



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

December 23, 2025

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD**
Customer Satisfaction Program 25P35
Certain 2025-2026 Model Year F150, F250-F600 Vehicles.
Front Door Lower Window Glass Run Replacement

PROGRAM TERMS

This program will be in effect through December 31, 2026, for vehicles within the new bumper-to-bumper warranty coverage period.

URGENCY / EXPIRATION DATE

FSA VIN Lists are expected to be available by December 23, 2025.

AFFECTED VEHICLES (U.S. Population of Affected Vehicles: 174,660).

| Vehicle | Model Year | Assembly Plant | Build Date Range |
|----------------|------------|---------------------------------|--|
| F150 | 2025 | Dearborn | July 28, 2025 through September 30, 2025 |
| | 2026 | | September 9, 2025 through September 26, 2025 |
| | 2025 | Kansas City | July 28, 2025 through September 30, 2025 |
| | 2026 | | August 22, 2025 through September 3, 2025 |
| F250-600 | 2026 | Kentucky Truck | July 28, 2025 through October 4, 2025 |
| | 2025 | Ohio | July 28, 2025 through August 15, 2025 |
| | 2026 | | August 5, 2025 through October 3, 2025 |
| F150 Lightning | 2025 | Rouge Electrical Vehicle Center | July 28, 2025 through October 9, 2025 |
| | 2026 | | September 8, 2025 through October 7, 2025 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On some of the affected vehicles, the lower window glass run on the inside of the front doors contained slip coating of insufficient thickness, causing excess friction during glass movement, leading to slow moving or stopped window glass.

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). Before delivering any new in-stock vehicles involved in this program, dealers are to replace both front door lower window glass runs. 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 Capable | Yes | 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) | No | 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 certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

Technical Instructions

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 25P35**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

-  - Light Mobile Service (MRA2)
- Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership) and Remote Experience reimbursement for just this repair is not allowed.

OASIS ACTIVATION

OASIS will be activated on December 23, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by December 23, 2025.

SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper to bumper warranty coverage period.
- 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.

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.

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.

Customer Satisfaction Program 25P35

CLAIMS PREPARATION AND SUBMISSION (continued)

- **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: 25P35
 - Customer Concern Code (CCC): G07
 - Condition Code (CC): 41
 - Causal Part Number: 1621597, 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 25P35

LABOR ALLOWANCES

| Description | Labor Operation | Labor Time Hour(s) |
|--|-----------------|--------------------|
| Replace both front door lower window glass runs. (closes FSA) | 25P35B | 0.8 hours |

PARTS REQUIREMENTS / ORDERING INFORMATION

| Service Part Number | Claim Quantity | Package Order Quantity | Number in Package | Description |
|---------------------|----------------|------------------------|-------------------|--|
| ML3Z-1521596-C | 1 | 1 | 1 | Front Door Lower Window Glass Run (RH) |
| ML3Z-1521597-C | 1 | 1 | 1 | Front Door Lower Window Glass Run (LH) |

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.

CERTAIN 2025-2026 MODEL YEAR F150 AND F250-F600 VEHICLES — FRONT DOOR LOWER WINDOW GLASS RUN 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)15396 for more details.

1. Roll the front windows to the full up position.
2. Remove the Left-Hand (LH) and Right-Hand (RH) front door trim panel. Follow Workshop Manual (WSM) procedures in Section 501-05.
3. Remove the LH and RH front door water shield. See Figure 1.

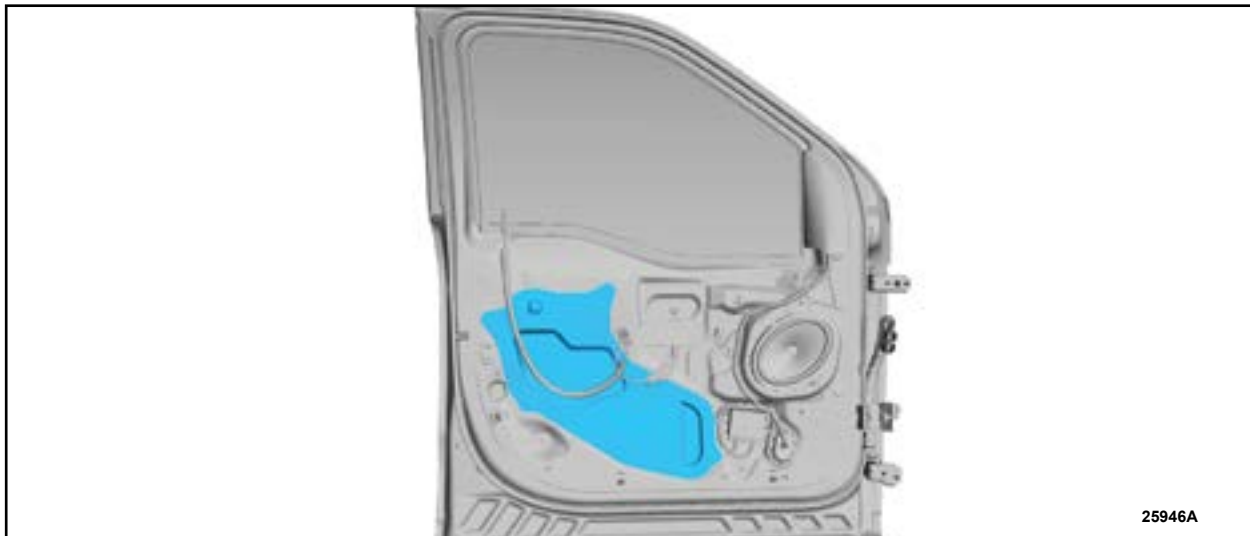


FIGURE 1



4. Remove the LH and RH rear lower rubber window glass run. See Figure 2.

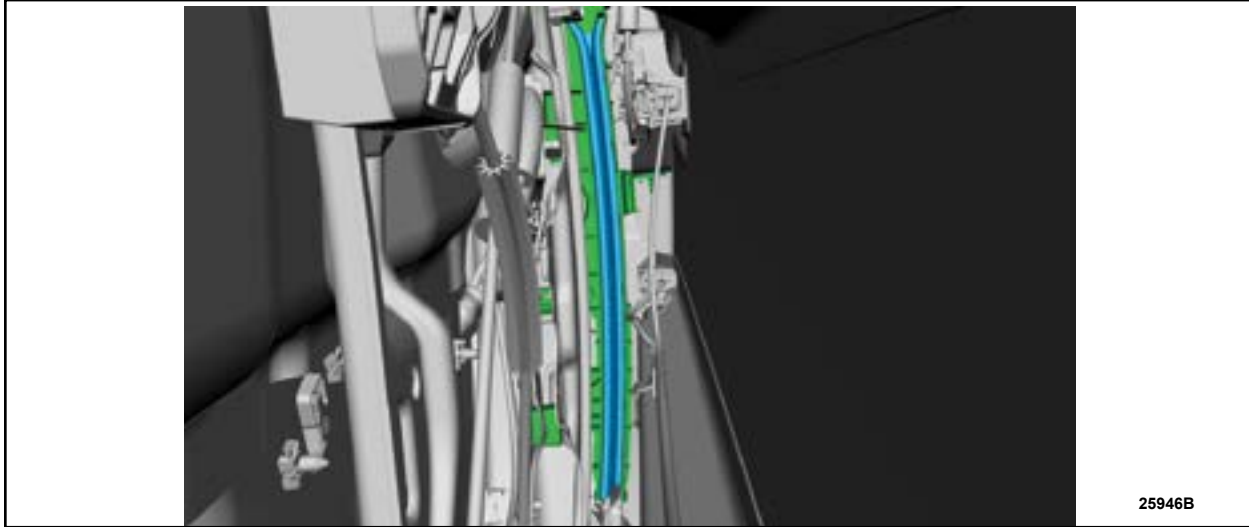


FIGURE 2

5. Install the *new* LH and RH glass runs starting at the top of the window run channel. See Figure 3.

NOTE: Angling the rubber glass run at roughly a 45 degree angle, ensure the glass run is pushed under the retaining guide tabs. Looking through the window belt opening will allow a direct line of sight to the run.



FIGURE 3



6. Ensure the run is fully seated in the window run channel by using a trim tool. See Figure 4 for correct (1) and incorrect (2) positioning of the top of the run. See Figure 5 for correct (1) and incorrect (2) positioning of the bottom of the run.

NOTE: Part removed for clarity

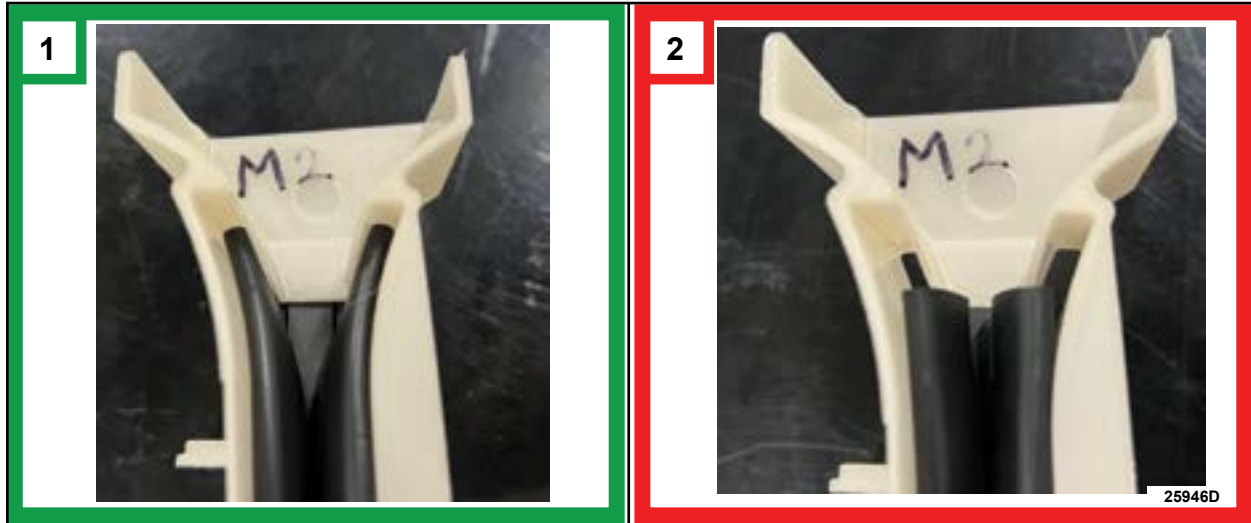


FIGURE 4

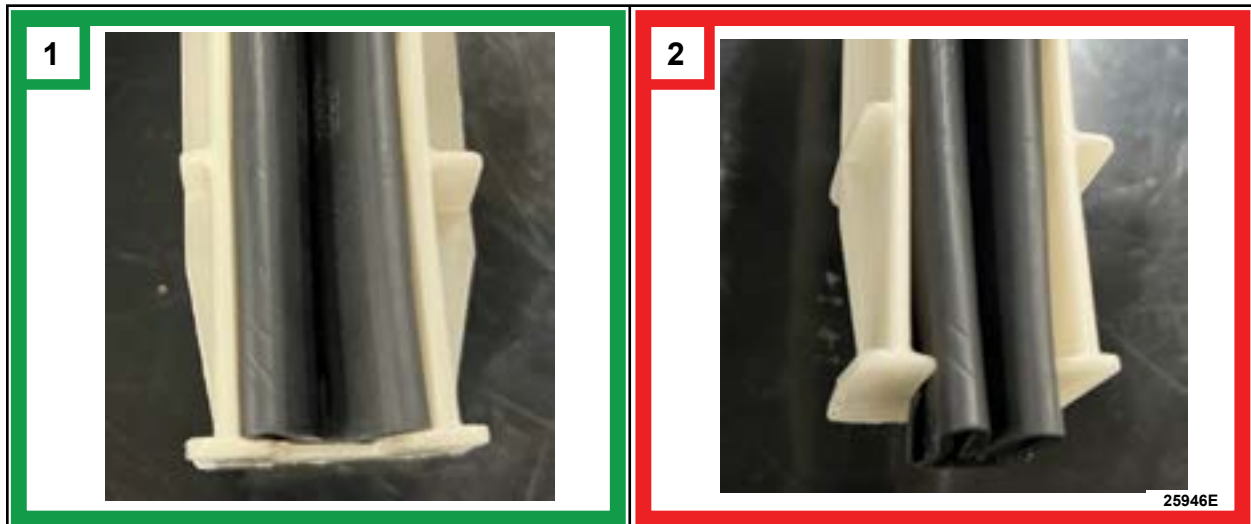


FIGURE 5



8. Reverse steps 2-5 for installation.
9. Carry out the power door window initialization. Follow WSM procedures in Section 501-11.
10. Do the windows roll up at a normal speed and the one touch up/down function work properly?

Yes - Repair is complete.

No - Follow appropriate WSM section for additional diagnostics outside of this article.

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.

