



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 25, 2025

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD-
Customer Satisfaction Program 25P20**

Certain 2025 Model Year Bronco, Explorer, Mustang, and Ranger Vehicles
Engine Coolant Temperature Sensor Replacement

PROGRAM TERMS

This program will be in effect through October 30, 2026, for vehicles within the new powertrain warranty coverage period.

FSA VIN Lists are expected to be available on July 25, 2025.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco	2025	Michigan	February 3, 2025 through May 19, 2025
Explorer	2025	Chicago	May 23, 2024 through June 26, 2025
Mustang	2025	Flat Rock	December 10, 2024 through April 3, 2025
Ranger	2025	Michigan	June 20, 2024, through May 5, 2025

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. Additional VINs may be added to this program at a future date that may fall outside the given build date ranges.

U.S. population of affected vehicles: 589. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On all affected vehicles, the Engine Coolant Temperature sensor (ECT) may have a poor solder joint internally, causing a Diagnostic Trouble Code (DTC) to set against the sensor for an open circuit and the check engine light to illuminate.

SERVICE ACTION

Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (in dealership). Before delivering any new in-stock vehicles involved in this program, dealers are to replace the ECT sensor. This service must be performed on all affected vehicles at no charge to the vehicle owner.

ESSENTIAL SPECIAL SERVICE TOOLS

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions


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 25P20

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
 -  - Not a Mobile Service Repair
 - Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work at the dealership.

OASIS ACTIVATION

OASIS will be activated on July 25, 2025

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 25, 2025

SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable powertrain warranty coverage period.
- 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

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.

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 FSA's / 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 25P20

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: 25P20
 - Customer Concern Code (CCC): E29
 - Condition Code (CC): 42
 - Causal Part Number: 12A648, 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.

.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25P20 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

Customer Satisfaction Program 25P20

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Engine Coolant Temperature (ECT) Sensor- Bronco	25P20B	0.8 Hours
Replace Engine Coolant Temperature (ECT) Sensor- Explorer	25P20C	1.0 Hours
Replace Engine Coolant Temperature (ECT) Sensor- Mustang	25P20D	0.8 Hours
Replace Engine Coolant Temperature (ECT) Sensor- Ranger	25P20F	0.8 Hours

Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
P2GZ-12A648-A	1	1	1	Sender Asy (ECT Sensor)
VC-13-G	As Required	As Required	As Required	Motorcraft Yellow Antifreeze/Coolant

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 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 fixed operations management team or an employee of 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.

CERTAIN 2025 MODEL YEAR BRONCO, EXPLORER, MUSTANG, AND RANGER VEHICLES EQUIPPED WITH A 2.3L ENGINE — ENGINE COOLANT TEMPERATURE (ECT) SENSOR REPLACEMENT

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.

NOTE: If you do not have the special service tools referenced in the Workshop Manual to perform the Field Service Action repair, please contact 1-800-ROTUNDA and choose option 3 to place an order.

Bronco, Mustang, and Ranger vehicles

1. Replace the ECT sensor. Follow the Workshop Manual (WSM) procedures in Section 303-14A.

Explorer vehicles

1. Drain the cooling system. Follow the Workshop Manual (WSM) procedures in Section 303-03A.
2. Release the clamp and remove the coolant hose from the coolant tubes. Disconnect the coolant hoses connectors and position the coolant hoses aside. See Figure 1.
Use the General Equipment: Hose Clamp Remover/Installer

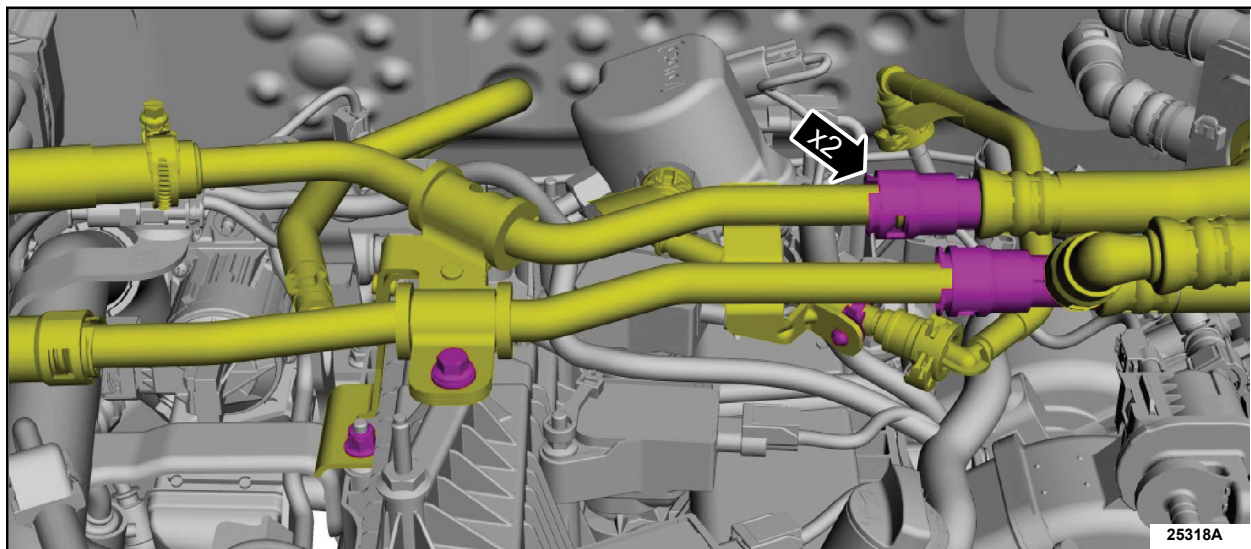


FIGURE 1



3. Replace the ECT sensor. See Figure 2.

- a. Disconnect the ECT sensor electrical connector.
- b. Remove the ECT sensor.
 - Torque: 97 lb.in (11 Nm)

NOTE: Have the new component ready to install to reduce coolant loss.

NOTE: Be prepared to capture escaping fluid with a shop towel.

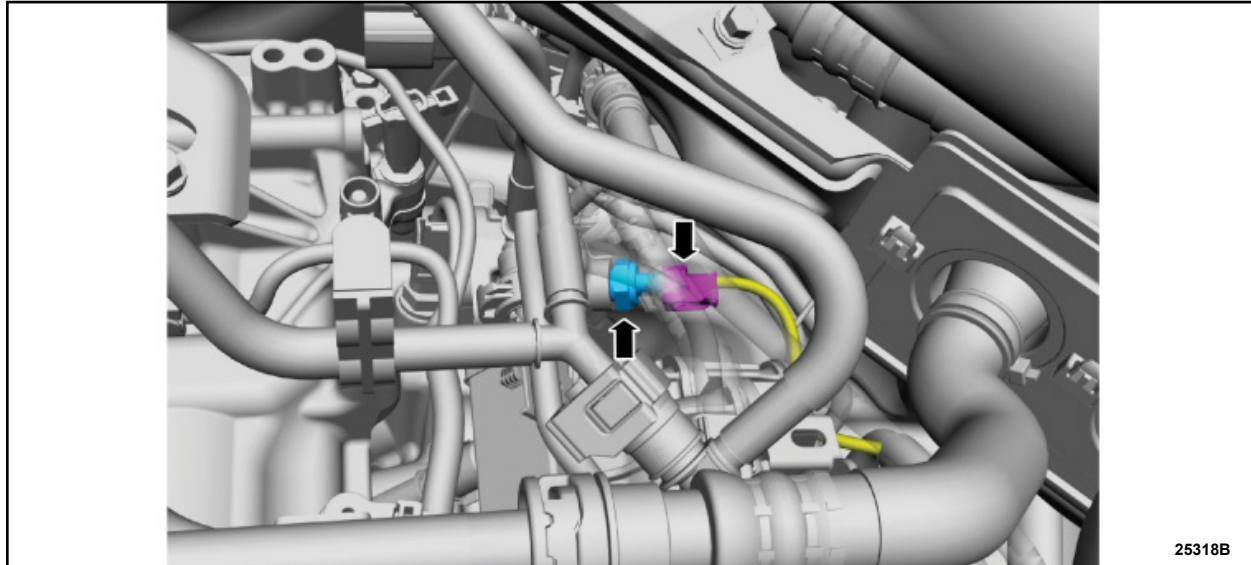


FIGURE 2

4. Reconnect the coolant tubes to the coolant hose and reinstall the clamp. See Figure 1.

5. Fill and bleed the cooling system. Follow the Workshop Manual (WSM) procedures in Section 303-03A.

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.

