



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 2, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DELIVERY HOLD - Emissions Recall 25E10 - Supplement #1**
Certain 2018-2020 Model Year F-150 Vehicles With 3.3L Engines *and 2016-2019 Model Year Explorer, Taurus, and Flex Vehicles With 3.5L Engines*
Powertrain Control Module (PCM) Reprogramming

REF: **NEW VEHICLE DELIVERY HOLD - Emissions Recall 25E10**
Dated: December 12, 2025

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicles:** Added additional affected vehicle lines and population.
- **Service Action:** Added note for software availability.
- **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 note for software availability.

New! AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 738,858):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2018	Dearborn	January 12, 2017 through October 22, 2018
	2019		April 27, 2018 through October 5, 2019
	2020		June 12, 2019 through August 30, 2020
	2018	Kansas City	January 30, 2017 through November 5, 2018
	2019		June 5, 2018 through November 10, 2019
	2020		September 7, 2019 through October 21, 2020
Explorer	2016	Chicago	May 5, 2015 through June 9, 2016
	2017		May 24, 2016 through October 25, 2017
	2018		May 16, 2017 through September 16, 2018
	2019		May 16, 2018 through March 3, 2019
Taurus	2016		July 16, 2015 through December 2, 2016
	2017		June 29, 2016 through November 5, 2017

New! AFFECTED VEHICLES (continued)

Vehicle	Model Year	Assembly Plant	Build Date Range
<i>Taurus</i>	<i>2018</i>	<i>Chicago</i>	<i>May 16, 2017 through September 16, 2018</i>
	<i>2019</i>		<i>May 18, 2018 through March 1, 2019</i>
<i>Flex</i>	<i>2016</i>	<i>Oakville</i>	<i>July 20, 2015 through November 7, 2016</i>
	<i>2017</i>		<i>June 10, 2016 through June 19, 2017</i>
	<i>2018</i>		<i>March 9, 2017 through May 11, 2018</i>
	<i>2019</i>		<i>January 30, 2018 through December 2, 2019</i>

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.

New! SERVICE ACTION

Software is now available for all affected vehicles. Dealers are to reprogram the Powertrain Control Module (PCM) software to the latest software level using IDS version *132.05* or later. 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.

FSA PROGRAM OPTIONS (continued)

Program Option	Eligibility	Comments
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 **October 5, 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.

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>
- *The Mobile Repair / Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS:*
<https://www.fordtechservice.dealerconnection.com>

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.

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Emissions Recall 25E10 – Supplement #1**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location
- All Vehicles Affected:
 -  - Mobile Reprogramming (MRA1)

New! OASIS ACTIVATION

OASIS was activated on December 12, 2025 for the original population. *OASIS will be activated on July 2, 2026 for the added population.*

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists for the original population were made available through <https://web.fsavinlists.dealerconnection.com> on December 12, 2025 *and will be made available on July 2, 2026 for the added population.* Owner names and addresses were made available on January 2, 2026 for the original population *and will be made available by July 16, 2026 for the added population.*

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.

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.

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.

Emissions Recall 25E10 – Supplement #1**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) (continued)**

- **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 MT25E10RR 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 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.
- 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 became effective for repair orders opened on or after August 31, 2024. The FSA repair 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 (25E10) is the subcode.
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
 - 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.

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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
Reprogram PCM using IDS version 132.05 or later. This labor operation code closes the FSA.	25E10B	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.

Description	Labor Operation	Labor Time Hours
Time to obtain a Software Verification Approval Code (IDS); see EFC16335.	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.	MT25E10RR	Up to 5.0
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.	25E10MM	0.5
Ford Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25E10PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2018-2020 MODEL YEAR F-150 VEHICLES EQUIPPED WITH 3.3L ENGINES, 2016-2019 MODEL YEAR EXPLORER, TAURUS, AND FLEX VEHICLES EQUIPPED WITH 3.5L 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 132.05 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 5-7 (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.

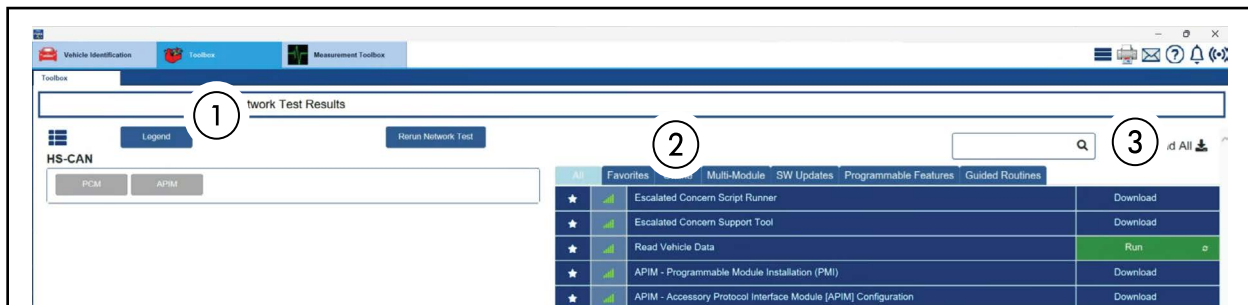


FIGURE 1



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 **SW Updates** tab (1). See Figure 2.

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

12. Select the **FSA** (3) from the drop-down menu. See Figure 2.

13. Select **Submit** (4). See Figure 2.

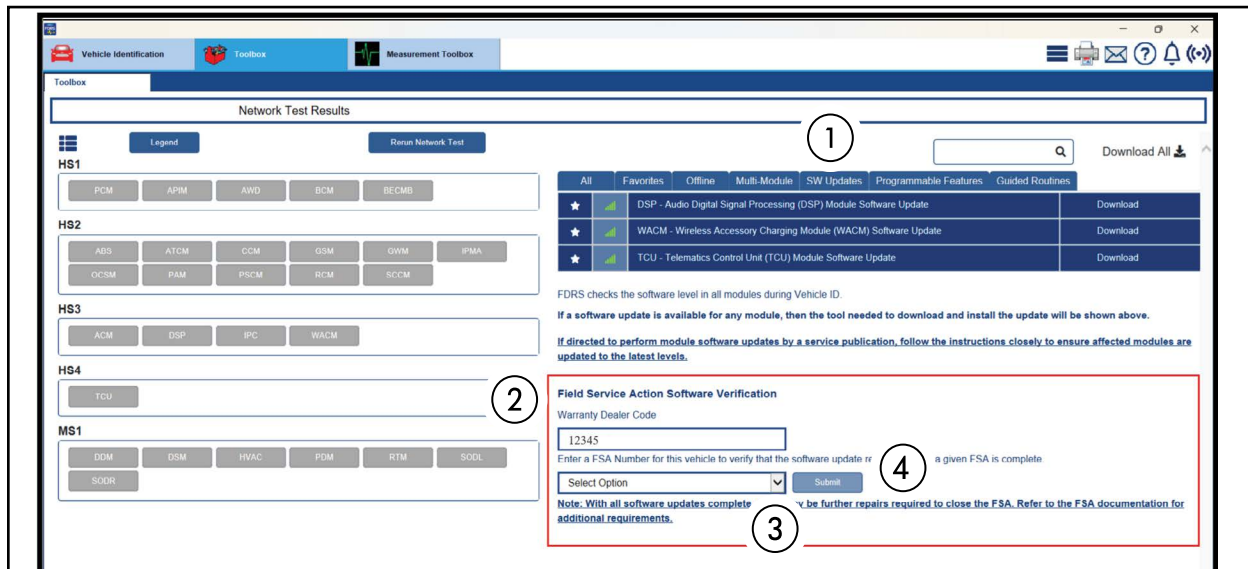


FIGURE 2



14. 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.

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 15.

The screenshot shows the FDRS Field Service Action Software Verification interface. On the left, there are buttons for various modules: PCM, APIM, AWD, BCM, BECM, ABS, ATCM, COM, GSM, GWM, IPMA, ODSM, PPM, PSCM, RCM, SCOM, ACM, DSP, IPC, WACM, TCU, DDM, DSM, HWAC, PCM, RTM, SOOL, and SCOM. The central area contains instructions and a 'Field Service Action Software Verification' section. This section includes a 'Warranty Dealer Code' field, an 'FSA Number' field (24524), and a 'Submit' button. Below the submit button, the 'FSA 24524 VIN 3FMCR9C68PRD00267' is displayed. The 'Software Update Status' is 'Complete' with a green checkmark. The 'Software Verification Code' is 'R921FUK3K9VPE'. A table below shows the status for various modules: BCM (Software Update Complete, Yes), PCM (Software Update Complete, Yes), and a note at the bottom: '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



15. 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 19.

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 Submit

FSA 25S77 VIN 1FTFW5LD5SFB00017
Software Update Status: **Not Complete**
Software Verification Code: Not Available
[Click here to submit a request to the FSA quick response team](#)

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.

FIGURE 4

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

Yes - Proceed to Step 17.

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

17. 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

18. 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. Follow the recommendations from the FSA Quick Response Team to resolve any issues preventing SVC generation.



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

The screenshot displays the FDRS Field Service Action Software Verification interface. On the left, there are sections for PCM, HS2, HS3, and MS1, each containing buttons for various modules. The main area on the right shows a table of software updates with columns for status, update name, and a download button. Below the table, there is a section for 'Field Service Action Software Verification' which includes a 'Warranty Dealer Code' field, a dropdown for 'FSA Number' (currently showing 24S59), and a 'Submit' button. A note below the dropdown 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 of this section, a red-bordered box contains the error message: 'An error occurred. Unable to retrieve FSA information.' An arrow points from this message to the right. The bottom status bar shows 'FTTW8E94PRA33711', 'Maverick 2.0L EcoBoost (240PS)', 'FDRS R44 2025.02.10_09.06.09', and a 'Not Connected' status with a connect icon.

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

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.

24S59

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

An error occurred. Unable to retrieve FSA information.

FTTW8E94PRA33711 Maverick 2.0L EcoBoost (240PS) FDRS R44 2025.02.10_09.06.09 Not Connected: Click the icon to connect.

FIGURE 5



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.

