



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

June 2, 2026

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Recommended Repair Prior to Sale  
Customer Satisfaction Program 25B33**  
Certain 2023-2025 Model Year Escape and Corsair, 2024-2025 Model Year Nautilus, 2025-2026 Model Year Bronco Sport and 2025 Model Year Maverick Vehicles Equipped with an Engine Block Heater System  
Block Heater Replacement

**REF:** **Customer Satisfaction Program 25B33 - Advance Notice**  
Dated: September 11, 2025

**REF:** **Safety Recall 25S52 – Supplement #2**  
Dated: June 1, 2026

**PROGRAM TERMS**

This program will be in effect through June 30, 2027. There is no mileage limit for this program.

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles (4,274):**

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco Sport	2025	Hermosillo	March 7, 2024 through May 7, 2025
	2026	Hermosillo	June 16, 2025 through February 9, 2026
Escape	2023 - 2025	Louisville	June 29, 2022 through May 7, 2025
Nautilus	2024 - 2025	Hangzhou	April 13, 2023 through June 3, 2025
Maverick	2025	Hermosillo	April 11, 2024 through November 3, 2025
Corsair	2023-2025	Louisville	July 1, 2020 through May 7, 2025

Affected vehicles are 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 25S52.

**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.

## **FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	No	See <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
Rentals	No	See the <b>Rental Vehicles</b> section below, if applicable.
Alternative Transportation Available	No	See <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	No	See <b>Towing</b> section below, if applicable.
Essential Special Service Tools (ESST)	No	See <b>Technical Instructions</b> and/or <b>Workshop Manual (WSM)</b> as needed.
Administrative Allowance	No	See <b>Administrative Allowance</b> section in FSA Policy Document, and if applicable, <b>Labor Allowances</b> table below.
Owner Refunds	No	See <b>Owner Refunds</b> section below, if applicable.
Photo Submission	No	See <b>Repair Photo Submission</b> 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 June 8, 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
- Owner Notification Letters
- Vehicle Pickup & Delivery Record

## **REFERENCE MATERIAL**

- Warranty & Policy Manual (located on FMCDDealer Warranty Portal Page):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/wty.html](http://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](http://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 25B33****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a Mobile Service Repair (MRA5)

**OASIS ACTIVATION**

OASIS will be activated on June 2, 2026.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 2, 2026. Owner names and addresses will be available by June 26, 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**

Rental vehicles are not approved for this program.

**Customer Satisfaction Program 25B33****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: 25B33
    - 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.
- **Provision for Locally Obtained Supplies:** Includes allowance for topping off coolant if needed. Submit on the same line as the repair.
  - Program Code: 25B33
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$3.00

Customer Satisfaction Program 25B33

**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 Hour(s)
<p><b>Nautilus</b>                      Replace the block heater element and reinstall the power cable</p> <ul style="list-style-type: none"> <li>• Includes time for inspecting the power cable.</li> <li>• Includes filling and bleeding cooling system.</li> </ul> <p><b>This labor operation code closes the FSA.</b></p>	25B33B	1.5
<p><b>Bronco Sport 2.0L Engine, Maverick</b>                      Replace the block heater element and reinstall the power cable</p> <ul style="list-style-type: none"> <li>• Includes time for inspecting the power cable.</li> <li>• Includes filling and bleeding cooling system.</li> </ul> <p><b>This labor operation code closes the FSA.</b></p>	MT25B33C	Up to 1.5
<p><b>Bronco Sport 1.5L Engine, Corsair, Escape</b>                      Replace the block heater element and reinstall the power cable</p> <ul style="list-style-type: none"> <li>• Includes time for inspecting the power cable.</li> <li>• Includes filling and bleeding cooling system.</li> </ul> <p><b>This labor operation code closes the FSA.</b></p>	MT25B33D	Up to 1.8

**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 Hour(s)
<p><b>Lincoln</b> Vehicle Pick-Up &amp; Delivery Allowance: <b><u>Only</u></b> vehicles <b><u>outside</u></b> of Lincoln Pick-Up &amp; Delivery contract coverage of <b>4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program.</b></p> <p><b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up &amp; Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	25B33LL	0.5 Hours
<p><b>Ford</b> Vehicle Pick-Up &amp; Delivery Allowance:  <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b></p> <p><b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up &amp; Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	25B33PP	0.5 Hours

**Customer Satisfaction Program 25B33**

**PARTS REQUIREMENTS / ORDERING INFORMATION**

To place an order for the S2TZ-6A051-A Block Heater, submit an Enhanced Order Entry (formerly Special Parts Order Process) order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 15482.

<b>Service Part Number</b>	<b>Claim Quantity</b>	<b>Package Order Quantity</b>	<b>Number in Package</b>	<b>Description</b>
S2TZ-6A051-A	1	1	1	Block Heater

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

**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.

## CERTAIN 2023-2025 MODEL YEAR ESCAPE AND CORSAIR, 2024-2025 MODEL YEAR NAUTILUS, 2025-2026 MODEL YEAR BRONCO SPORT AND 2025 MODEL YEAR MAVERICK VEHICLES EQUIPPED WITH AN ENGINE BLOCK HEATER SYSTEM — BLOCK HEATER ELEMENT 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) 15936 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 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).
  - Damaged or missing wiring retainers (verify integrity and replace as needed).

**Yes (Concern Found)**

- The cable has failed.
- Order a new engine block heater power cable through normal order processing channels. Special Service Support Center (SSSC) approval not required.
- 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?

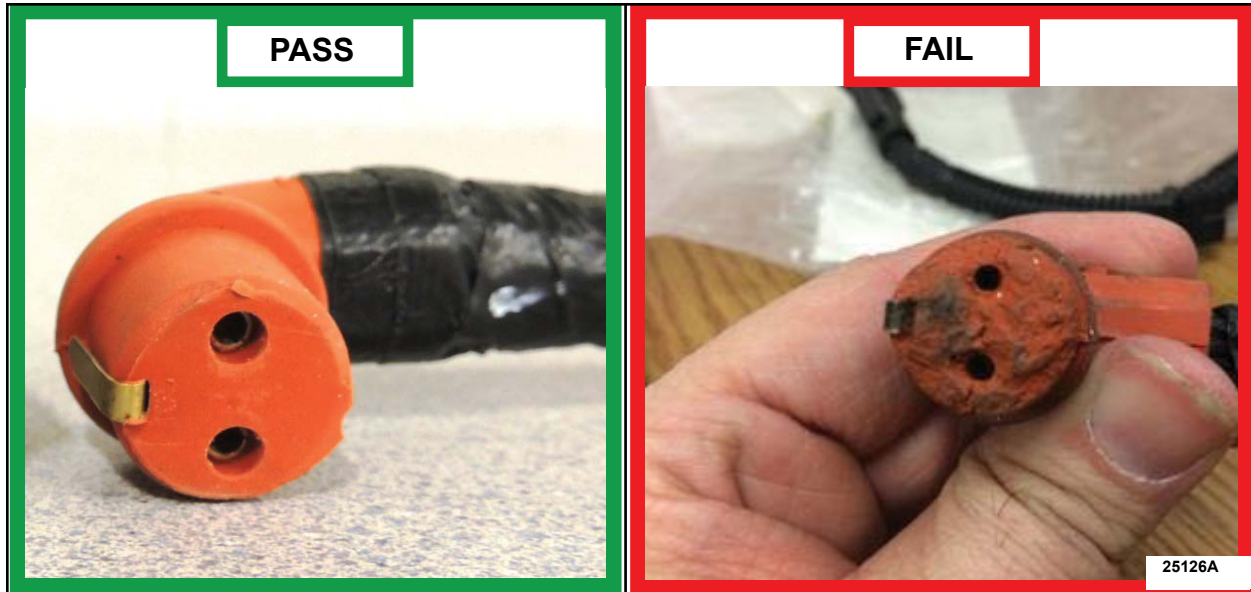
**Yes (Concern Found)**

- The cable has failed.
- Order a new engine block heater power cable.
- 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 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.



**Safety Recall 25B33**

**Vehicle Pickup and Delivery Record**

VIN \_\_\_\_\_ received:

Pickup and/or delivery service

As outlined below for the 25B33 Field Service Action program.

Pickup      – Date: \_\_\_\_\_

Delivery      – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date



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

June 2026

Customer Satisfaction Program 25B33

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 25S52.

**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?** **Parts are available to repair your vehicle.** 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 June 30, 2027, 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 of the power cable 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 25B33.  
**Please be sure that the block heater power cable that was removed and stored in your vehicle's trunk is present for your service appointment.**  
If you do not already have a servicing dealer, you can access [ford.com/support](https://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)**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our Ford App. The app can be downloaded through the App Store or Google Play.

**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.

**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](http://ford.com/support).

**To view the letter in Spanish**

visit: [fordtranslatehub.com](http://fordtranslatehub.com)

**Para ver la carta en español**

viste: [fordtranslatehub.com](http://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 o 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



Lincoln  
PO Box 1904  
Dearborn, Michigan 48121

June 2026

Customer Satisfaction Program 25B33

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

12345678901234567

At Lincoln, 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 25S52.

**What is the effect?** An engine without a functional block heater may have difficulties starting in temperatures below 5°F (-15°C).

**What will Lincoln and your retailer do?** **Parts are available to repair your vehicle.** In the interest of customer satisfaction, Lincoln has authorized your retailer 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 June 30, 2027 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-half day. However, due to service scheduling requirements, your retailer 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 of the power cable to determine if parts need to be ordered.

**What should you do?** Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program 25B33. **Please be sure that the block heater power cable that was removed and stored in your vehicle's trunk is present for your service appointment.** If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://www.lincoln.com/support) for retailer addresses, maps, and driving instructions. Lincoln 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)**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln: Lincoln Owner App. The app can be downloaded through the App Store or Google Play.

**Mobile Service**

Lincoln Mobile Service is offered by participating retailers, contact your retailer for details.

**Pickup and Delivery**

Complimentary vehicle Pickup & Delivery service may also be available upon request from your retailer. Your retailer will pick up your vehicle and return it with the repair completed.

**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 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 retailer's Service Manager for assistance.

If you have questions or concerns, please contact our **Lincoln 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 [lincoln.com/support](http://lincoln.com/support).

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Thank you for your attention to this important matter.

Lincoln



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

Junio 2026

Programa de satisfacción del cliente 25B33

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 25S52.

**¿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?**

**En este momento, las piezas para reparar su vehículo 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 30 de junio de 2027, sin importar el millaje. La cobertura se transfiere 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. Adicionalmente, deberá inspeccionar el cable de alimentación para determinar si es necesario pedir piezas.

**¿Qué debe hacer?**

Llame a su concesionario lo antes posible para que programe una cita de servicio para realizar el Programa de satisfacción del cliente 25B33.

**Asegúrese de que el cable de alimentación del calentador del monoblock que fue retirado y guardado en la cajuela de su vehículo esté presente en su cita de servicio.**

**¿Qué debe hacer?**  
(continuación)

Si aún no tiene un concesionario para realizar el servicio, puede acceder a [ford.com/support](http://ford.com/support) para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de realizar los arreglos necesarios para llevar a cabo el trabajo.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Ford. La aplicación se puede descargar a través de App Store o Google Play.

**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.

**¿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). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es [ford.com/support](http://ford.com/support).

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente



Lincoln  
PO Box 1904  
Dearborn, Michigan 48121

Junio 2026

Programa de satisfacción del cliente 25B33

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

12345678901234567

En Lincoln, nuestro compromiso no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

- ¿Por qué recibe este aviso?** El calentador del monoblock de su vehículo fue retirado en la Campaña de seguridad 25S52.
- ¿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 harán Lincoln y su minorista?** **En este momento, las piezas para reparar su vehículo se encuentran disponibles.** Para satisfacer a nuestros clientes, Lincoln ha autorizado a su minorista 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 30 de junio de 2027, sin importar el millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.
- ¿Cuánto tiempo tomará?** El tiempo necesario para esta reparación será menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su minorista tarde un poco más. Es posible que se necesite más tiempo para permitir que el motor se enfríe antes de realizar esta reparación. Adicionalmente, deberá inspeccionar el cable de alimentación para determinar si es necesario pedir piezas.
- ¿Qué debe hacer?** Llame a su minorista lo antes posible para programar una cita de servicio con el fin de realizar el Programa de satisfacción del cliente 25B33.  
**Asegúrese de que el cable de alimentación del calentador del monoblock que fue retirado y guardado en la cajuela de su vehículo esté presente en su cita de servicio.**

**¿Qué debe hacer?**  
(continuación)

Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](https://lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

Lincoln le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Lincoln Owner. La aplicación se puede descargar a través de App Store o Google Play.

**Servicio móvil**

El Servicio móvil Lincoln se ofrece a través de los minoristas que participan, comuníquese con su minorista para obtener detalles.

**Servicio de retiro y entrega**

El servicio gratuito de retiro y entrega de vehículos también podría estar disponible a través de su minorista. Su minorista retirará el vehículo y lo regresará con la reparación realizada.

**¿Qué pasa si ya no es el propietario del vehículo?**

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Usted recibió este aviso porque nuestros registros, que se basan principalmente en datos de registro y título estatales, indican que usted es el propietario o arrendatario actual.

**¿Podemos hacer algo más por usted?**

Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el Gerente de Servicio de su minorista para solicitar ayuda.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Lincoln 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). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es [lincoln.com/support](https://lincoln.com/support).

Gracias por su atención en este asunto sumamente importante.

Lincoln