

Customer Satisfaction Program 25B64

Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

December 19, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 25B64

Certain 2025 Model Year F-150 Lightning Vehicles
High Voltage Battery (HVB) Module Replacement

PROGRAM TERMS

This program will be in effect through January 31, 2027. There is no mileage limit for this program.

AFFECTED VEHICLES (U.S. Population of Affected Vehicles: 33)

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2025	Rouge	August 4, 2025 through September 11, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On all of the affected vehicles, a damaged cell may be present within the High Voltage (HV) battery. This may result in Diagnostic Trouble Codes (DTCs) setting and the wrench light illuminating on the vehicle's dashboard. In some cases, a "Stop Safely Now" message may appear in the instrument cluster, followed by the vehicle's propulsion system shutting down at the end of the key cycle and being unable to restart.

SERVICE ACTION

Dealers are to replace the faulty modules within the vehicle's high voltage battery. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Note: This Field Service Action (FSA) must be performed by an STST 43 and 44 certified Battery Electric Vehicle (BEV) technician.

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	Yes	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	Yes	See Claims Preparation and Submission section below, if applicable.

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FSA PROGRAM OPTIONS (Continued)

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	Yes	See Repair Photo Submission section below, if applicable.

Note: For further information on any Program Options above, see the corresponding section with the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of January 5, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- VIN List
- Vehicle Pickup & Delivery Record
- Owner Notification Letter

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 Satisfaction Program 25B64**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

-  - Not a Mobile Service Repair (MRA5).

OASIS ACTIVATION

OASIS will be activated on December 19, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 19, 2025. Owner names and addresses will be available by January 23, 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 program 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 service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.
- If OASIS is activated, identify and correct any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 3 days for a 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 3 rental day(s) 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.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

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REPAIR PHOTO SUBMISSION

Ford has requested photo evidence of the old and new HV battery module serial numbers as part of performing the repair for this FSA.

- The SSSC must provide approval after performing the repair.
- Contact the SSSC and upload the necessary photos as an attachment for review. Photos of the original module's serial number and new module's serial number are required. 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 that must be used for claiming.

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 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 Field Service Action (FSA) must be performed by a certified BEV technician.

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CLAIMS PREPARATION AND SUBMISSION (Continued)

- **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: 25B64
 - Customer Concern Code (CCC): D16
 - Condition Code (CC): 42
 - Causal Part Number: 10D672, 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.

- **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**.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law. To claim the allowance, enter **\$330.00** as **HANDLG** in the Misc. Expense area of the claim form.

NOTE: Dealers are provided HV battery modules at no cost, with the ability to claim a handling allowance. Warranty claims should include the HV battery module(s) with a cost of \$0.

Provision for Towing: Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program if the vehicle cannot drive under its own power due to the "Stop Safely Now" message appearing because of a failure connected to this FSA. Submit on the same line as the repair.

- Program Code: 25B64
- Misc. Expense: TOW
- Misc. Expense: Claim up to \$250.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Replace up to 2 High Voltage modules within the HV battery. • Includes time to remove and install the HV battery.	MT25B64B	Up to 12.0 Hours
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.	25B64PP	0.5 Hours
Time allowed to submit photos.	25B64ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

To place an order for an HV battery or HV battery module kit, use the online HVBATT system. Refer to EFC 15213, High Voltage Battery and Module Order and Return Process Change, for additional details.

NOTE: Dealers are provided HV battery modules at no cost, with the ability to claim a handling allowance. Warranty claims should include the HV battery module(s) with a cost of \$0.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NL3Z-10D672-G	Refer to VIN List attachment		1	Replacement module kit – positions 1-8
NL3Z-10D672-H	Refer to VIN List attachment		1	Replacement module kit – position 9
NL3Z-10D782-L	Refer to VIN List attachment		1	Heat Shield – positions 1-5
NL3Z-10D782-M	Refer to VIN List attachment		1	Heat Shield – positions 6-8
NL3Z-10D782-K	Refer to VIN List attachment		1	Heat Shield – position 9
TA-38-C	As needed – estimated 2 per module		1	Motorcraft® EV Battery Thermal Interface Material III
VC-13DL-G	As needed up to 5 gallons	bulk order		High voltage battery coolant - pre-diluted

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

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DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$330.00 per module is being provided unless otherwise notified by the Company or as provided by state law.

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 SIGN OFF

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