



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

December 22, 2025

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

**SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD  
Customer Satisfaction Program 25B65**  
Certain 2024-2026 Model Year F-650 - F-750 Medium-Duty Trucks equipped with  
7.3L engine and 6R140 Transmission  
Reprogram the Powertrain Control Module

**PROGRAM TERMS**

This program will be in effect through December 31, 2026. There is no mileage limit for this program.

**EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of December 31, 2026, to encourage dealers and customers to have this service performed as soon as possible.

We recommend that dealers utilize their FSA VIN List names and addresses to contact customers with affected vehicles. This will help minimize the number of vehicles that may exhibit an engine overspeed under certain conditions, which requires a more extensive repair. FSA VIN Lists are expected to be available on December 22, 2025.

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 24,110):**

Vehicle	Model Year	Assembly Plant	Build Date Range
F-650 – F-750	2024-2026	Ohio Assembly	July 28, 2022, through August 27, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

On affected vehicles, the powertrain control module (PCM) may allow an engine overspeed condition. Engine overspeed can lead to a progression of symptoms, including engine noise, misfires, running rough, and a Check Engine light. If the customer continues to drive the vehicle and the symptoms progress further, the customer may experience vehicle no-start, a reduction in power, and potential engine failure.

**SERVICE ACTION**

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

## **FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	Yes	See the <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See the <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
Rentals	No	See the <b>Rental Vehicles</b> section below, if applicable.
Alternative Transportation Available	No	See the <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See the <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	No	See <b>Claims Preparation and Submission</b> section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See the <b>Administrative Allowance</b> section in the FSA Policy Document, and if applicable, the <b>Labor Allowances</b> table below.
Owner Refunds	No	See <b>Owner Refunds</b> section below, if applicable.
Photo Submission	No	See <b>Repair Photo Submission</b> section below, if applicable.

**Note:** For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of January 5, 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
- 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](http://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](http://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

**Customer Satisfaction Program 25B65****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location
  - 🔧 - Mobile Reprogramming (MRA1)

**OASIS ACTIVATION**

OASIS will be activated on December 22, 2025.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 22, 2025. Owner names and addresses will be available by January 5, 2026.

**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 the 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 that 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**

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 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 MT25B65RR 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.

**Customer Satisfaction Program 25B65****ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) – Continued:**

- **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.
  - F-650/F-750 trucks – 2 years, regardless of miles driven
- **For vehicles outside the 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 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.  
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: 25B65
    - Customer Concern Code (CCC): P64 – AT Transmission shifts delayed/wrong time
    - Condition Code (CC): 04 – Software Revision/Flash Module
    - Causal Part Number: 12A650, 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.

Customer Satisfaction Program 25B65

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time Hour(s)
Reprogram PCM. <b>This labor operation will close the FSA.</b>	25B65B	0.4 Hours
PCM software failed, and/or PCM module replacement is required. SSSC approval is not required unless M-Time is exceeded. <b>Clock times should be consistent with the vehicle history on PTS.</b> <b>This labor operation must be claimed with 25B65B to close FSA.</b>	MT25B65RR	Up to 5 Hours
Mobile Service: <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b> Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form. <b>Claiming this labor op will NOT close the program</b>	25B65MM	0.5 Hours
<b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired. <b>Claiming this labor op will NOT close the program</b>	25B65PP	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

**Safety Recall 25B65**

**Mobile Repair / Vehicle Pickup and Delivery Record**

VIN \_\_\_\_\_ received (check one):

- Mobile Repair
- Pickup and/or delivery service

As outlined below for the 25B65 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pickup – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

## NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD CERTAIN 2024-2026 MODEL YEAR F-650 - F-750 MEDIUM-DUTY TRUCKS EQUIPPED WITH A 7.3 ENGINE AND 6R140 TRANSMISSION — REPROGRAM THE POWERTRAIN CONTROL MODULESERVICE 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. 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.

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

**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.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **PCM**.

6. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.



7. Click **RUN**. Follow all on-screen instructions carefully
8. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
9. Click the **Run Selected Tests** button in the lower right.
10. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
11. Log into the **Professional Technician System (PTS)**. Check the **Software Verification Approval Code List**. Is this FSA on the Software Verification Approval Code List?

Yes - Proceed to Step 12.

No - Do not proceed to Step 12. Disconnect the battery Charger. This completes this FSA.

**12. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided. For more information, see EFC 16335.**

13. From the **Toolbox** tab in FDRS, select the **SW Updates** tab.
14. Confirm that the Warranty Dealer Code is correct (1), select FSA 24524 from the drop-down menu (2), and select **Submit** (3). See Figure 1.
15. Did the Software update status show complete(4)? See Figure 1.

Yes - The required software has been successfully installed on the vehicle. Record the Software Verification Code (5) for the warranty claim. Disconnect the battery charger from the 12-volt battery.

No - Repeat programming steps to update the software.

Field Service Action Software Verification

Warranty Dealer Code (1)

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.

(2) 24524 (3) Submit

(4) **FSA 24524 VIN 3FMCR9C68PRD00267**

Software Update Status: Complete

Software Verification Code: R921FUK3K9VPE (5)

Module Acronym	Software Update Complete
BCM	Yes
PCM	Yes

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

FIGURE 3



## 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.

