



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

Diciembre 2025

Programa de satisfacción del cliente 25N19

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 también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

¿Por qué recibe este aviso?

Si bien el parabrisa de su vehículo al parecer está funcionando correctamente, para su tranquilidad, Ford Motor Company está ofreciendo una reparación única de este, para corregir las burbujas de aire visibles que puedan formarse en la capa laminada, a lo largo de los bordes del parabrisa, si su concesionario determina que es necesario un reemplazo y si su vehículo se encuentra dentro de los límites de tiempo y millaje.

¿Cuál es el efecto?

Su vehículo puede tener burbujas de aire en el parabrisa, que dan un una aspecto de copo de nieve alrededor de los bordes del cristal. Las burbujas también pueden bloquear la cámara que se usa para las funciones de asistencia al conductor. Esto puede generar un mensaje en el tablero de instrumentos, que indica que la cámara está bloqueada y que las funciones de asistencia al conductor ya no están disponibles. Estas burbujas de aire en forma de copos de nieve no deberían afectar la visibilidad del conductor.

¿Qué medidas adoptarán Ford y su concesionario?

Las piezas ya se encuentran disponibles si su vehículo necesita reparación. Según los términos del programa, se encuentra disponible un reemplazo único de los componentes cubiertos, si es necesario, por un total de 10 años o 150,000 millas a partir de la fecha de inicio de la garantía, lo que ocurra primero, sin costo alguno (piezas y mano de obra). Si el vehículo ya excedió los límites de tiempo o millaje que se mencionaron anteriormente, esta oferta de reparación única durará hasta el 31 de diciembre de 2026. La cobertura se transfiere automáticamente a los propietarios posteriores. Este es un programa de reparación única.

¿Cuánto tiempo tomará?

Si se debe reemplazar el parabrisa, el tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más. Además, su vehículo requerirá una inspección para confirmar que este programa cubre la reparación.

¿Qué debe hacer?

No es necesario que regrese a su concesionario para llevar a cabo esta reparación, a menos que tenga burbujas de aire tipo copo de nieve en el cristal del parabrisa. Conserve esta carta como recordatorio de la oferta de reparación única del parabrisa. Si es necesario reemplazar el parabrisa y su vehículo se encuentra dentro de los límites de tiempo o millaje indicados, comuníquese con su concesionario para programar una cita de servicio para realizar el Programa de satisfacción del cliente 25N19. Su distribuidor reemplazará las piezas sin costo alguno.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

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

¿Pagó anteriormente por esta reparación?

Si pagó por este servicio antes de la fecha de esta carta, es posible que cumpla con los requisitos para solicitar un reembolso. Solo se proporcionarán reembolsos por servicios relacionados con burbujas de aire en forma de copos de nieve en el parabrisa. Para comprobar si cumple con los requisitos y agilizar el reembolso, entregue el recibo de pago original a su concesionario antes del **31 de mayo de 2026**.

Para solicitar un reembolso directamente a Ford, envíe la solicitud de reembolso junto con la documentación que demuestre que el reemplazo del parabrisa fue debido a burbujas de aire tipo copos de nieve. Debe incluir el recibo de reparación original (no fotocopias), a Ford Motor Company en PO Box 6251, Dearborn, Michigan 48121-6251. El procesamiento de las solicitudes de reembolso que se envían a esta dirección puede tardar hasta 60 días. Se le regresará el recibo original.

¿Qué pasa si ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta. Recibió este aviso porque nuestros registros indican que es el propietario 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.

Como parte de la comunidad Ford, agradecemos su atención en este asunto sumamente importante y su lealtad.

División de Servicio al Cliente



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

December 2025

Customer Satisfaction Program 25N19

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?

Although your vehicle's windshield is likely functioning fine, we are pleased to let you know that Ford Motor Company is providing a one-time repair for visible air bubbles that may form in the laminate layer of the windshield along its edges if your dealer determines a replacement is required and if your vehicle is within certain time and mileage limitations.

What is the effect?

Your vehicle may have air bubbles in the windshield that cause a snowflake appearance around the edges of the glass. Bubbles can also block the camera used for driver assistance features. This can result in an instrument panel cluster message indicating the camera is blocked and the driver assistance features are no longer available. These snowflake air bubbles are not expected to affect driver visibility.

What will Ford and your dealer do?

Parts are now available if your vehicle requires a repair. Under the terms of the program, a one-time replacement of covered components, if required, is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first, free of charge (parts and labor). If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through December 31, 2026. Coverage is automatically transferred to subsequent owners. This is a one-time repair program.

How long will it take?

If the windshield requires replacement, 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. In addition, your vehicle will require an inspection to confirm a repair is covered under this program.

- What should you do?** You do not need to return to your dealer for this repair unless you have snowflake air bubbles in the windshield glass. Please keep this letter as a reminder of the one-time repair offer for your windshield. If the windshield requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 25N19. Your dealer will replace the part at no charge.
- If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
- NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass 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.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to snowflake air bubbles in the windshield. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **May 31, 2026**.
- To request a refund directly from Ford, send the refund request along with documentation showing windshield replacement was due to the snowflake air bubble condition. You must include your original repair receipt (no photocopies), to Ford Motor Company at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.
- 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 indicate that you are the current owner.
- 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.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Customer Service Division



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

TO: All U.S. Ford and Lincoln Dealers

December 8, 2025

SUBJECT: Customer Satisfaction Program 25N19
Certain 2024-2026 Model Year Corsair and Certain 2025-2026 Model Year Explorer
and Aviator Vehicles
Windshield Replacement

PROGRAM TERMS

This program provides a no-cost one-time repair (if needed) to the windshield for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through December 31, 2026.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (U.S. Population of Affected Vehicles 242,592):

Vehicle	Model Year	Assembly Plant	Build Date Range
Corsair	2024	Louisville	February 1, 2024 through September 17, 2024
Corsair	2025		June 3, 2024 through June 27, 2025
Corsair	2026		June 16, 2025 through June 18, 2025
Aviator	2025	Chicago	July 8, 2024 through June 29, 2025
Aviator	2026		February 25, 2025 through June 26, 2025
Explorer	2025		July 2, 2024 through June 29, 2025
Explorer	2026		February 25, 2025 through June 26, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have been repaired or are in the process of being repaired at the assembly plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in the FSA Policy Document for more information.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

On some affected vehicles, visible air bubbles may form in the laminate layer of the windshield along the windshield’s edges when it is exposed to heat/sunlight. These air bubbles are not expected to affect driver visibility.

Driver Assistance features that require the use of the forward-facing camera may potentially be impacted if snowflake air bubbles block the camera. When the camera functionality is not available, drivers will receive an instrument panel cluster message indicating the issue and that features are unavailable.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to replace the windshield. 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.

Note: Processing a refund under this FSA will close the program, and special rules and guidelines regarding refunds apply. Please refer to the Owner Refund section for more information.

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)	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	Yes	See Owner Refunds section below, if applicable.
Photo Submission	Yes	See Repair Photo Submission 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

Owner Letters are expected to be mailed the week of December 8, 2025 or sooner. Dealers should repair any affected vehicles that experience windshield snowflake air bubbles, whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters

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 25N19**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on December 8, 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

Vehicles with canceled warranties are not eligible for this service action.

OWNER REFUNDS

- This refund offer expires May 31, 2026 for vehicle owners that previously paid for a repair that would otherwise be covered under this program.
- Refunds will only be provided for the cost associated with replacement of the windshield from a visible snowflake air bubble condition being present. Documentation supporting the snowflake air bubble condition (as shown in the examples included in the 25N19 Technical Instructions) must be provided. This can include repair order documentation or photos.
- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed on or before December 22, 2025. Owners are directed to seek refunds through their authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers that receive refund requests should submit an SSSC contact for approval. This should include vehicle owner provided repair order documentation and/or photos indicating windshield replacement occurred due to the presence of snowflake air bubbles. Processing a refund will close the FSA.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

Customer Satisfaction Program 25N19**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Photos showing evidence of windshield snowflake air bubbles, mileage, and the VIN must be provided. This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

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
 - Lincoln vehicles – 4 years or 50,000 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.
- **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 25N19 if the vehicle is still within time and mileage limits.

Customer Satisfaction Program 25N19

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: 25N19
 - Customer Concern Code (CCC): G02
 - Condition Code (CC): D4
 - Causal Part Number: 03100, 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:** Dealers that need to process refunds from an owner-paid prior repair must submit an SSSC contact for approval. Customer provided repair documentation and/or images indicating the presence of a snowflake air bubble condition should be included in the SSSC submission to support the refund claim. Processing a refund will close the FSA with an SSSC provided labor operation that includes an administrative allowance.
- **Provision for Locally Obtained Supplies:** Includes cleaning supplies, consumables, and either Dow® or Sika® brand, or equivalent automotive glass bonding materials.. Submit on the same line as the repair.
 - Program Code: 25N19
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$100
- **Sublet Glass Removal/Installation:** Sublet repairs to replace the windshield can be claimed instead of labor operation 25N19C or 25N19D. Sublet documentation must be retained. Submit on the same line as the repair.
 - Program Code: 25N19
 - Misc. Expense: FSAOSL
 - Misc. Expense: Claim up to \$450

Customer Satisfaction Program 25N19

LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
<p>-SUBLET REPAIR- Replacement of the windshield through glass company labor. This can only be claimed with FSAOSL. -This is an administrative allowance -SSSC approval required before windshield replacement. -This closes the FSA.</p>	25N19B	0.2 Hours
<p>Dealer replaces Windshield- Explorer or Aviator (Cannot be claimed if outside labor is used) -SSSC approval required before windshield replacement. -This closes the FSA.</p>	25N19C	2.4 Hours
<p>Dealer replaces Windshield- Corsair (Cannot be claimed if outside labor is used) -SSSC approval required before windshield replacement. -This closes the FSA.</p>	25N19D	1.7 Hours
<p>Additional time to complete Image Processing Module A (IPMA) Alignment -Must be claimed with 25N19B, 25N19C, or 25N19D. -Claiming only this labor operation does NOT close the FSA.</p>	25N19E	0.3 Hours
<p>Additional time to complete Heads-Up Display (HUD) Alignment (If equipped- Aviator and Corsair ONLY) -Can only be claimed with 25N19B, 25N19C, 25N19D, or 25N19E. -Claiming only this labor operation does NOT close FSA.</p>	25N19F	0.1 Hours
<p>Time allowed to submit photos. 1. Attach a photo of vehicle mileage. 2. Attach a photo of door tag showing VIN. 3. Attach a photo showing evidence of windshield snowflake air bubbles -Can only be claimed with 25N19B, 25N19C, 25N19D, or 25N19F -Claiming only this labor operation does NOT close FSA.</p>	25N19ZZ	0.2 Hours
<p>-REFUNDS ONLY- Use this labor operation to close the FSA if the customer is receiving a refund for a prior repair. -This is an administrative allowance -This closes the FSA.</p>	Contact SSSC for Labor Operation	0.2 Hours

Customer Satisfaction Program 25N19

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts ordered through normal channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
RB5Z-7803100-A	1	1	1	Explorer- Windshield (includes shade band)
RC5Z-7803100-A	1	1	1	Aviator without Heads-Up Display (HUD)- Windshield (includes shade band)
RC5Z-7803100-B	1	1	1	Aviator with Heads-Up Display (HUD)- Windshield (includes shade band)
RC5Z-7803100-C	1	1	1	Aviator without Heads-Up Display (HUD)- Windshield (does not include shade band)
RC5Z-7803100-D	1	1	1	Aviator with Heads-Up Display (HUD)- Windshield (does not include shade band)
PJ7Z-7803100-D	1	1	1	Corsair with Intermit. Variable Wipers, without Heads-Up Display (HUD)- Windshield (includes shade band)
PJ7Z-7803100-E	1	1	1	Corsair with Rain Sensitive Wipers, without Heads-Up Display (HUD)- Windshield (includes shade band)
PJ7Z-7803100-F	1	1	1	Corsair with Rain Sensitive Wipers, with Heads-Up Display (HUD)- Windshield (includes shade band)
PJ7Z-7803100-G	1	1	1	Corsair with Intermit. Variable Wipers, without Heads-Up Display (HUD)- Windshield (does not include shade band)
PJ7Z-7803100-H	1	1	1	Corsair with Rain Sensitive Wipers, without Heads-Up Display (HUD)- Windshield (does not include shade band)
PJ7Z-7803100-J	1	1	1	Corsair with Rain Sensitive Wipers, with Heads-Up Display (HUD)- Windshield (does not include shade band)

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

Less than 1% of the affected vehicle population is expected to require windshield replacement.

Customer Satisfaction Program 25N19

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Parts obtained Locally:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
Obtained Locally	Claim as Misc. Expense	As needed	As needed	Dow BETAPRIME 5504G Primer / Sika Primer-207 or equivalent
Obtained Locally	Claim as Misc. Expense	As needed	As needed	SikaTack MACH 60 / SikaTack MACH 30 / Dow BETASEAL Express / Sika Tack ASAP Urethane Adhesive or equivalent
Obtained Locally	Claim as Misc. Expense	As needed	As needed	Glass Cleaner

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.



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Programa de satisfacción del cliente 25N19

Diciembre 2025

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

12345678901234567

En Lincoln, el compromiso no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

¿Por qué recibe este aviso?

Si bien el parabrisa de su vehículo al parecer está funcionando correctamente, para su tranquilidad, Lincoln está ofreciendo una reparación única de este, para corregir las burbujas de aire visibles que puedan formarse en la capa laminada, a lo largo de los bordes del parabrisa, si su minorista determina que es necesario un reemplazo y si su vehículo se encuentra dentro de los límites de tiempo y millaje.

¿Cuál es el efecto?

Su vehículo puede tener burbujas de aire en el parabrisa, que dan un aspecto de copo de nieve alrededor de los bordes del cristal. Las burbujas también pueden bloquear la cámara que se usa para las funciones de asistencia al conductor. Esto puede generar un mensaje en el tablero de instrumentos, que indica que la cámara está bloqueada y que las funciones de asistencia al conductor ya no están disponibles. Estas burbujas de aire en forma de copos de nieve no deberían afectar la visibilidad del conductor.

¿Qué harán Lincoln y su minorista?

Las piezas ya se encuentran disponibles si su vehículo necesita reparación. Según los términos del programa, se encuentra disponible un reemplazo único de los componentes cubiertos, si es necesario, por un total de 10 años o 150,000 millas a partir de la fecha de inicio de la garantía, lo que ocurra primero, sin costo alguno (piezas y mano de obra). Si el vehículo ya excedió los límites de tiempo o millaje que se mencionaron anteriormente, esta oferta de reparación única durará hasta el 31 de diciembre de 2026. La cobertura se transfiere automáticamente a los propietarios posteriores. Este es un programa de reparación única.

¿Cuánto tiempo tomará?

Si se debe reemplazar el componente mencionado anteriormente, el tiempo necesario para esta reparación es de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su minorista tarde un poco más. Además, su vehículo requerirá una inspección para confirmar que este programa cubre la reparación.

¿Qué debe hacer?

No es necesario que regrese a su minorista para llevar a cabo esta reparación, a menos que tenga burbujas de aire tipo copo de nieve en el cristal del parabrisa. Conserve esta carta como recordatorio de la oferta de reparación única del parabrisa. Si es necesario reemplazar el parabrisa y su vehículo se encuentra dentro de los límites de tiempo/millaje indicados, comuníquese con su minorista para programar una cita de servicio para realizar el Programa de satisfacción del cliente 25N19. Su minorista reemplazará las piezas sin costo alguno.

Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](https://lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación The Lincoln Way: Lincoln Owner. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras características, como control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si está equipado para permitir el control.

¿Pagó anteriormente por esta reparación?

Si pagó por este servicio antes de la fecha de esta carta, es posible que cumpla con los requisitos para solicitar un reembolso. Solo se proporcionarán reembolsos por servicios relacionados con burbujas de aire en forma de copos de nieve en el parabrisa. Para comprobar si cumple con los requisitos y agilizar el reembolso, entregue el recibo de pago original a su minorista antes del **31 de mayo de 2026**.

Para solicitar un reembolso directamente a Lincoln, envíe la solicitud de reembolso junto con la documentación que demuestre que el reemplazo del parabrisa fue debido a burbujas de aire tipo copos de nieve. Debe incluir su recibo de reparación original (no fotocopias) a Lincoln a PO Box 6251, Dearborn, Michigan 48121-6251. El procesamiento de las solicitudes de reembolso que se envían a esta dirección puede tardar hasta 60 días. Se le regresará el recibo original.

¿Qué pasa si ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Recibió este aviso porque nuestros registros indican que usted es el propietario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el Gerente de Servicio de su minorista para solicitar ayuda.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Lincoln 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 lincoln.com/support.

Como parte de la comunidad Lincoln, agradecemos su atención a este importante asunto y su lealtad continua.

Lincoln



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 25N19

December 2025

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

At Lincoln, 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?

Although your vehicle's windshield is likely functioning fine, we are pleased to let you know that Lincoln is providing a one-time repair on the windshield for visible air bubbles that may form in the laminate layer of the windshield along its edges if your retailer determines a replacement is required, and if your vehicle is within certain time and mileage limitations.

What is the effect?

Your vehicle may have air bubbles in the windshield that cause a snowflake appearance around the edges of the glass. Bubbles can also block the camera used for driver assistance features. This can result in an instrument panel cluster message indicating the camera is blocked and the driver assistance features are no longer available. These snowflake air bubbles are not expected to affect driver visibility.

What will Lincoln and your retailer do?

Parts are now available if your vehicle requires a repair. Under the terms of the program, a one-time replacement of covered components, if required, is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first, free of charge (parts and labor). If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through December 31, 2026. Coverage is automatically transferred to subsequent owners. This is a one-time repair program.

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to confirm a repair is covered under this program.

- What should you do?** You do not need to return to your retailer for this repair unless you have snowflake air bubbles in the windshield glass. Please keep this letter as a reminder of the one-time repair offer for your windshield. If the windshield requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your retailer to schedule a service appointment for Customer Satisfaction Program 25N19. Your retailer will replace the part at no charge.
- If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer addresses, maps, and driving instructions.
- NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to snowflake air bubbles in the windshield. To verify eligibility and expedite reimbursement, give your paid original receipt to your retailer before **May 31, 2026**.
- To request a refund directly from Lincoln, send the refund request along with documentation showing windshield replacement was due to the snowflake air bubble condition. You must include your original repair receipt (no photocopies), to Lincoln at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.
- 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 indicate you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your retailer's Service Manager for assistance.
- If you have questions or concerns, please contact our **Lincoln 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 lincoln.com/support.
- To view the letter in Spanish** visit: lincolntranslatehub.com

Para ver la carta en español

viste: lincolntranslatehub.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 QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

Lincoln

CERTAIN 2024-2026 MODEL YEAR CORSAIR VEHICLES AND CERTAIN 2025-2026 MODEL YEAR EXPLORER AND AVIATOR VEHICLES — WINDSHIELD 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. Is there a presence of snowflake air bubbles in the windshield like the examples provided in Figure 1?

Yes - Proceed to Step 2.

No - No further action is necessary. This Field Service Action (FSA) does not apply.



FIGURE 1



2. Take at least two clear images of the windshield snowflake air bubbles, along with the vehicle's VIN and mileage. Submit them to the Special Service Support Center (SSSC).

3. Did the SSSC provide an approval code to replace the windshield?

Yes - Proceed to Step 4.

No - No further action is necessary. This FSA does not apply.

4. Replace the front windshield. Refer to the Workshop Manual (WSM) Section 501-11.

5. Use a diagnostic scan tool to complete the IPMA - Image Processing Module A (IPMA) Alignment procedure to align the IPMA camera. Refer to the WSM Section 419-07.

NOTE: Alignment of the IPMA camera is required for the cruise control, lane keeping, collision warning, and collision avoidance systems to function correctly. The procedure is initiated using the diagnostic scan tool and requires driving on a flat, straight road with highly visible lane markings to complete. Avoid lane crossing, excessive steering angle changes or sudden change in vehicle speed during the IPMA camera alignment process. The alignment completion is indicated on the diagnostic scan tool.

NOTE: If the alignment is unsuccessful, check the IPMA camera for proper installation.

6. If equipped with a Head Up Display (HUD), perform the HUD Module Calibration. Refer to the WSM Section 419-03B General Procedures.

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.



PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)

Ford has requested photo evidence prior to performing the repair for the FSA.

The SSSC must provide approval prior to performing the repair.

1. Contact the SSSC and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.
 - Clearly show the vehicle VIN.
 - Clearly show the vehicle mileage.
 - Clear images of windshield snowflake air bubbles.
2. There are two ways to submit the requested items to SSSC.
 - a. Directly in the SSSC contact request form while submitting your contact on your desktop.
 - b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.

NOTE: If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.

3. (If SSSC approval code is required) Upon approval, the SSSC will provide an approval code that must be used for claiming.

