

## CERTAIN 2021-2024 MODEL YEAR BRONCO SPORT AND 2020-2022 ESCAPE EQUIPPED WITH 1.5L ENGINE AND 8F35 TRANSMISSION — UPSTREAM CATALYTIC CONVERTER REPLACEMENT IF FAILED

### 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. Using Ford Diagnostic and Repair System (FDRS), check for Diagnostic Trouble Code (DTC) P0420 in the Powertrain Control Module (PCM). Was DTC P0420 present?

**Yes** - Replace the upstream catalytic converter. Follow the Workshop Manual (WSM) procedures in Section 309-00A. Then, clear all DTCs in the Powertrain Control Module (PCM).

**No** - Proceed to Step 2.

2. Inspect the upstream catalytic converter. Were any exhaust noises, leaks or an exhaust odor present?

**Yes** - Replace the upstream catalytic converter. Follow the Workshop Manual (WSM) procedures in Section 309-00A.

**No** - This article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.

**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.





Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

December 12, 2025

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **Customer Satisfaction Program 25M02**  
Certain 2021-2024 Model Year Bronco Sport and 2020-2022 Escape with 1.5L  
Engine and 8F35 Transmission  
Upstream Catalytic Converter Replacement, If Required

**PROGRAM TERMS**

This program provides a no-cost repair (if needed) to the upstream catalytic converter 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.

If a vehicle has already exceeded either the time or mileage limits, this no-cost repair will last through April 30, 2027.

Coverage is automatically transferred to subsequent owners.

**AFFECTED VEHICLES (U.S. Population of Affected Vehicles 696,390):**

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco Sport	2021-2024	Hermosillo	February 5, 2020, through November 8, 2024
Escape	2020-2022	Louisville	November 19, 2018, through December 16, 2022

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING A NO-COST REPAIR**

In the affected vehicles, the upstream catalytic converter assembly may develop a leak or may not function effectively over a long period of time. Affected vehicles may experience unusual or louder exhaust system noise under the hood and/or increased exhaust odor and/or illumination of the Service Engine Soon light on the dashboard with Diagnostic Trouble Code (DTC) P0420 stored in the Powertrain Control Module (PCM).

**SERVICE ACTION**

If required, dealers are to replace the upstream catalytic converter. 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**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	No	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)	No	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	Yes	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 any Service Item above, see the corresponding section within the FSA Policy Document.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Pending Agency approval, owner letters are expected to be mailed the week of March 8, 2026, or sooner. Dealers should repair any eligible and affected vehicles that require an upstream catalyst replacement, whether or not the customer has received a letter.

## **ATTACHMENTS**

- Technical Instructions
- Owner Notification Letter

## **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 25M02****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

🚫 - Not a Mobile Service Repair

**OASIS ACTIVATION**

OASIS will be activated on December 12, 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 April 30, 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 cost associated with upstream catalytic converter replacement.

**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 25M02

**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 25M02 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: 25M02
    - Customer Concern Code (CCC): E29 - "Check engine" light troubles
    - Condition Code (CC): 01 - Broken/Cracked
    - Causal Part Number: 5E212, 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: 25M02                      - 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 25M02**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time Hour(s)
Replace the upstream catalytic converter if Diagnostic Trouble Code (DTC) P0420 is present or exhaust noise or odor is detected.	25M02B	2.8 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LX6Z-5E212-KZ	1	1	1	Upstream Catalytic Converter
W500233-S442	1	1	4	Bolt - Catalytic Converter Mount
W520103-S442	1	1	4	Nut - Catalytic Converter Mount
JX6Z-5A215-C	1	1	1	Clamp - Front Exhaust with Integrated Gasket
LX6Z-5A215-D	1	1	1	Clamp - Cat to Exhaust System (Escape)
LX6Z-5A215-A	1	1	1	Clamp - Cat to Exhaust System (Bronco Sport)

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.