



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 28, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 25M01

Certain 2021 Model Year F-150 3.0L Diesel Engine and 2020-2022 Model Year Super Duty with 6.7L Diesel Engine

Nitrogen Oxide (NOx) Sensor Replacement, If Required After Dealer Evaluation

Reference: Emissions Recalls 22E02, 22E04, 23E01, and 25E09

PROGRAM TERMS

Under this program, Ford will replace the Nitrogen Oxide (NOx) Sensor at no cost (parts and labor) if required after dealer evaluation, within the coverage periods below. Coverage depends on vehicle type and, where applicable, whether the vehicle has completed all of the following Emissions Recalls, if applicable, which reduce the risk of NOx Sensor failure: 22E02, 22E04, 23E01, and 25E09.

- Chassis Cab Vehicles (F-350 – F-550): 10 years or 110,000 miles from the vehicle's warranty start date, whichever occurs first.
- Chassis Cab Vehicles (F-600): 10 years or 185,000 miles from the vehicle's warranty start date, whichever occurs first.
- Pickup (F-150 and F-250-450): 15 years or 150,000 miles from the vehicle's warranty start date, whichever occurs first.

If any of the four referenced Emissions Recalls is not completed by September 30, 2027, Program 25M01 will expire on October 1, 2027.

If a vehicle has already exceeded the applicable mileage limit - 110,000 miles (F-350 – F-550 Chassis Cab), 185,000 miles (F-600 Chassis Cab), or 150,000 miles (F-150 and F-250 – F-450 Pickup) - Customer Satisfaction Program 25M01 will remain in effect through September 30, 2027.

Coverage automatically transfers to subsequent owners.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 502,297):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2021	Dearborn Plant Build	January 8, 2020 through November 9, 2021
Super Duty	2020	Kentucky Truck Plant Build	February 19, 2019 through October 28, 2020
Super Duty	2021	Kentucky Truck Plant Build	July 13, 2020 through July 10, 2021
Super Duty	2022	Kentucky Truck Plant Build	December 2, 2020 through December 23, 2022
Super Duty	2020	Ohio Assembly Plant Build	April 3, 2019 through November 6, 2020
Super Duty	2021	Ohio Assembly Plant Build	September 8, 2020 through July 30, 2021
Super Duty	2022	Ohio Assembly Plant Build	January 25, 2021 through February 10, 2023

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST REPAIR

In the affected vehicles, the Nitrogen Oxide (NOx) Sensor may fail to provide acceptable performance over a long period of time.

SERVICE ACTION

Under the Program Terms, multiple replacements of the Nitrogen Oxide (NOx) Sensor, if required after dealer evaluation, are available.

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)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	Yes	See Owner Refunds section below, if applicable.
Photo Submission	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 October 5, 2026, or sooner. Dealers should repair any affected vehicles that experience Nitrogen Oxide (NOx) Sensor cracking-related symptoms regardless of whether 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 FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division

Customer Satisfaction Program 25M01**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on July 28, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD & IN-STOCK VEHICLES

- For more information regarding dealership obligations to identify and repair sold and in-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

Branded / salvaged title vehicles and vehicles with canceled warranty coverage are eligible for this program unless emission coverage is explicitly canceled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTIES CANCELLED INCLUDING EMISSIONS

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires October 31, 2027.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Noncovered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with Nitrogen Oxide (NOx) Sensor replacement.

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 25M01

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.
- **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 25M01 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: 25M01
 - Customer Concern Code (CCC): E29
 - Condition Code (CC): 01, 42
 - Causal Part Number: 5L248, Quantity 0
 - 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.

Customer Satisfaction Program 25M01

LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
F-150: Replace Nitrogen Oxide (NOx) Sensor, includes time to check and clear codes	25M01B	0.8 Hours
Super Duty: Replace Nitrogen Oxide (NOx) Sensor, includes time to check and clear codes	25M01C	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JL3Z-5L248-B	1	1	1	F-150: Nitrogen Oxide (NOx) Sensor
LC3Z-5L248-A	1	1	1	Super Duty: Nitrogen Oxide (NOx) Sensor
W717460-S300	2	1	4	All vehicles: Pin Fastener

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 SIGNATURE

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

CERTAIN 2021 MODEL YEAR F-150 3.0L DIESEL ENGINE AND 2020-2022 SUPER DUTY 6.7L DIESEL ENGINE — NITROGEN OXIDE (NOX) SENSOR REPLACEMENT, IF REQUIRED AFTER DEALER EVALUATION

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The Field Service Action (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 Electronic Field Communication (EFC)15936 for more details.

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: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Log into Ford Diagnostic and Repair System (FDRS). Make sure FDRS is updated to the latest version.

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.

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

4. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

5. Click the **Run Selected Tests** button in the lower right.

6. Is one or more of the following Diagnostic Trouble Codes (DTC) present: **P2A00, P220E, P2209, P2201?**

Yes - Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules. Proceed to Step 7.

No - This Field Service Action (FSA) does not apply. Disconnect the battery charger. Return the vehicle to the customer.



7. Disconnect the battery charger. For Super Duty proceed to the next Step, for F-150 proceed to Step 9.
8. For Super Duty replace the Nitrogen Oxide Sensor. Follow the WorkShop Manual (WSM) procedures in Section 303-14C.
9. For F-150 replace the Nitrogen Oxide Sensor. Follow the (WSM) procedures in Section 303-14F.

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.



Customer Satisfaction Recall 25M01
Mobile Repair / Vehicle Pickup and Delivery Record

VIN _____ received (check one):

- ☐ Mobile Repair
- ☐ Pickup and/or delivery service

As outlined below for the 25M01 Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pickup – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date