



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

August 2025

Customer Satisfaction Program 25B34

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

**Why are you receiving this notice?** On your vehicle, a lower capacity radiator and cooling fan may have been installed at the factory.

**What is the effect?** During certain driving conditions, such as during track use, the vehicle's overheat prevention strategy may engage to prevent engine overheat. This may cause the Instrument Panel Cluster (IPC) to display an "Engine Power Reduced" or "Engine Coolant Overtemp" message, Diagnostic Trouble Code (DTC) P1285 to set, and/or cause reduced engine power or engine speed to occur.

**What will Ford and your dealer do?** Parts are available to repair your vehicle. In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the radiator, cooling fan, and (if equipped) the engine block heater harness free of charge under the terms of this program.

This Customer Satisfaction Program will be in effect until August 31, 2026 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may also be required to allow the engine to cool before performing this repair.

- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 25B34.
- If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.
- NOTE - You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
- 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](https://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](https://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

Agosto 2025

Programa de satisfacción del cliente 25B34

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 se haya instalado de fábrica un radiador y un ventilador de enfriamiento de menor capacidad.

**¿Cuál es el efecto?**

Durante determinadas condiciones de conducción, como durante el uso en pista, la estrategia de prevención de sobrecalentamiento del vehículo puede activarse para evitar el sobrecalentamiento del motor. Esto puede provocar que el tablero de instrumentos (IPC) muestre el mensaje "Potencia del motor reducida" o "Exceso de temperatura del refrigerante del motor", que se establezca el código de diagnóstico de falla (DTC) P1285 y/o que se reduzca la potencia o la velocidad del motor.

**¿Qué medidas adoptarán Ford y su concesionario?**

**Hay piezas disponibles para reparar su vehículo.** Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su concesionario a reemplazar el radiador, el ventilador de enfriamiento y (si está equipado) el arnés del calentador del monoblock del motor sin costo alguno conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 31 de agosto de 2026, sin importar el millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

**¿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. Es posible que también se necesite más tiempo para permitir que el motor se enfríe antes de realizar esta reparación.

## ¿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 25B34.

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 que realice esta acción de servicio en su vehículo. El propietario del vehículo es responsable de realizar los arreglos para llevar a cabo el trabajo.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

## Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

## ¿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 usted como el propietario actual.

## ¿Podemos hacer algo más por usted?

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

**PROPIETARIOS MINORISTAS:** Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). 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

25B34

## 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 25B34 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

August 4, 2025

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **Customer Satisfaction Program 25B34**  
Certain 2025 Model Year Ford Maverick Lobo Vehicles  
Cooling Fan and Radiator Replacement

**PROGRAM TERMS**

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

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Date Range
Maverick Lobo	2025	Hermosillo Plant	September 6, 2024 through March 31, 2025

U.S. population of affected vehicles: 758. Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** 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 all of the affected vehicles, an incorrect smaller capacity radiator and cooling fan were installed. During certain driving conditions, such as during track use, the vehicle's overheat prevention strategy may engage to prevent engine overheat. This may cause the Instrument Panel Cluster (IPC) to display an "Engine Power Reduced" or "Engine Coolant Overtemp" message, Diagnostic Trouble Code (DTC) P1285 to set, and/or cause reduced engine power or reduced engine speed to occur.

**SERVICE ACTION**

Dealers are to replace the radiator, cooling fan, and (if equipped) the engine block heater harness. 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 are expected to be mailed the week of August 11, 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
- 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 25B34

### **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 August 4, 2025.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 4, 2025. Owner names and addresses will be available by August 29, 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.

### **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.

## Customer Satisfaction Program 25B34

### ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

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

### 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: 25B34
    - Customer Concern Code (CCC): **E23**
    - Condition Code (CC): **38**
    - Causal Part Number: **8005**, 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 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.

## Labor Allowances and Parts Ordering Information

### Customer Satisfaction Program 25B34

#### **LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace radiator and cooling fan.	25B34B	3.9 Hours
Replace radiator, cooling fan, and block heater harness.	25B34C	4.0 Hours
<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.	25B34PP	0.5 Hours

#### **PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LX6Z-8C607-B	1	1	1	Cooling fan
LX6Z-8005-M	1	1	1	Radiator
PZ1Z-8620-J	1	1	1	A/C compressor belt
SZ6Z-6B018-A	1 As Needed*	1 As Needed*	1	Engine block heater harness *Only when equipped with engine block heater option DEBAF
<b>Choose 1:</b> VC-13-G OR VC-13DL-G	As needed up to 2 gallons		-	Coolant Concentrate – to be mixed 50/50 with distilled water Cannot be claimed with VC-13DL-G
	As needed up to 3 gallons		-	Prediluted coolant – 50/50 mix Cannot be claimed with VC-13-G
YN-35	Claim as miscellaneous allowance, up to \$20			PAG refrigerant compressor oil
XT-12-QULV				MERCON ULV ATF

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.

**Customer Satisfaction Program 25B34**

**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.

- 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.

## CERTAIN 2025 MODEL YEAR MAVERICK LOBO VEHICLES — COOLING FAN AND RADIATOR 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)15396 for more details.

1. Remove the radiator. Follow the Workshop Manual (WSM) procedures in Section 303-03A.

- Discard the radiator and the cooling fan.

2. If equipped, remove and discard the engine block heater cord located above the starter. See Figure 1.

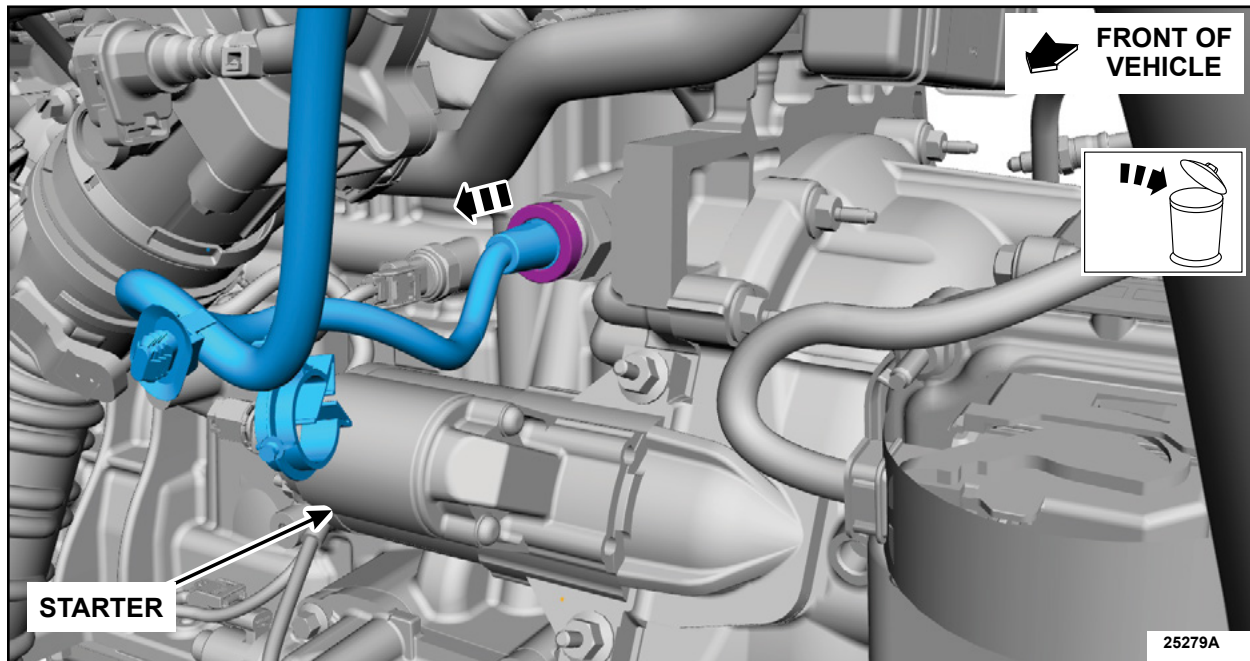


FIGURE 1



3. If equipped, plug in the *new* block heater cord and position it over the top of the engine.  
See Figures 2 and 3.

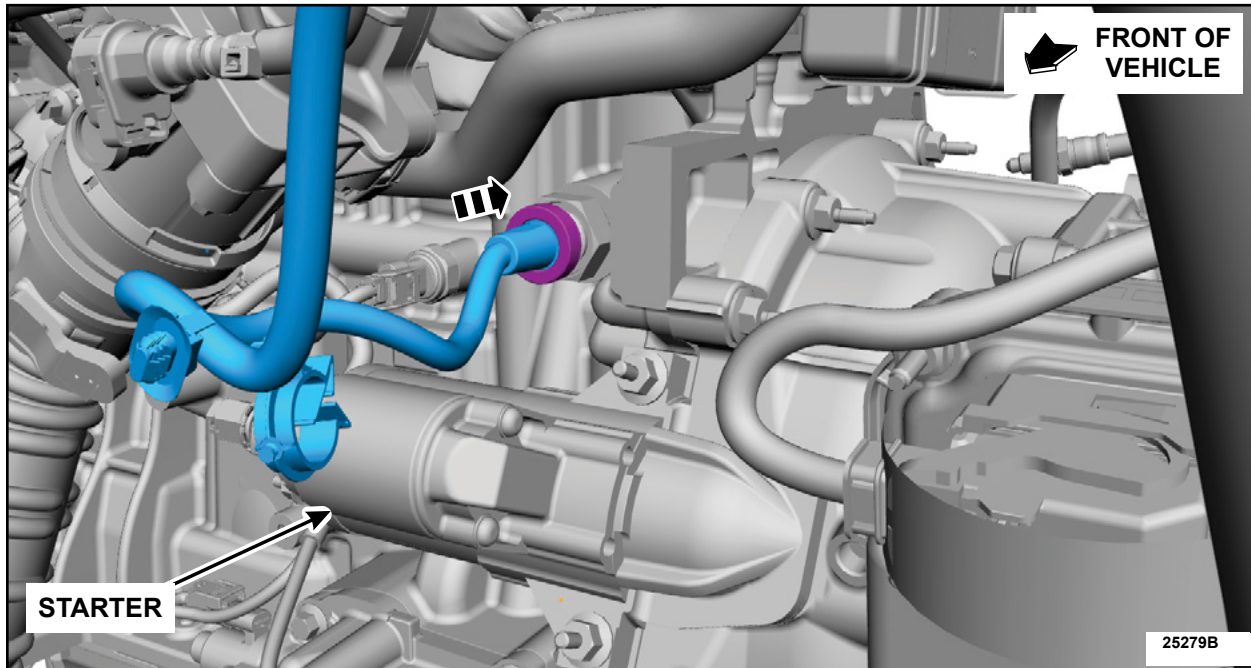


FIGURE 2

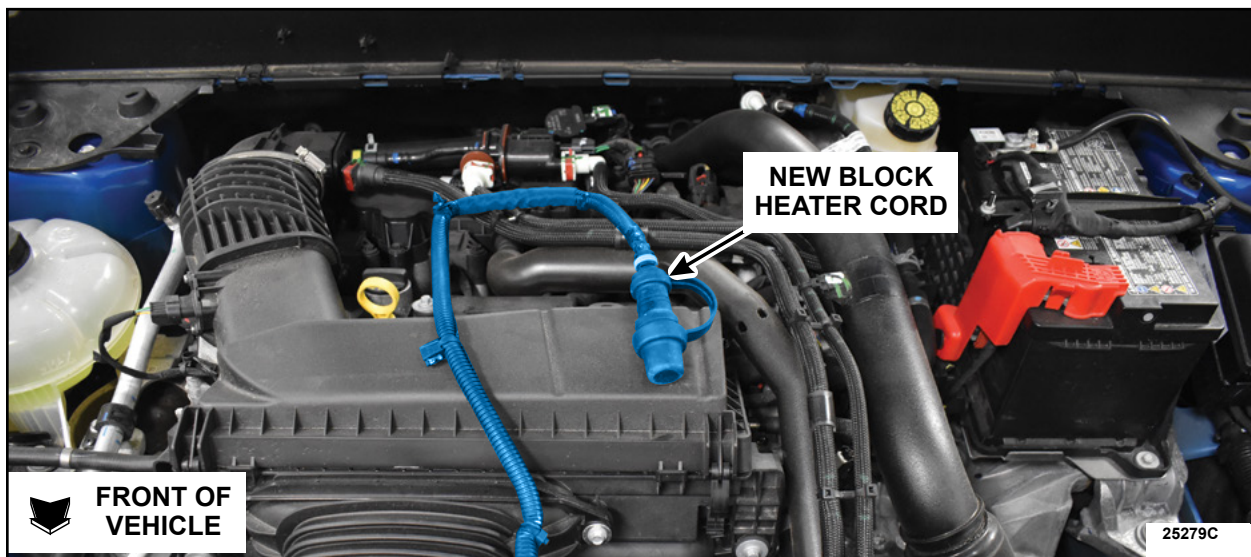


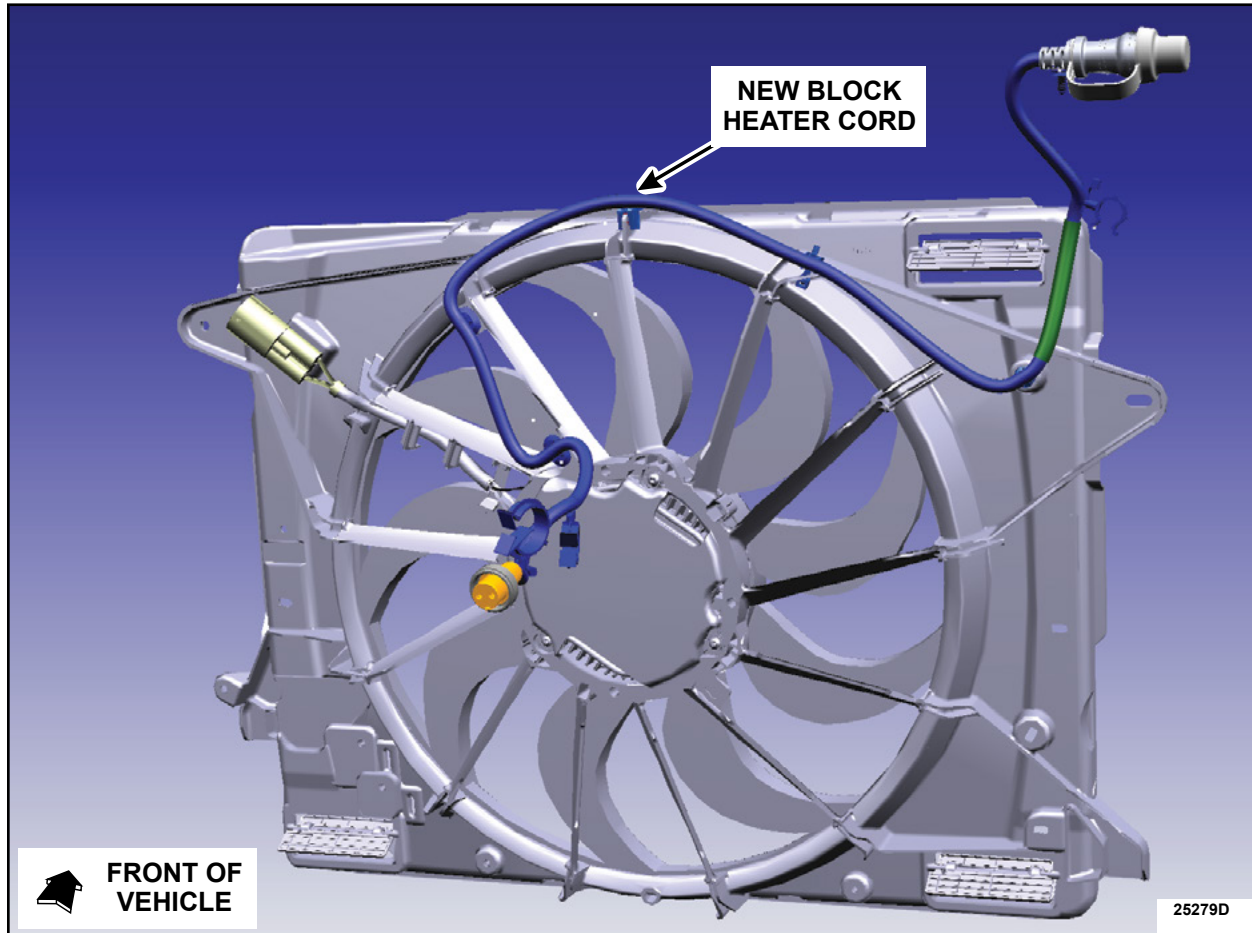
FIGURE 3

4. Install the *new* radiator. Follow the WSM procedures in Section 303-03A.
- Install a *new* cooling fan during the radiator installation procedure.



5. If equipped, route and secure the *new* block heater cord to the cooling fan shroud. See Figure 4.

**NOTE:** Cooling fan shroud and block heater cord shown outside of the vehicle for clarity.



**FIGURE 4**

**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.

