



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

September 2025

Customer Satisfaction Program 25B45

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, it may be possible for a valve seat to fail internal to the engine.

What is the effect? This may result in noise, vibration or harshness, misfire and reduced engine performance. In the event of a misfire, a Diagnostic Trouble Code (DTC) may set, resulting in the Check Engine Light (CEL). Continual operation of the engine with a failed valve seat may result in lower end engine failure.

What will Ford and your dealer do? **Parts are available to repair your vehicle.** **Your servicing dealer will need to order parts to complete the repair. Please confirm parts availability with your dealer when scheduling an appointment.** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the engine assembly free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until September 30, 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 two days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may 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 25B45.

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.

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.

Do you need a rental vehicle? 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.

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.

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.

To view the letter in Spanish visit: fordtranslatehub.com

Para ver la carta en español viste: fordtranslatehub.com



Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código o QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

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

Septiembre 2025

Programa de satisfacción del cliente 25B45

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

12345678901234567

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

¿Por qué recibe este aviso?

En su vehículo, es posible que falle un asiento de válvula internamente en el motor.

¿Cuál es el efecto?

Esto podría provocar ruido, vibración o aspereza, fallos de encendido y reducción del rendimiento del motor. En caso de falla de encendido, se puede establecer un código de diagnóstico de falla (DTC), que provoca el encendido de la luz de revisión del motor (CEL). El funcionamiento continuo del motor con un asiento de válvula defectuoso podría provocar una falla en el extremo inferior del motor.

¿Qué medidas adoptarán Ford y su concesionario?

En este momento, las piezas para reparar su vehículo se encuentran disponibles. Su concesionario de servicio deberá solicitar piezas para llevar a cabo la reparación. Confirme la disponibilidad de piezas con el concesionario al programar una cita. Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su concesionario a reemplazar el ensamble del motor, sin costo alguno, conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 30 de septiembre 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 dos días. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más. Es posible que 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 programar una cita de servicio con el fin de realizar el Programa de satisfacción del cliente 25B45. 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.

Ford Motor Company le recomienda realizar 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.

¿Necesita un vehículo de alquiler?

Su concesionario está autorizado a ofrecerle un vehículo de alquiler para su transporte personal sin costo (excepto el combustible, el seguro y los impuestos) mientras su vehículo se encuentre en reparación. 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 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.

si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia de Campañas Ford (RAC) 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.

Para ver la carta en español

visite: fordtranslatehub.com

Para ver la carta en español

visite: fordtranslatehub.com



Abra la aplicación de lector de QR o la cámara de su smartphone. Apunte al código QR y luego toque el aviso que aparece en su dispositivo. Siga las instrucciones en la pantalla para finalizar.

Abra la aplicación de lector QR o la cámara de su smartphone. Apunte al código QR y pulse el banner que aparece en su dispositivo. Siga las instrucciones en pantalla para finalizar.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente

CERTAIN 2024 AND 2025 MODEL YEAR F-150 VEHICLES EQUIPPED WITH A 5.0L ENGINE — ENGINE 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 tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

NOTICE: During engine repair procedures, cleanliness is extremely important. Any foreign material, including any material created while cleaning gasket surfaces, that enters the oil passages, coolant passages or the oil pan, can cause engine failure.

1. Replace the 5.0L complete engine assembly. Follow the Workshop Manual (WSM) procedures in Section 303-01.

NOTE: Transfer components as necessary. Refer to the WSM for the individual component procedures.

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.





Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

TO: All U.S. Ford and Lincoln Dealers

September 8, 2025

**SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 25B45
Certain 2024-2025 Model Year F-150 Equipped With 5.0L Engine
Engine Replacement**

PROGRAM TERMS

This program will be in effect through September 30, 2026. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of September 30, 2026 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists' names and address to contact customers with affected vehicles. FSA VIN Lists are expected to be available on September 8, 2025.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 9):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2024	Dearborn	June 3, 2024 through June 6, 2024
F-150	2024	Kansas City	November 8, 2024
F-150	2025	Dearborn	January 9, 2025 through February 12, 2025
F-150	2025	Kansas City	January 15, 2025 through February 4, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On the affected vehicles, the valve seat retention may not be adequate to retain the valve seat in the cylinder head. A valve seat with inadequate retention could fail and result in valvetrain, piston, and/or cylinder bore damage. In the event of loss of valve seat retention, the customer may experience an increase to engine noise, vibration and harshness, misfire, reduced engine power, and the potential for lower end engine failure.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the engine assembly (6007). This service must be performed on all affected vehicles at no charge to the vehicle owner.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	Mobile Repair is not approved.
Over-the-Air (OTA) Update	No	OTA not available.
Rentals	Yes	See Rental Vehicles section below.

Alternative Transportation Available	No	Alternate Transportation is not approved.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the Policy document.
Towing	No	Towing is not approved.
Essential Special Service Tools (ESST)	Yes	See Tech Instructions .
Administrative Allowance	No	Administrative Allowance is not approved.
Owner Refunds	No	Owner Refunds are not approved.
Photo Submission	No	Repair Photo Submission is not required.

Note: For further information on any Service Item above, see the corresponding section with the Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 15, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter
- Vehicle Pick-Up & Delivery Record

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html

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 25B45**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

 - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on September 8, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 8, 2025. Owner names and addresses will be available by October 3, 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.
- If OASIS is activated, identify and correct 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

Dealers are pre-approved for up to 2 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 2 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.

Customer Satisfaction Program 25B45**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: 25B45
 - Customer Concern Code (CCC): D13
 - Condition Code (CC): 42
 - Causal Part Number: 6007, 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.
- **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**.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the engine assembly. To claim the allowance, enter \$830 as **HANDLG** in the Misc. Expense area of the claim form.

Customer Satisfaction Program 25B45

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the Engine Assembly (6007)	MT25B45B	Up to 12.9 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.	25B45PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
RL3Z-6007-E	1	1	1	5.0L Engine Assembly

Refer to the Workshop Manual for one-time-use fasteners and seals that require replacement with the 6007 assembly. Order your parts 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.

HANDLING ALLOWANCE

An allowance of \$830 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the engine assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Please refer to the Policy Document for any and all questions on parts.

NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD**Customer Satisfaction Program 25B45**

Certain 2024-2025 Model Year F-150 Equipped With 5.0L Engine
Engine Replacement











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)

NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD**Customer Satisfaction Program 25B45**

Certain 2024-2025 Model Year F-150 Equipped With 5.0L Engine
Engine Replacement

   – 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.**

Customer Satisfaction Program 25B45

Vehicle Pick-Up and Delivery Record

VIN _____ received:

Pick-up and/or delivery service

As outlined below for the 25B45 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date