



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 8, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Recommend Repair Prior to Sale
Customer Satisfaction Program 25B51**

Certain 2021-2024 Model Year Bronco, 2021-2024 Model Year Bronco Sport, 2020-2022 Model Year Corsair and Escape, 2016-2024 Model Year Explorer, 2019-2020 Model Year Fusion, 2016-2018 Model Year Focus RS, 2022-2024 Model Year Maverick, 2016-2019 Model Year MKC and 2019-2024 Model Year Ranger Vehicles Equipped with a 2.0L or 2.3L Engine and Engine Block Heater System
Block Heater Replacement

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

Safety Recall 25SA4 - Supplement #1

Dated: January 16, 2026

AFFECTED VEHICLES U.S. Population of Affected Vehicles: Dependent upon completion of Safety Recall 25SA4.

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco	2021-2024	Michigan	October 1, 2020 through December 28, 2024
Bronco Sport	2021-2024	Hermosillo	February 5, 2020 through November 8, 2024
Corsair	2020-2022	Louisville	January 30, 2019 through November 22, 2022
Escape	2020	Louisville	November 20, 2018 through December 22, 2020
	2021-2022		January 4, 2021 through November 28, 2022
Explorer	2016-2024	Chicago	October 20, 2014 through April 25, 2024
Fusion	2019-2020	Hermosillo	December 6, 2017 through January 30, 2020
Focus RS	2016	Saarlouis	August 10, 2015 through July 30, 2016
Focus RS	2017	Saarlouis	September 2, 2016 through July 11, 2017
Focus RS	2018	Saarlouis	August 9, 2017 through December 22, 2017
Maverick	2022-2024	Hermosillo	May 10, 2021 through November 8, 2024
MKC	2016-2019	Louisville	February 9, 2015 through July 29, 2019
Ranger	2019-2024	Michigan	June 4, 2018 through November 19, 2024

Affected vehicles will be identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

The affected vehicles had their engine block heater element removed and the power cable stored in the trunk under Safety Recall 25SA4.

SERVICE ACTION

Dealers are to install a new block heater element and inspect the power cable for any damage. If damage to the cable is found, dealers are to replace the cable. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Vehicle	Model Year	Part Availability	Projected Availability
Bronco	2021-2024	Unavailable	February 15, 2027
Bronco Sport	2021-2024	Unavailable	February 15, 2027
Corsair	2020-2022	Unavailable	February 15, 2027
Escape	2020-2022	Unavailable	February 15, 2027
Explorer	2016-2024	Unavailable	February 15, 2027
Fusion	2019-2020	Unavailable	February 15, 2027
Fusion Hybrid	2019-2020	Available	
Focus RS	2016	Unavailable	February 15, 2027
Focus RS	2017	Unavailable	February 15, 2027
Focus RS	2018	Unavailable	February 15, 2027
Maverick	2022-2024	Unavailable	February 15, 2027
MKC	2016-2019	Unavailable	February 15, 2027
Ranger	2019-2024	Unavailable	February 15, 2027

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	Conditional	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	No	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.

FSA PROGRAM OPTIONS (continued)

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

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, owners of affected vehicles will be notified in separate mailings. The mailings will begin the week of May 18, 2026, or sooner for owners of Fusion Hybrid vehicles. Owners of other vehicles involved in this recall will be mailed letters the week of February 15, 2027, when it is anticipated that parts will be available to complete the repairs. Dealers should repair any affected Fusion Hybrid vehicle that arrives at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters
- Vehicle Pickup & Delivery Record

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCD dealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCD dealer 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 25B51**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on May 8, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 8, 2026. Owner names and addresses will be available by June 5, 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 1 day for a comparable rental vehicle for repairs to Corsair and Fusion Hybrid vehicles. 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 1 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.

Customer Satisfaction Program 25B51**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
 - 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.

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.
- **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: 25B51
 - Customer Concern Code (CCC): L87
 - Condition Code (CC): 42
 - Causal Part Number: 6A051, 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**.
- **Provision for Locally Obtained Supplies:** Includes allowance for topping off coolant if needed. Submit on the same line as the repair.
 - Program Code: 25B51
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$3.00

Customer Satisfaction Program 25B51

LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
Fusion Hybrid Only: Install new block heater element and reinstall the power cable. Includes filling and bleeding cooling system. This labor operation code closes the FSA	MT25B51G	Up To 4.9

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
KS7Z-6A051-B	1	1	1	Engine Block Heater – Fusion Hybrid Only
HS7Z-6B018-A	If needed	If needed	1	Power Cable – Fusion Hybrid Only

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 SIGN OFF

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



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

May 2026

Customer Satisfaction Program 25B51

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice?	Your vehicle's engine block heater was removed under Safety Recall 25SA4.
What is the effect?	An engine without a functional block heater may have difficulties starting in temperatures below 5°F (-15°C).
What will Ford and your dealer do?	<u>Parts are available to repair your Fusion Hybrid vehicle.</u> In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to install a new engine block heater free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until March 31, 2028, regardless of mileage. Coverage is automatically transferred to subsequent owners.
How long will it take?	The time needed for this repair is less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair. In addition, your vehicle will require an inspection to determine if parts need to be ordered.
What should you do?	Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 25B51. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

What should you do? (continued)	Please ensure the power cable for the engine block heater is stored in your trunk compartment before going to your service appointment.
Pickup and Delivery	Complimentary vehicle Pickup & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
Do you need a rental vehicle?	Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.
What if you no longer own this vehicle?	If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner or lessee.
Can we assist you further?	If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you have questions or concerns, please contact our Ford Recall Assistance Center (RAC) at 1-866-436-7332 and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711. If you wish to contact us through the internet, our address is ford.com/support.
To view the letter in Spanish	visit: fordtranslatehub.com
Para ver la carta en español	viste: fordtranslatehub.com



Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

Thank you for your attention to this important matter.

Customer Service Division



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Mayo 2026

Programa de satisfacción del cliente 25B51

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino que también lograr la plena satisfacción del cliente. Para demostrar este compromiso, estamos proporcionando un programa de satisfacción del cliente sin cargo para su vehículo.

¿Por qué recibe este aviso?

El calentador del monoblock de su vehículo fue retirado en la Campaña de seguridad 25SA4.

¿Cuál es el efecto?

Si un motor no cuenta con un calentador del monoblock que funcione correctamente podría tener dificultades para arrancar cuando las temperaturas son inferiores a 5 °F (-15 °C).

¿Qué medidas adoptarán Ford y su concesionario?

Las piezas para reparar su vehículo Fusion híbrido se encuentran disponibles. En beneficio de la satisfacción del cliente, Ford Motor Company ha autorizado a su concesionario a instalar un nuevo calentador del monoblock sin costo alguno, conforme a los términos de este programa. Este programa de satisfacción del cliente estará vigente hasta el 31 de marzo de 2028, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será de menos de un día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más. Es posible que se necesite más tiempo para permitir que el motor se enfríe antes de realizar esta reparación. Además, se realizará una inspección del vehículo para determinar si se deben solicitar piezas.

¿Qué deberías hacer?

Por favor, comuníquese con su concesionario sin demora para programar una cita de servicio para el Programa de Satisfacción del Cliente 25B51. Si aún no cuenta con un concesionario de servicio, puede acceder a ford.com/support para obtener direcciones de concesionarios, mapas e indicaciones para llegar.

¿Qué deberías hacer? (continuado)	Ford Motor Company desea que se realice esta acción de servicio en su vehículo. El propietario del vehículo es responsable de realizar los arreglos necesarios para que se complete el trabajo. Por favor, asegúrese de guardar el cable de alimentación del calentador del bloque del motor en el maletero antes de acudir a su cita de servicio.
Servicio de retiro y entrega	El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.
¿Necesita un vehículo de alquiler?	Su concesionario está autorizado a proporcionarle un vehículo de alquiler para su transporte personal sin cargo (excepto combustible y seguro) mientras su vehículo esté en el concesionario para reparaciones. Comuníquese con su concesionario para conocer las pautas y limitaciones.
¿Qué pasa si ya no es el propietario del vehículo?	Si ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta. Este aviso lo recibió porque en nuestros archivos, basados principalmente en datos estatales de registro y propiedad, aparece usted como el propietario o arrendatario actual.
¿Podemos hacer algo más por usted?	Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el gerente de servicio de su concesionario para solicitar ayuda. Si tiene dudas o preguntas, comuníquese con nuestro Centro de Asistencia de Campañas Ford (RAC) al 1-866-436-7332 y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Los usuarios de TTY/TDD deberán comunicarse con el RAC al número que aparece, mediante el Servicio de retransmisión de telecomunicaciones, para ello deberán marcar 711. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support .

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente

CERTAIN 2021-2024 MODEL YEAR BRONCO, 2021-2024 MODEL YEAR BRONCO SPORT, 2020-2022 MODEL YEAR CORSAIR AND ESCAPE, 2016-2024 MODEL YEAR EXPLORER, 2019-2020 MODEL YEAR FUSION, 2016-2018 MODEL YEAR FOCUS RS, 2022-2024 MODEL YEAR MAVERICK, 2016-2019 MODEL YEAR MKC AND 2019-2024 MODEL YEAR RANGER VEHICLES EQUIPPED WITH A 2.0L OR 2.3L ENGINE AND ENGINE BLOCK HEATER SYSTEM — BLOCK HEATER REPLACEMENT

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)15396 for more details.

1. Remove the vehicle's engine block heater power cable from the trunk compartment. Unwrap the engine block heater power cable from storage.

2. Inspect the engine block heater power cable for the following concerns. See Figure 1.

- Were any of the concerns below found present on the engine block heater power cable?

- Connector damage (e.g., cracked, charred and/or degraded silicone).
- Presence of moisture or coolant contamination.
- Oxidized or corroded terminals.
- External cable insulation damage (e.g., cuts, abrasions, and/or pinched areas).
- Evidence of thermal deformation (melted insulation).
- Verify integrity of all wiring retainers, replace as needed.

Yes (Concern Found) - The cable has failed. Order a *new* engine block heater power cable. Then, proceed to step 4.

No (No concern found) - The cable has passed. Proceed to Step 3

3. Perform a continuity and resistance test using a digital multimeter to identify internal opens or shorts. Was resistance greater than 1 ohm.

Yes (Concern Found) - The cable has failed. Order a *new* engine block heater power cable. Then, proceed to the next step.

No (No concern found) - The cable has passed. Proceed to the next step.



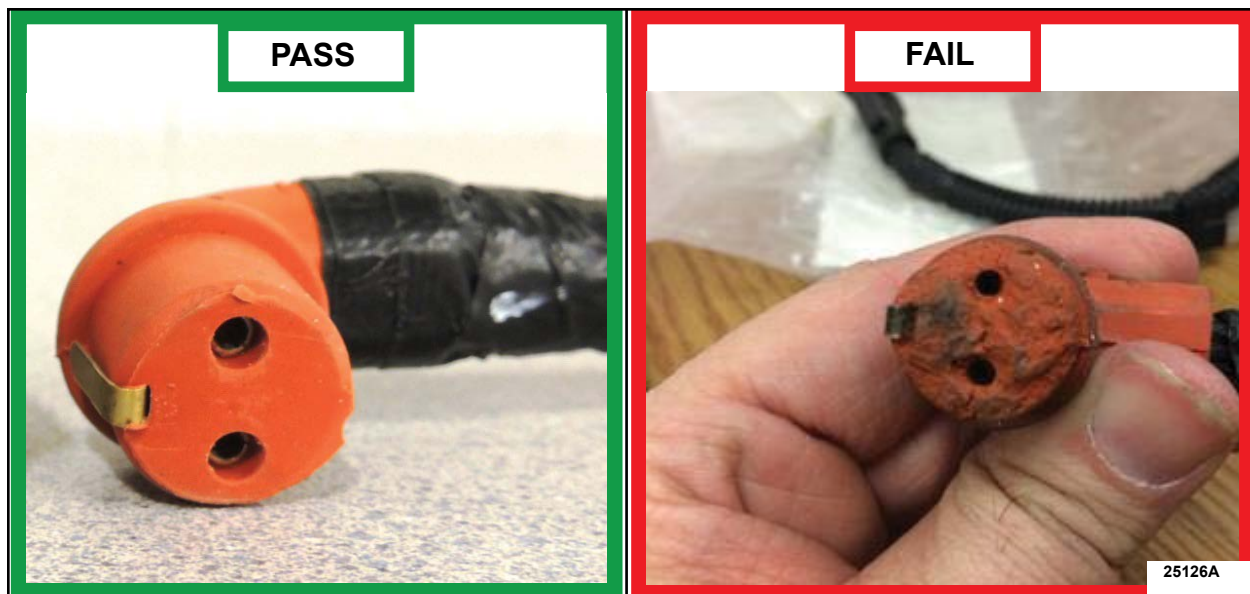


FIGURE 1

4. Drain the cooling system. Follow the Workshop Manual (WSM) procedures in Section 303-03.
5. Remove the threaded plug from the engine block heater location. Then, install a *new* engine block heater and the engine block heater power cable. Follow the Workshop Manual (WSM) procedures in Section 303-03.
6. Fill and bleed the cooling system. Follow the WSM procedures in Section 303-03.

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.

