



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Febrero 2025

Programa de satisfacción del cliente 25B01

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino que también lograr la plena satisfacción del cliente. Para demostrar este compromiso, estamos proporcionando un programa de satisfacción del cliente sin cargo para su vehículo.

¿Por qué recibe este aviso?

Es posible que en su vehículo el mecanismo del embrague de un solo giro (OWC) haya sido fabricado con cojinetes de rodillos del tamaño incorrecto. El OWC es un componente interno del ensamble de la transmisión.

¿Cuál es el efecto?

La falla del mecanismo OWC debido a cojinetes de rodillos subdimensionados puede generar una disponibilidad limitada del engrane. En la mayoría de los casos, el OWC se bloqueará en la posición de activación y restringirá al vehículo a las marchas 1.^a, 2.^a, 8.^a, 9.^a, 10.^a y reversa. Es posible que perciba ruido y vibración, así como la visualización de la luz de llave en la pantalla del tablero de instrumentos.

¿Qué medidas adoptarán Ford y su concesionario?

Las piezas para reparar su vehículo ya se encuentran disponibles.
Confirme la disponibilidad de piezas con el concesionario al programar una cita. Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su concesionario a reemplazar el ensamble de la transmisión sin costo alguno, conforme a los términos de este programa.
Este Programa de satisfacción del cliente tendrá vigencia hasta el 20 de febrero de 2026, independiente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para reparar será de menos de 2 días. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más.

¿Qué debe hacer?

Llame a su concesionario lo antes posible para que programe una cita de servicio para realizar el Programa de satisfacción del cliente 25B01. Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

**¿Qué debe hacer? -
Continuación**

Ford Motor Company le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

**Servicio de retiro y
entrega**

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

**¿Necesita un vehículo
de alquiler?**

Su concesionario está autorizado a ofrecerle un vehículo de alquiler para su transporte personal sin costo (excepto el combustible, el seguro y los impuestos) mientras su vehículo se encuentre en reparación. Comuníquese con su concesionario para conocer las pautas y limitaciones.

**¿Qué pasa si ya no es
el propietario del
vehículo?**

Si ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Este aviso lo recibió porque en nuestros archivos, basados principalmente en datos de registro y propiedad de los EE. UU., aparece como el propietario actual.

**¿Podemos hacer algo
más por usted?**

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el gerente de servicio de su concesionario para solicitar ayuda.

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes (CRC) Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El CRC está abierto de lunes a viernes de 8:00 a. m. a 11:00 p. m. y los sábados de 8:00 a. m. a 8:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el CRC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support.

PROPIETARIOS DE FLOTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de contacto de Ford Pro al 1-800-34-FLEET**, elija la opción n.º 1 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es fleet.ford.com.

Los representantes atienden de lunes a viernes, de 7:00 a.m. a 11:00 p.m. y sábado de 7:00 a.m. a 5:00 p.m. (hora del este).

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

February 2025

Customer Satisfaction Program 25B01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice?

On your vehicle, it may be possible that the One-Way-Clutch (OWC) mechanism was built with the wrong size roller bearings. The OWC is an internal component of the transmission assembly.

What is the effect?

Failure of the OWC mechanism due to undersized roller bearings can result in limited gear availability. In most cases, the OWC will lock in the ON position, restricting the vehicle to 1st, 2nd, 8th, 9th, 10th gear and reverse gear. You may notice noise and vibration as well as a wrench light in the cluster display screen.

What will Ford and your dealer do?

Parts are now available to repair your vehicle. Please confirm parts availability with your dealer when scheduling an appointment. In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the transmission assembly free of charge under the terms of this program.

This Customer Satisfaction Program will be in effect until February 20, 2026, regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this repair is less than 2 days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 25B01.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

- What should you do? - Continued** Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.
- NOTE - You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
- Do you need a rental vehicle?** Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.
- What if you no longer own this vehicle?** If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.
- You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
- RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.
- If you wish to contact us through the internet, our address is ford.com/support.
- FLEET OWNERS:** If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.
- Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Customer Service Division



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Febrero 2025

Programa de satisfacción del cliente 25B01

Sr. Juan Pérez
Calle Principal 123
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En Lincoln, nuestro compromiso no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

¿Por qué recibe este aviso?

Es posible que en su vehículo el mecanismo del embrague de un solo giro (OWC) haya sido fabricado con cojinetes de rodillos del tamaño incorrecto. El OWC es un componente interno del ensamble de la transmisión.

¿Cuál es el efecto?

La falla del mecanismo OWC debido a cojinetes de rodillos subdimensionados puede generar una disponibilidad limitada del engrane. En la mayoría de los casos, el OWC se bloqueará en la posición de activación y restringirá al vehículo a las marchas 1.^a, 2.^a, 8.^a, 9.^a, 10.^a y reversa. Es posible que perciba ruido y vibración, así como la visualización de la luz de llave en la pantalla del tablero de instrumentos.

¿Qué harán Lincoln y su minorista?

Las piezas para reparar su vehículo ya se encuentran disponibles.

Confirme la disponibilidad de piezas con el concesionario al programar una cita. Para satisfacer a nuestros clientes, Lincoln ha autorizado a su minorista a reemplazar el ensamble de la transmisión sin costo alguno, conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 20 de febrero de 2026, independiente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para reparar será de menos de 2 días. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su minorista tarde un poco más.

¿Qué debe hacer?

Llame a su minorista lo antes posible para que programe una cita de servicio para realizar el Programa de satisfacción del cliente 25B01. Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](https://www.lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

**¿Qué debe hacer? -
Continuación**

Lincoln le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación The Lincoln Way: Lincoln Owner. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras características, como control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

**Servicio de retiro y
entrega**

El servicio complementario de retiro y entrega de vehículos también puede estar disponible previa solicitud a su minorista. El minorista retirará su vehículo y lo devolverá con la reparación completa.

**¿Necesita un vehículo
de alquiler?**

Su minorista está autorizado a ofrecerle un vehículo de alquiler para su transporte personal sin costo (excepto combustible, seguro y peajes) mientras su vehículo se encuentre en reparación. Comuníquese con su minorista para conocer las pautas y limitaciones.

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Lincoln



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February 2025

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What will Lincoln and your retailer do?

Parts are now available to repair your vehicle. Please confirm parts availability with your dealer when scheduling an appointment. In the interest of customer satisfaction, Lincoln has authorized your retailer to replace the transmission assembly free of charge under the terms of this program.

This Customer Satisfaction Program will be in effect until February 20, 2026, regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this repair is less than 2 days. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.

What should you do?

Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program 25B01.

If you do not already have a servicing retailer, you can access

[Lincoln.com/support](https://www.lincoln.com/support) for retailer addresses, maps, and driving instructions.

Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

- What should you do? - Continued** NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may also be available upon request from your retailer. Your retailer will pick up your vehicle and return it with the repair completed.
- Do you need a rental vehicle?** Your retailer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tolls) while your vehicle is at the retailer for repairs. Please see your retailer for guidelines and limitations.
- What if you no longer own this vehicle?** If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.
You received this notice because our records, which are based primarily on state registration and title data, indicate you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.
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Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Lincoln

25B01

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 25B01 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

CERTAIN 2024 MODEL YEAR SUPER DUTY, EXPEDITION, NAVIGATOR, TRANSIT, F-150, MUSTANG, AND 2025 EXPLORER VEHICLES — TRANSMISSION ASSEMBLY REPLACE

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. Install a new transmission assembly. Follow procedures in Workshop Manual (WSM) Section 307-01.

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.





Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

February 20, 2025

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 25B01**

Certain 2024 Model Year F-150, Mustang, Expedition, Navigator, Transit, Super Duty,
and 2025 Model Year Explorer vehicles, equipped a 10R80/10R100 Transmission.
Transmission Assembly Replacement

PROGRAM TERMS

This program will be in effect through February 20, 2026. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2024	Dearborn	September 20, 2024 through December 14, 2024
F-150 FHEV	2024	Kansas	September 12, 2024 through November 9, 2024
Mustang	2024	Flat Rock	September 13, 2024 through October 7, 2024
Transit	2024	Kansas	September 13, 2024 through October 15, 2024
Expedition	2024	Kentucky	September 16, 2024 through October 8, 2024
Navigator	2024	Kentucky	September 16, 2024 through September 20, 2024
Super Duty	2024	Kentucky	September 13, 2024 through September 16, 2024
Explorer	2025	Chicago	September 20, 2024 through October 9, 2024

US population of affected vehicles: 398. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Labor Allowances and Parts Ordering Information for more information.

REASON FOR THIS PROGRAM

On the affected vehicles, a batch of 10R80/10R100 One-Way-Clutch (OWC) mechanisms were built with the wrong size roller bearings. If the OWC mechanism fails due to undersized roller bearings, the vehicle will experience limited gear availability. In most cases, the OWC will lock in the ON position, restricting the vehicle to 1st, 2nd, 8th, 9th, 10th gear and reverse gear. The customer may experience noise and vibration. Additionally, a wrench light may be present on the cluster display screen, accompanied by diagnostic trouble codes (DTC) P2701 and P0757, indicating a malfunctioning transmission system.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the Transmission (Base part # 7000) assembly per standard workshop manual procedures. 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.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs (rentals are authorized – see Rental Vehicles).
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery, (towing, alternative transportation,) should be made available for all customers. Refer to the Rental and Claiming sections for further details.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of March 3, 2025. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Mobile Service Repair Assessment
- Owner Notification Letters

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

Customer Satisfaction Program 25B01**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level.
Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on February 20, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 20, 2025. Owner names and addresses will be available by March 3, 2025.

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 program 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 service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires January 30, 2026.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. 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 Transmission Assembly replacement.

Customer Satisfaction Program 25B01

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, please contact the Centralized Loaner Support Team via the CRC Dealer Portal.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via CX Hub.

- If the vehicle is off road, then refer to EFC 14236. VOR escalation is required in DOW.

TOWING

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
- Dealers NOT participating in the Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

LINCOLN PICK-UP & DELIVERY

- Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC14054, 2024 Lincoln Pick-Up & Delivery Updates.
- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, or Lincoln vehicles that are 2016 model year or older, see labor claiming table below.

ALTERNATIVE TRANSPORTATION

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g., ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount over the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus

Customer Satisfaction Program 25B01**ALTERNATIVE TRANSPORTATION- Continued:**

- Rideshare alternatives (Uber, Lyft, etc.)

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
 - Lincoln vehicles – 4 years or 50,000 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.

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 reject, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15332 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 25B01
 - Customer Concern Code (CCC): P59
 - Condition Code (CC): 42
 - Causal Part Number: 7000, Quantity 0
 - 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) 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: 25B01 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.

Customer Satisfaction Program 25B01

CLAIMS PREPARATION AND SUBMISSION- Continued:

- 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.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC14054, 2024 Lincoln Pick-Up & Delivery Updates for details.
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, or Lincoln vehicles that are 2016 model year or older, see labor claiming table below.
- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the Transmission Assembly. To claim the allowance, enter \$330.00 as HANDLG in the Misc. Expense area of the claim form.
- **Provision for Locally Obtained Supplies:** Includes XL-5-A, XL-2, XL-1, XG-1-E1, TA-25-B, 5L3Z-19A506-A, TA-29, XG-11, ZC-31-B, ZC-30-A, PM-4-A, ZC-20, XT-12-QULV, XT-10-QLVC. Submit on the same line as the repair.
 - Program Code: 25B01
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$350.00
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - Program Code: 25B01
 - Misc. Expense: TOW
 - Misc. Expense: Claim up to \$250.00

Labor Allowances and Parts Ordering Information

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Customer Satisfaction Program 25B01

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
F-150 2.7L - 4X2 (2WD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01B	Up to 6.1 Hours
F-150 3.5L – 4X2 (2WD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01C	Up to 5.9 hours
F-150 5.0L – 4X2 (2WD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01D	Up to 5.7 Hours
F-150 2.7L – 4X4 (4WD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01F	Up to 6.9 Hours
F-150 3.5L – 4X4 (4WD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01G	Up to 6.8 Hours
F-150 5.0L – 4X4 (4WD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01H	Up to 7.6 Hours
F-150 5.2L – 4X4 (4WD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01I	Up to 7.2 Hours
F-150 3.5L FHEV – 4X4 (4WD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01J	Up to 7.2 Hours
Explorer 3.3L – 4X4 (AWD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01K	Up to 8.1 Hours
Explorer 3.3L FHEV – 4X4 (AWD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01L	Up to 7.0 Hours
Mustang 2.3L – Coupe - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01M	Up to 6.2 Hours
Mustang 2.3L – Convertible - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01N	Up to 6.6 Hours
Mustang 5.0L – Coupe - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01O	Up to 8.4 Hours
Mustang 5.0L – Convertible - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01P	Up to 8.7 Hours
Super Duty – 6.8L – 4X4 (4WD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01Q	Up to 6.5 Hours
Expedition – 3.5L – 4X4 (4WD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01R	Up to 7.9 Hours
Navigator – 3.5L – 4X4 (AWD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01S	Up to 7.9 Hours

Customer Satisfaction Program 25B01

LABOR ALLOWANCES - Continued

Transit – 3.5L – 4X2 (2WD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01T	Up to 6.7 Hours
Transit – 3.5L – 4X4 (AWD) - Replace Transmission Assembly (Includes test drive time after repair).	MT25B01U	Up to 9.3 Hours
Transmission Cooler Flush – All vehicles	MT25B01V	Up to 0.7 Hours
Lincoln vehicle PDL Allowance: Only vehicles outside of Lincoln PDL contract coverage of 4 years/50,000 miles or Lincoln vehicles that are 2016 model year or older. NOTE: This allowance is for dealer-performed vehicle PDL for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25B01LL	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2024 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.	25B01PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
-7000-	1	1	1	Transmission Assembly

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

NOTE: For additional required miscellaneous parts or One-Time-Use Parts needed when replacing the Transmission Assembly (Base Part # (*-7000-*), such as One-Time-Use parts, gaskets, fasteners, coolers, seals, fluids, etc. enter the vehicle identification number (VIN) in Professional Technician System (PTS). Refer to the Workshop Manual Tab, Select Workshop Manual (WSM) Section 307-01* for Automatic Transmission – Removal and Installation section, follow the workshop manual procedures, and (Click on the Shopping Cart Icon) use the One-Time-Use parts, tools, and Materials List to replace the Transmission Assembly.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the Transmission Assembly.

Customer Satisfaction Program 25B01

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer's fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 25B01

Certain 2024 Model Year F-150, Mustang, Expedition, Navigator, Transit, Super Duty, and 2025 Model Year Explorer vehicles, equipped a 10R80/10R100 Transmission.

Transmission Assembly Replacement














Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming (MRA1)
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service (MRA2)
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 25B01

Certain 2024 Model Year F-150, Mustang, Expedition, Navigator, Transit, Super Duty, and 2025 Model Year Explorer vehicles, equipped a 10R80/10R100 Transmission.
Transmission Assembly Replacement

   – Enhanced Mobile Service (MRA3)

- **A two-person process is required anytime a procedure requires work under the vehicle**
 - Brake Inspection and Brake Repair/Replacement
 - Limited Suspension Component replacement (no alignment)
 - Under Vehicle access for limited repairs (no large component removal)
 - Vehicle Check Up - VCU
 - Pre-Delivery Inspection - PDI
 - Used Car Inspection/Presale Inspection
 - May require floor jack, jack stands, and impact tools
- Note: Wheel lock may be required.*

    – Advanced Mobile Service (MRA4)

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
 - Tire Balancing
 - Tire Repair
- Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**