



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

October 15, 2025

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

**SUBJECT: Customer Satisfaction Program 25N03**  
Certain 2021-2023 Model Year Bronco Sport and 2020-2022 Escape with 1.5L  
Engine and 8F35 Transmission.  
One-Time Catalytic Converter Replacement, If Required

**PROGRAM TERMS**

This program provides a no-cost, one-time repair (if needed) to the catalytic converter for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair (if needed) will last through December 31, 2026.

Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco Sport	2021-2023	Hermosillo	February 5, 2020, through April 29, 2023
Escape	2020-2022	Louisville	November 19, 2018, through December 16, 2022

U.S. population of affected vehicles: 508,343. Affected vehicles are identified in OASIS.

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

In the affected vehicles, the catalytic converter assembly may not meet all manufacturing specifications. Affected vehicles may experience unusual or louder exhaust system noise under the hood and/or increased exhaust odor and/or illumination of the Service Engine Soon light on the dashboard with Diagnostic Trouble Code (DTC) P0420 stored in the Powertrain Control Module (PCM).

**SERVICE ACTION**

If required, dealers are to replace the catalytic converter. 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 October 27, 2025, or sooner. Dealers should repair any affected vehicles that require a catalyst replacement, 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.

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## Customer Satisfaction Program 25N03

### OASIS ACTIVATION

OASIS will be activated on October 15, 2025.

### FSA VIN LISTS ACTIVATION

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

### SOLD VEHICLES

- 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

Branded/salvaged title vehicles and vehicles with canceled warranty coverage are eligible for this program unless emission coverage is explicitly canceled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTIES CANCELLED, INCLUDING EMISSIONS

### 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 **April 17, 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 catalytic converter replacement.

### 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.

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**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 25N03 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: 25N03
    - Customer Concern Code (CCC): E29 - "Check engine" light troubles
    - Condition Code (CC): 01 - Broken/Cracked
    - Causal Part Number: 5E212, 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.
- Submit refunds on a separate repair line.
  - Program Code: 25N03      - 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace the catalytic converter if Diagnostic Trouble Code (DTC) P0420 is present or exhaust noise or odor is detected.	25N03B	2.8 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LX6Z-5E212-KZ	1	1	1	Catalytic Converter
W500233-S442	1	1	4	Bolt - Catalytic Converter Mount
W520103-S442	1	1	4	Nut - Catalytic Converter Mount
JX6Z-5A215-C	1	1	1	Clamp - Front Exhaust with Integrated Gasket
LX6Z-5A215-D	1	1	1	Clamp - Cat to Exhaust System ( <b>Escape</b> )
LX6Z-5A215-A	1	1	1	Clamp - Cat to Exhaust System ( <b>Bronco Sport</b> )

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.

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**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.

## CERTAIN 2021-2023 MODEL YEAR BRONCO SPORT AND 2020-2022 ESCAPE EQUIPPED WITH 1.5L ENGINE AND 8F35 TRANSMISSION — ONE-TIME CATALYTIC CONVERTER REPLACEMENT IF FAILED

### SERVICE PROCEDURE

**IMPORTANT!** The Service Technician Specialty Training (STST) Competency 10 certification requirement, in the U.S. market only, will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 15936 for more details.

1. Using Ford Diagnostic and Repair System (FDRS), check for Diagnostic Trouble Code (DTC) P0420 in the Powertrain Control Module (PCM). Was DTC P0420 present?

**Yes** - Replace the catalytic converter. Follow the Workshop Manual (WSM) procedures in Section 309-00A. Then, clear all DTCs in the Powertrain Control Module (PCM).

**No** - Proceed to Step 2.

2. Inspect the front catalytic converter. Were any exhaust noises, leaks or an exhaust odor present?

**Yes** - Replace the catalytic converter. Follow the Workshop Manual (WSM) procedures in Section 309-00A.

**No** - This article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.

**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.

