



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

TO: All U.S. Ford and Lincoln Dealers April 14, 2026

SUBJECT: **NEW VEHICLE DELIVERY HOLD - Emissions Recall 25E08 – Supplement #1**
Certain *2016 – 2019 Model Year Lincoln MKT, 2016 Model Year MKS, and 2017 - 2020 Model Year Continental Vehicles with 3.7L Engines*
Powertrain Control Module (PCM) Reprogramming

REF. **NEW VEHICLE DELIVERY HOLD - Emissions Recall 25E08**
Dated December 12, 2025

New! REASON FOR THIS SUPPLEMENT

- *Affected Vehicles: Added additional affected vehicle lines and population.*
- *Owner Notification Mailing Schedule: Updated owner letter mailing timing.*
- *OASIS Activation: Updated dates for added population.*
- *FSA VIN List Activation: Updated dates for added population.*
- *Labor Allowances: Added additional affected vehicle lines.*

New! AFFECTED VEHICLES (U.S. Population Of Affected Vehicles *25,814*):

Vehicle	Model Year	Assembly Plant	Build Date Range
<i>MKT</i>	<i>2016 - 2019</i>	<i>Oakville</i>	<i>July 20, 2015 through October 11, 2019</i>
<i>MKS</i>	<i>2016</i>	<i>Chicago</i>	<i>July 16, 2015 through May 22, 2016</i>
Continental	2017 - 2020	Flat Rock	December 1, 2015 through November 4, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS EMISSIONS RECALL

The affected vehicles have an emissions control system that does not account for certain in-use conditions and might not control tailpipe emissions effectively over time.

SERVICE ACTION

Dealers are to reprogram the Powertrain Control Module (PCM) software using Integrated Diagnostic Software (IDS) release 132.04 or higher. This service must be performed at no charge to the vehicle owner.

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emissions recall repairs before vehicle registration renewal. For vehicles registered in these states, please download and print a blank Vehicle Emissions Recall Proof of Correction Certificate (refer to EFC15625 – Proof of Correction Policy Update Effective October 21, 2024, for further details), and then provide the owner with a completed Proof of Correction certificate after the repair has been performed. If necessary, these certificates can still be obtained by contacting your regional office.

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.
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 any Service Item above, see the corresponding section with the FSA Policy Document.

New! OWNER NOTIFICATION MAILING SCHEDULE

Pending Agency approval, owner letters are expected to be mailed the week of *July 13, 2026* or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory before delivery.

New! 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

Emissions Recall 25E08 - Supplement #1**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location
- All Vehicles Affected:
 - 🔧 - Mobile Reprogramming (MRA1)
- Recommended specialty tools: Laptop with IDS

New! OASIS ACTIVATION

OASIS was activated on December 12, 2025 for the Continental. *OASIS will be activated for the MKT and MKS on April 14, 2026.*

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on December 12, 2025 for the Continental *and will be available for the MKT and MKS on April 14, 2026.* Owner names and addresses will be available by *July 31, 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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this emissions recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- 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.

IN-STOCK VEHICLES

- Use OASIS to identify and correct all affected vehicles in your new and used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

Emissions Recall 25E08 - Supplement #1**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 software module replacement:**
 - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
 - Claiming the MT25E08RR labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.
- **For modules not requiring an RVC, use normal diagnostics.**
- **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.
 - 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.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

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.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See **EFC17526** for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (25E08) is the subcode.
 - 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.

Emissions Recall 25E08 – **Supplement #1**

New! LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.

Description	Labor Operation	Labor Time Hours
Continental - Update PCM software using IDS release 132.04 or higher. <i>Cannot be claimed with 25E08C, 25E08D, or 25E08E.</i> This closes the FSA.	25E08B	0.3
MKT - Update PCM software using IDS release 132.04 or higher. <i>Cannot be claimed with 25E08B, 25E08D, or 25E08E.</i> This closes the FSA.	25E08C	0.3
MKS - Update PCM software using IDS release 132.04 or higher. <i>Cannot be claimed with 25E08B, 25E08C, or 25E08E.</i> This closes the FSA.	25E08D	0.3
All Vehicles - Software is already at the latest version. Time includes connecting vehicle to IDS and checking for software updates. <i>Cannot be claimed with 25E08B, 25E08C, or 25E08D.</i> This closes the FSA.	25E08E	0.3

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.

Time to Obtain a Software Verification Approval Code (IDS); see EFC17526 .	SRVIDS2	0.1
PCM software failed and/or PCM module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25E08RR	Up to 4.6
Mobile Service: This allowance is only for <u>non-eligible</u> 2026 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. Cannot be claimed with 25E08LL.	25E08MM	0.5
Lincoln Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles. Cannot be claimed with 25E08MM. 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.	25E08LL	0.5

Emissions Recall 25E08 – *Supplement #1*

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2016 – 2019 MODEL YEAR LINCOLN MKT, 2016 MODEL YEAR MKS, AND 2017 - 2020 MODEL YEAR CONTINENTAL VEHICLES WITH 3.7L ENGINES POWERTRAIN CONTROL MODULE (PCM) REPROGRAMMING

NEW ! 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.

Module Programming and Software Verification

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: Make sure the IDS computer does not enter sleep mode during programming.

2. Reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 132.04 or higher. Make sure you are connected to the Internet prior to reprogramming.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Check and clear all DTCs.

4. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.



5. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

6. Select **Toolbox** (1) tab. See Figure 1.

7. Select **All**. See Figure 1.

8. Select **Read Vehicle Data** (2) and then **Run** (3). See Figure 1.

NOTE: Steps 4-7 (Read VIN from Vehicle) and Step 8 (Read Vehicle Data) MUST be completed prior to performing Steps 9-13. Failure to complete Steps 5-8 will result in a "Not Complete" or "An Error Occurred" from the Software Update Status Screen.

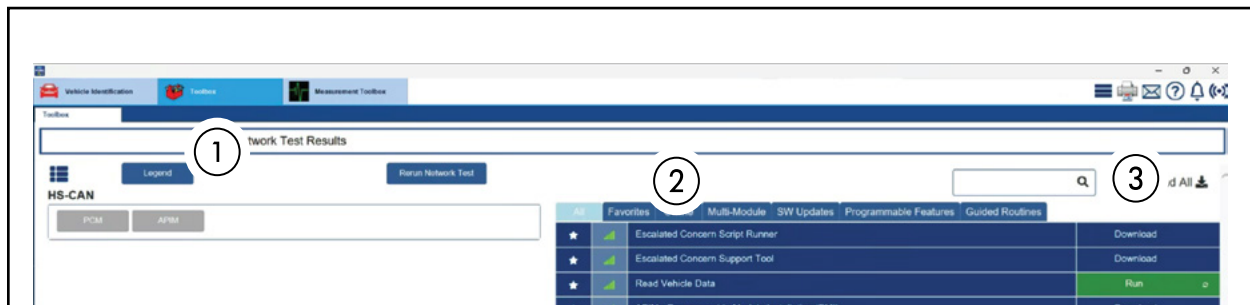


FIGURE 1

9. This FSA requires a **Software Verification Approval Code** after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a **Software Verification Approval Code** is not provided. For more information, see EFC 17526.

10. Select the **Toolbox** (1) tab. See Figure 2.

11. Select the **SW Updates** (2) tab. See Figure 2.

12. **Warranty Dealer Code** (3) - Change the displayed PA code as necessary. See Figure 2.

13. Select the **FSA** (4) from the drop-down menu. See Figure 2.



14. Select **Submit** (5). See Figure 2.

The screenshot displays the 'Network Test Results' interface. On the left, there are sections for HS1, HS2, HS3, HS4, and MS1, each containing buttons for various vehicle modules. On the right, a table lists available software updates with 'Download' links. Below this, a 'Field Service Action Software Verification' section is highlighted with a red border. It includes a 'Warranty Dealer Code' field with the value '12345', a dropdown menu for 'Select Option', and a 'Submit' button. A note at the bottom states: 'Note: With all software updates complete, no further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.'

All	Favorites	Offline	Multi-Module	SW Updates	Programmable Features	Guided Routines
★	✓			DSP - Audio Digital Signal Processing (DSP) Module Software Update		Download
★	✓			WACM - Wireless Accessory Charging Module (WACM) Software Update		Download
★	✓			TCU - Telematics Control Unit (TCU) Module Software Update		Download

Field Service Action Software Verification

Warranty Dealer Code
12345

Enter a FSA Number for this vehicle to verify that the software update is complete. a given FSA is complete.

Select Option

Note: With all software updates complete, no further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

FIGURE 2



15. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
See Figure 3.

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 16.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 17.

PCM APM AWD BCM BECM

ABS ATCM COM GSM GPM IPMA

OCSM PAM PSCM RCM SCCM

ACM DSP IPC WACM

TCU

DDM DSM HVAC PCM RTM SODL

SODR

WACM - Wireless Accessory Charging Module (WACM) Software Update Download

TCU - Telematics Control Unit (TCU) Module Software Update Download

FDRS checks the software level in all modules during Vehicle ID.

If a software update is available for any module, then the tool needed to download and install the update will be shown above.

If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

Field Service Action Software Verification

Warranty Dealer Code

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.

24524 Submit

FSA 24524 VIN 3FMCR9C68PRD00267

Software Update Status: **Complete**

Software Verification Code: **R921FUK3K9VPE**

Module Acronym	Software Update Complete
BCM	Yes
PCM	Yes

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

FIGURE 3

16. Repair completed. Do NOT proceed to Step 17.



17. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?
See Figure 4.

Yes - Proceed to next step.

No - Proceed to Step 21.

FDRS checks the software level in all modules during Vehicle ID.

If a software update is available for any module, then the tool needed to download and install the update will be shown above.

If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

Field Service Action Software Verification

Warranty Dealer Code
USA4FORD

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.
25S77

FSA 25S77 VIN 1FTFW5LD5SFB00017

Software Update Status: **Not Complete** (1)

Software Verification Code: Not Available

[Click here to submit a request to the FSA quick response team](#) (2)

Module Acronym	Software Update Complete
ABS	No

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

FDRS R48.2026.01.30_05.45.54 Not Connected: Click the icon to connect.

FIGURE 4

18. Have the module software updates in the FSA been reattempted?

Yes - Proceed to Step 19.

No - Reattempt the software update programming steps in the FSA.

19. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 4.
Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

20. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA quick response team queue. This team will contact you via phone using the contact information provided in the form. Please follow the recommendations from the FSA quick response team to resolve any issues preventing SVC code generation.



21. If the FDRS Field Service Action Software Verification Status displays **"An error occurred. Unable to retrieve FSA information"**, please reattempt to generate an SVC code. The error can be caused by a connectivity or server issue where the status of the FSA cannot be verified. This is typically resolved upon reattempting to generate an SVC code. See Figure 5.

The screenshot displays the FDRS Field Service Action Software Verification interface. On the left, there are sections for vehicle modules: PCM, BCM, BECM, HS2 (ABS, GWM, GWM, IPMA, OCCM, PSCM, BCM, SCCM), HS3 (ACM, IPC, TCU, TRM), and MS1 (HVAC, SDDL, SDDR). On the right, there is a table of software updates:

All	Favorites	Offline	Multi-Module	SW Updates	Programmable Features	Guided Routines
★	▲			ACM - Audio Front Control Module (ACM) Software Update		Download
★	▲			IPC - Instrument Panel Cluster (IPC) Software Update		Download
★	▲			TCU - Telematics Control Unit (TCU) Module Software Update		Download

Below the table, there is a section for FDRS checks and a note about software updates. The 'Field Service Action Software Verification' section includes a 'Warranty Dealer Code' field, a dropdown for 'Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.' (showing '24559'), and a 'Submit' button. A note states: 'Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.' At the bottom, a red box highlights the error message: 'An error occurred. Unable to retrieve FSA information.' with an arrow pointing to it. The footer shows 'FTTW8E94PRA33711 Maverick 2.0L EcoBoost (240PS)', 'FDRS R44 2025.02.10_09.06.09', and 'Not Connected: Click the icon to connect.'

FIGURE 5

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.



Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key ON Engine OFF (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM II/VCM3 from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM II/VCM3 to IDS and then connect to the DLC. Once reconnected, the VCM II/VCM3 icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM II/VCM3 connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the **Recycle Bin** icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



NEW VEHICLE DELIVERY HOLD - Emission Recall 25E08
Certain 2017 - 2020 Model Year Lincoln Continental Vehicles with 3.7L Engines
Powertrain Control Module (PCM) Reprogramming

Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.

Dealer Bulletin

Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming (MRA1)
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service (MRA2)
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

NEW VEHICLE DELIVERY HOLD - Emission Recall 25E08
Certain 2017 - 2020 Model Year Lincoln Continental Vehicles with 3.7L Engines
Powertrain Control Module (PCM) Reprogramming

 – Enhanced Mobile Service (MRA3)

- ***A two-person process is required anytime a procedure requires work under the vehicle***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock may be required.

 – Advanced Mobile Service (MRA4)

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

25E08

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

- ☐ Mobile Repair
- ☐ Pick-up and/or delivery service

As outlined below for the 25E08 Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pick-up – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date