is recommended.

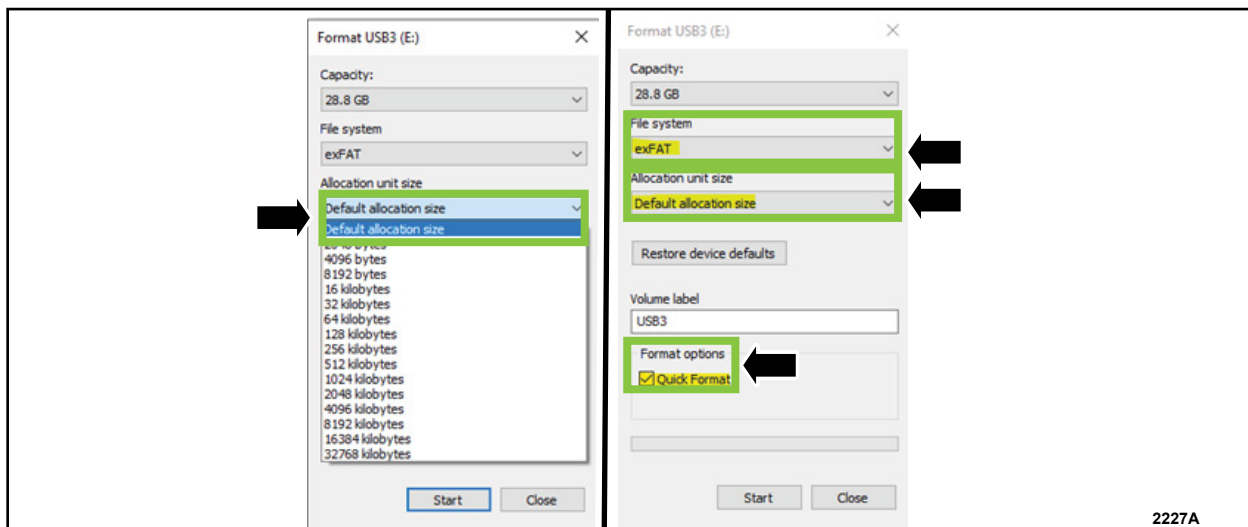


FIGURE 1



11. Using the FDRS, begin module programming by selecting the SW Updates tab. Download and run the application for desired module. Follow all on-screen instructions carefully.
12. When prompted, connect the USB flash drive to the FDRS.
13. When prompted by the FDRS, safely remove/eject the USB flash drive from the PC, turn the vehicle to Key On Engine Running (KOER), and connect the USB to the media hub to install the software update.

**NOTE:** It may take up to 5 minutes for the vehicle to recognize the USB flash drive.

14. For APIM, TCU, GWM and IPC USB software updates, when center display screen prompts to restart the vehicle:
  - a. Turn the vehicle **OFF**.
  - b. Wait ten (10) minutes.
  - c. Turn the vehicle to **KOER**.

15. Leave the USB drive inserted into the vehicle, until the vehicles center display screen states **programming successful**.

**NOTE:** It may take up to 5 minutes before center display screen displays a "Programming Successful" pop-up. After 5 minutes if "Successful" pop-up is not shown on center display screen, remove the USB and select YES on the FDRS "Was the USB Update Successful" prompt (FDRS verifies if the module software update was successfully installed on the module).

16. Once the pop-up stating Update Successful appears on the touchscreen, select Close, remove the USB flash drive from the USB hub and connect it to the FDRS, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module assembly, vehicle interface processor (VIP), calibration, customer interface processor (CIP), and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

**NOTE:** Update the gateway module (GWM) before performing the APIM update. Updated APIM software will not show as being available in FDRS until the GWM has been successfully updated.

17. Is an APIM software update available?

- Yes - Proceed to Step 23.
- No - Proceed to Step 18.

18. Is a TCU software update available?

- Yes - Proceed to Step 19.
- No - Proceed to Step 23.



19. Select the **Toolbox** tab.
20. From the list on the LH side of the screen, select the **TCU**.
21. From the list on the RH side of the screen, select **TCU - Telematics Control Unit (TCU) Module Configuration**.

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

23. Is an APIM software update available?

**Yes** - Proceed to Step 28.

**No** - Proceed to Step 24.

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

25. Click the **Run Selected Test** button in the lower right.

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

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

28. Download and run the APIM Software Update application on the FDRS and follow the on-screen prompts. If any error conditions are experienced during programming, refer to WSM Section 418-01A > General Procedures > Module Programming for the Error Condition Table.

**NOTE:** A 64GB or larger USB flash drive is required for APIM, TCU, and GWM software updates. USB 3.0 or higher is recommended. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

• To format the USB flash drive:

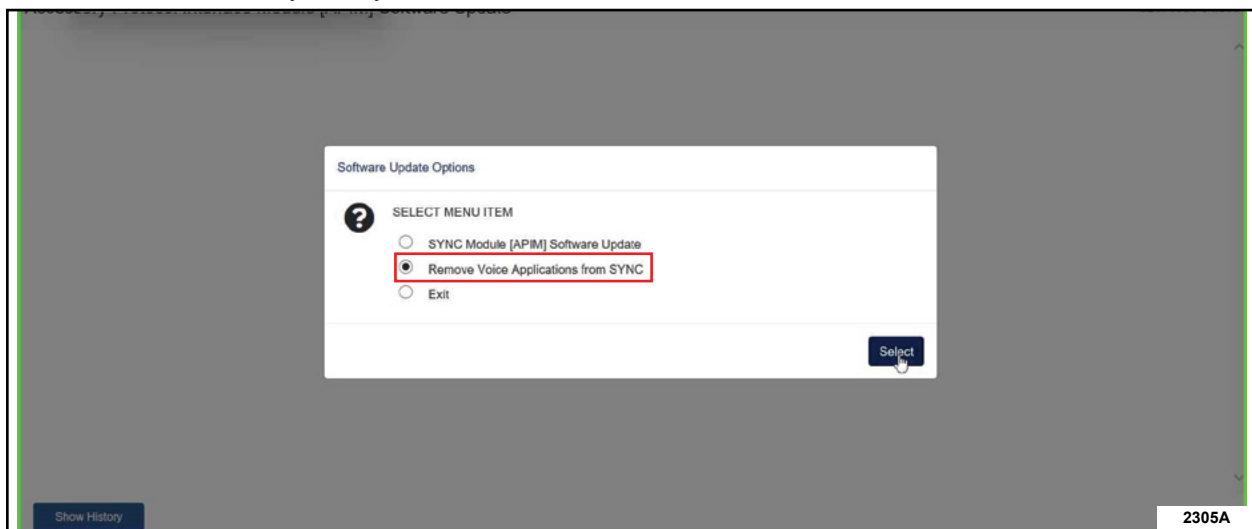
- a. Right click on the USB flash drive.
- b. Select Format, select exFAT for the File System.
- c. Select Default Allocation Size for the Allocation Unit Size.
- d. De-selecting Quick Format is not necessary and will result in a lengthier operation.

**NOTE:** For the fastest file transfer speed, the use of a USB 3.2 flash drive with a compatible Gen 2 USB 3.2 laptop is recommended.



29. Select **Toolbox** tab.
30. From the list on the LH side of the screen, select the **APIM**.
31. From the list on the RH side of the screen, select **APIM - Accessory Protocol Interface Module [APIM] Software Update**.
32. Click **RUN**. Follow all on-screen instructions carefully.
33. When prompted for Software Update Option, click "**Remove Voice Application from SYNC**", then click **Select**. See Figure 2.

**NOTE:** Low-cost 8GB Sync only.



**FIGURE 2**



34. Continue to follow all on-screen instructions carefully until the following screen is reached. See Figure 3.

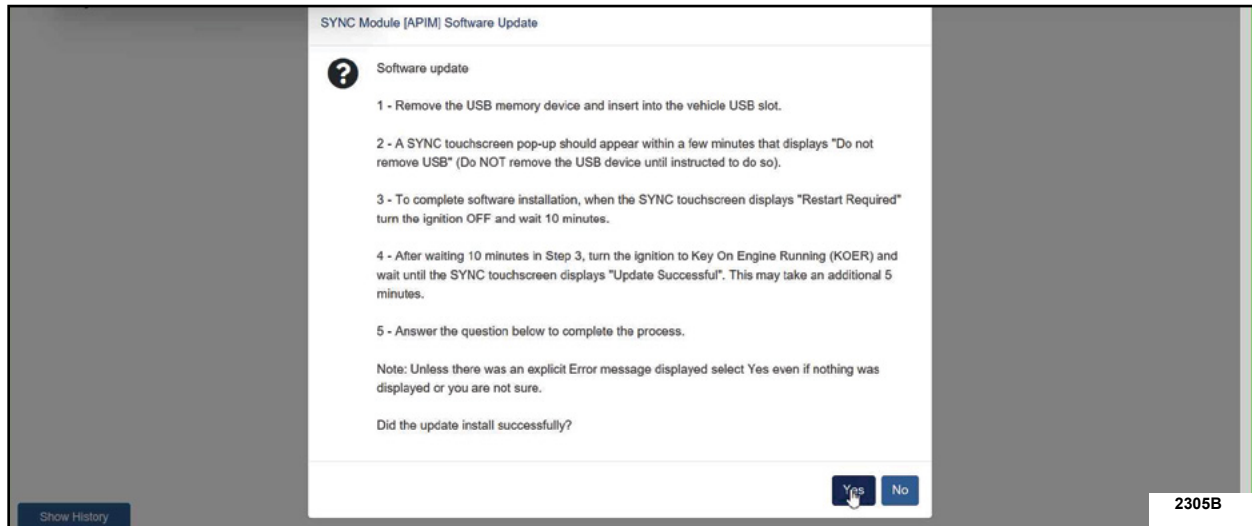


FIGURE 3

35. When center display screen prompts to restart the vehicle:

- a. Turn the vehicle **OFF**.
- b. Wait ten (10) minutes.
- c. Turn the vehicle to **KOER**.

36. After 10 minutes continue with the remaining steps shown in Figure 4.

37. Continue to follow all on-screen instructions carefully until the voice application has been successfully removed. See Figure 4. (app deleted)

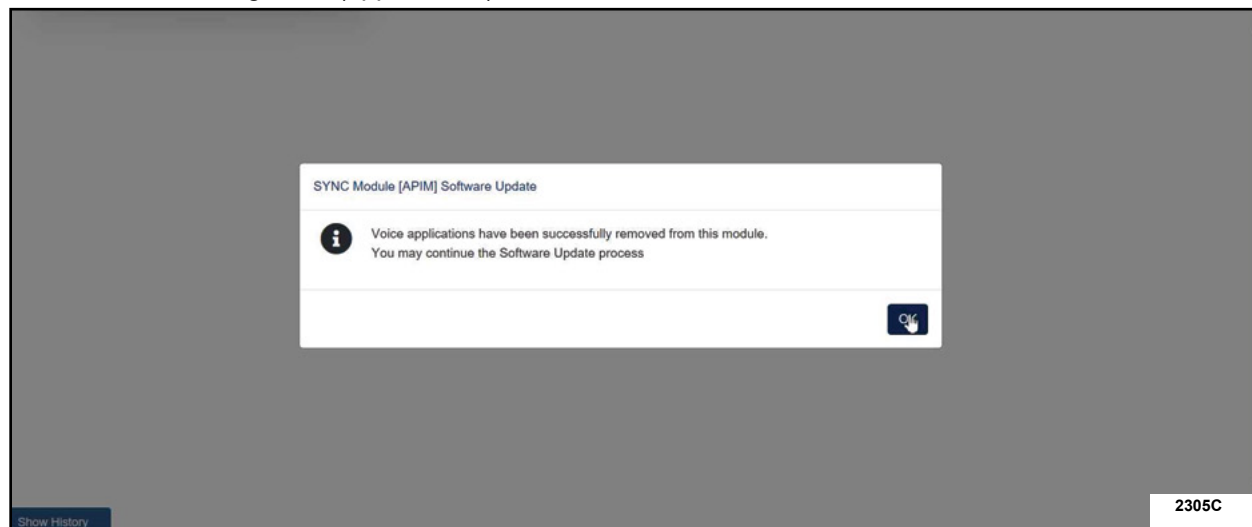


FIGURE 4



38. Return the USB thumb drive to the FDRS and follow the on-screen prompts carefully until the following screen is reached. See Figure 5.

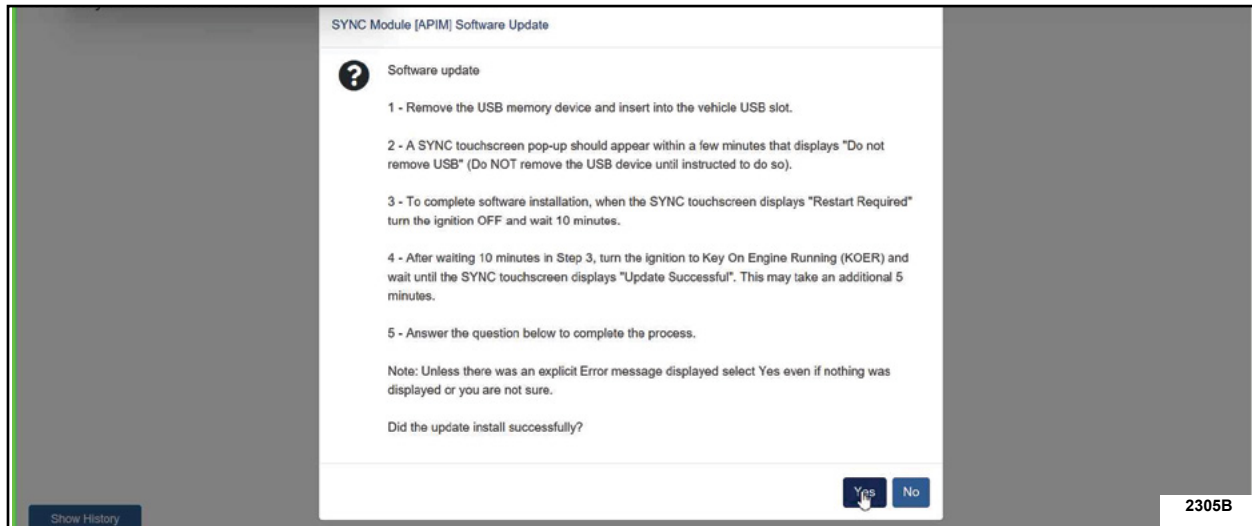


FIGURE 5

39. When center display screen prompts to restart the vehicle:

- a. Turn the vehicle **OFF**.
- b. Wait ten (10) minutes.
- c. Turn the vehicle to **KOER**.

40. After 10 minutes continue to follow all on-screen instructions carefully.

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

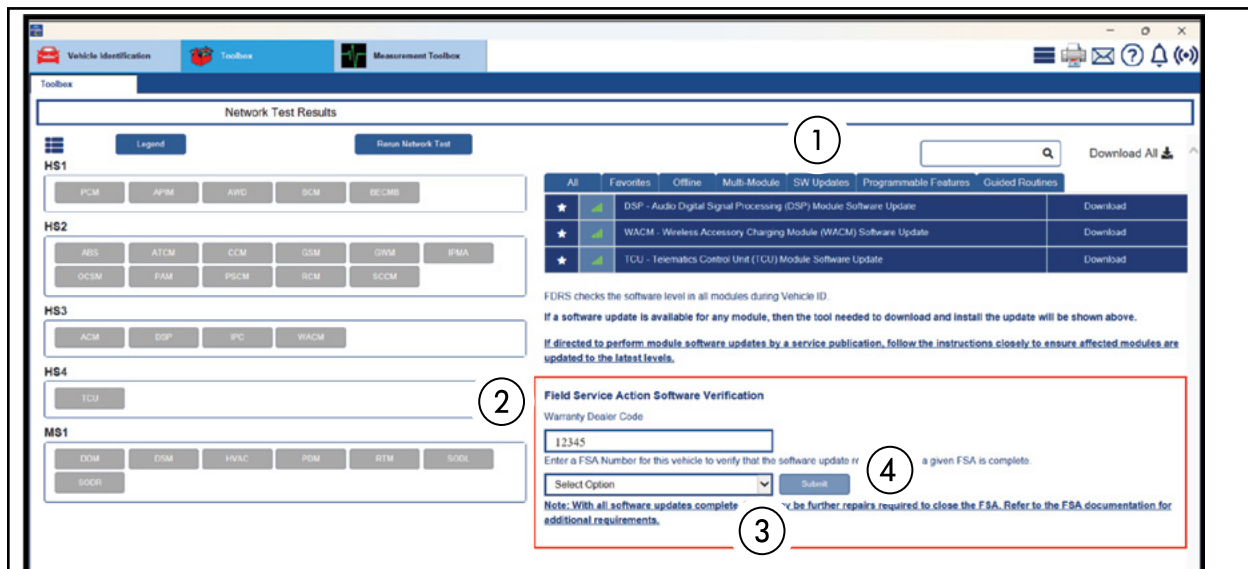
42. Click the **Run Selected Tests** button in the lower right.

43. Click the **Clear & Retest** button at the top of the screen to clear Diagnostic Trouble Codes (DTCs) in all modules.

**44. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided. For more information, see EFC 16335.**



45. Select the **SW Updates** tab (1). See Figure 6
46. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 6.
47. Select the **FSA** (3) from the drop-down menu. See Figure 6.
48. Select **Submit** (4). See Figure 6.



**FIGURE 6**

49. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?  
 See Figure 7.

**Yes** - The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 51.

**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 52



FDRS checks the software level in all modules during Vehicle ID

If a software update is available for any module, then the tool needed to download and install the update will be shown above.

If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

**Field Service Action Software Verification**

Warranty Dealer Code

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.

**FSA 24524 VIN 3FMCR9C68PRD00267**

Software Update Status: **Complete**

Software Verification Code: **R921FUK3K9VPE**

Module Acronym	Software Update Complete
BCM	Yes
PCM	Yes

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

**FIGURE 7**

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

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

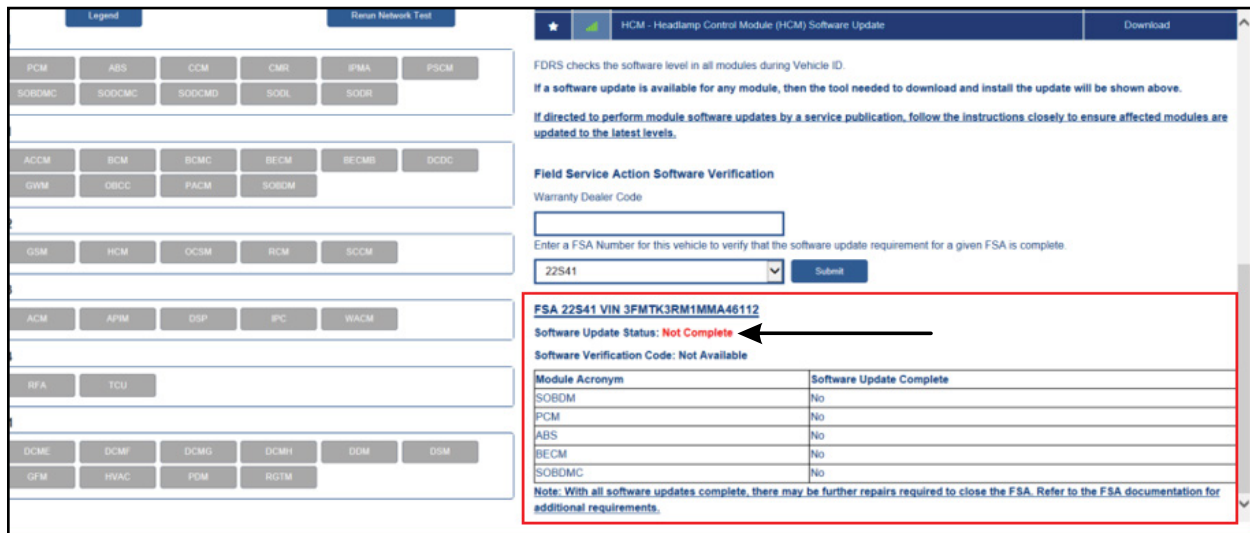


52. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status?  
 See Figure 5.

- Yes** - Proceed to Step 53.
- No** - Proceed to Step 54.

53. Have the module software updates in Steps 8-43 been reattempted?

- Yes** - Proceed to Step 54.
- No** - Repeat Steps 8-43.



**FIGURE 5**

54. 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 performed to try and diagnose why the module will not update to the correct level

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



## Important Information for Module Programming

**NOTE:** When programming a module, use the following basic checks to make sure the 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.



Compliance Recall 25C72

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

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

- Mobile Repair
- Pickup and/or delivery service

As outlined below for the 25C72 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pickup – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date

**Ford Motor Company**  
**Recall Reimbursement Plan for 25C72**

*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 # 25C72, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before February 2, 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.