



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

February 2026

Customer Satisfaction Program 25B61

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?	This is a follow-up to your last transmission shifter cable bushing replacement. Ford is offering to add a protective cap to this bushing to provide additional protection to the part from contamination. This service is free of charge.
What is the effect?	There is no effect on your vehicle's operation. Ford is offering this cap over the bushing for added robustness against potential contaminants.
What will Ford and your dealer do?	<u>Parts are available to repair your vehicle.</u> In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect the shift cable bushing and install a protective cap free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until February 28, 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 1 hour. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair.
What should you do?	Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 25B61.

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

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.

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.

Mobile Service

Ford Mobile Service is offered by participating dealers, contact your dealer for details.

Pick-Up and Delivery

Complimentary vehicle Pick-Up & 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



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

Febrero 2026

Programa de satisfacción del cliente 25B61

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?

Este es un seguimiento de su último reemplazo del buje del cable de cambio de la transmisión. Ford ofrece agregar una tapa protectora a este buje para entregar protección adicional a la pieza por contaminación. Este servicio es gratuito.

¿Cuál es el efecto?

No hay ningún efecto en el funcionamiento de su vehículo. Ford ofrece esta tapa sobre el buje para mayor eficacia contra posibles contaminantes.

¿Qué medidas adoptarán Ford y su concesionario?

En este momento, las piezas para reparar su vehículo se encuentran disponibles. Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su concesionario a inspeccionar el buje del cable de cambio y a instalar una tapa protectora sin costo alguno, conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 28 de febrero de 2027, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será de menos de 1 hora. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más. Es posible que se necesite más tiempo para permitir que el motor se enfríe antes de realizar esta reparación.

¿Qué debe hacer?

Llame a su concesionario lo antes posible para programar una cita de servicio con el fin de realizar el Programa de satisfacción del cliente 25B61.

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.

Ford Motor Company le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de realizar los arreglos para llevar a cabo el trabajo.

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 móvil

El Servicio móvil Ford se ofrece a través de los concesionarios que participan, comuníquese con su concesionario para obtener detalles.

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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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



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

February 17, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 25B61**
Certain 2013-2014 Model Year Escape and 2013-2016 Fusion Vehicles Equipped
with a 6F35 Transmission
Shift Cable Bushing Inspection and Protective Service Cap Installation

PROGRAM TERMS

This program will be in effect through February 28, 2027. There is no mileage limit for this program.

AFFECTED VEHICLES (U.S. Population of Affected Vehicles 324,870):

Vehicle	Model Year	Assembly Plant	Build Date Range
Fusion	2014-2016	Flat Rock	June 18, 2013 through August 31, 2015
	2013-2016	Hermosillo	February 11, 2013 through March 14, 2016
Escape	2013-2014	Louisville	May 15, 2013 through July 23, 2014

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Some of the affected vehicles may not have had a protective cap installed on the shifter cable bushing after the bushing was replaced during a prior dealership visit. Addition of the cap is to ensure consistency with other bushing replacement repairs and offers added robustness against potential contaminants. No effect on vehicle operation is expected.

SERVICE ACTION

Dealers are to inspect the shift cable bushing for damage and install a protective cap if one is not present. If the shift cable bushing is damaged, dealers are to replace the bushing. 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	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)	Yes	See Pickup & Delivery section in the FSA Policy document.

FSA PROGRAM OPTIONS (continued)

Program Option	Eligibility	Comments
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 are expected to be mailed the week of February 23, 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
- Owner Notification Letter
- Mobile Repair/Vehicle Pick-Up & Delivery Record

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDDealer 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 25B61**MOBILE SERVICE REPAIR ASSESSMENT**

- Arrange for a mobile repair at the owner's location
- Confirm that you have the required parts to complete the repair
- All Vehicles Affected have the following assessment level:
 -   - Light Mobile Service (MRA2)
- Recommended specialty tools:
 - 1/4" drive torque wrench
 - 10mm (0.394 in.) Punch
 - Lisle® 38350 - Pipe hanger tool - Optional

OASIS ACTIVATION

OASIS will be activated on February 17, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 17, 2026. Owner names and addresses will be available by March 13, 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.

Customer Satisfaction Program 25B61**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.

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: 25B61
 - Customer Concern Code (CCC): P50
 - Condition Code (CC): 39
 - Causal Part Number: 7S004, 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 25B41

LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Escape		
Inspect for protective cap – Cap Present – PASS This labor operation code closes the FSA.	25B61A	0.4
- Inspect for protective cap – Cap NOT Present - Inspect Bushing – PASS - Install Protective Cap This labor operation code closes the FSA.	25B61B	0.5
- Inspect for protective cap – Cap NOT Present - Inspect Bushing – FAIL - Install new bushing - Install Protective Cap This labor operation code closes the FSA.	25B61C	0.6
Fusion		
Inspect for protective cap – Cap Present – PASS This labor operation code closes the FSA.	25B61D	0.3
- Inspect for protective cap – Cap NOT Present - Inspect Bushing – PASS - Install Protective Cap This labor operation code closes the FSA.	25B61E	0.4
- Inspect for protective cap – Cap NOT Present - Inspect Bushing – FAIL - Install new bushing - Install Protective Cap This labor operation code closes the FSA.	25B61F	0.6

Customer Satisfaction Program 25B41

SUPPLEMENTAL LABOR ALLOWANCES These labor operation codes DO NOT close the FSA.

Description	Labor Operation	Labor Time Hour(s)
Mobile Service: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	25B61MM	0.5
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25B61PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection required, see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
DG9Z-7S004-A	1	1 if needed	1	Protective Cap
KV6Z-7K340-A	1	1 if needed	1	Shifter Cable Bushing
JG9Z-7H181-C	1	1 if needed	1	Shifter Cable Hold-down Bracket

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 2013-2016 FUSION AND 2013-2014 ESCAPE VEHICLES — SHIFT CABLE BUSHING INSPECTION AND PROTECTIVE SERVICE CAP INSTALLATION

SERVICE PROCEDURE

1. Apply the parking brake, chock wheels to make sure vehicle does not roll.
2. Position the gear shift lever in Drive (D).

NOTE: Ford Fusion can skip Steps 3 and 4 for the inspection. If the inspection fails, Steps 3 and 4 must then be completed.

3. Remove the air cleaner assembly. Please follow the Workshop Manual (WSM) procedures in Section 303-12.
4. Remove the air cleaner outlet pipe. Please follow the WSM procedures in Section 303-12.

NOTE: Before proceeding, it is important to note that no chemicals/substances (including cleaning solutions and greases) are used in any step of the inspection or repair.

5. Inspect shift cable assembly and determine if the protective cap was previously installed. If the cap was previously installed, no further repair is required.
6. Does the Shift Cable Assembly have a previously installed protective cap? See Figure 1.
 - YES** - Escape - Reassemble the vehicle by reversing steps 3 and 4. This completes the FSA.
 - Fusion - This completes the FSA.
 - NO** - Please proceed to Step 7.

NOTE: The protective cap may be black or white color.

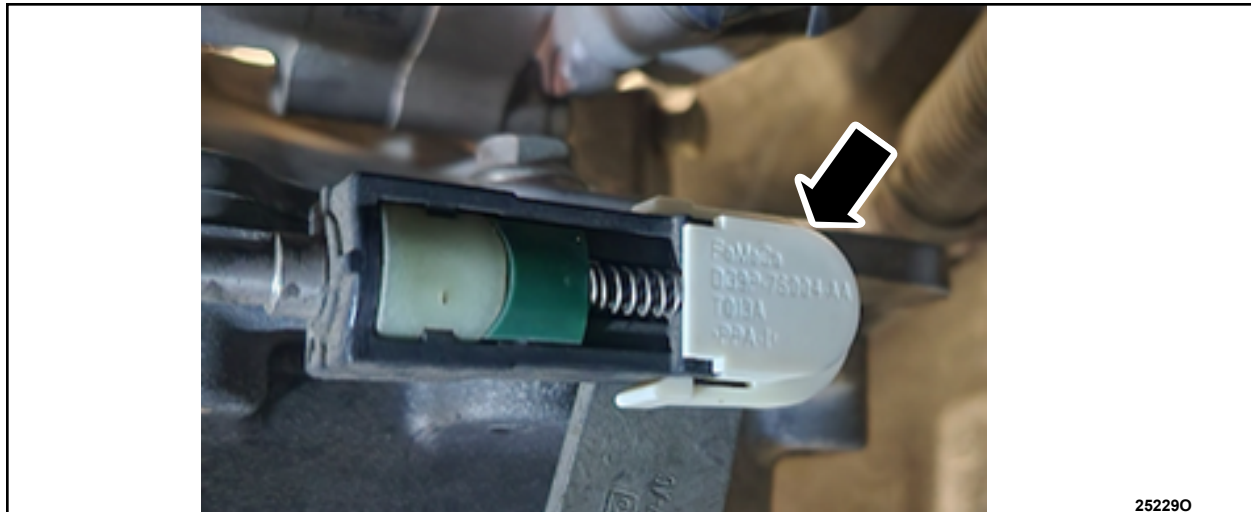


FIGURE 1



7. Inspect the shift cable bushing. See Figures 2 and 3.

-Is the shifter cable bushing damaged or incomplete?

YES - (Figure 2) Proceed to Step 8.

NO - (Figure 3) Please proceed to Step 17.

NOTE: The bushing may be Orange or Yellow color.

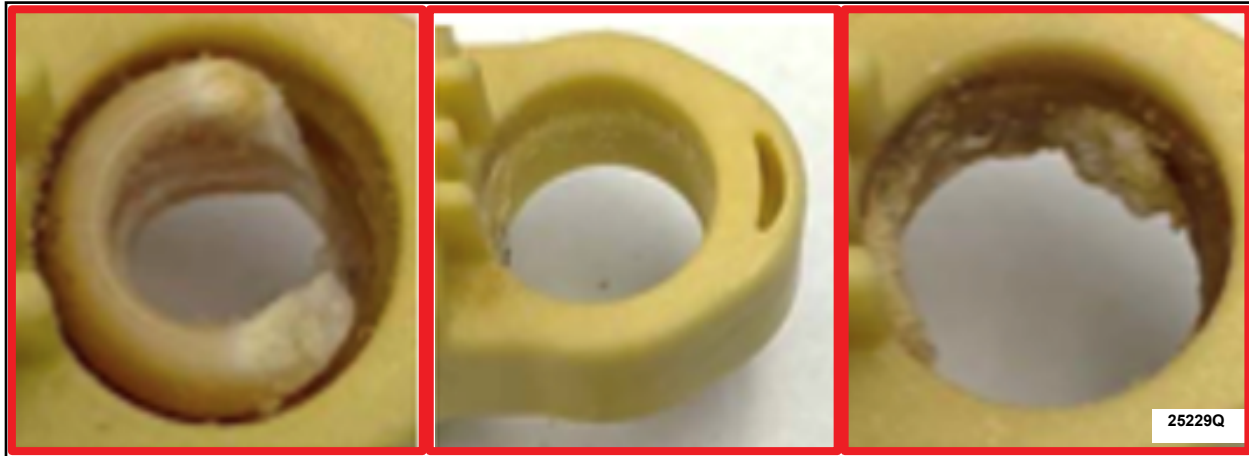


FIGURE 2

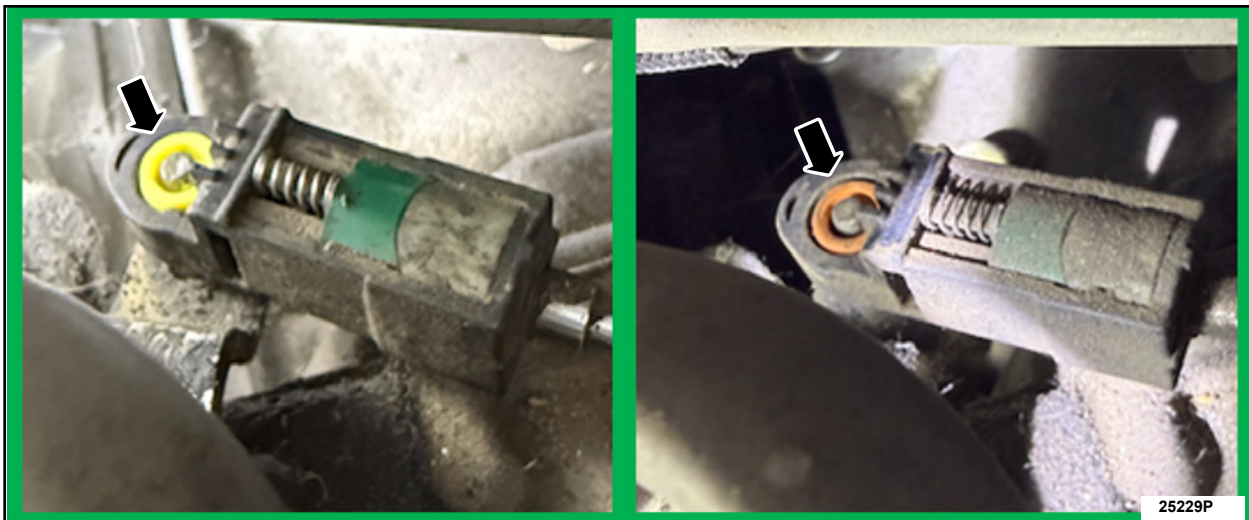


FIGURE 3



8. Disconnect the selector lever cable from the transmission manual lever and the bracket. See Figure 4.

1. Remove the selector lever cable bracket bolt.
2. Disengage the selector lever cable holding clip.
 - Use caution when removing hold down bracket to avoid damage. Hold down bracket is available separate of shift cable.
3. Disconnect the selector lever cable.
 - Torque to 62 lb.in (7 Nm).

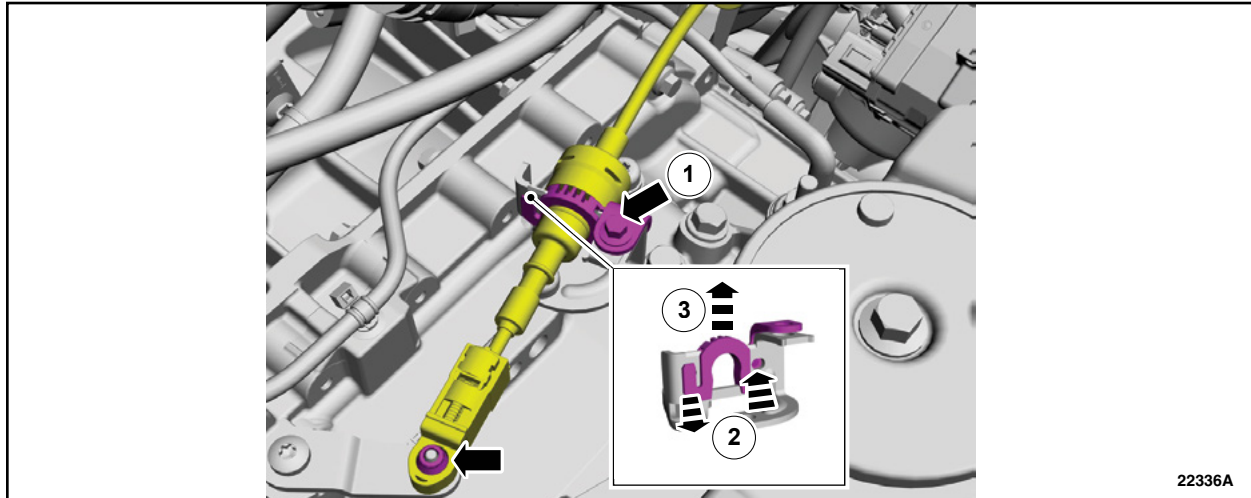


FIGURE 4



NOTE: Selector Lever Cable Bushing Replacement/Orientation. See Figure 5.

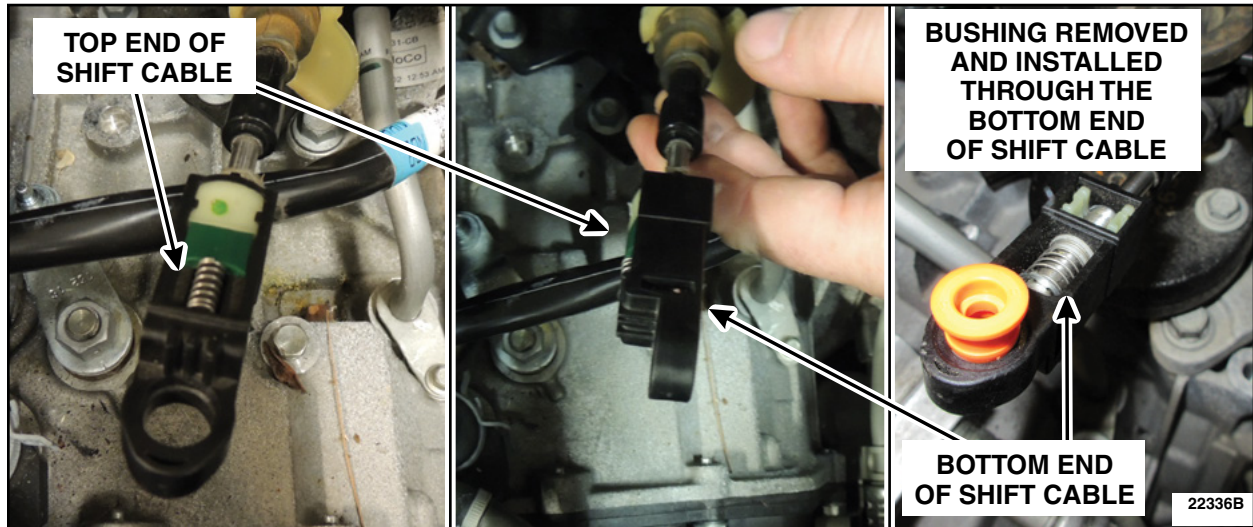


FIGURE 5

9. Press out the shifter cable bushing using one of the two methods below.

- Using a 5mm and a 15mm socket with Straight Jaw Adjustable pliers the bushing can be pressed out of the shifter cable end. The 5mm socket will fit into the small part of the bushing on top, the 15mm will go against the bottom of the shifter cable end, make sure to have socket centered with the bushing to allow clearance of the bushing shoulder as it is being pressed out. See Figures 5 and 6.
- Using a tool such as a Lisle 38350 - Exhaust Hanger Removal plier to press bushing out. By viewing Figure 5 the shoulder of bushing is positioned upward, small end of plier is pressing bushing out. Proceed to Step 10.

- Use caution not to damage the shifter cable during this procedure.
- Inspect for damage before installing the new shifter cable bushing.

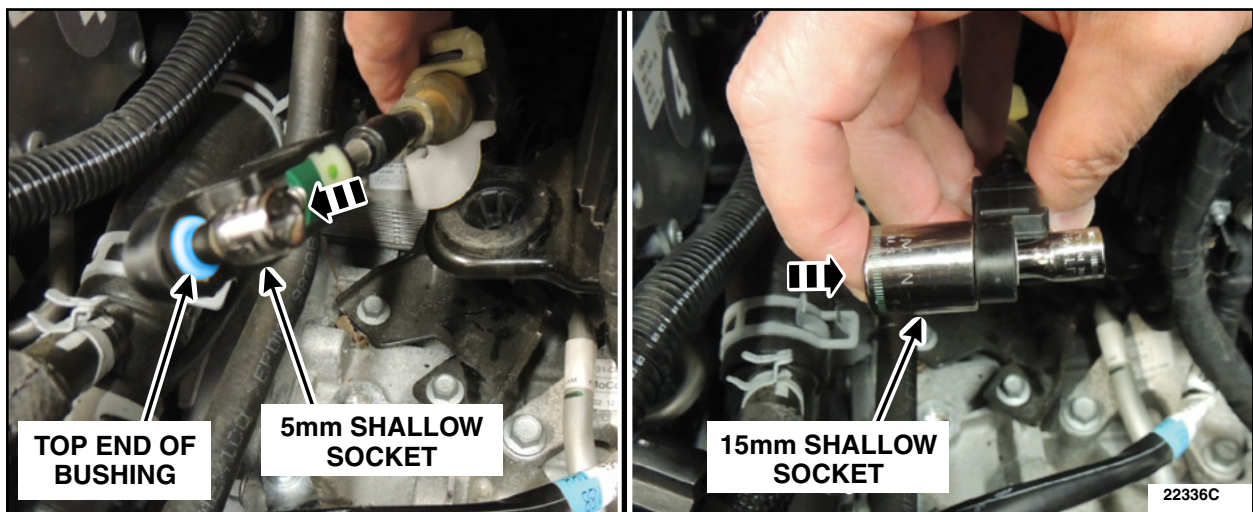


FIGURE 6



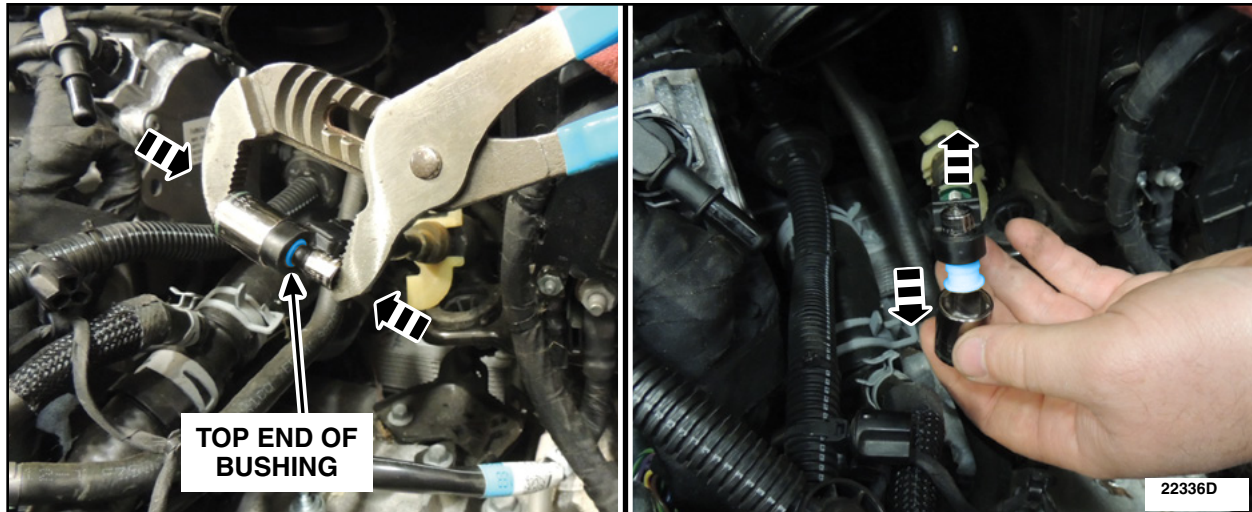


FIGURE 7

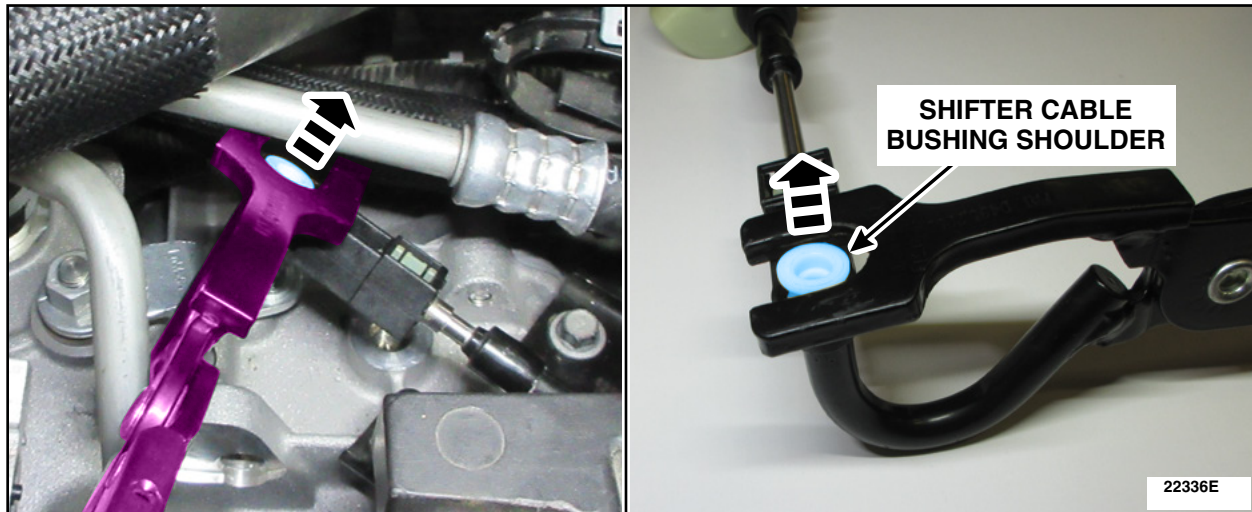


FIGURE 8



10. Using your hands only, install the *new* selector lever cable bushing. Do not use any grease to install, the bushing and cable end should be dry. See Figure 9.

- Visually check shifter cable end for any signs of damage. If damage to the shifter cable end is found, please open an Approval Request contact with the Special Service Support Center (SSSC). Be sure to attach clear photos of the damage to the shifter cable.

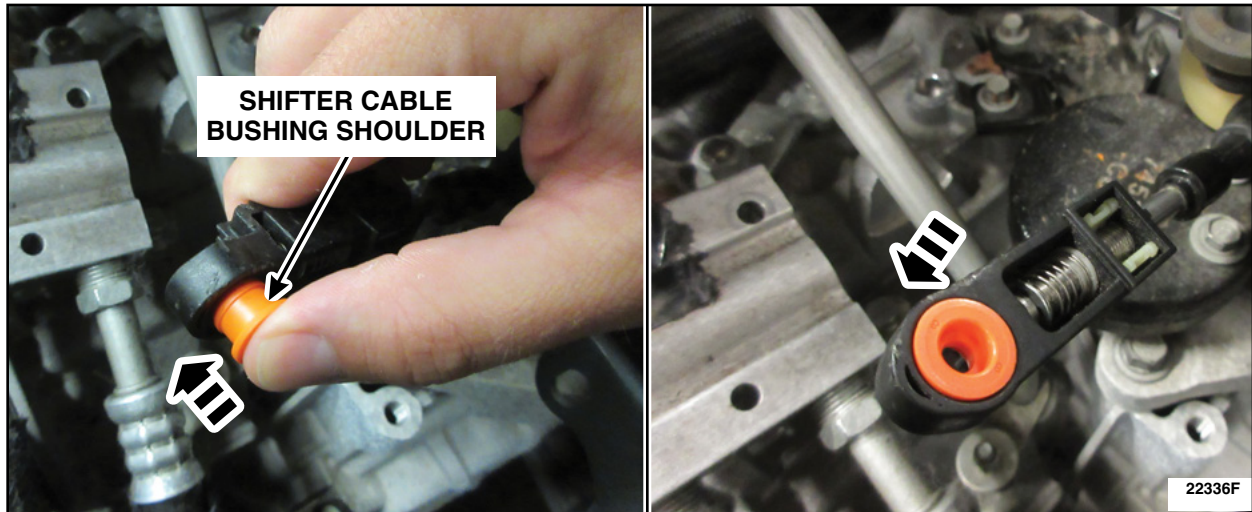


FIGURE 9

11. The vehicle's transmission gear selector lever should be in Drive position from Step 2, if not, position the selector lever to Drive (D). See Figure 10.

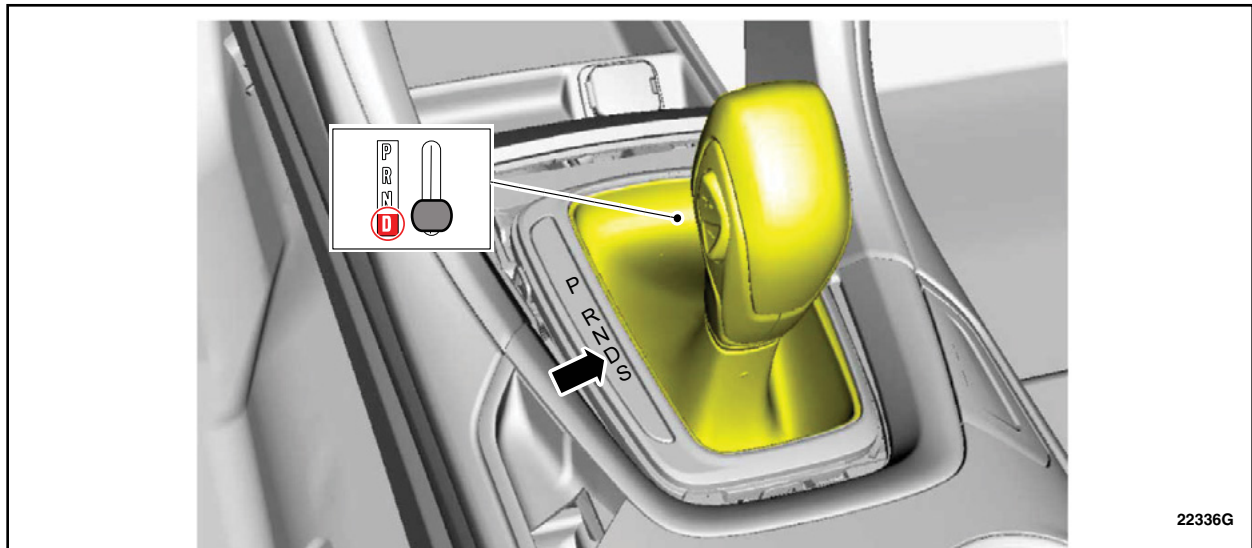


FIGURE 10



12. Rotate the manual control lever clockwise until it stops. See Figure 11.

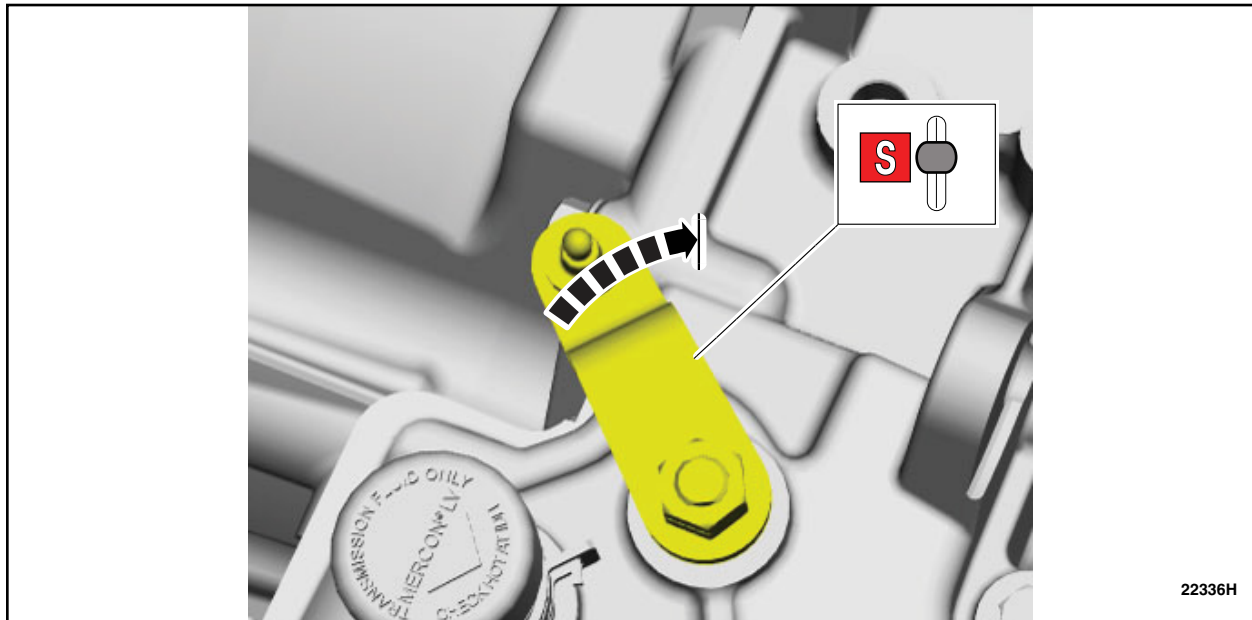


FIGURE 11

13. Rotate the manual control lever counterclockwise 1 detent into Drive (D). See Figure 12.

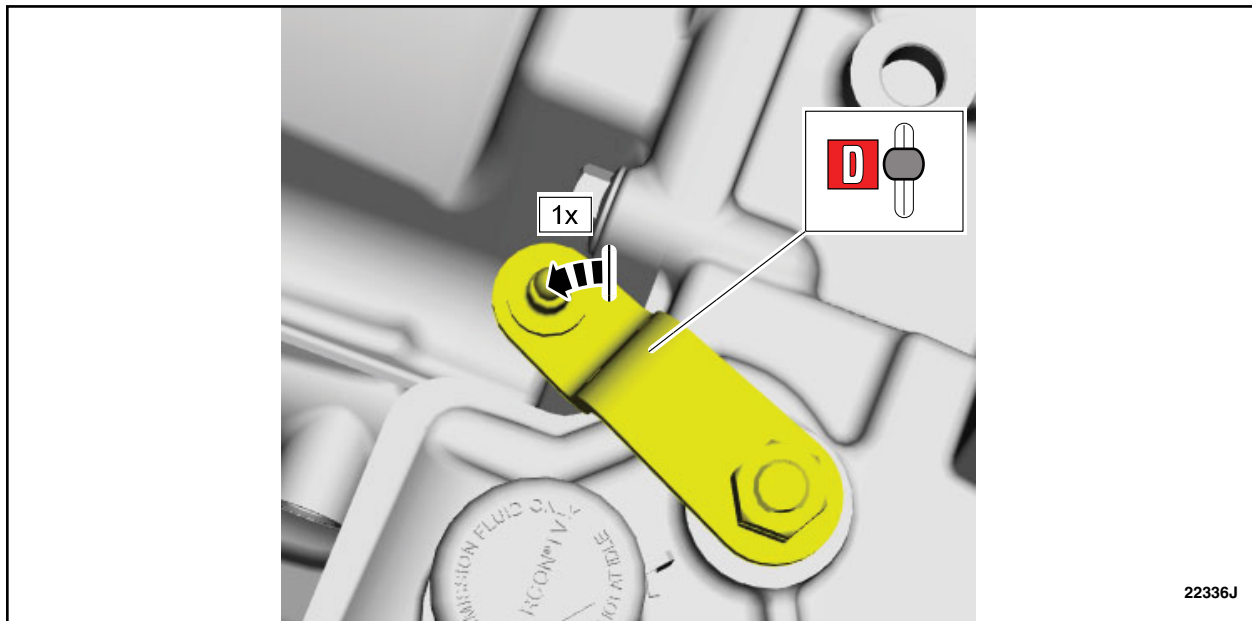


FIGURE 12



14. Release the selector lever cable adjuster lock. See Figure 13.

1. Carefully pry the adjuster lock tabs outward.
2. While holding the adjuster lock tabs outward, slide the lock out to unlock the selector lever cable.

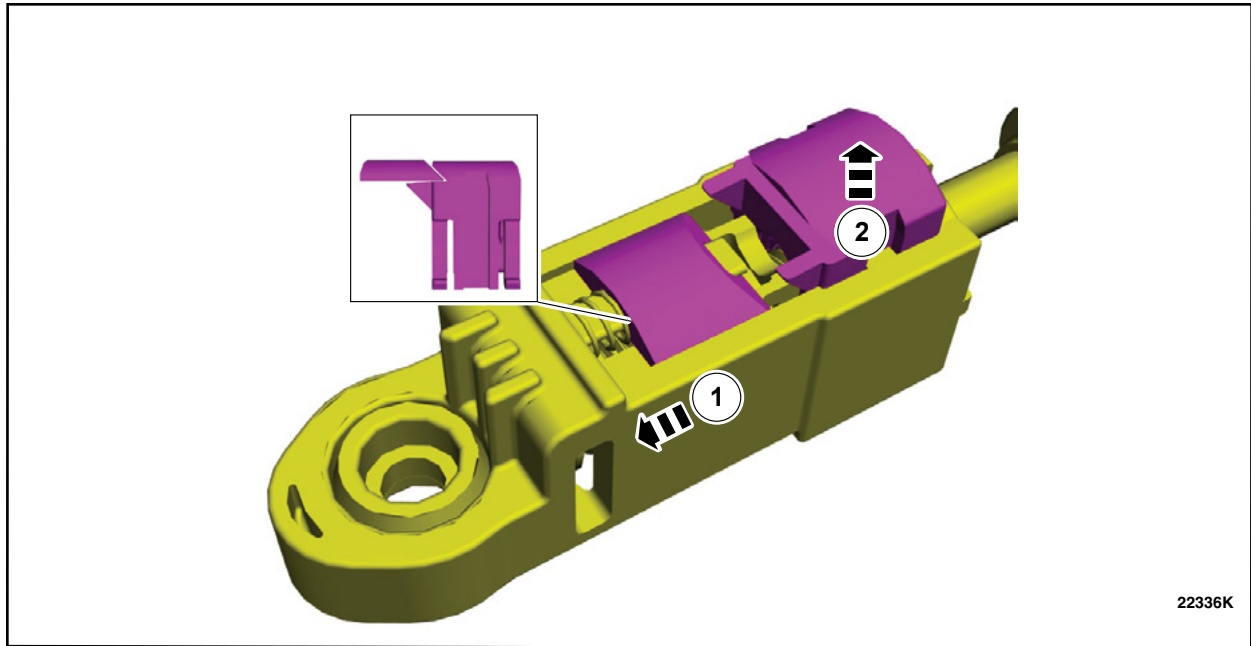


FIGURE 13

15. Connect the selector lever cable to the manual control lever. See Figure 14.

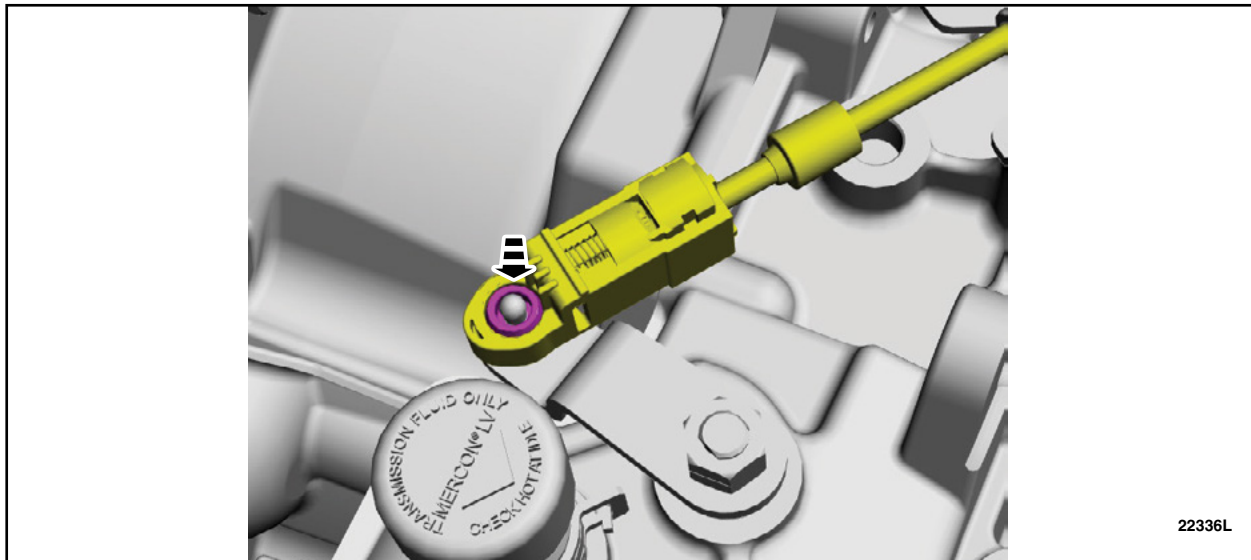


FIGURE 14



16. Slide the adjuster tab in place to lock the selector lever cable. See Figure 15.

NOTE: Visually inspect cable end and give a slight pull up to verify the bushing is fully seated.

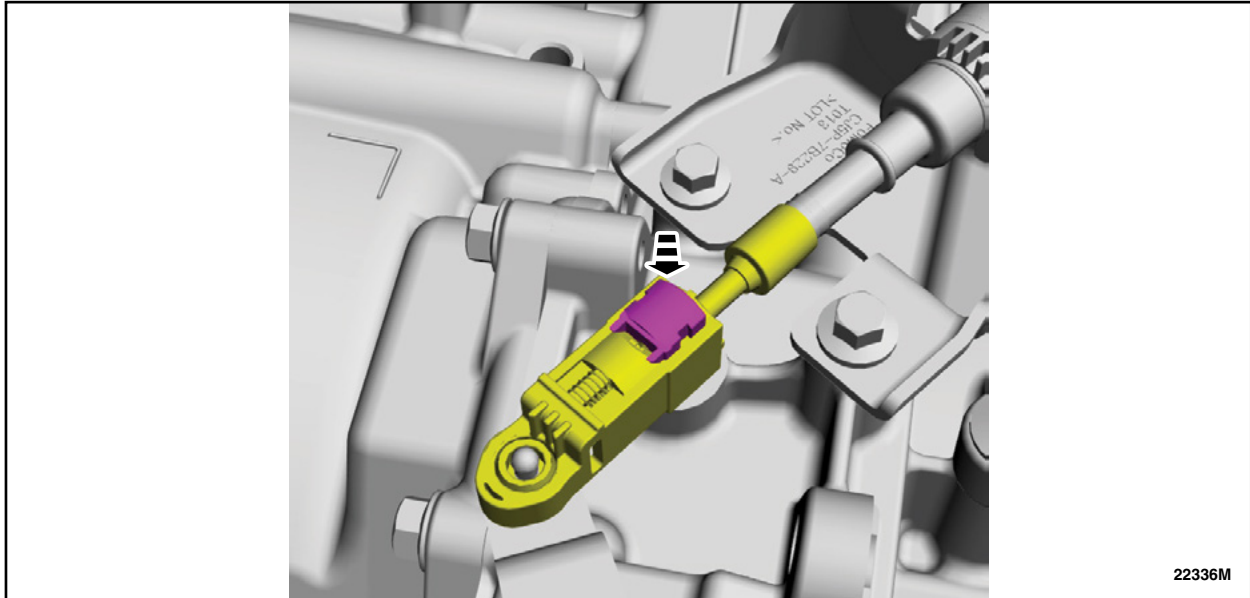


FIGURE 15

17. Install the *new* cap onto the selector lever cable adjuster. Clip one side into the adjuster body and then slide the other onto the housing until it snaps into place. The protective cap should cover the bushing and the terminal end of the adjuster. See Figure 16.

18. Verify installation by checking the cap is retained by the adjuster body.

NOTE: Selector lever cable removed for clarity.

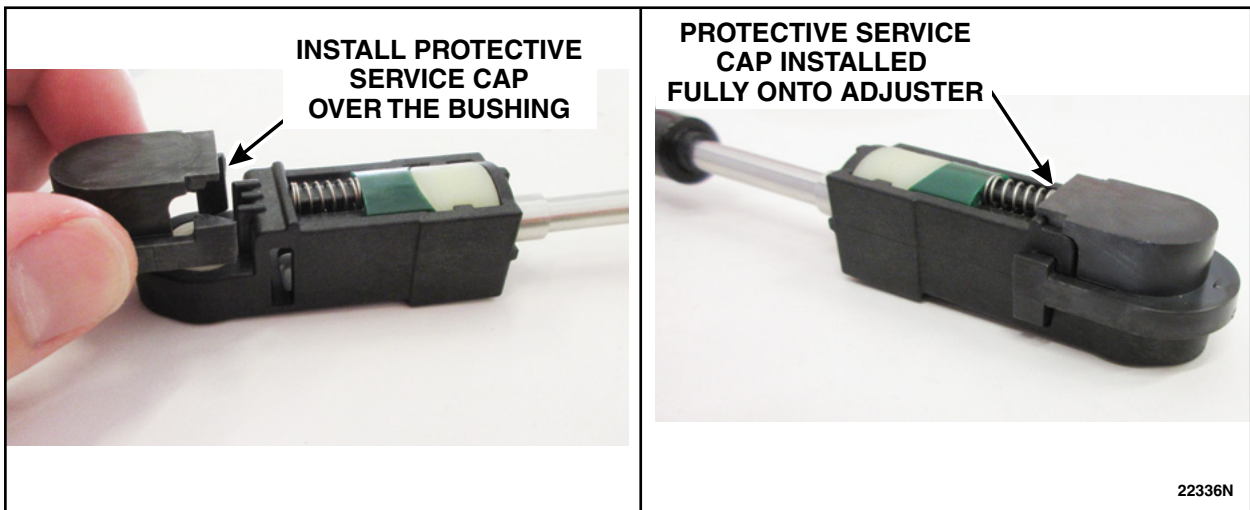


FIGURE 16

19. Reassemble the vehicle by reversing the removal procedure.

20. Verify that the engine starts in Park (P) and Neutral (N) only and that the reverse lamps illuminate in Reverse (R).

