



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

December 18, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 25M04**
Certain 2021-2023 Model Year F-150 HEV Vehicles
Replacement of Exhaust Gas Heat Exchanger Coolant Spigot, If Required

REF: **Customer Satisfaction Program 24N04 – Supplement #1**
Certain 2021-2023 Model Year F-150 HEV Vehicles and 2022-2023 Model Year
Maverick HEV Vehicles
Replacement of Exhaust Gas Heat Recovery System if Failed
December 2, 2024

PROGRAM TERMS

This program provides a no-cost repair (if needed) to the Exhaust Gas Heat Exchanger coolant spigot for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This program may be used multiple times as long as the vehicle is within the time and mileage limits of the program and is otherwise eligible for the repair. Once the program has expired, Service Part Warranty (SPW) and Extended Service Plan (ESP) may be eligible to cover repairs.

If a vehicle has already exceeded either the time or mileage limits, this no-cost repair will last through March 31, 2027.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 301):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150 HEV	2021	Dearborn Truck	November 10, 2020 through November 21, 2021
F-150 HEV	2022	Dearborn Truck	November 23, 2021 through October 18, 2022
F-150 HEV	2023	Dearborn Truck	October 29, 2022 through September 6, 2023

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST REPAIR

In the affected vehicles, the Exhaust Gas Heat Exchanger coolant spigot may develop a crack due to a weaker-than-intended coolant spigot having been used in a prior repair. As a result, coolant may leak out of the engine, and one or more warning lights, such as the Check Engine Light, may illuminate.

SERVICE ACTION

For eligible vehicles exhibiting a coolant leak caused by cracks in the coolant spigot tube, dealers are to replace the affected coolant spigots with improved parts, per Workshop Manual instructions. The approved parts bear a distinct gold marking. Coolant spigots without the gold marking must not be used for this repair. 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.

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.
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	Yes	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 March 2, 2026 or sooner. Dealers should repair any affected vehicles that require a coolant spigot replacement, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Owner Notification Letters
- Mobile Repair or Pickup and 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 25M04**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on December 18, 2025.

FSA VIN LISTS ACTIVATION

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

SOLD & STOCK VEHICLES

- For more information regarding dealership obligations to identify and repair sold and stock vehicles, consult Ford's Policy Document For Field Service Actions, which can be found in the FSA Landing page on PTS.

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 March 31, 2027.
- 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 costs associated with replacement of the EGHR Actuator, EGHR actuator, or the complete EGHR assembly.

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.

Customer Satisfaction Program 25M04

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.
- **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 25M04 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: 25M04
 - Customer Concern Code (CCC): E29 – “Check Engine: light trouble
 - Condition Code (CC): 42 – Does not operate properly.
 - Causal Part Number: - 5K245, 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25M04
 - 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.

Customer Satisfaction Program 25M04

LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Remove and replace coolant spigots (2 per repair)	25M04B	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
PL3Z-18663-A	2	2	1	HEAT EXCHANGER COOLANT SPIGOT

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.

Safety Recall 25M04

Mobile Repair / Vehicle Pickup and Delivery Record

VIN _____ received (check one):

- ☐ Mobile Repair
- ☐ Pickup and/or delivery service

As outlined below for the 25M04 Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pickup – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

CERTAIN 2021-2023 MODEL YEAR F-150 HEV VEHICLES — REPLACEMENT OF EXHAUST GAS HEAT EXCHANGER COOLANT SPIGOT IF REQUIRED

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.

SERVICE PROCEDURE

1. Remove both of the exhaust gas heat exchanger coolant spigots. Follow the Workshop Manual (WSM) procedures in Section 309-00D.
2. Visually inspect the *new* exhaust gas heat exchanger coolant spigots for a gold line marking. The gold line marking indicates the correct part(s) for installation. If the spigots do not have the gold line marking, do not use these parts and order new spigots. See Figure 1.

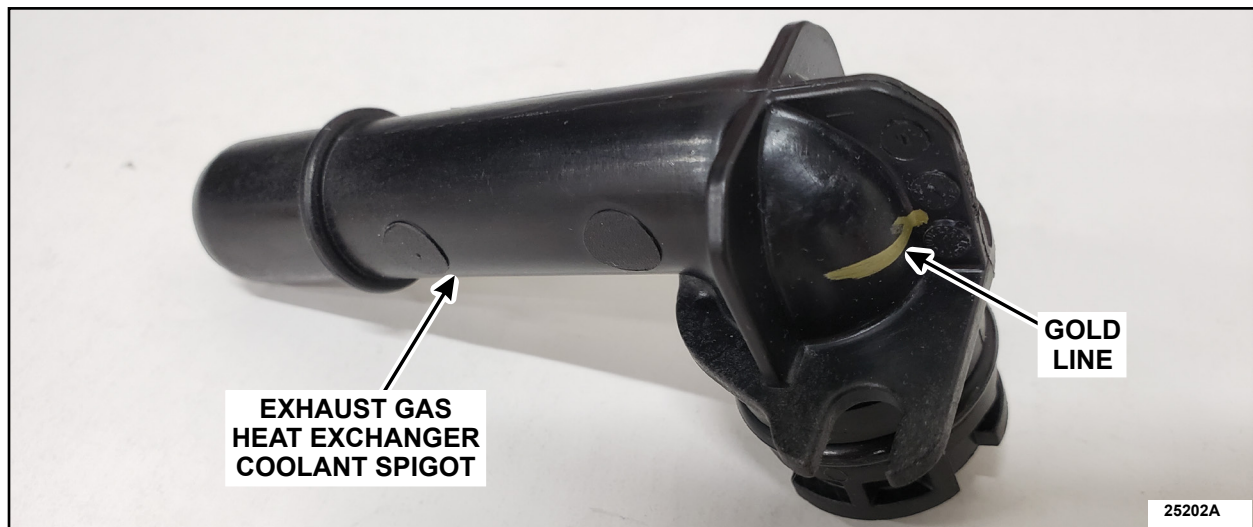


FIGURE 1

3. Install both of the *new* exhaust gas heat exchanger coolant spigots that have a gold line. Follow the WSM procedures in Section 309-00D.

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.

