



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

Enero 2025

Programa de Satisfacción del Cliente 25B63

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

12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino que también lograr la plena satisfacción del cliente. Para demostrar este compromiso, estamos proporcionando un programa de satisfacción del cliente sin cargo para su vehículo.

¿Por qué recibe este aviso?

En su vehículo, una imperfección en la fundición del cuerpo de la válvula de control principal de la transmisión puede provocar cambios iniciales demorados y/o bruscos después del arranque del vehículo.

¿Cuál es el efecto?

Esto puede provocar una disminución de la durabilidad de la transmisión a largo plazo y un desgaste prematuro de la misma.

¿Qué medidas adoptarán Ford y su concesionario?

Las piezas para reparar su vehículo ya se encuentran disponibles. En interés de la satisfacción del cliente, Ford Motor Company ha autorizado a su concesionario a reemplazar el cuerpo de válvulas de control principal de la transmisión sin cargo según los términos de este programa.

Este Programa de satisfacción del cliente estará vigente hasta el 31 de enero de 2027, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será 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?

Llame a su concesionario lo antes posible para que programe una cita de servicio a fin de llevar a cabo el Programa de satisfacción del cliente 25B63. Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los distribuidores, 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 efectuar los arreglos necesarios para llevar a cabo el trabajo.

**¿Qué debe hacer?
(continuación)**

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Ford. 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.

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 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 estatales de registro y propiedad, aparece usted como el propietario o arrendatario 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.

Para ver la carta en español

visite: fordtranslatehub.com

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visite: 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.

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

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

January 2025

Customer Satisfaction Program 25B63

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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?	On your vehicle, a casting imperfection on the transmission main control valve body may result in delayed and/or harsh initial shift engagements after vehicle start-up.
What is the effect?	This may result in decreased long-term transmission durability and premature transmission wear.
What will Ford and your dealer do?	<u>Parts are now available to repair your vehicle.</u> In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the transmission main control valve body free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until January 31, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.
How long will it take?	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?	Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 25B63. 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.

**What should you do?
(continued)**

NOTE - You can receive information about Recalls and Customer Satisfaction Programs through our Ford 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.

Pickup and Delivery

Complimentary vehicle Pickup & 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, which are based primarily on state registration and title data, indicate that you are the current owner or lessee.

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.

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



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 25B63**

Certain 2025 Model Year Expedition and 2026 Model Year F-250-F-600 Super Duty Vehicles - Transmission Main Control Valve Body Replacement

PROGRAM TERMS

This program will be in effect through January 31, 2027. There is no mileage limit for this program.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 5):

Vehicle	Model Year	Assembly Plant	Build Date Range
Expedition	2025	Kentucky	September 10, 2025 through September 10, 2025
F-250-F-600 Super Duty	2026	Kentucky	September 09, 2025 through September 10, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On the affected vehicles, a casting imperfection on the transmission main control valve body may result in delayed and/or harsh initial shift engagements after vehicle start-up. This concern could lead to a decrease in long-term transmission durability and premature transmission wear.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the transmission main control valve body per the standard workshop manual procedures. 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	No	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	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.

FSA PROGRAM OPTIONS (continued)

Program Option	Eligibility	Comments
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 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, 2026 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
- Vehicle Pickup & 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

Customer Satisfaction Program 25B63**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a Mobile Service Repair (MRA5)

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 19, 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 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.
- 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 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 25B63

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.
- **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: 25B63
 - Customer Concern Code (CCC): P65 – Shift Quality
 - Condition Code (CC): D4 – Flaw in Material
 - Causal Part Number: 7A100 – Main Control Assembly, 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 25B63

LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Super Duty – Replace the transmission main control valve body. This closes the FSA.	MT25B63B	Up to 2.9
Expedition – Replace the transmission main control valve body. This closes the FSA.	MT25B63C	Up to 2.5
Ford Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired. This does not close the FSA.	25B63PP	0.5

ORDERING INFORMATION

*** Super Duty ***				
Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
L1MZ-7A100-K	1	1	1	Transmission Main Control Valve Body
HL3Z-7A191-B	1	1	1	Transmission Fluid Pan Gasket
W714656-S439	2	1	4	Exhaust Hanger Bracket Bolts
W715131-S442	1	1	4	Transmission Fluid Heat Exchanger Tube Bolt
VC-13DL-G	As Needed	As Needed	-	Motorcraft® Yellow Prediluted Antifreeze/Coolant
XT-12-QULV	As Needed (up to 10 QT)	As Needed	-	Motorcraft® MERCON® ULV Automatic Transmission Fluid

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Customer Satisfaction Program 25B63

ORDERING INFORMATION (continued)

*** Expedition ***				
Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
L1MZ-7A100-F	1	1	1	Transmission Main Control Valve Body
HL3Z-7A191-B	1	1	1	Transmission Fluid Pan Gasket
JL1Z-7N134-A	1	1	1	Park Override Lever Bolt
XT-12-QULV	As Needed (up to 10 QT)	As Needed	-	Motorcraft® MERCON® ULV Automatic Transmission Fluid

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

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Please refer to the FSA Policy Document for any and all questions on parts.

Customer Satisfaction Program 25B63
Vehicle Pickup and Delivery Record

VIN _____ received:

As outlined below for the 25B63 Field Service Action program.

Pickup – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

CERTAIN 2025 MODEL YEAR EXPEDITION AND 2026 MODEL YEAR F-250-F-600 SUPER DUTY VEHICLES — TRANSMISSION MAIN CONTROL VALVE BODY REPLACEMENT

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. Replace the transmission main control valve body. Follow the Workshop Manual (WSM) procedures in Section 307-01.

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.

