



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

June 19, 2025

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 25S18**
Certain 2022-2024 Model Year F-150 Lightning Vehicles
HV Battery Module (HVB) Module Replacement

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Advance Notice –
Safety Recall 25S18**
Certain 2022-2024 Model Year F-150 Lightning Vehicles
HV Battery Electrode Misalignment
Dated March 4, 2025

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 Lightning	2022	Rouge Electrical Vehicle Center	March 16, 2022 through October 19, 2022
	2023		October 20, 2022 through November 20, 2023
	2024		December 19, 2023 through August 14, 2024

US population of affected vehicles: 950. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, a misaligned electrode may exist in certain high-voltage battery modules inside your high-voltage battery case. Misaligned electrodes can lead to a short circuit in the high voltage battery after repeated charge and discharge cycles, increasing the risk of a vehicle fire.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to either replace specific High Voltage battery modules or in some limited cases, replace the entire HV battery. Order and receive modules/battery by specific VIN by contacting the Ford Special Service Support Center (SSSC) prior to the service appointment. Additional materials such as heat shields will require inspection of the opened battery prior to ordering.

This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC 13033, Storage Guidelines for New Vehicles.

To assist vehicle owners to have this repair completed, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs (rentals are authorized – see Rental Vehicles)
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery, towing, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

IMPORTANT! The information listed below must be submitted via a **HVB Inspection** contact type through the SSSC and will require the following **on all repairs**:

- Serial Numbers of old and new battery modules or old and new full battery pack (SSSC Survey).
- Photos of the old and new battery modules or old and new full battery pack installed in the vehicle, along with a photo of the VIN.
- Responses to several survey questions about the vehicle and repair.
- Documentation of Service Manager sign-off on the repair order (image, scan, or PDF)

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed, please contact 1-800-ROTUNDA, and choose option 3 to place an order to purchase.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 23, 2025. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters
- Recall Reimbursement Plan

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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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS was activated on March 4, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on March 4, 2025. Owner names and addresses will be available by Friday, July 4, 2025.

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 safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles if they charge limit their batteries to 80%.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

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

Safety Recall 25S18**OWNER REFUNDS**

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with battery array replacement or full battery replacement (if required).

RENTAL VEHICLES

Dealers are pre-approved for up to three days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than three rental days is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

TOWING

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC 16629, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. For approval, please submit photos that clearly show the vehicle VIN and array part serial numbers 1 through 9. If the VIN requires a complete battery replacement, provide the VIN and serial number of the entire battery pack.

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REPAIR PHOTO SUBMISSION (continued)

- This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
 - Upon approval, the SSSC will provide an approval code.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

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

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number **25S18** 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.

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CLAIMS PREPARATION AND SUBMISSION (continued)

- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: **25S18**
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
 - **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC16629 Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the battery assembly/battery module (array). To claim the allowance, enter:
 - **Battery module:** \$330 as HANDLG in the Misc. Expense area of the claim form.
 - **Full battery:** \$2500 as HANDLG in the Misc. Expense area of the claim form.
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - Program Code: 25S18
 - Misc. Expense: TOW
- Misc. Expense: Claim up to \$250.00

Labor Allowances and Parts Ordering Information
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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspection: Obtain approval code from SSSC. Then remove the battery and inspect/photograph all nine module(array) numbers, determine part number and quantity of heat shields to be ordered. Remove and replace battery arrays per SSSC direction. Document final install with pictures.	MT25S18C	M-Time up to 12 Hours
Remove and replace complete battery per SSSC direction (only 9 complete battery replacements in this FSA). Document with pictures.	25S18B	3.6 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25S18PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

To place an order for a HV Battery or HV Battery Module kit, use the online HVBATT system with part numbers obtained by contacting the SSSC. Refer to EFC 15213, High Voltage Battery and Array Order and Return Process Change, for additional details.

IMPORTANT! Dealers are to open a Part Order contact to receive direction on which parts to order for the specific VIN.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NL3Z-10B759-F	As req	1	1	Full HV battery
NL3Z-10D672-E, F, G, or H		As req		HV battery module

Important Reminder: High-Voltage batteries and modules and their wooden shipping containers should be kept in a covered location and protected from the elements (out of direct sunlight and sheltered from the rain/snow). High-Voltage batteries that have failed any inspection should not be stored indoors.

Laws, rules, and regulations may vary at the state or local level; please follow all local and state requirements for proper battery handling. Refer to EFC 12907 for additional details on handling, storage, and instructions for damaged batteries.

NOTE: The dealership is provided the battery under Ford's Zero Cost Exchange Program. Thus, dealer's warranty claims are to exclude the high voltage battery from the claim. Mark the cost of the HV battery as \$0.

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Inspection-Required Part Ordering:

Inspection is necessary to determine which heat shields are required. For further information refer to EFC 14296.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NL3Z-10D782-L	As req	As req	1	Heat Shield (position 1,2,3,4,5)
NL3Z-10D782-M				Heat Shield (position 6,7,8)
NL3Z-10D782-K				Heat Shield (position 9)

Bulk Materials Ordering:

NOTE: Order Thermal Interface Material (TIM) as required.

NOTE: Order the Motorcraft® Yellow Prediluted Antifreeze/Coolant through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Part Number	Description	Order Quantity	Claim Quantity
TA-38-B	Thermal Interface Material (TIM)	As Required	
VC-13DL-G	Motorcraft® Yellow Prediluted Antifreeze/Coolant		

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

For a **complete HV battery**, an allowance of \$2500 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the HV battery assembly.

For a **battery module**, an allowance of \$330 per module (array) is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the HV battery module.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

For HV battery/array, refer to EFC 15529, Launch of FCS-700 Tag Return Process for High Voltage (HV) Battery Packs and Arrays. Dealers are to retain all replaced arrays and store them in the service crate (that the dealer received with the new modules). **No batteries or battery modules (arrays) are to be scrapped. 100% of array kits are to be returned to Ford.**

- **Dealers are to indicate in HVBATT when they have a replaced battery/module available for return. FCSD will facilitate the pickup of the replaced battery/modules from your dealership.**

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000. Follow Section 4200 for module return directions using Parts Claim System (PCS).

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REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Return). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- For HV Battery/Array, follow the process referred to in EFC 15529, Launch of FCS-700 Tag Return Process for High Voltage (HV) Battery Packs and Arrays.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.