



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

June 2025

Customer Satisfaction Program 25B07

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 the summer tire tread may potentially crack due to cold temperatures.

What is the effect? If the vehicle is driven during cold temperatures less than 19 degrees Fahrenheit (-7 degrees Celsius), the treads of these summer tires may develop visible cracks. You will still be able to safely use the vehicle with this condition.

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 inspect your summer tires and replace if cracks are evident, free of charge, under the terms of this program.

This Customer Satisfaction Program will be in effect until June 11, 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. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 25B07.

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.

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.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts and procedures were used. If the previously paid repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to cracked summer tires. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **June 11, 2026**. To avoid delays, do not send receipts to Ford Motor Company.

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 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.

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



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

Junio 2025

Programa de satisfacción del cliente 25B07

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?

En su vehículo, la banda de rodadura de los neumáticos de verano podría agrietarse debido a las bajas temperaturas.

¿Cuál es el efecto?

Si el vehículo se conduce a temperaturas frías inferiores a 19 grados Fahrenheit (-7 grados Celsius), las bandas de rodadura de estos neumáticos de verano podrían desarrollar grietas visibles. Igualmente se puede usar el vehículo de forma segura con esta condición.

¿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 inspeccionar los neumáticos de verano y a reemplazarlos si hubiesen grietas evidentes, sin costo alguno, conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 11 de junio de 2026, sin importar el 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. Además, se realizará una inspección del vehículo para determinar si se deben solicitar piezas.

¿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 25B07.

Si aún no tiene un distribuidor para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

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.

¿Ha pagado anteriormente por esta reparación?

Si ya pagó por una reparación que aborda el problema descrito en esta carta, igualmente se le recomienda realizar esta acción de servicio para asegurarse de que se hayan utilizado las piezas y los procedimientos correctos. Si el pago por esta reparación se efectuó antes de la fecha de esta carta, podrá solicitar un reembolso. Solo se proporcionarán reembolsos por servicios relacionados con neumáticos de verano agrietados. Para comprobar si cumple con los requisitos y agilizar el reembolso, entregue el recibo de pago original a su concesionario antes del **11 de junio de 2026**. Para evitar demoras, no envíe los recibos a Ford Motor Company.

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

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta. Recibió este aviso porque en nuestros archivos, basados principalmente en datos de registro y propiedad de los EE. UU., aparece usted 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). Los usuarios de TTY/TDD deberán comunicarse con el RAC al número que aparece, mediante el Servicio de retransmisión de telecomunicaciones, para ello deberán marcar 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

CERTAIN 2024-2025 MODEL YEAR MUSTANG VEHICLES EQUIPPED WITH A DARK HORSE HANDLING PACKAGE AND SUMMER TIRES — SUMMER TIRE INSPECTION

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

1. Raise the vehicle on a hoist following Workshop Manual (WSM) procedures in Section 100-02.
2. Inspect the tread of all four tires for cracking. See Figures 1-5.

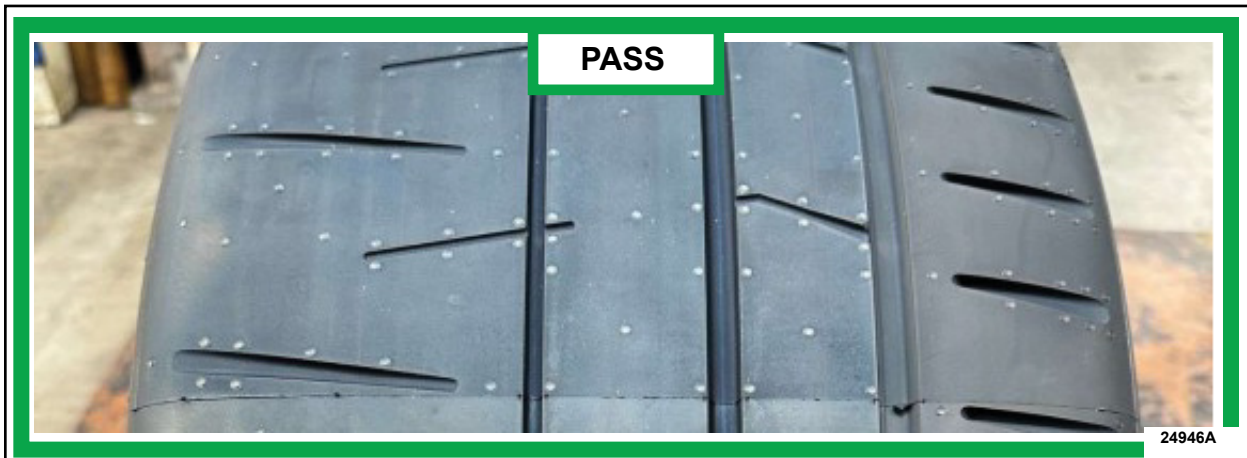


FIGURE 1



FIGURE 2



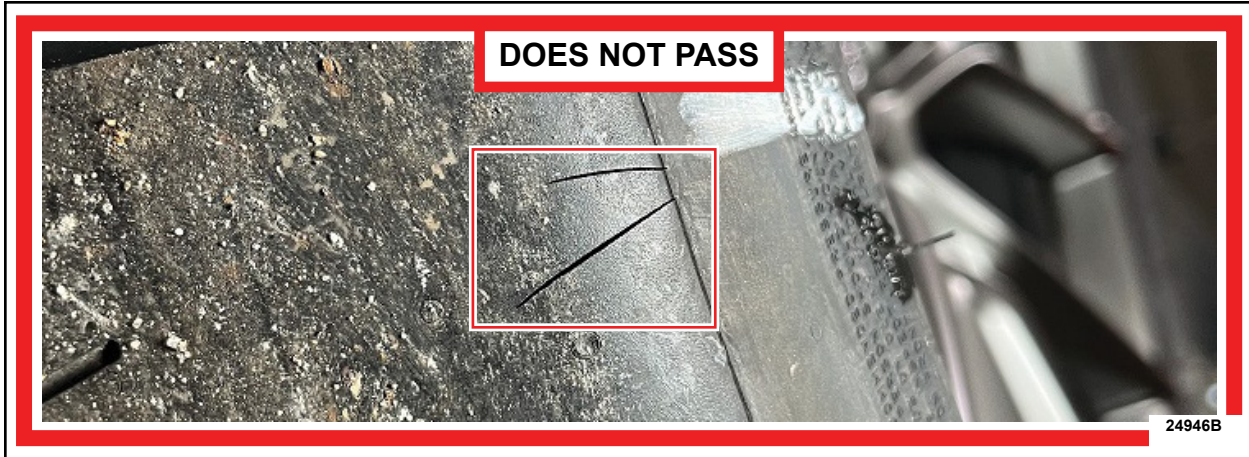


FIGURE 3

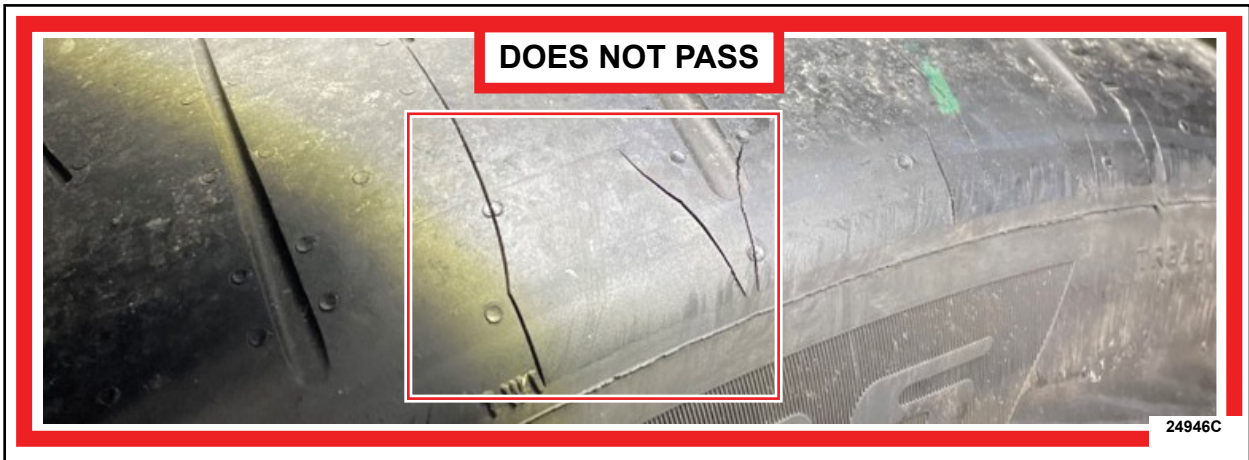


FIGURE 4

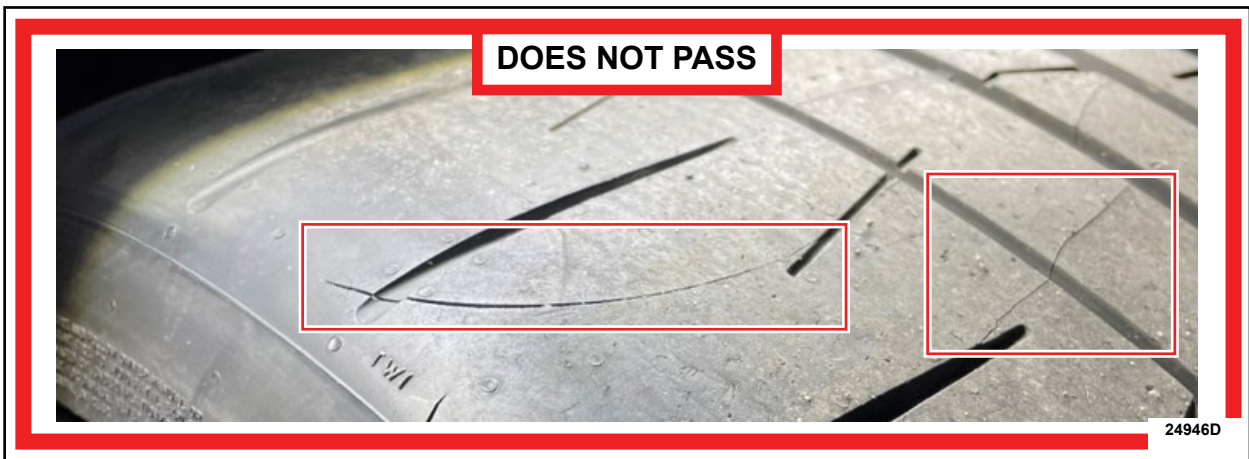


FIGURE 5



3. Do any of the tire treads show signs of cracking?

- Yes - Does not pass Inspection, continue to Step 4.
- No - Passes Inspection, this FSA is complete.

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

NOTE: The Special Service Support Center (SSSC) must provide approval prior to performing the repair.

4. Contact the SSSC and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.

- Attach photo of vehicle mileage.
- Attach photo of door tag showing the Vehicle Identification Number (VIN).
- Attach photos of all cracked tires.

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

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

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

6. SSSC will provide approval via web contact. No approval code required.

7. Replace all four tires.

Using Summer Tires: Summer tires provide superior performance on wet and dry roads. Summer tires do not have the Mud and Snow (M+S or M/S) tire traction rating on the tire side wall. Since summer tires do not have the same traction performance as All-season or Snow tires, we do not recommend using summer tires when temperatures drop to about 45 °F (7 °C) or below, depending on tire wear and environmental conditions, or in snow and ice conditions. Like any tire, summer tire performance is affected by tire wear and environmental conditions. If you must drive in those conditions, we recommend using Mud and Snow (M+S, M/S), All-season or Snow tires.

Always store your summer tires indoors at temperatures above 19 °F (-7 °C). The rubber compounds used in these tires lose flexibility and may develop surface cracks in the tread area at temperatures below 19 °F (-7 °C). If the tires have been subjected to 19 °F (-7 °C) or less, warm them in a heated space to at least 41 °F (5 °C) for at least 24 hours before installing them on a vehicle, or moving the vehicle with the tires installed, or checking tire inflation. Always inspect the tires after storage periods and before use.



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

June 11, 2025

TO: All U.S. Ford and Lincoln Dealers

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

Customer Satisfaction Program 25B07 – Supplement #1

Certain 2024-2025 Model Year Mustang Dark Horse Vehicles Equipped with Summer Only Tires

Summer Tire Inspection

REF: **NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD**

Customer Satisfaction Program 25B07

Certain 2024-2025 Model Year Mustang Dark Horse Vehicles Equipped with Summer Only Tires

Summer Tire Inspection

New! REASON FOR THIS SUPPLEMENT

- *Vehicle population has been updated to reflect added vehicles.*
- *Owner Letters will be mailed the week of June 23, 2025.*

New! PROGRAM TERMS

This program will be in effect through June 11, 2026. There is no mileage limit for this program.

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Mustang	2024	Flatrock	<i>March 26, 2024 through November 4, 2024</i>
Mustang	2025	Flatrock	October 24, 2024 through October 30, 2024

New! *U.S population of affected vehicles: 309. Affected vehicles are identified in OASIS and FSA VIN Lists.*

REASON FOR THIS PROGRAM

Certain 2024-2025 Model Year Mustang Dark Horse Vehicles Equipped with Summer Only Tires may develop cracks visible to the customer if driven during cold temperatures less than 19 degrees Fahrenheit (-7 degrees Celsius). The customer will still be able to safely use the vehicle.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to inspect all four summer tires on the vehicle, and if any of the tires show signs of cracking on the tread surface, all four tires should be replaced. This service must be performed on all affected vehicles with summer tires 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, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery should be made available for all customers. Refer to the Rental and Claiming sections for further details.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 23, 2025, or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! 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

Customer Satisfaction Program 25B07 – Supplement #1**New! 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 March 19, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 19, 2025. Owner names and addresses will be available by July 11, 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.

New! 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 June 11, 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 cracked summer tires.

Customer Satisfaction Program 25B07 – Supplement #1**New! FORD PICK-UP & DELIVERY**

- Dealers participating in the Remote Experience Program:
 - Refer to **EFC16573**, 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.

REPAIR PHOTO SUBMISSION

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

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

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.

Customer Satisfaction Program 25B07 – Supplement #1

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
PASS - Inspect summer tires for cracks.	25B07A	0.3 Hours
DOES NOT PASS - Inspect summer tires for cracks. (Keeps FSA open until new tires arrive)	25B07BB	0.3 Hours
Replace and Balance all four tires.	25B07C	1.1 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 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.	25B07PP	0.5 Hours
Time allowed to submit photos. 1. Attach a photo of vehicle mileage. 2. Attach a photo of door tag showing VIN. 3. Attach photos of all cracked tires.	25B07ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

If tires do not pass inspection (if one tire is cracked, all four should be replaced)

Submit a VIN-specific Part Order contact via the SSSC Web Contact Site. SSSC will provide approval via web contact. No Approval code required.

The VIN-specific part order must provide the following:

Attach a photo of vehicle mileage, door tag showing VIN, and photos showing cracked tires.

Part Number	Description	Order Quantity
9005 4080100	Front Summer Tire (The part number prefix contains O's not zero's)	2
9005 4080200	Rear Summer Tire (The part number prefix contains O's not zeros)	2

After receiving verbal approval from SSSC, order tires through your local ATW program Pirelli Tire Distributor. If you do not have a local Pirelli Tire Distributor, contact Tire Program Headquarters at 1-888-353-3251 or email tirehelp@automated5.com.

DEALER PRICE

For the latest tire pricing, please refer to the Tire Sales Tool.

FMCDealer > Parts and Service > Parts Product Line Information > Tires > Tire Sales Tool.

Customer Satisfaction Program 25B07 – **Supplement #1**

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.



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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.

New! 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 June 11, 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 cracked summer tires.

Customer Satisfaction Program 25B07 – Supplement #1**New: FORD PICK-UP & DELIVERY**

- Dealers participating in the Remote Experience Program:
 - Refer to [EFC16573](#), 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.

REPAIR PHOTO SUBMISSION

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

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

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.

Customer Satisfaction Program 25B07 – **Supplement #1**

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
PASS - Inspect summer tires for cracks.	25B07A	0.3 Hours
DOES NOT PASS - Inspect summer tires for cracks. (Keeps FSA open until new tires arrive)	25B07BB	0.3 Hours
Replace and Balance all four tires.	25B07C	1.1 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 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.	25B07PP	0.5 Hours
Time allowed to submit photos. 1. Attach a photo of vehicle mileage. 2. Attach a photo of door tag showing VIN. 3. Attach photos of all cracked tires.	25B07ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

If tires do not pass inspection (if one tire is cracked, all four should be replaced)

Submit a VIN-specific Part Order contact via the SSSC Web Contact Site. SSSC will provide approval via web contact. No Approval code required.

The VIN-specific part order must provide the following:

Attach a photo of vehicle mileage, door tag showing VIN, and photos showing cracked tires.

Part Number	Description	Order Quantity
9005 4080100	Front Summer Tire (The part number prefix contains O's not zero's)	2
9005 4080200	Rear Summer Tire (The part number prefix contains O's not zeros)	2

After receiving verbal approval from SSSC, order tires through your local ATW program Pirelli Tire Distributor. If you do not have a local Pirelli Tire Distributor, contact Tire Program Headquarters at 1-888-353-3251 or email tirehelp@automed5.com.

DEALER PRICE

For the latest tire pricing, please refer to the Tire Sales Tool.

FMCDealer > Parts and Service > Parts Product Line Information > Tires > Tire Sales Tool.

Customer Satisfaction Program 25B07 – **Supplement #1**

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.

25B07

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 25B07 Field 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 25B07

Certain 2024-2025 Model Year Mustang Dark Horse Vehicles Equipped with Summer Only
Tires
Summer Tire Inspection














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 25B07

Certain 2024-2025 Model Year Mustang Dark Horse Vehicles Equipped with Summer Only
Tires
Summer Tire Inspection

   – 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.**

CERTAIN 2024-2025 MODEL YEAR MUSTANG VEHICLES EQUIPPED WITH A DARK HORSE HANDLING PACKAGE AND SUMMER TIRES — SUMMER TIRE INSPECTION

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

1. Raise the vehicle on a hoist following Workshop Manual (WSM) procedures in Section 100-02.
2. Inspect the tread of all four tires for cracking. See Figures 1-5.

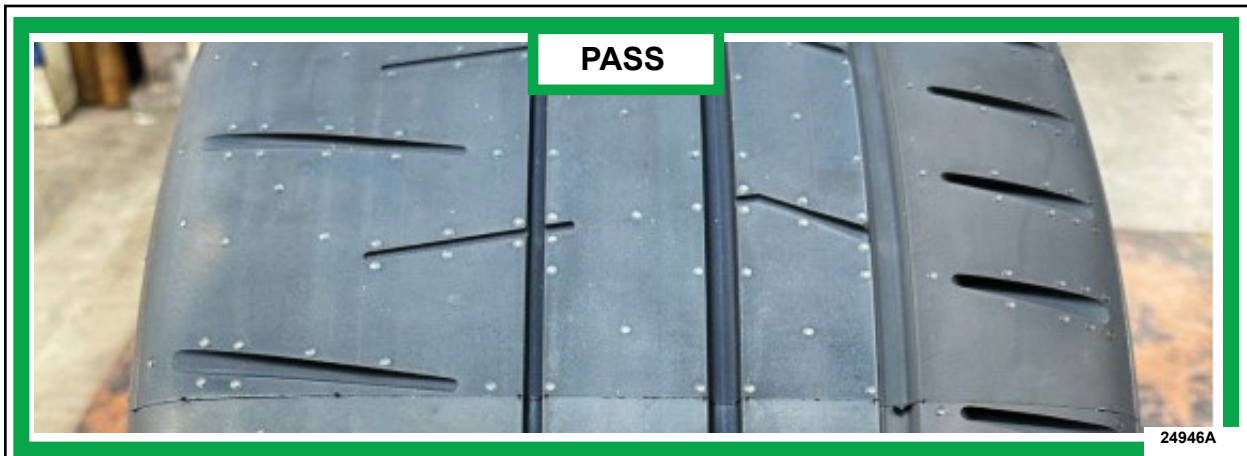


FIGURE 1



FIGURE 2



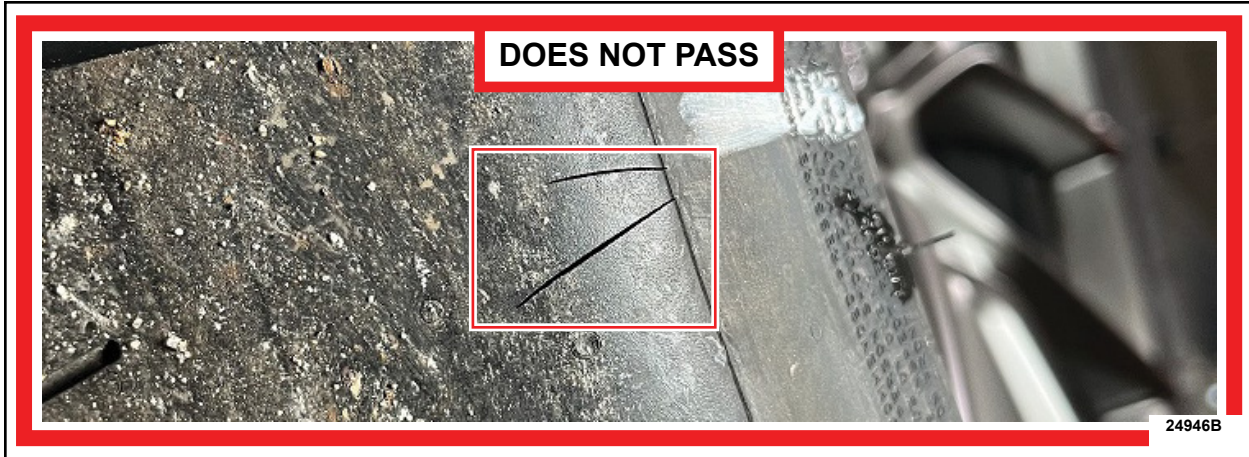


FIGURE 3

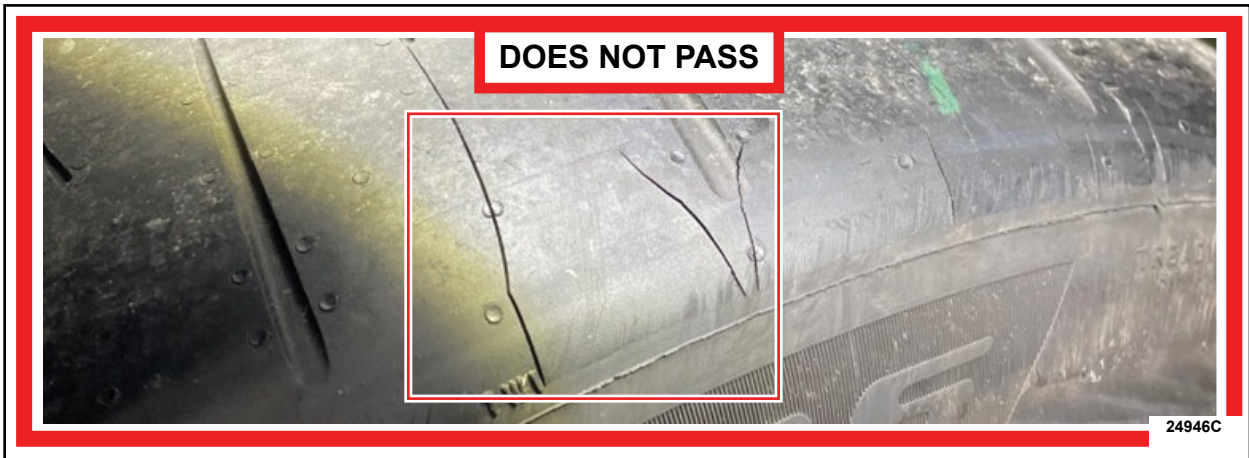


FIGURE 4

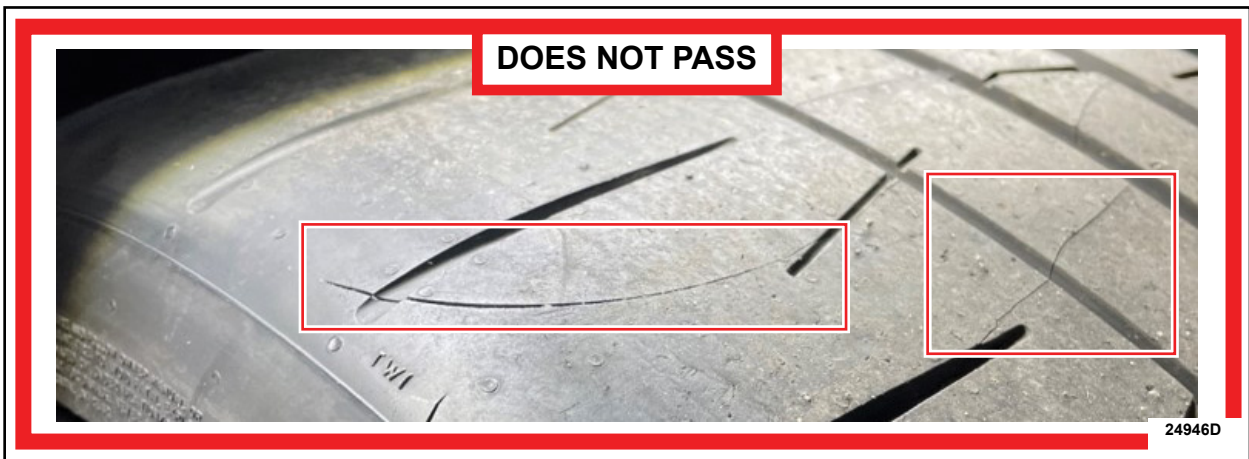


FIGURE 5



3. Do any of the tire treads show signs of cracking?

- Yes - Does not pass Inspection, continue to Step 4.
- No - Passes Inspection, this FSA is complete.

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

NOTE: The Special Service Support Center (SSSC) must provide approval prior to performing the repair.

4. Contact the SSSC and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.

- Attach photo of vehicle mileage.
- Attach photo of door tag showing the Vehicle Identification Number (VIN).
- Attach photos of all cracked tires.

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

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

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

6. SSSC will provide approval via web contact. No approval code required.

7. Replace all four tires.

Using Summer Tires: Summer tires provide superior performance on wet and dry roads. Summer tires do not have the Mud and Snow (M+S or M/S) tire traction rating on the tire side wall. Since summer tires do not have the same traction performance as All-season or Snow tires, we do not recommend using summer tires when temperatures drop to about 45 °F (7 °C) or below, depending on tire wear and environmental conditions, or in snow and ice conditions. Like any tire, summer tire performance is affected by tire wear and environmental conditions. If you must drive in those conditions, we recommend using Mud and Snow (M+S, M/S), All-season or Snow tires.

Always store your summer tires indoors at temperatures above 19 °F (-7 °C). The rubber compounds used in these tires lose flexibility and may develop surface cracks in the tread area at temperatures below 19 °F (-7 °C). If the tires have been subjected to 19 °F (-7 °C) or less, warm them in a heated space to at least 41 °F (5 °C) for at least 24 hours before installing them on a vehicle, or moving the vehicle with the tires installed, or checking tire inflation. Always inspect the tires after storage periods and before use.



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.

