



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

July 14, 2025

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 25B09**

Certain 2024-2025 Model Year F-150 Vehicles Equipped With Floor Console Gear Shift Module (GSM)  
Replace Floor Console GSM

**REF:** Technical Service Bulletin (TSB) 25-2276 Dated June 20, 2025 – Various GSM concerns

**PROGRAM TERMS**

This program will be in effect through July 31, 2026. There is no mileage limit for this program.

**URGENCY / EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of July 31, 2026 to encourage dealers and customers to have this service performed as soon as possible.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2024	Dearborn	June 3, 2024 through November 1, 2024
		Kansas City	June 7, 2024 through October 23, 2024
F-150 Lightning	2024	Rouge Electrical	June 3, 2024 through October 28, 2024
	2025		June 3, 2024 through October 18, 2024

U.S. population of affected vehicles: 10,549. Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** The following Technical Service Bulletin (TSB) includes the same GSM hardware replacement part as this Customer Satisfaction Program:

- TSB 25-2276– Various GSM concerns.

Customer Satisfaction Program 25B09 will be closed automatically if repairs for this TSB are claimed.

**REASON FOR THIS PROGRAM**

On all of the affected vehicles, the GSM may experience a malfunction and the floor console GSM shifter may be unable to stow or un-stow when the gear shift stow button is pressed and an illuminated wrench light will be displayed on the Instrument Panel Cluster (IPC). The vehicle may be inoperable if the shifter is in the stowed position when the malfunction occurs. If the shifter is not in the stowed position when the malfunction occurs, the customer will still be able to drive the vehicle and may observe a wrench light on the IPC.

## **SERVICE ACTION**

Dealers are to replace the Floor Console GSM. 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, dealers should:

- Arrange for a mobile repair at the owner's location, or:
- 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 and mobile 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 July 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

## Customer Satisfaction Program 25B09

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

All repairs in this program have the following assessment level:

 - Light Mobile Service

### **MOBILE REPAIR RECOMMENDATIONS**

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

### **MOBILE REPAIR ADDITIONAL INFORMATION**

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
  - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

### **MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

### **OASIS ACTIVATION**

OASIS will be activated on July 14, 2025.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 14, 2025. Owner names and addresses will be available by July 25, 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.

## Customer Satisfaction Program 25B09

### **STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

### **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.

### **TOWING**

If towing is required (vehicles with the GSM lever stuck in the stowed position) dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

### **MOBILE SERVICE CLAIMING QUESTIONS**

- Dealers participating in the Remote Experience Program:
  - Ford and Lincoln Dealers - refer to EFC16629, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
  - For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.
  - Work with the Dealership warranty administrator to create an SSSC contact ID#.
  - Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

### **FORD PICK-UP & DELIVERY**

- Dealers participating in the Remote Experience Program:
  - Refer to EFC16629, 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.

**Customer Satisfaction Program 25B09****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 modules not requiring an RVC, use normal diagnostics.**
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
  - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

**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.
  - When entering claims:
    - Claim type 31: Field Service Action
    - Sub Code: 25B09
    - Customer Concern Code (CCC): P50
    - Condition Code (CC): 42
    - Causal Part Number: 7210, 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:**
  - Dealers participating in the Remote Experience Program:
    - Refer to EFC16629, 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.

## Customer Satisfaction Program 25B09

**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Mobile Repair:**
  - Dealers participating in the 2025 Remote Experience Program –
    - Ford and Lincoln - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
  - Dealers NOT participating in the 2025 Remote Experience Program –
    - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
    - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code 25B09MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
- **Provision for Towing:** For vehicles with the GSM lever stuck in the stowed position, 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: 25B09
  - Misc. Expense: TOW
  - Misc. Expense: Claim up to \$250.00

Customer Satisfaction Program 25B09

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<p><b>For 2024-2025 Model Year F-150 vehicles that had TSB 25-2276 performed with a GSM replaced:</b> Claim this administrative allowance labor operation. Customer Satisfaction Program will be closed automatically.</p> <p><b>This Labor Operation Closes Customer Satisfaction Program 25B09.</b></p>	25B09A	0.2 Hours
<p><b>F-150 Lightning Vehicles - Equipped With 15.5 inch SYNC®-Screen:</b></p> <ol style="list-style-type: none"> <li>1. Replace GSM Module per Workshop Manual Section (WSM) 307-05.</li> <li>2. Includes Module PMI and TRON module reprogramming (If prompted by FDRS).</li> <li>3. Checking and Clearing DTC codes.</li> </ol> <p><b>This Labor Operation Closes Customer Satisfaction Program 25B09.</b></p>	25B09B	1.0 Hours
<p><b>F-150 Vehicles - Equipped With 10.0 or 12.0 inch SYNC®-Screen:</b></p> <ol style="list-style-type: none"> <li>1. Replace GSM Module per Workshop Manual Section (WSM) 307-05.</li> <li>2. Includes Module PMI and TRON module reprogramming (If prompted by FDRS).</li> <li>3. Checking and Clearing DTC codes.</li> </ol> <p><b>This Labor Operation Closes Customer Satisfaction Program 25B09.</b></p>	25B09C	0.8 Hours
<p><b>F-150 ALL Vehicles - GSM Module - Shifter Lever is Stuck in Stow or Down Position:</b></p> <ol style="list-style-type: none"> <li>1. Extra time to Un-Stow GSM -Shifter Lever.</li> <li>2. Follow Workshop Manual Section (WSM) 307-05 under General Procedures – GSM – Vehicles With: Console Shift – Stuck in Stow procedure.</li> </ol> <p><b>This Labor Operation can be used with 25B09B or 25B09C labor operations only.</b></p>	25B09D	0.1 Hours
<p><b>Mobile Service:</b></p> <p><b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b></p> <p>Can be used when the repair takes place away from the dealership.</p> <p>If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.</p>	25B09MM	0.5 Hours

Customer Satisfaction Program 25B09

**LABOR ALLOWANCES (Continued)**

Description	Labor Operation	Labor Time
<b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25B09PP	0.5 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
* - 7210 - *	1	1	1	Floor Console GSM (VIN specific part number – Refer to parts catalog)

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<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 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.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)**

- 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<sup>st</sup>, 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.



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

July 2025

## Customer Satisfaction Program 25B09

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.

<b>Why are you receiving this notice?</b>	On your vehicle, it may be possible the floor console Gear Shift Module (GSM) may be unable to stow or un-stow when the gear shift stow button is pressed and an illuminated wrench light may be displayed on the Instrument Panel Cluster (IPC).
<b>What is the effect?</b>	Should the GSM malfunction, the shifter will be unable to stow or un-stow when the gear shift stow button is pressed and an illuminated wrench light will be displayed on the IPC. The vehicle may be inoperable if the shifter is in the stowed position when the malfunction occurs. If the shifter is not in the stowed position when the malfunction occurs, the customer will still be able to drive the vehicle and may observe a wrench light on the IPC.
<b>What will Ford and your dealer do?</b>	<b><u>Parts are now available to repair your vehicle.</u></b> 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 floor console GSM free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until July 31, 2026, regardless of mileage. Coverage is automatically transferred to subsequent owners.
<b>How long will it take?</b>	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.
<b>What should you do?</b>	Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 25B09.

**What should you do?  
(continued)**

If you do not already have a servicing dealer, you can access [ford.com/support](http://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.

**Mobile Service**

Ford Mobile Service is offered by participating dealers, contact your dealer for details.

**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.

**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](http://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](http://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

Julio de 2025

## Programa de satisfacción del cliente 25B09

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, es posible que el módulo de la palanca de cambios (GSM) de la consola del piso no pueda plegarse ni desplegarse cuando se presiona el botón para guardar la palanca de cambios y es posible que se muestre una luz de llave iluminada en el panel de instrumentos (IPC).

### ¿Cuál es el efecto?

Si el GSM no funciona correctamente, la palanca de cambios no se podrá plegar ni desplegarse cuando se presione el botón para guardar la palanca de cambios y se mostrará una luz de llave iluminada en el IPC. Es posible que el vehículo no funcione si la palanca de cambios está en la posición guardada cuando ocurre el mal funcionamiento. Si la palanca de cambios no está en la posición guardada cuando ocurre el mal funcionamiento, el cliente aún podrá conducir el vehículo y podrá observar una luz de llave en el IPC.

### ¿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. En beneficio de la satisfacción del cliente, Ford Motor Company ha autorizado a su concesionario a reemplazar el GSM de la consola del piso sin cargo según los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 31 de julio de 2026, independientemente del millaje. La cobertura se transfiere automáticamente a los propietarios posteriores.

### ¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será 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 que programe una cita de servicio para realizar el Programa de satisfacción del cliente 25B09.

**¿Qué debe hacer?  
(continuación)**

Si aún no tiene un concesionario para realizar el servicio, puede acceder a [ford.com/support](http://ford.com/support) para conocer las direcciones de los concesionarios, 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. 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.

**Servicio móvil**

El Servicio móvil Ford se ofrece a través de los concesionarios que participan, comuníquese con su concesionario para obtener detalles.

**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 [ford.com/support](http://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](http://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**

## Customer Satisfaction Program 25B09

### 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 25B09 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date

**Customer Satisfaction Program 25B09  
Certain 2024-2025 Model Year F-150 Equipped With Floor  
Console Gear Shift Module (GSM)  
Replace Floor Console GSM**














**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)

**Customer Satisfaction Program 25B09**  
**Certain 2024-2025 Model Year F-150 Equipped With Floor**  
**Console Gear Shift Module (GSM)**  
**Replace Floor Console GSM**

 – 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 F-150 VEHICLES EQUIPPED WITH FLOOR CONSOLE GEAR SHIFT MODULE (GSM) — REPLACE FLOOR CONSOLE GSM

### 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. Is the GSM stuck in the STOW position?

Yes - Manually unstow the GSM shifter lever. Follow the Workshop Manual (WSM) procedures in Section 307-05 under General Procedures - Gear Shift Module (GSM) - Vehicles With : Console Shift - Stuck in Stow procedure.

No - Proceed to step 2.

2. Replace the GSM. Follow the WSM procedures in Section 307-05.

**NOTICE:** Ensure to refer and follow the WSM Section 418-01A Module Configuration, after replacing the GSM.

Failure to follow proper Module Configuration may lead to unnecessary driveability concerns or false Diagnostic Trouble Codes (DTC's) in multiple modules.

If prompted by FDRS, carry out Trusted Real-Time Operation Network (TRON) Module Authentication procedure.

3. Using FDRS, check and clear all DTC's.

**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.

