



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 15, 2026

TO: All U.S. Ford and Lincoln Dealers

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

Compliance Recall 25C69 - *Supplement #4*

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 #3*

Published March 30, 2026

New! REASON FOR THIS SUPPLEMENT

- *Added Population: Population has been added to the Recall. See Affected Vehicles, Service Action, and Remedy Availability sections below.*

New! 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	Louisville	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**2022-2025 Model Year F-150 Lightning, 2024-2026 Mustang Mach-E, and 2025-2026 Maverick Hybrid:**

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.

2026 Escape Hybrid and Corsair PHEV:

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this compliance recall. **A complete Dealer Bulletin including technical instructions will be provided to dealers on July 10, 2026 when a remedy is available to support this compliance recall.**

For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

New! REMEDY AVAILABILITY CHART

The remedy is not yet 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
Escape Hybrid	2026	No
Corsair PHEV	2026	No

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 **except** 2026 Escape Hybrid and Corsair PHEV. All customers of the original population were mailed an initial letter the week of February 9, 2026. 2026 Escape Hybrid and Corsair PHEV customers will be mailed an initial letter the week of June 29, 2026. Specific remedy letters will be mailed to owners as software becomes available for those vehicles. 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 Notification

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
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
- 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://web.fsavinlists.dealerconnection.com> since January 26, 2026. Owner names and addresses were available by February 16, 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.

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 updating the SOBDMC module for IPM improvement.

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 MT25C69RR 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 EFC17526 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 25C69 is the subcode.
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.

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- 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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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, 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, SOBDMB, GFM2). This labor operation code closes the FSA.	MT25C69D	Up to 0.8

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 hours
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 9.1 hours
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 hours
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

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Description	Labor Operation	Labor Time Hour(s)
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.