



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 7, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 25B32
Certain 2025 Model Year Corsair and Escape equipped with a panoramic roof
Roof Opening Panel Rear Trim Inspection and Replacement

PROGRAM TERMS

This program will be in effect through July 7, 2026. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Corsair	2025	Louisville	May 1, 2025 through May 12, 2025
Escape	2025	Louisville	May 1, 2025 through May 12, 2025

U.S. population of affected vehicles: 464. 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 some of the affected vehicles, there may be inadequate urethane sealing on the moonroof assembly's rear trim panel. This may result in water leakage into the interior at the rear of the vehicle during rain or car washes.

SERVICE ACTION

Dealers are to inspect the serial number of the moonroof assembly to determine if it is within the suspected build range. If the vehicle has a suspected leaking Roof Opening Panel Rear Trim piece based on the serial number, the Roof Opening Panel Rear Trim piece will be removed and replaced per the standard Workshop Manual procedure. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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

This allowance may be claimed one time per VIN when the repair is completed.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 14, 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
- Moonroof Serial Number List

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 25B32

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 July 7, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by July 7, 2025. Owner names and addresses will be available by July 14, 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.

Customer Satisfaction Program 25B32

RENTAL VEHICLES

Dealers are pre-approved for up to 1 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day(s) is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

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.

LINCOLN PICK-UP & DELIVERY

- Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service, from their dealership. For details, reference EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement.
- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16573, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

Customer Satisfaction Program 25B32

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See 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: 25B32
 - Customer Concern Code (CCC): R09
 - Condition Code (CC): 68
 - Causal Part Number: 18936 Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Sublet Glass Removal/Installation:** Sublet repairs to remove and install the Roof Opening Rear Panel Trim (mini-roof) can be claimed instead of 25B32E. Sublet documentation must be retained. Submit on the same line as the repair.
 - Program Code: 25B32
 - Misc. Expense: FSAOSL
 - Misc. Expense: Claim up to \$250
- **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.

Customer Satisfaction Program 25B32

- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery should be submitted on a separate line from the FSA. Refer to EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement for details.
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16573, Announcing the 2025 Remote Experience Program.
 - Dealers NOT participating in the 2025 Remote Experience Program
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.
- **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.

Customer Satisfaction Program 25B32

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect serial number of Moonroof (Pass) – Corsair and Escape	25B32A	0.3 Hours
Inspect serial number of Moonroof (Fail) – Corsair and Escape	25B32B	0.3 Hours
Lower headliner and remove GPS antenna for Roof Opening Panel Rear Trim replacement, reinstall GPS antenna and headliner after Roof Opening Panel Rear Trim replacement – Escape	25B32C	2.4 Hours
Lower headliner and remove GPS antenna for Roof Opening Panel Rear Trim replacement, reinstall GPS antenna and headliner after Roof Opening Panel Rear Trim replacement. – Corsair	25B32D	2.8 Hours
Replace Roof Opening Panel Rear Trim – Corsair and Escape NOTE: If using dealership body shop use 25B32E. If using sublet, see “Sublet Glass Removal/Installation” under “Claims Preparation and Submission”	25B32E	1.0 Hours
Lincoln Vehicle Pick-Up & Delivery Allowance: Only vehicles outside of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program 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.	25B32LL	0.5 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.	25B32PP	0.5 Hours

Customer Satisfaction Program 25B32

PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection required, see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LJ7Z-18936-A	1	1	1	(Corsair) Roof Opening Panel Rear Trim
LJ6Z-18936-A	1	1	1	(Escape) Roof Opening Panel Rear Trim

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.

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.

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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.



Lincoln
PO Box 1904
Dearborn, Michigan 48121

July 2025

Customer Satisfaction Program 25B32

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

At Lincoln, 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, there may be inadequate urethane sealing on the moonroof assembly's rear trim panel.
- What is the effect?** This may result in water leakage into the interior at the rear of the vehicle during rain or car washes.
- What will Lincoln and your retailer do?** **Parts are now available to repair your vehicle.** In the interest of customer satisfaction, Lincoln has authorized your retailer to inspect the Roof Opening Panel Rear. If the seal is suspect, your retailer will replace the Roof Opening Panel Rear Trim free of charge under the terms of this program.
This Customer Satisfaction Program will be in effect until July 7, 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 day. However, due to service scheduling requirements, your retailer 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 retailer without delay to schedule a service appointment for Customer Satisfaction Program 25B32.
If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://www.lincoln.com/support) for retailer addresses, maps, and driving instructions.
Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Lincoln 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 make arrangements to 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 The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
Pick-Up and Delivery	Complimentary vehicle Pick-Up & Delivery service may also be available upon request from your retailer. Your retailer will pick up your vehicle and return it with the repair completed.
Do you need a rental vehicle?	If your retailer determines Roof Opening Panel Rear Trim replacement is required and needs your vehicle overnight, your retailer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tolls) while your vehicle is at the retailer for repairs. Please see your retailer for guidelines and limitations.
What if you no longer own this vehicle?	If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records, which are based primarily on state registration and title data, indicate you are the current owner.
Can we assist you further?	If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. RETAIL OWNERS: If you have questions or concerns, please contact our Lincoln 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 lincoln.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.

Lincoln



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Julio de 2025

Programa de satisfacción del cliente 25B32

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

12345678901234567

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

¿Por qué recibe este aviso?

Es posible que en su vehículo el panel de vestidura trasero del ensamble del toldo corredizo no tenga un sello de uretano adecuado.

¿Cuál es el efecto?

Esto puede provocar fugas de agua en el interior de la parte trasera del vehículo durante la lluvia o los lavados del vehículo.

¿Qué harán Lincoln y su minorista?

Las piezas para reparar su vehículo ya se encuentran disponibles. En beneficio de la satisfacción del cliente, Lincoln ha autorizado a su minorista a inspeccionar la parte trasera del panel del toldo corredizo. Si se sospecha del sello, su minorista reemplazará la vestidura trasera del panel del toldo corredizo sin cargo según los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 7 de julio de 2026, independientemente del millaje. La cobertura se transfiere automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será de menos de un día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su minorista tarde un poco más. Además, se realizará una inspección del vehículo para determinar si se deben solicitar piezas.

¿Qué debe hacer?

Llame a su minorista lo antes posible para programar una cita de servicio para realizar el Programa de satisfacción del cliente 25B32.

Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](https://www.lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

Lincoln le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo. Lincoln puede negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado esta acción de

**¿Qué debe hacer?
(Continuación)**

servicio de manera oportuna. Por lo tanto, le solicitamos que gestione la organización para realizar 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 The Lincoln Way: Lincoln Owner. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras características, como control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud de su minorista. Su minorista retirará el vehículo y lo regresará con la reparación realizada.

¿Necesita un vehículo de alquiler?

Si su minorista determina que es necesario el reemplazo de la vestidura trasera del panel del toldo corredizo y el vehículo debe permanecer en las instalaciones durante la noche, el minorista está autorizado a ofrecerle un vehículo de alquiler para su transporte personal sin costo (excepto combustible, seguro y peajes) mientras su vehículo se encuentre en reparación. Comuníquese con su minorista para conocer las pautas y limitaciones.

¿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. Este aviso lo recibió 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) Lincoln 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 lincoln.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.

Lincoln



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

July 2025

Customer Satisfaction Program 25B32

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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, there may be inadequate urethane sealing on the moonroof assembly's rear trim panel.
- What is the effect?** This may result in water leakage into the interior at the rear of the vehicle during rain or car washes.
- 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 the Roof Opening Panel Rear Trim for a proper seal. If the seal is inadequate, your dealer will replace the Roof Opening Panel Rear Trim free of charge under the terms of this program.
This Customer Satisfaction Program will be in effect until July 7, 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 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 25B32.
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

What should you do? Continued	<p>performed on a timely basis. Therefore, please have this service action performed as soon as possible.</p> <p>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.</p>
Pick-Up and Delivery	<p>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.</p>
Do you need a rental vehicle?	<p>If your dealer determines that Roof Opening Panel Rear Trim replacement is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.</p>
What if you no longer own this vehicle?	<p>If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.</p> <p>You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.</p>
Can we assist you further?	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p>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.</p> <p>If you wish to contact us through the internet, our address is ford.com/support.</p> <p>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.</p> <p>Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).</p>

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 25B32

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

12345678901234567

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

¿Por qué recibe este aviso?

Es posible que en su vehículo el panel de vestidura trasero del ensamble del toldo corredizo no tenga un sello de uretano adecuado.

¿Cuál es el efecto?

Esto puede provocar fugas de agua en el interior de la parte trasera del vehículo durante la lluvia o los lavados del vehículo.

¿Qué medidas adoptarán Ford y su concesionario?

Las piezas para reparar su vehículo ya se encuentran disponibles. En beneficio de la satisfacción del cliente, Ford Motor Company ha autorizado a su concesionario a inspeccionar la vestidura trasera del panel del toldo corredizo para verificar que esté bien sellado. Si el sello es inadecuado, su concesionario reemplazará la vestidura trasera del panel del toldo corredizo sin cargo según los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 7 de julio de 2026, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será de menos de un día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más. Además, su vehículo requerirá una inspección para determinar si es necesario pedir piezas.

¿Qué debe hacer?

Llame a su concesionario lo antes posible para programar una cita de servicio para realizar el Programa de satisfacción del cliente 25B32.

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 campaña 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.

¿Necesita un vehículo de alquiler?

Si su concesionario determina que es necesario reemplazar la vestidura trasera del panel del toldo corredizo y necesita su vehículo durante la noche, su concesionario está autorizado a proporcionarle un vehículo de alquiler para su transporte personal sin cargo (excepto combustible, seguro e impuestos) mientras su vehículo esté en el concesionario para reparaciones. Comuníquese con su concesionario para conocer las pautas y limitaciones.

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

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

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

¿Podemos hacer algo más por usted?

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

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de 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.

**¿Podemos hacer algo más por usted?
(continuación)**

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

Customer Satisfaction Program 25B32














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)

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   – 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.**

25B32

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 25B32 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 25B32

Certain 2025 Model Year Corsair and Escape equipped with a panoramic roof
Roof Opening Panel Rear Trim Inspection and Replacement

Use the list below to determine whether the Serial Number for the Moonroof Assembly is an affected assembly that requires Roof Opening Panel Rear Trim replacement.

To search for your Serial Number:

- In Adobe Reader menu, click "EDIT", then click "FIND", then insert the Serial Number from the Moonroof Assembly inspected, then press ENTER, **Or**
- Press Control and F (Ctrl + F) simultaneously, then enter the Serial Number from the Moonroof Assembly inspected, then press ENTER.

Moonroof Serial Numbers			
104212025	704252025	1504282025	2204212025
104222025	704282025	1604212025	2204232025
104232025	804222025	1604222025	2204302025
104302025	804232025	1604232025	2304212025
204212025	804242025	1604282025	2304222025
204222025	804302025	1604302025	2304302025
204232025	904212025	1704212025	2404212025
304232025	904232025	1704222025	2404222025
304282025	1004232025	1704282025	2404242025
304302025	1004282025	1804212025	2404302025
404212025	1104212025	1804222025	2504212025
404232025	1104232025	1904212025	2504222025
404252025	1104252025	1904222025	2504282025
404282025	1204222025	1904242025	2604222025
504212025	1304212025	2004212025	2604232025
504282025	1304222025	2004222025	2604282025
504292025	1304232025	2004282025	2704212025
604222025	1304302025	2004302025	2704242025
604232025	1402102025	2104212025	2704302025
604242025	1404222025	2104222025	2804212025
604282025	1404232025	2104232025	2804232025
604302025	1404302025	2104242025	2804242025
704212025	1504212025	2104252025	2804282025
704222025	1504222025	2104282025	2904282025
704232025	1504232025	2104302025	3004212025

Customer Satisfaction Program 25B32

Certain 2025 Model Year Corsair and Escape equipped with a panoramic roof
Roof Opening Panel Rear Trim Inspection and Replacement

Moonroof Serial Numbers			
3004232025	4204282025	5204252025	6404302025
3004242025	4304212025	5204282025	6504212025
3004252025	4304232025	5204292025	6504252025
3004282025	4304282025	5304232025	6504302025
3104212025	4404212025	5404232025	6603042025
3104242025	4404242025	5404242025	6604242025
3204232025	4404282025	5404302025	6604252025
3204282025	4404292025	5504212025	6604302025
3204292025	4404302025	5504242025	6703042025
3304242025	4504232025	5504252025	6704212025
3304252025	4504252025	5504282025	6704232025
3304282025	4504282025	5504292025	6704252025
3304292025	4504292025	5604212025	6802102025
3404212025	4504302025	5604232025	6804232025
3404242025	4604212025	5604242025	6804242025
3404252025	4604242025	5604292025	6804252025
3404292025	4604282025	5703042025	6904242025
3504242025	4604302025	5704232025	6904282025
3504252025	4704212025	5704242025	7004212025
3504292025	4704242025	5704252025	7004252025
3604232025	4704282025	5803042025	7104302025
3604292025	4804232025	5804242025	7304242025
3704212025	4804282025	5804302025	7304302025
3704242025	4804302025	5904212025	7404212025
3704252025	4904212025	5904242025	7404242025
3704292025	4904292025	5904252025	7404282025
3804212025	4904302025	6004212025	7504212025
3804232025	5004212025	6004242025	7504242025
3804292025	5004232025	6104242025	7604282025
3904212025	5004242025	6104302025	7604292025
3904232025	5004252025	6204242025	7704212025
3904242025	5004292025	6204282025	7704242025
4004242025	5104212025	6204292025	7704282025
4004282025	5104242025	6204302025	7804232025
4004292025	5104252025	6303042025	7804242025
4104212025	5104292025	6304242025	7804302025
4104242025	5104302025	6304252025	7904212025
4104282025	5203042025	6403042025	7904242025
4204242025	5204212025	6404212025	7904292025
4204252025	5204232025	6404242025	7904302025

Customer Satisfaction Program 25B32

Certain 2025 Model Year Corsair and Escape equipped with a panoramic roof
Roof Opening Panel Rear Trim Inspection and Replacement

Moonroof Serial Numbers			
8004282025	9804242025	11404212025	13605012025
8104242025	9804302025	11404242025	13701302025
8204242025	9904242025	11404302025	13704302025
8204282025	9904282025	11604212025	13705012025
8304242025	9904302025	11604232025	13801302025
8304292025	10002102025	11604242025	13804162025
8304302025	10004232025	11704212025	13804302025
8404242025	10004242025	11704232025	13901302025
8404292025	10004282025	11704242025	13904302025
8404302025	10004302025	11704302025	13905012025
8504242025	10104232025	11804212025	14001302025
8504282025	10104242025	11804242025	14005012025
8504292025	10104302025	11804302025	14101302025
8604242025	10204232025	11904212025	14104162025
8704242025	10204242025	11904232025	14201302025
8704282025	10204302025	11904242025	14204302025
8704292025	10302102025	11904302025	14205012025
8804282025	10304232025	12004232025	14304302025
8804302025	10304302025	12004242025	14504302025
8904242025	10404232025	12004302025	14604302025
8904282025	10404242025	12104212025	14704162025
8904302025	10404302025	12104232025	14704302025
9004232025	10502102025	12204212025	14705012025
9004242025	10504242025	12204302025	15004302025
9004302025	10504302025	12304232025	15104302025
9104302025	10602102025	12304302025	15504302025
9204282025	10604242025	12404232025	15704292025
9204292025	10704302025	12804242025	15704302025
9304292025	10802112025	12804302025	16304292025
9404242025	10804242025	12904302025	16404162025
9404282025	10804302025	13105012025	16404292025
9404302025	10904212025	13204142025	16504162025
9504242025	10904302025	13204302025	16504292025
9504302025	11004212025	13205012025	16604142025
9604232025	11004242025	13404162025	16604302025
9604242025	11004302025	13404302025	16704292025
9704232025	11104302025	13405012025	16804292025
9704242025	11204242025	13501302025	16904302025
9704282025	11204302025	13504302025	17004162025
9704302025	11304302025	13601312025	17104162025

Customer Satisfaction Program 25B32

Certain 2025 Model Year Corsair and Escape equipped with a panoramic roof
Roof Opening Panel Rear Trim Inspection and Replacement

Moonroof Serial Numbers			
17204162025	20404292025	23104292025	25704302025
17204292025	20404302025	23204292025	25904142025
17304302025	20504292025	23204302025	26504142025
17404292025	20504302025	23304302025	26604142025
17504162025	20604302025	23504302025	27704302025
17504302025	20704302025	23604292025	27804302025
17604302025	20804302025	23604302025	27904302025
17804162025	20904302025	23704302025	28404302025
17804292025	21004302025	23804292025	28504302025
17904162025	21104302025	23804302025	80004292025
17904292025	21304302025	24004292025	2204222025B
18004292025	21504302025	24004302025	404222025B
18504162025	21604302025	24104292025	404222025G
18604162025	21704302025	24104302025	504222025B
18704162025	21804302025	24204292025	
18904162025	21904302025	24204302025	
19004162025	22004292025	24304302025	
19104302025	22204292025	24404292025	
19204162025	22304292025	24504292025	
19504162025	22404292025	24604292025	
19604162025	22504292025	24704292025	
20004302025	22704292025	24804292025	
20104302025	22904292025	25004292025	
20204302025	23004292025	25604302025	

3. Inspect the moonroof serial number. See Figure 2.

NOTE: Serial number photo may need to be rotated 180 degrees to make it easier to read.



FIGURE 2

4. Is the serial number found in Attachment 1?

Yes - Continue to Step 5.

No - This FSA does not apply.

5. Remove the Satellite Radio/Global Positioning System (GPS) Antenna. Follow the Workshop Manual (WSM) Procedures in Section 415-00.

6. Remove Right Hand (RH) and Left Hand (LH) Hinge Cover. See Figure 3.

7. If required, transfer the vehicle to a body or glass shop for roof opening panel rear trim replacement. See roof opening panel rear trim procedure on Page 3. Once the repair is complete, continue to Vehicle Reassembly on Page 7.

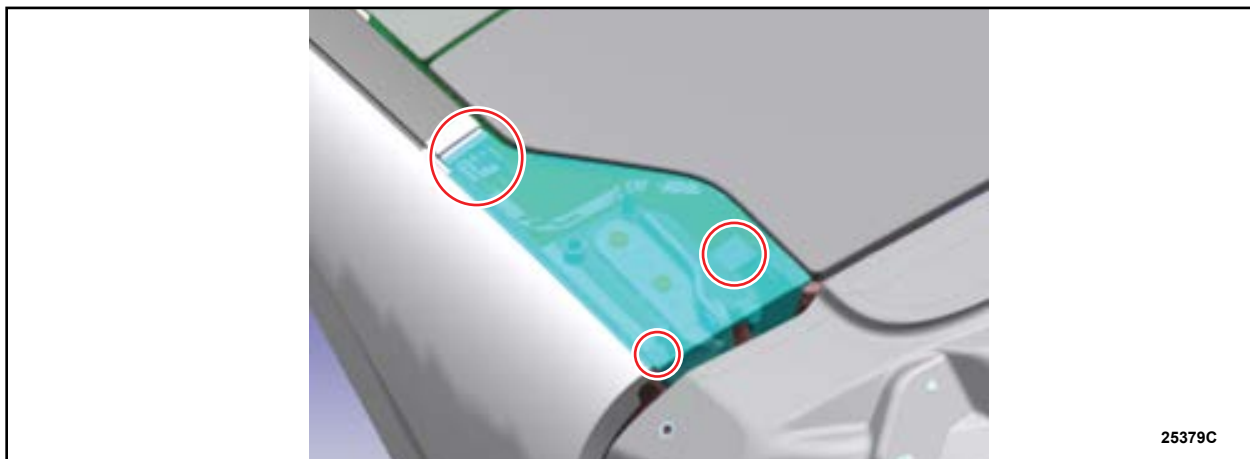


FIGURE 3



ROOF OPENING PANEL REAR TRIM PROCEDURE:

8. Lift upward on the roof opening panel rear trim. Locate the urethane, and using a glass cut out wire (or other appropriate tool), cut the urethane. Remove and discard the roof opening panel rear trim. See Figure 4.

NOTE: Avoid damage to the paint on the moon roof frame.

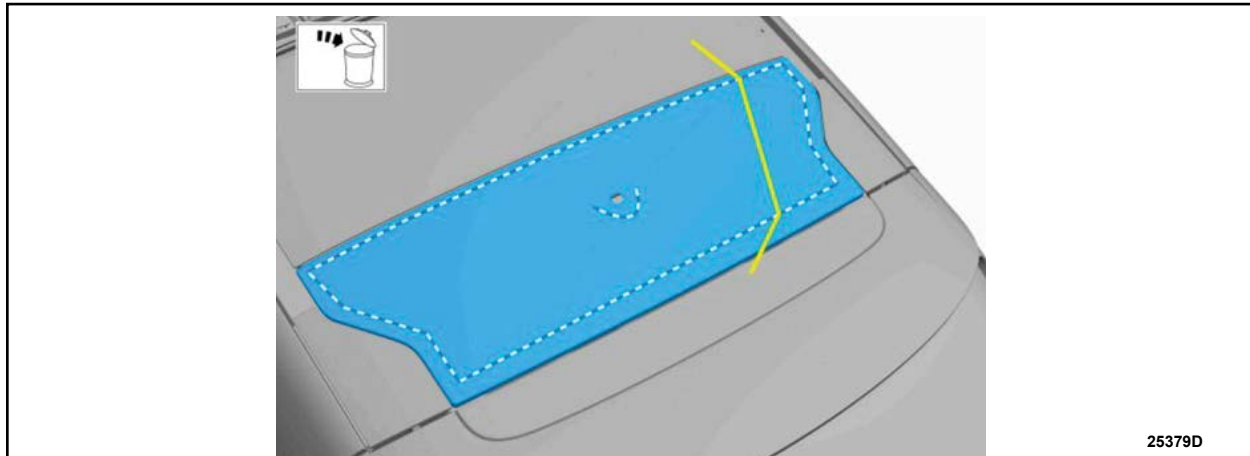


FIGURE 4

9. Trim or shave down the original urethane adhesive on the moon roof frame using a utility knife, leaving a 1 mm to 2 mm (0.04 in to 0.08 in) layer. See Figure 5.

⚠ IMPORTANT: Install the roof opening panel rear trim after the urethane has been cut from the moon roof frame within 2 hours.



FIGURE 5



10. Check the expiration date on the primer container. BETAPRIME™ 5504G All-in-One Primer has an open life of 14 days. Apply the specified primer (BETAPRIME 5504G All-in-One Primer) to the moon roof frame areas wherever the black paint has been scratched or scraped.
11. For priming any areas of bare metal (large or small, including scratches): Apply one coat of BETAPRIME™ 5504G All-in-One Primer with a clean wool dauber to any scratches in the paint or large areas of bare metal. Allow the primer to dry for 2 minutes 20°F (-7°C) and above. Apply a second coat of BETAPRIME™ 5504G with a clean wool dauber and allow primer to dry for 2 minutes at 20°F (-7°C) and above.

NOTE: Scratches well outside of the bonding area do not have to be completely dry at the time of installation. See Figure 6.



FIGURE 6

12. Once the roof opening panel rear trim has been totally removed and the frame has been prepared, acquire equivalent vehicle model roof opening panel rear trim part number and wipe the new roof opening panel rear trim underside with clean isopropyl alcohol wipes (use a new wipe or wipes per part).
13. Prepare the caulking gun for application of the urethane by installing a tube of urethane adhesive (Betaseal 16605 – Urethane Adhesive – DuPont brand – Ford material specification No WSS-M2G316-B4TU).

NOTE: Be sure to use the same brand and cure-rate products for the urethane adhesive and glass primer. Do not mix different brands of urethane adhesive and primer.



14. Using a power caulk gun, apply a 10mm (0.39 in.) bead of adhesive (BETASEAL 16605) in the pattern shown, taking care to apply the urethane bead uniformly and not to leave any spaces or any areas where the bead is thinner than other areas. See Figure 7. When finishing the pattern, take extreme care to finish the bead overlapping (side by side and not on top of one another) and the overlap length should never be less than 50mm (2 inch). See Figure 8.



IMPORTANT: Roof opening panel rear trim must be installed after the BETASEAL 16605 adhesive has been applied to the moon roof frame within 8 minutes of application of the urethane.

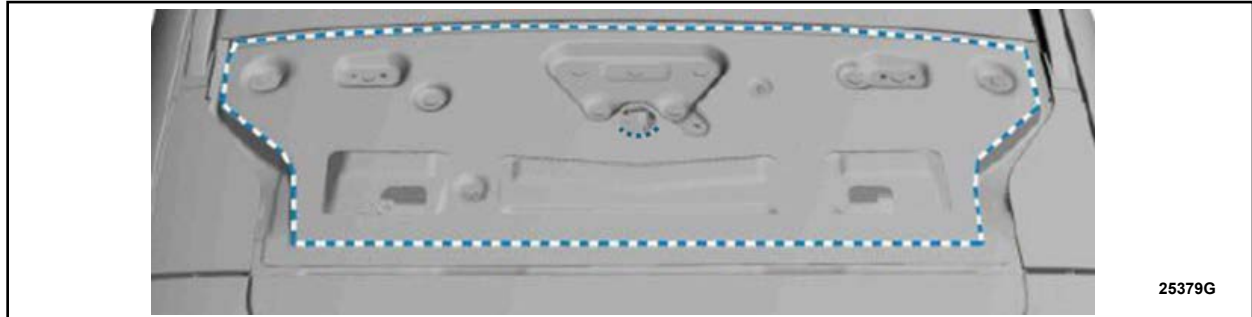


FIGURE 7

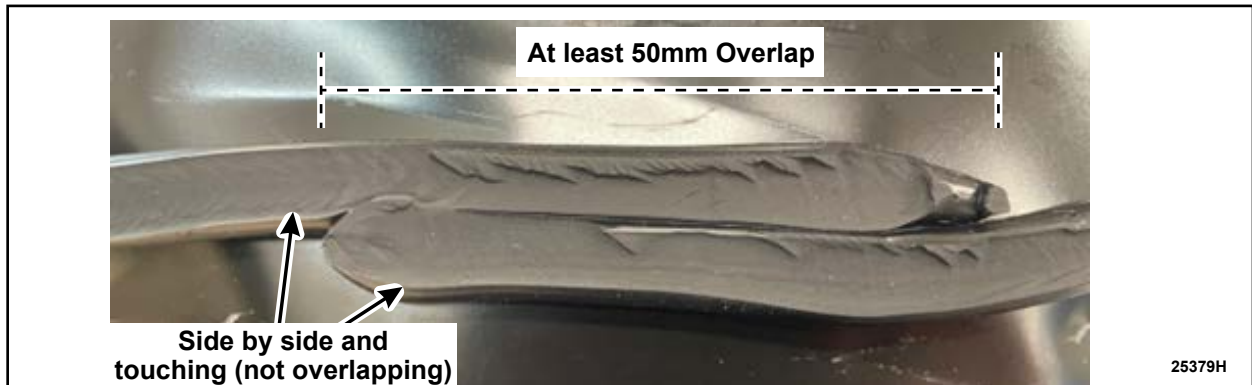


FIGURE 8



15. Within 8 minutes, install the front of the panel, pressing firmly along all urethane areas shown. Allow the urethane to cure for at least 3 hours before exposing to water. See Figure 9.

 **NOTICE:** When installing urethane adhesive-installed parts, the vehicle must not be driven until the urethane adhesive has cured. Inadequate or incorrect curing can adversely affect the retention of the trim panel.

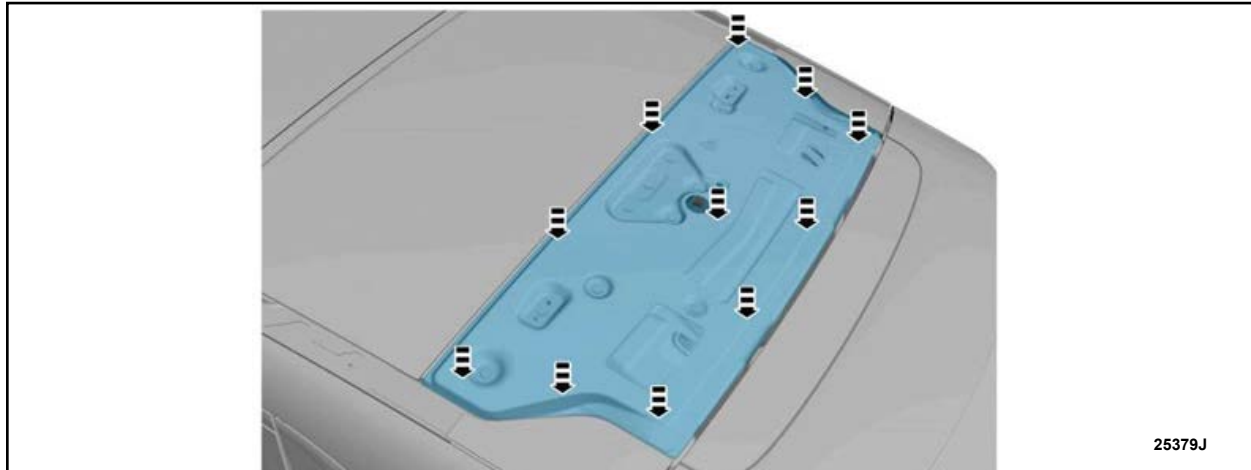


FIGURE 9

16. Check for areas that have an inconsistent flushness to the glass moonroof panel and apply additional pressure, as needed, to align flushness of roof opening panel rear trim with glass panel. See Figure 10.



FIGURE 10



VEHICLE REASSEMBLY PROCEDURE:

17. Install RH and LH Hinge Cover. See Figure 11.

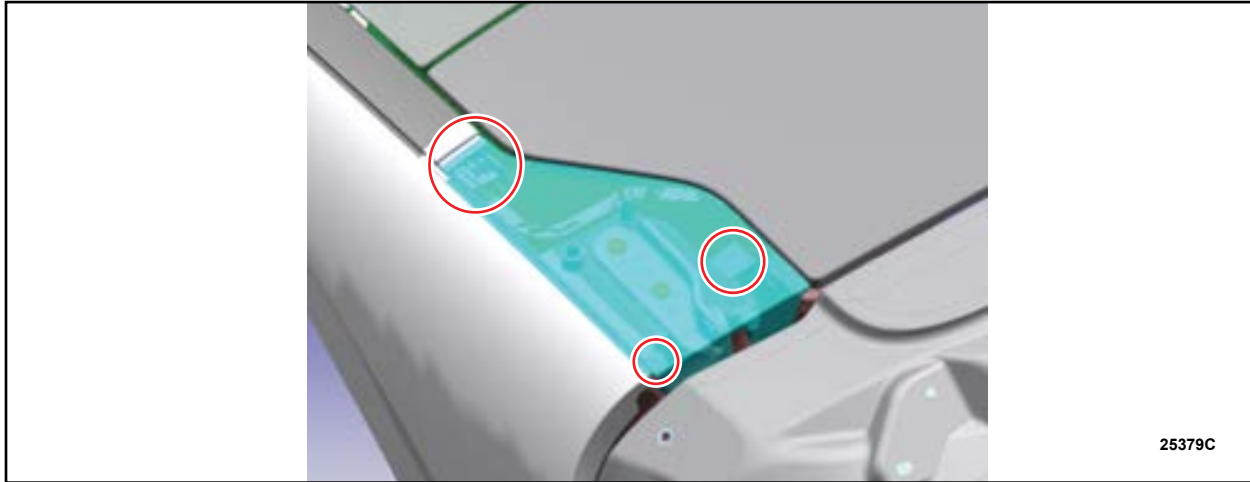


FIGURE 11

18. Install the Satellite Radio/Global Positioning System (GPS) Antenna. Follow the WSM Procedures in Section 415-00.

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.

