



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 25P28**
Certain Model Year Multiple Vehicles
Ford Pass/Lincoln Way Connectivity Concerns

PROGRAM TERMS

There is no time or mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Explorer	2020	Chicago	February 28, 2020 through February 28, 2020
	2021		September 22, 2021 through October 24, 2021
	2022		November 20, 2021 through August 24, 2022
EcoSport	2019	Chennai	March 6, 2019 through March 6, 2019
Mach-E	2021	Cuautitlan	November 19, 2020 through November 19, 2020
F-150	2017	Dearborn	December 20, 2016 through June 5, 2017
	2018		September 20, 2017 through October 21, 2018
	2019		November 14, 2018 through February 26, 2019
	2020		July 14, 2020 through July 14, 2020
	2022		May 21, 2022 through August 26, 2022
	2023		January 18, 2023 through February 28, 2023
F-150	2018	Kansas	October 28, 2017 through August 25, 2018
	2019		February 16, 2019 through August 1, 2019
	2020		July 12, 2020 through July 12, 2020
	2022		July 31, 2022 through July 31, 2022
	2023		December 4, 2022 through October 10, 2023
	2024		March 16, 2024 through March 16, 2024
F-150	2023	Rouge	September 21, 2022 through September 21, 2022

F-150	2024	Rouge	February 5, 2024 through February 5, 2024
Mustang	2020	Flatrock	June 22, 2020 through June 22, 2020
	2021		July 1, 2021 through August 2, 2021
	2022		February 16, 2022 through February 16, 2022
	2023		January 26, 2023 through January 26, 2023
	2024		July 31, 2023 through March 5, 2024
	2025		March 6, 2025 through March 6, 2025
Bronco Sport	2022	Hermosillo	March 29, 2022 through March 29, 2022
	2024		November 7, 2023 through April 13, 2024
Maverick	2022	Hermosillo	November 24, 2021 through November 23, 2022
	2023		June 1, 2023 through July 19, 2023
	2024		June 18, 2024 through June 18, 2024
Super Duty	2019	Kentucky	September 11, 2018 through October 22, 2019
	2020		September 14, 2020 through September 14, 2020
	2021		December 12, 2020 through February 19, 2021
	2022		October 26, 2021 through July 20, 2022
	2023		July 22, 2023 through August 1, 2023
Super Duty	2021	Ohio	March 9, 2021 through March 9, 2021
Navigator	2021	Kentucky	April 9, 2021 through April 9, 2021
Expedition	2024	Kentucky	April 10, 2024 through April 10, 2024
Escape	2023	Louisville	May 19, 2023 through May 19, 2023
Ranger	2022	Michigan	August 30, 2022 through August 30, 2022
Bronco	2021	Michigan	July 22, 2021 through July 22, 2021
	2022		January 26, 2022 through August 4, 2022
	2023		April 4, 2023 through April 4, 2023
Edge	2020	Oakville	March 13, 2020 through March 13, 2020
	2024		February 2, 2024 through February 2, 2024

U.S. population of affected vehicles: 40. Not all vehicles within the production dates are affected. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On some of the affected vehicles, the customer may experience Ford Pass/Lincoln Way connectivity concerns and Over-The-Air (OTA) updates may be unavailable. When these connectivity concerns are present, commands sent through Ford pass/Lincoln Way, such as remote start, lock, unlock, and Phone As A Key (PaaK) may be intermittent or inoperative. Additionally, the customer may notice that the physical location and vehicle telemetry does not align with their vehicle.

SERVICE ACTION

Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership). Dealers are to perform Body Control Module (BCM) re-configuration of the electronic Vehicle Identification Number (VIN), following the service procedures outlined in the Technical Instructions. This service must be performed on all affected vehicles 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 will not be mailed for this program.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment

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 25P28

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
 - 🔧 - Mobile Reprogramming

OASIS ACTIVATION

OASIS will be activated on September 17, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 17, 2025.

SOLD VEHICLES

- Correct 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.
- 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.

MOBILE SERVICE CLAIMING QUESTIONS

- Dealers participating in the Remote Experience Program:
 - Ford and Lincoln Dealers - refer to EFC16913, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.
 - Work with the Dealership warranty administrator to create an SSSC contact ID#.
 - Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

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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 software module replacement:**
 - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
 - Claiming the MT25P28RR labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.
- **For modules not requiring an RVC, use normal diagnostics.**
- **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
 - Lincoln vehicles – 4 years or 50,000 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.
- This program is exempt from the Software Verification Approval Code Requirement.
- **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: 25P28
 - Customer Concern Code (CCC): E40
 - Condition Code (CC): 04
 - Causal Part Number: 15605, 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Perform Body Control Module (BCM) configuration using the FDRS/IDS Tool, to correct the VIN number in the module. NOTE: Follow the Technical Instructions for this procedure. Use the latest level FDRS/IDS tool level. No Software Validation Code (SVC) required.	MT25P28B	Up to 0.4 Hours
Additional time to re-configure dependent modules, if necessary. Note: Can be claimed with 25P28B	MT25P28C	Up to 0.4 Hours
BCM configuration failed and/or BCM module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25P28RR	Up to 5.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN MODEL YEAR VEHICLES - FORD PASS/LINCOLN WAY CONNECTIVITY CONCERNS — BODY CONTROL MODULE (BCM) PROGRAMMING

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.

Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. For vehicles using FDRS continue to Step 3. For vehicles using IDS continue to Page 4.

FDRS Vehicles ONLY

3. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

4. Manually enter the Vehicle Identification Number (VIN).

NOTICE: Do NOT use the Read VIN from vehicle feature as they will not match.

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

5. Select **Toolbox** tab.



6. From the list on the LH side of the screen, select the **BCM**.
7. From the list on the RH side of the screen, select **BCM - Body Control Module (BCM) Configuration**.
8. Click **RUN**. Follow all on-screen instructions carefully.
9. When Body Control Module update is successful there will be a prompt to re-learn the Tire Pressure Monitoring System (TPMS). Click **No**.
10. From the list on the LH side of the screen, select the Powertrain Control Module **PCM**.
11. From the list on the RH side of the screen, select **PCM - Relearn Vehicle Data**.
12. Click **RUN**. Follow all on-screen instructions carefully.
13. From the list on the LH side of the screen, select the **PCM**.
14. From the list on the RH side of the screen, select **Mode 09 Vehicle Information**.
15. Verify that the VIN displayed matches the VIN on the vehicle.
16. Does the VIN displayed on the FDRS screen match the VIN on the vehicle?
 - Yes - Continue to Step 17.
 - No - Contact the Special Service Support Center (SSSC).
17. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
18. Click the **Run Selected Tests** button in the lower right.
19. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
20. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
21. Check for DTC U3002. Is this DTC still present?
 - Yes - Repeat Software Update. Return to Step 6 and run through the procedures.
 - No - Continue to Step 22.
22. Disconnect the battery charger from the 12-volt battery once the programming has completed.



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



For IDS Vehicles ONLY

NOTE: Make sure the IDS computer does not enter sleep mode during programming.

1. Click on the **Toolbox** tab.
2. Select **Module Programming**.
3. Select **As-Built** and then choose **BCM**.
4. Follow the IDS on-screen instructions to complete the procedure.

NOTE: When prompted, ensure to verify that the VIN displayed and the VIN on the vehicle do NOT match. Then Select NO.

NOTICE: Verify the VIN that was input into IDS matches the VIN on the vehicle.

5. Click on the **Toolbox** tab.
6. Select **Powertrain**.
7. Select **Service Functions**.
8. Select **Relearn Vehicle Data**.
9. Check and clear all DTCs.
10. Click on the **Toolbox** tab.
11. Select **Powertrain**.
12. Select **OBD Test Modes**.
13. Select **Mode 9 - Vehicle Information**.
14. Check for DTC U3002. Is DTC U3002 still present?
Yes - Check and clear DTCs. Continue to Step 15.
No - Continue to Step 15.
15. Disconnect the battery charger from the 12-volt battery once the reprogramming has completed.



Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key ON Engine OFF (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM II/VCM3 from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM II/VCM3 to IDS and then connect to the DLC. Once reconnected, the VCM II/VCM3 icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM II/VCM3 connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the **Recycle Bin** icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



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 Certain Model Year Multiple Vehicles
 Ford Pass/Lincoln Way Connectivity Concerns








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)

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   – 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.**