



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

September 17, 2025

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 25N09**  
Certain 2022 Model Year Maverick Vehicles  
Front Halfshaft Replacement

### **PROGRAM TERMS**

This program provides a no-cost, one-time repair (if needed) to the front halfshafts for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will be available through September 30, 2026.

Coverage is automatically transferred to subsequent owners.

### **VEHICLES COVERED BY THIS PROGRAM**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Date Range</b>
Maverick	2022	Hermosillo	December 1, 2021 through November 23, 2022

U.S. population of affected vehicles: 68,126. Affected vehicles are identified in OASIS.

### **REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR**

On some of the affected vehicles, a vibration may be felt from the front of the vehicle during acceleration due to premature wear on internal roller track components of the front halfshafts.

### **SERVICE ACTION**

If an affected vehicle exhibits this condition, and the root cause of the vibration is isolated to one or both front halfshafts, dealers are to replace both front halfshaft assemblies. This service must be performed at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of September 22, 2025 or sooner. Dealers should repair any affected vehicles that experience a driveline vibration from the front halfshafts, whether or not the customer has received a letter.

### **ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Owner Notification Letters

## **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 25N09

### OASIS ACTIVATION

OASIS will be activated on September 17, 2025.

### FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

### SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

### STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the covered condition.

### BRANDED / SALVAGED TITLE VEHICLES

Vehicles with canceled warranties are not eligible for this service action.

### OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **March 31, 2026**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with front halfshaft replacement due to vibration issues.

### 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 25N09

**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.
- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 25N09 if the vehicle is still within time and mileage limits.
- **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: 25N09
    - Customer Concern Code (CCC): K09
    - Condition Code (CC): 42
    - Causal Part Number: 3B436, 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: 25N09
  - 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 25N09

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect and replace both front halfshaft assemblies - AWD	25N09B	2.6 Hours
Inspect and replace both front halfshaft assemblies - FWD	25N09C	2.6 Hours
Inspect and replace both front halfshaft assemblies - HYBRID	25N09D	2.1 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
SZ6Z-3B437-B	As Needed		1	LH front halfshaft - GAS FWD & AWD
SZ6Z-3B436-C			1	RH front halfshaft - GAS AWD ONLY
SZ6Z-3B436-D			1	RH front halfshaft - GAS FWD ONLY
SZ6Z-3B437-C			1	LH front halfshaft - HYBRID ONLY
SZ6Z-3B436-E			1	RH front halfshaft - HYBRID ONLY
CCPZ-3B477-G	2	2	1	Halfshaft retainer nut
K2GZ-7275-B	As Needed		1	Trans O-ring/circlip kit - AWD
YS4Z-3N324-AA			1	Halfshaft retaining strap - FWD
W520102-S442			4	Halfshaft retaining strap nuts - FWD
JM5Z-7H260-A			1	Transmission halfshaft seal - LH/RH FWD (2 req) & LH AWD (1 req)
W520203-S440	2	2	1	Tie rod end nut
W520515-S442	2	1	4	Ball joint pinch bolt nut
W721614-S439	2	1	4	Ball joint pinch bolt
XT-12-QULV	1	1	1	Motorcraft® 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.

**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.

**Customer Satisfaction Program 25N09**

**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 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.



Ford Motor Company  
División de Servicio al Cliente  
PO Box 1904  
Dearborn, Michigan 48121

Septiembre 2025

Programa de satisfacción del cliente 25N09

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

Su número de identificación del vehículo (VIN): 12345678901234567

El compromiso de Ford Motor Company 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?**

Si bien es probable que los semiejes delanteros de su vehículo funcionen bien, en algunos casos pueden presentar un desgaste prematuro de los componentes internos de la pista de rodillos.

**¿Cuál es el efecto?**

Si su vehículo se ve afectado, podría experimentar un aumento del ruido y de la vibración al acelerar.

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

**Las piezas para reparar su vehículo ya se encuentran disponibles.** Si los semiejes delanteros de su vehículo requieren reemplazo debido a problemas de vibración y su vehículo está dentro de los límites de tiempo/kilometraje indicados, Ford Motor Company ha autorizado a su concesionario a reemplazar ambos semiejes delanteros sin cargo. Este programa de reparación única está disponible por un total de 10 años o 150 000 millas a partir de la fecha de inicio de la garantía, lo que ocurra primero. Si su vehículo ya excedió los límites de tiempo o kilometraje enumerados anteriormente, esta oferta de reparación única durará hasta el 30 de septiembre de 2026. La cobertura se transfiere automáticamente a los propietarios posteriores.

**¿Cuánto tiempo tomará?**

Si se debe reemplazar el componente mencionado anteriormente, el tiempo necesario para esta reparación es de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más.

### ¿Qué debe hacer?

No es necesario que regrese a su concesionario para esta reparación, a menos que experimente vibración en la parte delantera del vehículo durante la aceleración. Conserve esta carta como recordatorio de la oferta de reparación única para sus semiejes delanteros. Si es necesario reemplazar los semiejes delanteros y su vehículo se encuentra dentro de las limitaciones de tiempo y kilometraje indicadas, comuníquese con su concesionario para programar una cita de servicio para el Programa de satisfacción del cliente 25N09. Su distribuidor reemplazará las piezas sin costo.

Si aún no tiene un distribuidor para realizar el servicio, puede acceder a [ford.com/support](http://ford.com/support) para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

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.

### ¿Pagó anteriormente por esta reparación?

Si pagó por este servicio antes de la fecha de esta carta, es posible que cumpla con los requisitos para solicitar un reembolso. Solo se otorgarán reembolsos por servicios relacionados con la reparación que se describe. Para comprobar si cumple con los requisitos y agilizar el reembolso, entregue el recibo de pago original al distribuidor antes del **31 de octubre de 2025**. Para evitar demoras, no envíe los recibos a Ford Motor Company.

### 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 usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta. Recibió este aviso porque nuestros registros indican que es 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](http://ford.com/support).

**Para ver la carta en español**

visite: [fordtranslatehub.com](https://fordtranslatehub.com)

**Para ver la carta en español**

visite: [fordtranslatehub.com](https://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.

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

Como parte de la comunidad Ford, agradecemos su atención en este asunto sumamente importante y su lealtad.

División de Servicio al Cliente



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

September 2025

Customer Satisfaction Program 25N09

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 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?**

Although your vehicle's front halfshafts are likely functioning fine, in some instances they may experience premature wear of internal roller track components.

**What is the effect?**

If your vehicle is affected, you may experience increased noise and vibration while accelerating.

**What will Ford and your dealer do?**

**Parts are now available to repair your vehicle.** If your vehicle's front halfshafts require replacement due to vibration issues and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace both front halfshafts free of charge. This is a one-time repair program, available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through September 30, 2026. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

If the component mentioned above requires replacement, 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.

- What should you do?** You do not need to return to your dealer for this repair unless you have a vibration from the front of the vehicle during acceleration. Please keep this letter as a reminder of the one-time repair offer for your front halfshafts. If the front halfshafts require replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 25N09. Your dealer will replace the parts at no charge.
- 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.
- 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.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **October 31, 2025**. To avoid delays, do not send receipts to Ford Motor Company.
- 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 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](https://ford.com/support).

**To view the letter in Spanish**

visit: [fordtranslatehub.com](https://fordtranslatehub.com)

**Para ver la carta en español**

visite: [fordtranslatehub.com](https://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 QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Customer Service Division

## CERTAIN 2022 MODEL YEAR MAVERICK VEHICLES — FRONT HALFSHAFT REPLACEMENT

**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.

### SERVICE PROCEDURE

**NOTE:** If the vehicle has been previously repaired using the any of the halfshaft part numbers listed in the bulletin, this FSA does not apply.

1. Test drive the vehicle at a speed of 30-50 MPH (48-80 KPH). Is the vehicle vibrating on acceleration between 30-50 MPH (48-80 KPH)?

- Yes - Proceed to Step 2.
- No - This FSA does not apply.

2. Has the vibration been isolated to one or both of the front halfshafts?

- Yes - Replace both front halfshafts. Follow Workshop Manual (WSM) procedures in Section 205-04.
- No - This FSA does not apply.

**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.

