



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

April 2026

Customer Satisfaction Program 25N12

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 transfer case is likely functioning normally, we are pleased to let you know that, for your peace of mind, Ford Motor Company is providing a one-time repair on the transfer case 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's transfer case may develop damage as a result of repeated high-torque acceleration from a stop consistent with certain severe-duty vehicle usage. Over time, fatigue failure of the transfer case thrust bearing can create loose metal debris in the system and distribute it throughout the transfer case, damaging other internal components and affecting vehicle performance. In the event of transfer case thrust bearing damage, you may observe the cluster message "AWD Fault Service Required" accompanied by a wrench light.

What will Ford and your dealer do?

Parts are available if your vehicle requires a repair. Please confirm parts availability with your dealer when scheduling an appointment. Under the terms of the program, a one-time replacement of the transfer case, if required, is available for a total of 10 years or 100,000 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 April 30, 2027. 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 day. 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? You do not need to return to your dealer for this repair unless you have a drivability concern related to the transfer case. Please keep this letter as a reminder of the one-time repair offer for your transfer case. If the transfer case requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 25N12. 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 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.

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 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.

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll-free at 1-800-444-3311**. Representatives are available 24 hours a day.

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 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



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

Abril 2026

Programa de satisfacción del cliente 25N12

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

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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 la caja de transferencia de su vehículo parece estar funcionando con normalidad, para su tranquilidad, Ford Motor Company está ofreciendo una reparación única de la caja de transferencia si su concesionario determina que es necesario reemplazarla y si su vehículo se encuentra dentro de ciertos límites de tiempo y millaje.

¿Cuál es el efecto?

La caja de transferencia de su vehículo puede sufrir daños como resultado de aceleraciones repetidas de alto par desde parado, propias de ciertos usos intensivos del vehículo. Con el tiempo, la falla por fatiga del cojinete de empuje de la caja de transferencia puede crear residuos metálicos sueltos en el sistema y distribuirlos por toda la caja de transferencia, lo cual daña otros componentes internos y afecta el rendimiento del vehículo. En caso de daños en el cojinete de empuje de la caja de transferencia, es posible que observe el mensaje en el panel de instrumentos "Falla de AWD. Servicio requerido" junto con una luz de llave.

¿Qué medidas adoptarán Ford y su concesionario?

Si su vehículo requiere una reparación, las piezas se encuentran disponibles. Confirme la disponibilidad de piezas con el concesionario al programar una cita. Según los términos del programa, se encuentra disponible un reemplazo único de la caja de transferencia, si fuera necesario, por un total de 10 años o 100,000 millas a partir de la fecha de inicio de la garantía, lo que ocurra primero, sin costo alguno (piezas y mano de obra). Si su vehículo ya superó los límites de tiempo o de millaje anteriormente indicados, esta oferta de reparación única estará vigente hasta el 30 de abril de 2027. La cobertura se transferirá automáticamente a los siguientes propietarios. 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 un día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más. Es posible que se requiera más tiempo para permitir que el motor se enfríe antes de realizar esta reparación.

¿Qué debe hacer?

No es necesario que regrese al concesionario para esta reparación a menos que tenga algún problema de manejabilidad relacionado con la caja de transferencia. Conserve esta carta como recordatorio de la oferta de reparación por única vez de la caja de transferencia. Si es necesario reemplazar la caja de transferencia y el vehículo se encuentra dentro de los límites de tiempo/millaje indicados, comuníquese con su concesionario para programar una cita de servicio para llevar a cabo el Programa de satisfacción del cliente 25N12. 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 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.

¿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 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.

PROPIETARIOS DE CASAS RODANTES: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia a clientes de casas rodantes sin costo alguno al 1-800-444-3311**. Los representantes se encuentran disponibles las 24 horas del día.

Para ver la carta en español

visite: fordtranslatehub.com



Abre la aplicación del lector QR o la cámara de tu smartphone. Apunte al código QR y pulse el banner que aparece en su dispositivo. Siga las instrucciones en pantalla para finalizar.

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

División de Servicio al Cliente



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

April 2, 2026

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Customer Satisfaction Program 25N12**
Certain 2020-2025 Model Year Transit All-Wheel-Drive (AWD) Vehicles
Transfer Case Replacement If Required After Dealer Evaluation

PROGRAM TERMS

This program provides a no-cost one-time replacement (if needed) of the transfer case assembly for 10 years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair. 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 128,675):

Vehicle	Model Year	Assembly Plant	Build Date Range
Transit	2020-2025	Kansas City	May 1, 2019 through January 26, 2025

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST REPAIR

Warranty part analysis and bench testing has shown that transfer case thrust bearing damage can occur as a result of repeated high-torque acceleration from a stop consistent with certain severe-duty vehicle usage. Over time, fatigue failure of the thrust bearing can create loose metal debris in the system and distribute it throughout the transfer case, damaging other internal components and affecting vehicle performance. In the event of transfer case thrust bearing damage, customers may observe the cluster message "AWD Fault Service Required" accompanied by a wrench light.

SERVICE ACTION

If diagnosis leads to internal transfer case damage, dealers are to replace the transfer case. 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)	No	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	Yes	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 April 13, 2026 or sooner. Dealers should repair any affected vehicles that experience transfer case damage whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter

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 25N12**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

 - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on April 2, 2026.

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

Affected title-branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

Customer Satisfaction Program 25N12

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.
- This program is exempt from the Software Verification Approval Code Requirement.
- **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 25N12 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: 25N12
 - Customer Concern Code (CCC): K01
 - Condition Code (CC): 42
 - Causal Part Number: 7A195, 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 25N12

LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Replace the Transfer Case – 3.5L GTDI <ul style="list-style-type: none"> Includes time for diagnosis, updating the All-Wheel-Drive Module software, and performing the clutch relearn procedure. - This labor operation closes the FSA.	25N12B	5.0
Replace the Transfer Case – 3.5L TIVCT <ul style="list-style-type: none"> Includes time for diagnosis, updating the All-Wheel-Drive Module software, and performing the clutch relearn procedure. - This labor operation closes the FSA.	25N12C	5.8

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

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
If Equipped – Extra time to remove running boards	25N12D	0.3
Check and Correct Toe – Vehicles without Lane Departure	25N12E	1.0
Check and Correct Toe – Vehicles Equipped with Lane Departure	25N12F	1.4

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LK4Z-4B496-B	2	2	1	Rear driveshaft attachment brackets/bolts
W704924-S437	8	2	6	Front floor heat shield rivets
W714288-S439	8	2	4	Bolt - Transfer case attachment
W719972-S439	1	1	1	Bolt - Torque arm retainer
W506434-S439	8	2	4	Bolt - Load path bar - Front
W505434-S439	4	1	4	Bolt - Load path bar - Rear
W716331-S439	4	1	4	Bolt - Transmission crossmember to frame
W718943-S439	2	1	4	Bolt - Front subframe rear bolts
W520215-S442	4	1	4	Nut - Front Subframe and Tie Rod End
W711137-S442	1	1	4	Bolt - Steering shaft bolt
LK4Z-9450-A	2	2	1	Gasket - Catalytic converter (3.5L GTDI)
W520514-S440	4	4	1	M10 - Nut Catalytic Converter flange
W711076-S442	2	1	4	Nut - Lower ball joint
W710660-S441	2	1	4	Nut- Transmission Mount
W712503-S440	2	2	1	Nut - stabilizer link

Customer Satisfaction Program 25N12

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

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

Restricted Part Ordering:

To place an order for the Transfer Case, submit an Enhanced Order Entry (formerly Special Parts Order Process) order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 15482.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LK4Z-7A195-D	1	1	1	Transfer Case Assembly

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Please refer to the Policy Document for any and all questions on parts.

CERTAIN 2020-2025 MODEL YEAR TRANSIT ALL WHEEL DRIVE (AWD) VEHICLES — TRANSFER CASE REPLACEMENT

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

NOTE: If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

1. Does the vehicle have less than 100,000 miles (160,934 km) and is within 10 years of the warranty start date?

- Yes - Proceed to Step 2.
- No - This FSA does not apply.

2. Drain the transfer case fluid.

Was excess metal debris found in the fluid? See Figures 1, 2, and 3.

- Yes - Does not pass inspection - Proceed to Step 3.
- No - Passes inspection - This FSA does not apply.

NOTE: Figure 1 does not pass inspection.



FIGURE 1



NOTE: Figure 2 does not pass inspection.



FIGURE 1

NOTE: Figure 3 passes inspection.

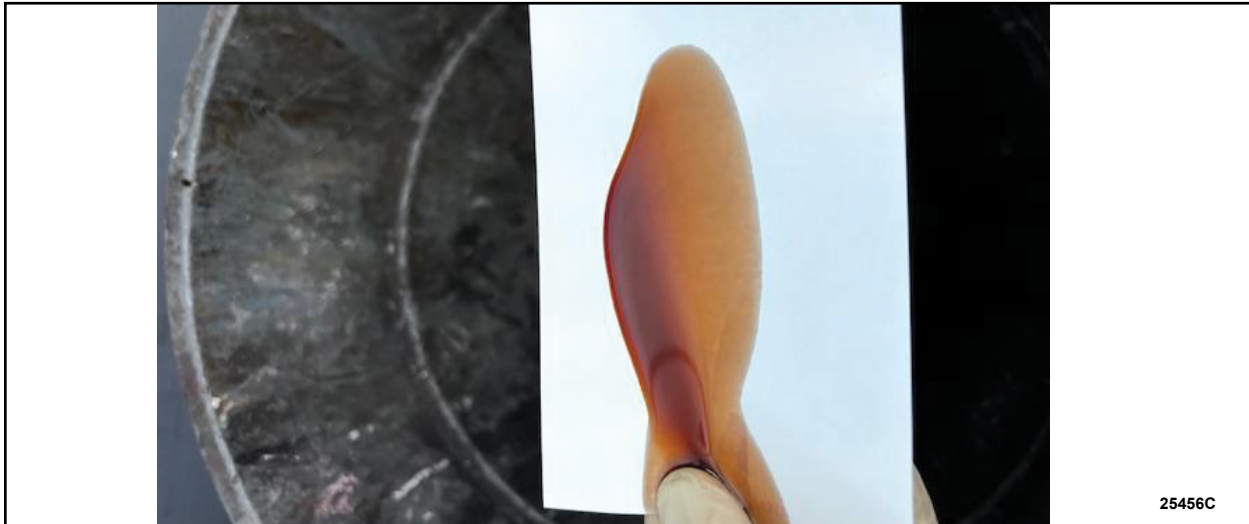


FIGURE 1

3. Replace the transfer case. Follow Workshop Manual (WSM) procedures in Section 308-07B.

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.

