



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 16, 2025

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Update Prior to Sale 25U04**
Certain 2025 Model Year F-150 Vehicles
Wheel Lug Area Damage Inspection

PROGRAM TERMS

This program will be in effect through July 16, 2026, for unsold vehicles, or up to 60 days post the warranty start date (to allow for sales reporting and claim processing).

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2025	Dearborn	May 15, 2025 through May 19, 2025

U.S. population of affected vehicles: 1,439. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On some of the affected vehicles, damage occurred to the wheel lug area during vehicle assembly.

SERVICE ACTION

Dealers are to inspect all four wheels for damage around the lug area and contact the SSSC for approval to replace the damaged wheel(s). This service must be performed on all affected vehicles at no charge to the vehicle owner.

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.

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OASIS ACTIVATION

OASIS will be activated on July 16, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 16, 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

This program applies to unsold vehicles only. All sold vehicles should be addressed following standard warranty processes.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence of damage around the lug area of the affected wheel(s) and VIN prior to performing the repair for this FSA.

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

Update Prior to Sale 25U04**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.

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: 25U04
 - Customer Concern Code (CCC): B65
 - Condition Code (CC): 70
 - Causal Part Number: 1007, 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.

Labor Allowances and Parts Ordering Information

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect wheels for lug area damage - PASS	25U04A	0.2 Hours
Inspect wheels for lug area damage – FAIL Can be claimed with C, D, E, F and ZZ	25U04B	0.2 Hours
Replace one (1) wheel	25U04C	0.4 Hours
Replace two (2) wheels	25U04D	0.6 Hours
Replace three (3) wheels	25U04E	0.9 Hours
Replace four (4) wheels	25U04F	1.1 Hours
Time allowed to submit photos. 1. Attach a photo of door tag showing VIN. 2. Attach a photo of wheel damage.	25U04ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place a wheel(s) order, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
RL3Z-1007-F	As Needed		1	22" x 8.5" Aluminum Wheel A
RL3Z-1007-G			1	22" x 8.5" Aluminum Wheel B
RL3Z-1007-Q			1	22" x 8.5" Aluminum Wheel C
RL3Z-1007-R			1	22" x 8.5" Aluminum Wheel D
RL3Z -1007-M			1	20" x 8.5" Polished Aluminum Wheel
RL3Z-1007-N			1	20" x 8.5" Cast Aluminum Painted Wheel
RL3Z-1007-J			1	20" x 8.5" Aluminum Wheel
RL3Z-1007-K			1	20" x 8.5" Alloy Wheel
PL3Z-1007-A			1	18" x 8.5" Aluminum Wheel A
RL3Z-1007-L			1	18" x 8.5" Aluminum Wheel B
RL3Z-1007-H			1	18" x 7.5" Chrome Wheel
ML3Z-1007-T			1	18" x 7.5" Alloy Wheel
RL3Z-1007-E			1	17" x 8.5" Cast Aluminum Wheel
ML3Z-1007-AA			1	17" x 7.5" Cast Aluminum Wheel

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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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.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer's fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN 2025 MODEL YEAR F-150 VEHICLES — WHEEL LUG AREA DAMAGE INSPECTION

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. Inspect all 4 wheels for damage, located near the lug holes. See Figures 1 and 2.

NOTE: Wheel has been removed for clarity.

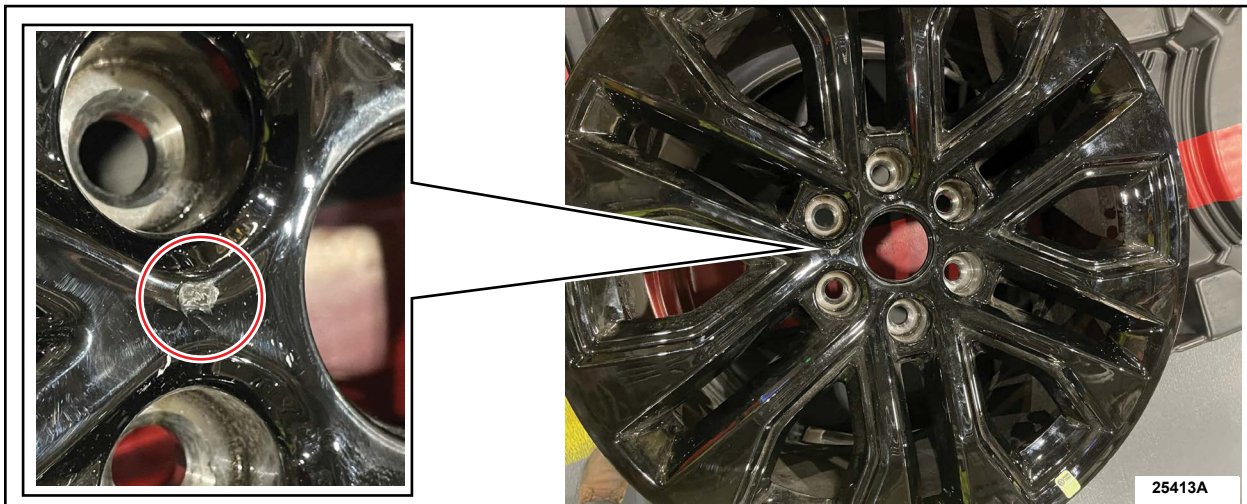


FIGURE 1

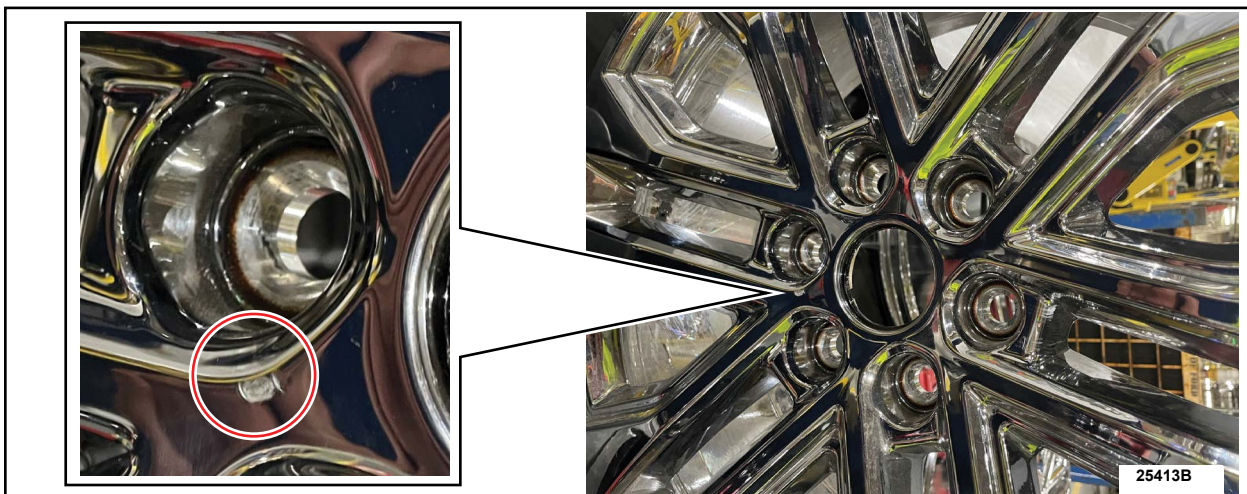


FIGURE 2



2. Was there any damage near the lug holes on any of the wheels?

Yes - Continue to Step 3.

No - This FSA is complete.

3. Take a photo of any wheel(s) that show the specified damage.

4. Submit photos to the Special Service Support Center (SSSC). The SSSC must provide approval prior to performing the repair. See Photo Request Submission section below.

NOTE: Photos should clearly show the area(s) of damage.

5. Once approval is received, install new wheel(s) to replace the damaged wheel(s). Follow the Workshop Manual (WSM) Procedures in Section 204-04A.

PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)

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

The SSSC must provide approval prior to performing the repair.

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

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

a. Directly in the SSSC contact request form while submitting your contact on your desktop.

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

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

3. Upon approval, the SSSC will provide an approval code that must be used for claiming.

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.

