

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

April 2025

Customer Satisfaction Program 25B18

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?

The incorrect transmission mount may have been installed on your vehicle.

What is the effect?

The use of a base transmission mount on a 4x4 vehicle may impact engine mount durability. Over time, you may experience noise and vibration symptoms and notice a small hydraulic fluid leak.

What will Ford and your dealer do?

Parts are now available to repair your vehicle. In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the transmission mount free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until May 1, 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 one-half day. 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 25B18.

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

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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

What should you do? (continued)

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.

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.

<u>RETAIL OWNERS</u>: If you have questions or concerns, please contact our **Ford Recall Assistance Center (RAC) at 1-866-436-7332**, and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC 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.

<u>FLEET OWNERS</u>: 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 <u>fleet.ford.com</u>.

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



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

Abril 2025

Programa de satisfacción del cliente 25B18

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

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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 se haya instalado un soporte de transmisión incorrecto en su

vehículo.

¿Cuál es el efecto?

El uso de un soporte de transmisión base en un vehículo 4x4 puede afectar la durabilidad del soporte del motor. Con el tiempo, es posible que experimente síntomas de ruido y vibración y perciba una pequeña fuga de fluido hidráulico.

¿Qué medidas adoptarán Ford y su concesionario?

Las piezas para reparar su vehículo ya se encuentran disponibles. Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su concesionario a reemplazar el soporte de la transmisión sin costo alguno, conforme a los términos de este programa.

Este programa de satisfacción del cliente estará vigente hasta el 1 de mayo de 2026, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para la reparación será de menos de medio día. 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 programar una cita de servicio a fin de realizar el Programa de satisfacción del cliente 25B18. 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. Ford Motor Company puede negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la acción de servicio de manera oportuna. Por lo tanto, le solicitamos que realice esta acción de servicio lo antes posible.

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.

¿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 asistencia de campañas (RAC) Ford al 1-866-436-7332 y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC 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 <u>ford.com/support</u>.

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

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



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

April 14, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 25B18

Certain 2024 Model Year Ranger 4WD Vehicles Equipped With a 2.3L Engine

Transmission Mount Replacement

PROGRAM TERMS

This program will be in effect through May 1, 2026. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Ranger	2024	Michigan Assembly	December 18, 2024, through December 19, 2024

U.S. population of affected vehicles: 45. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have been repaired or are in the process of being repaired at the assembly 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, the wrong transmission mount was installed at the assembly plant. The use of a base transmission mount on a 4x4 vehicle may impact engine mount durability. Over time, customers may experience noise and vibration symptoms and notice a small hydraulic fluid leak.

SERVICE ACTION

Dealers are to replace the transmission mount. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Before delivering any new in-stock vehicles involved in this program, dealers are to replace the transmission mount. 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 in having this repair completed, dealers should:

• Pick-Up & Delivery service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 21, 2025, or sooner. 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 Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter

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

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

All repairs in this program have the following assessment level:



OASIS ACTIVATION

OASIS will be activated on April 14, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on April 14, 2025. Owner names and addresses will be available by April 21, 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 the 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 that 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

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 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.

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
- 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 EFC15936 for more details.
- Claim Entry: Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - o When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 25B18
 - Customer Concern Code (CCC): P59 AT Other transmission troubles
 - Condition Code (CC): 42- Does Not Operate Properly.
 - Causal Part Number: 6068, 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.

• Ford Pick-Up & Delivery:

- o Dealers participating in the Remote Experience Program:
 - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
- o Dealers NOT participating in the 2025 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.

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the transmission mount	25B18B	0.6 Hours
Extra time if equipped with a transfer case shield	25B18C	0.1 Hour
Ford Vehicle Pick-Up & Delivery Allowance:		
This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.	25B18PP	0.5 Hours
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.		

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number			Number in Package	Description	
MB3Z-6068-Q	1	1	1	Transmission Mount	
W716344-S439	4	1	4	Transmission Mounting Bolts	
W709771-S440	2	2	1	Transmission Mounting Nuts	

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

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

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 1^{st,} 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1^{st,} 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 1^{st,} 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.

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 25B18 Field 9	Service Action program.		
□ Mobile Repair – Date:			
	OR		
□ Pick-up – Date:			
□ Delivery – Date:			
Repair Order #	Repair Order Date		
Service Manager Signature	Date		

NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD Customer Satisfaction Program 25B18

Certain 2024 Model Year Ranger 4WD Vehicles with a 2.3L Engine Transmission Mount 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 25B18

Certain 2024 Model Year Ranger 4WD Vehicles with a 2.3L Engine Transmission Mount 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.
 - o 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.

TECHNICAL INSTRUCTIONS
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CUSTOMER SATISFACTION PROGRAM 25B18

CERTAIN 2024 MODEL YEAR RANGER 4WD VEHICLES EQUIPPED WITH A 2.3L ENGINE – TRANSMISSION MOUNT REPLACEMENT

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.

SERVICE PROCEDURE

 Replace the transmission support insulator. Follow the Workshop Manual (WSM) procedures in 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.