

CERTAIN 2011-2021 MODEL YEAR VEHICLES — SOFTWARE VERIFICATION HARVEST PROGRAM

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.

NOTICE: **DO NOT** connect the Integrated Diagnostic System (IDS) to the vehicle until instructed to do so by the Technical Hotline.

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).

1. Launch 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.

2. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

3. Select **Toolbox** tab.

4. Download and run the **Read Vehicle Data Application**. See Figure 1.

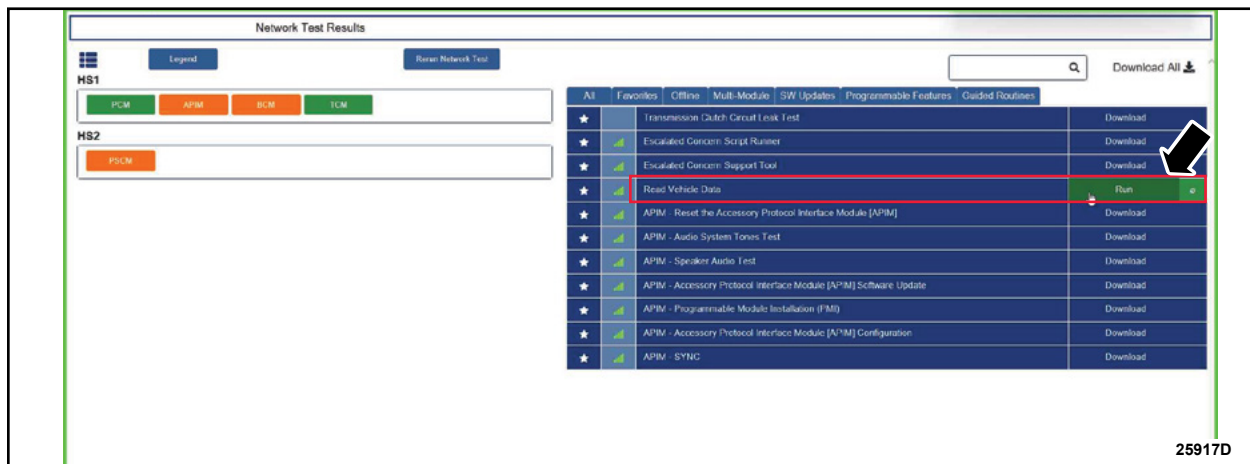


FIGURE 1



5. In the pop-up box, select **All Modules** to continue. See Figure 2.

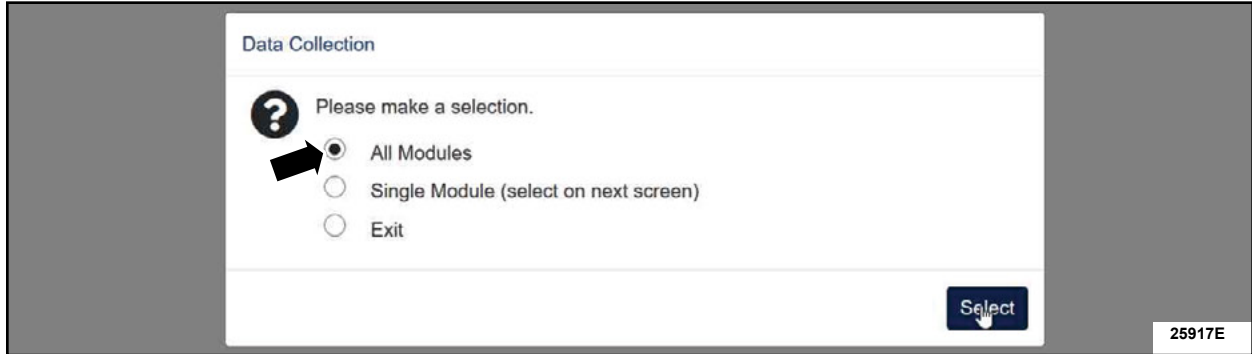


FIGURE 2

6. Once the Data Collection is complete, select Exit to finish the routine. See Figure 3.

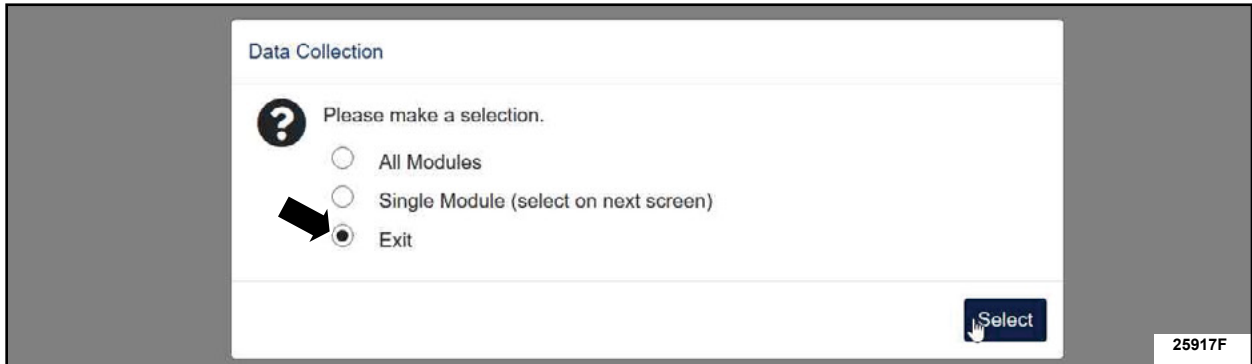


FIGURE 3

7. Open a Technical Support Request (TSR) to the Technical Hotline. Make sure to select **FSA25H05** in the TAC group drop down. See Figure 4.

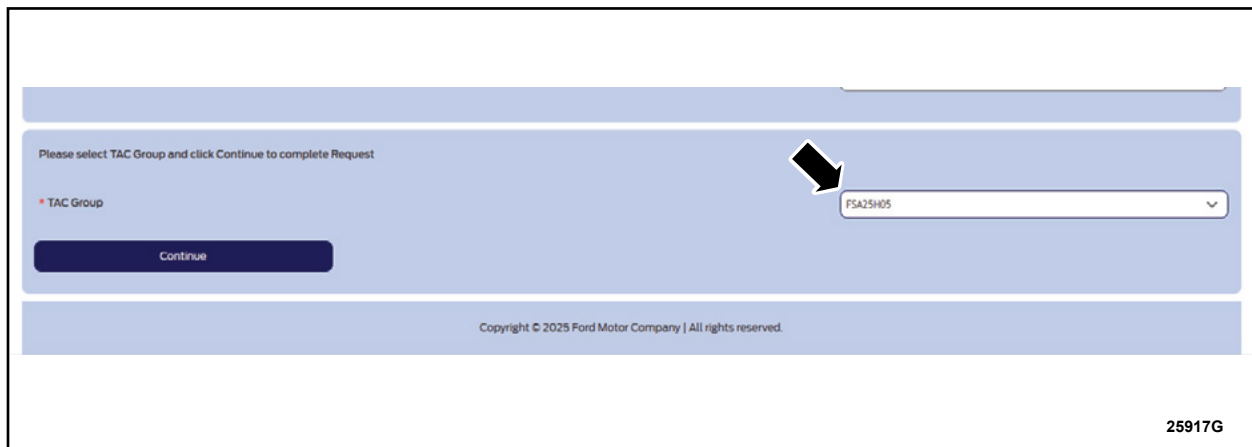


FIGURE 4



8. Did the TSR response instruct you to perform software updates using the IDS?

Yes - Complete the software updates, directed by the TSR, using the IDS. Then repeat Steps 3 through 7 above. Once that is complete, update the TSR stating that the requested updates are now complete. Follow all TSR recommendations until informed by hotline that the FSA is complete. When completed, the TSR will provide an approval code that must be used for claim payment.

No - Obtain the approval code, provided by hotline, needed for claim payment. This completes this FSA.





Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Harvest Program 25H05**
Certain 2011-2021 Model Year Vehicles
Software Verification Harvest Program

November 18, 2025

PROGRAM TERMS

This program is an investigatory harvest program to evaluate the software currently installed on one or more electronic modules in a limited number of the affected vehicles listed below. The program will be in effect through November 30, 2027. There is no mileage limit for this program.

AFFECTED VEHICLES (U.S. Population of Affected Vehicles): 3000

Vehicle	Model Year	Assembly Plant	Build Date Range
Fiesta	2014	Cuautitlan	July 25, 2013 through February 14, 2014
F-150/Lincoln Mark LT	2011-2014	Dearborn	November 8, 2010 through August 20, 2014
F-150/Lincoln Mark LT	2011-2014	Kansas City	November 19, 2010 through December 18, 2014
F-150	2017-2020	Dearborn	October 4, 2016 through October 10, 2019
F-150	2017-2019	Kansas City	October 19, 2016 through October 6, 2019
Mustang	2012-2013	Flatrock	September 28, 2011 through December 12, 2011
Mustang	2018-2020	Flatrock	September 21, 2017 through November 12, 2020
Fusion	2013-2014	Hermosillo	July 6, 2012 through April 23, 2014
Fusion	2019-2020	Hermosillo	October 8, 2018 through July 17, 2020
Navigator	2012	Kentucky Truck	September 12, 2011 through December 6, 2011
Navigator	2019	Kentucky Truck	November 13, 2018 through December 13, 2018
Expedition	2012	Kentucky Truck	September 24, 2011 through January 13, 2012
Super Duty	2018-2019	Kentucky Truck	November 21, 2017 through October 01, 2019
Escape	2014	Louisville	June 10, 2013 through March 22, 2014
Escape	2017	Louisville	March 29, 2016 through May 11, 2016
Focus	2012-2018	Michigan	February 15, 2011 through March 26, 2018
Lincoln MKX	2019	Oakville	September 07, 2018 through December 04, 2018

AFFECTED VEHICLES (continued):

Econoline	2021	Ohio Assembly	May 18, 2020 through November 13, 2020
Transit Connect	2014	Valencia (Spain)	February 18, 2014 through February 18, 2014

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

This is a proactive investigation program by Ford Motor Company to inspect a limited number of affected vehicles that are customer-owned. Ford is voluntarily conducting this program to evaluate the software currently installed on one or more electronic modules in the affected vehicles.

SERVICE ACTION

Dealers are to collect software level data, using the FDRS (Ford Diagnosis and Repair System) service tool, from affected vehicles and submit a Technical Support Request (TSR) to the Ford Technical Assistance Center. Ford will verify expected software levels before advising the dealer that the repair is complete. In some cases, Ford may communicate back to the dealer that additional software programming is needed to complete repairs. 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	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Yes	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	Yes	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Claims Preparation and Submission section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	No	See Owner Refunds section below, if applicable.
Photo Submission	No	See Repair Photo Submission section below, if applicable.

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 24, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter. Customers may be directly contacted by the Ford Customer Relationship Center (CRC) to assist with scheduling appointments for this program. This may occur prior to the customer receiving a mailed owner letter notification.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters
- Mobile Repair/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 for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

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

Harvest Program 25H05

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All Vehicles Affected:

Ⓢ - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on November 18, 2025

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 18, 2025. Owner names and addresses will be available by December 10, 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this service action.

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 software verification. 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.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

Harvest Program 25H05

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 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 MT25H05RR 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.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

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 be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. Refer to the Technical Instructions for information on receiving the software validation code for this program, which uses a specific process.
- **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: 25H05
 - Customer Concern Code (CCC): E40
 - Condition Code (CC): 04
 - Causal Part Number: 12A650, Quantity 0
 - For additional claims preparation and submission information, refer to the Recall and Harvest Program Repairs in the OWS User Guide.

Harvest Program 25H05

CLAIMS PREPARATION AND SUBMISSION (continued)

- **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.

Harvest Program 25H05

LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Connect FDRS to the vehicle, run Read Vehicle Data application, and submit Technical Support Request (TSR) to review software levels. -Requires hotline provided Software Validation Code for claiming. (No software update required) -This labor operation closes the FSA	25H05B	0.5 Hours
Additional time to perform software updates, if directed by the hotline. -Can only be claimed with 25H05B, if necessary	MT25H05C	M-time up to 1.3 Hours
If a module software failed and/or a module replacement is required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25H05RR	M-time up to 2.5 Hours
Lincoln Vehicle Pick-Up & Delivery Allowance: Only vehicles outside of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program. 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.	25H05LL	0.5 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.	25H05PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.



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

Noviembre 2025

Programa de recolección 25H05

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

12345678901234567

Ford Motor Company desea evaluar el software actualmente instalado en su vehículo.

¿Por qué recibe este aviso?

Ford Motor Company está realizando voluntariamente un estudio en algunos vehículos propiedad de clientes para evaluar el software actualmente instalado en uno o más módulos electrónicos de su vehículo. La inspección de su vehículo ayudará a Ford a llevar a cabo su estudio.

¿Qué medidas adoptarán Ford y su concesionario?

Ford Motor Company ha autorizado a su concesionario a verificar el software actualmente instalado y actualizarlo, si es necesario. Esto se realizará sin costo alguno según los términos de este programa. Este Programa de recolección estará vigente hasta el 30 de noviembre de 2027, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para esta cita de servicio es de al menos un día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más.

¿Qué debe hacer?

Llame a su concesionario lo antes posible para programar una cita de servicio a fin de realizar el Programa de recolección 25H05.

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.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario recogerá su vehículo y se lo devolverá una vez realizada la cita de servicio.

¿Necesita un vehículo de alquiler?

Su concesionario está autorizado a proporcionarle un vehículo de alquiler para su transporte personal sin cargo alguno (excepto combustible, seguro e impuestos) mientras su vehículo se encuentra en el concesionario para la cita de servicio. 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 programar su cita de servicio y que se realice 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 ponerse en contacto con nosotros a través de Internet, nuestra dirección es ford.com/support.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente



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

November 2025

Harvest Program 25H05

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

Ford Motor Company would like to evaluate the software currently installed in your vehicle.

- Why are you receiving this notice?** Ford Motor Company is voluntarily conducting a study on certain customer-owned vehicles to evaluate the software currently installed on one or more electronic modules in your vehicle. Inspecting your vehicle will help Ford complete its study.
- What will Ford and your dealer do?** Ford Motor Company has authorized your dealer to verify the software currently installed and update it, if necessary. This will be performed free of charge under the terms of this program. This Harvest Program will be in effect until November 30, 2027, regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this service appointment is at least one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Harvest Program 25H05.
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.
- Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may be available upon request through participating dealers. Your dealer will pick up your vehicle and return it after the service appointment is 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 the service appointment. 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 service appointment scheduled 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



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Noviembre de 2025

Programa de recolección 25H05

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

12345678901234567

Lincoln desea evaluar el software actualmente instalado en su vehículo.

¿Por qué recibe este aviso?

Lincoln está llevando a cabo voluntariamente un estudio en ciertos vehículos propiedad de clientes para evaluar el software actualmente instalado en uno o más módulos electrónicos de su vehículo. La inspección de su vehículo ayudará a Lincoln a llevar a cabo su estudio.

¿Qué harán Lincoln y su minorista?

Lincoln ha autorizado a su minorista a verificar el software actualmente instalado y actualizarlo, si es necesario. Esto se realizará sin costo alguno según los términos de este programa. Este Programa de recolección estará vigente hasta el 30 de noviembre de 2027, independientemente del millaje. La cobertura se transfiere automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para esta cita de servicio es de al menos un día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su minorista tarde un poco más.

¿Qué debe hacer?

Llame a su minorista lo antes posible para que programe una cita de servicio para realizar el Programa de recolección 25H05. Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](https://lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

Lincoln le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también puede estar disponible previa solicitud de su minorista. Su minorista recogerá su vehículo y se lo devolverá una vez finalizada la cita de servicio.

¿Necesita un vehículo de alquiler?

Su minorista está autorizado a proporcionarle un vehículo de alquiler para su transporte personal sin cargo alguno (excepto combustible, seguro y peajes) mientras su vehículo se encuentre en el concesionario para la cita de servicio. Comuníquese con su minorista para conocer las pautas y limitaciones.

¿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. 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 programar su cita de servicio y que se realice sin cargo, comuníquese con el Gerente de Servicio de su minorista para solicitar ayuda.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Lincoln 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 contactarnos a través de Internet, nuestra dirección es lincoln.com/support.

Gracias por su atención en este asunto sumamente importante.

Lincoln



Lincoln
PO Box 1904
Dearborn, Michigan 48121

November 2025

Harvest Program 25H05

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

Lincoln would like to evaluate the software currently installed in your vehicle.

- Why are you receiving this notice?** Lincoln is voluntarily conducting a study on certain customer-owned vehicles to evaluate the software currently installed on one or more electronic modules in your vehicle. Inspecting your vehicle will help Lincoln complete its study.
- What will Lincoln and your retailer do?** Lincoln has authorized your retailer to verify the software currently installed and update it, if necessary. This will be performed free of charge under the terms of this program. This Harvest Program will be in effect until November 30, 2027, regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this service appointment is at least one day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.
- What should you do?** Please call your retailer without delay to schedule a service appointment for Harvest Program 25H05.
If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://www.lincoln.com/support) for retailer addresses, maps, and driving instructions.
Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.
- Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may be available upon request from your retailer. Your retailer will pick up your vehicle and return it after the service appointment is completed.

Do you need a rental vehicle?

Your retailer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tolls) while your vehicle is at the retailer for the service appointment. Please see your retailer 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 you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle scheduled for a service appointment promptly and without charge, please contact your retailer's Service Manager for assistance.

If you have questions or concerns, please contact our **Lincoln 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.

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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.

Lincoln

Harvest Program 25H05
Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 25H05 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date