



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

June 24, 2026

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Emissions Recall 25E09**  
Certain 2022 Model Year F-250 - F-600 Vehicles with 6.7L Engines  
Powertrain Control Module Programming and Particulate Matter Sensor Installation

**REF:** **Customer Satisfaction Program 25N14**  
Certain 2022 Model Year F-250 - F-600 with 6.7L Diesel Engines  
One-Time Replacement for Diesel Particulate Filter Assembly Failures, If Required  
After Dealer Evaluation

**REF:** **Emission Recall 22E02 – Supplement #1**  
Certain 2022 Model Year F-250 - F-600 Vehicles with 6.7L Diesel Engines  
Particulate Matter Sensor Installation

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 1,649)**

Vehicle	Model Year	Assembly Plant	Build Date Range
F-250 - F-600	2022	Kentucky Truck	May 13, 2022, through August 5, 2022
F-250 - F-600	2022	Ohio	June 13, 2022, through August 9, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS EMISSIONS RECALL**

According to Ford Motor Company records, the remedy software for Emissions Recall 22E02 was not installed correctly during a prior dealership visit, and the underlying condition being addressed in Emissions Recall 22E02 still exists.

The affected vehicles did not have the Particulate Matter (PM) sensor installed from the assembly plant due to a component supply shortage. Now that PM sensors are available, customers will be mailed letters to return to dealerships to have the PM sensor installed, free of charge.

Separately, the powertrain calibration of the affected vehicles may not properly indicate the results of routine emissions sensor self-diagnostics that run while the vehicle is turned off and is missing the preheat function on the Nitrogen Oxides (NOx) sensor, which, under certain conditions, may lead to thermal shock and sudden failure of the NOx sensor. The updated calibration addresses certain powertrain On-Board Diagnostics (OBD) concerns, enables the NOx sensor preheat function, and supports the installation of the PM sensor.

## **SERVICE ACTION**

Before delivering any new in-stock vehicles involved in this recall, dealers are to install the PM sensor and reprogram the Powertrain Control Module (PCM). This service must be performed at no charge to the vehicle owner.

**NOTE:** 25E09 must be completed, and its claim submitted, before the referenced customer satisfaction programs 25N14 will be activated.

**NOTE:** The State of California and the Commonwealth of Massachusetts require the completion of emissions recall repairs before vehicle registration renewal. For vehicles registered in these states, please download and print a blank Vehicle Emissions Recall Proof of Correction Certificate (refer to EFC15625 – Proof of Correction Policy Update Effective October 21, 2024, for further details), and then provide the owner with a completed Proof of Correction certificate after the repair has been performed. If necessary, these certificates can still be obtained by contacting your regional office.

## **FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	No	See the <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See the <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 the <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See the <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	No	See the <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 the <b>Administrative Allowance</b> section in the FSA Policy Document, and if applicable, the <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**

Pending Agency approval, owner letters are expected to be mailed the week of September 7, 2026, or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **PLEASE NOTE:**

**The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory before delivery.**

## **ATTACHMENTS**

- Technical Instructions
- 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](http://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](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>
- (If Mobile Repair / Vehicle Pickup & Delivery) The Mobile Repair / Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS:  
<https://www.fordtechservice.dealerconnection.com>

## **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

**Emissions Recall 25E09****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a Mobile Service Repair (MRA5)

**OASIS ACTIVATION**

OASIS will be activated on June 24, 2026.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by June 24, 2026. Owner names and addresses will be available by June 29, 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 recall is a violation of the 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 emissions recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- 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 that are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**IN-STOCK VEHICLES**

- Use OASIS to identify and correct all affected vehicles in your new and used vehicle inventory.

**BRANDED / SALVAGED TITLE VEHICLES**

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

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**Emissions Recall 25E09****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 software module replacement:**
  - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
  - Claiming the MT25E09RR labor operation code does **not** require an RVC code if no module replacement is required; however, clock times should be consistent with vehicle history on PTS.
- **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.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

**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.
- **Software Verification Approval Code Requirement** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC17526 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 25E09 is the subcode.
  - 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.

**Emissions Recall 25E09**

- **Provision for Locally Obtained Supplies:** Includes Bostik Never-Seez Regular Grade (nickel-free) Anti-Seize and Lubricating Compound, **or** Castrol Molub-Alloy Paste MF (previously called Castrol Optimol Paste MF).
- (One container will service multiple vehicles). Submit on the same line as the repair.
  - Program Code: 25E09
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$2.00

Emissions Recall 25E09

**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)
Replace the PM Sensor. Update PCM to the latest level of software. <b>This labor operation code closes the FSA.</b>	25E09B	0.9

**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)
PCM software failed, and/or PCM module replacement is required. SSSC approval is not required unless M-Time is exceeded. <b>Clock times should be consistent with the vehicle history on PTS.</b>	MT25E09RR	Up to 5.0
<b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25E09PP	0.5

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LC3Z-5L216-A	1 As Needed	1	1	Particulate Matter Sensor 169", 168", 193", 205" Wheelbase Chassis Cab (no bed)
LC3Z-5L216-B	1 As Needed	1	1	Particulate Matter Sensor 192", 179" 145" Wheelbase Chassis Cab (no bed)
LC3Z-5L216-C	1 As Needed	1	1	Particulate Matter Sensor <ul style="list-style-type: none"> <li>All Pick-Up Trucks (with bed)</li> <li>203" Wheelbase Chassis Cab (no bed)</li> </ul>
JL3Z-5L215-A	1	1	1	Particulate Matter Sensor Heat Shield
W719657-S300	1	1	1	Push Pin
<b>Additional parts on the following page</b>				

Emissions Recall 25E09

**PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
Obtain Locally				Bostik Never-Seez Regular Grade (nickel-free) Anti-Seize and Lubricating Compound <b>Or</b> Castrol Molub-Alloy Paste MF (previously called Castrol Optimol Paste MF). (One container will service multiple vehicles)

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 2022 MODEL YEAR F-250 - F-600 VEHICLES EQUIPPED WITH A 6.7L ENGINE — POWERTRAIN CONTROL MODULE PROGRAMMING AND PARTICULATE MATTER SENSOR INSTALLATION

### SERVICE PROCEDURE

**NOTE:** **DO NOT** program the Powertrain Control Module (PCM) before the *new* particulate matter sensor is installed.

1. Remove the dummy plug or existing particulate matter sensor and install the *new* particulate matter sensor. Please follow the Workshop Manual (WSM) procedures in Section 303-14C, then proceed to the Module Programming procedure below.

### Module Programming

**NOTE:** Program appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

2. 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 that 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 VCM is properly connected to the DLC.

3. Log into Ford Diagnostic and Repair System (FDRS).
4. If the VIN is identified in the Previous VINs list, remove it by using the trash icon.
5. Click '**Read VIN from Vehicle**' or manually enter the VIN. Click Go button.

**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.

6. When 'Vehicle Info' tab is displayed, find Particulate Matter Sensor (PMS) in ECU column. Check if there are PMS Part Numbers displayed in both 'Engineering Assembly P/N' and 'Software P/N' columns. If either 'Engineering Assembly P/N' or 'Software P/N' columns is empty for PMS, shut down FDRS, and restart Step 3. If both columns are populated, continue to Step 7.



7. Select **Toolbox** tab.

**NOTE:** Available modules are shown on the LH side of the screen, and available procedures are listed on the RH side of the screen. Modules that are communicating are highlighted in green.

8. From the list on the LH side of the screen, select the **PCM**.

9. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

10. Click **RUN**. Follow all on-screen instructions carefully.

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

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

13. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

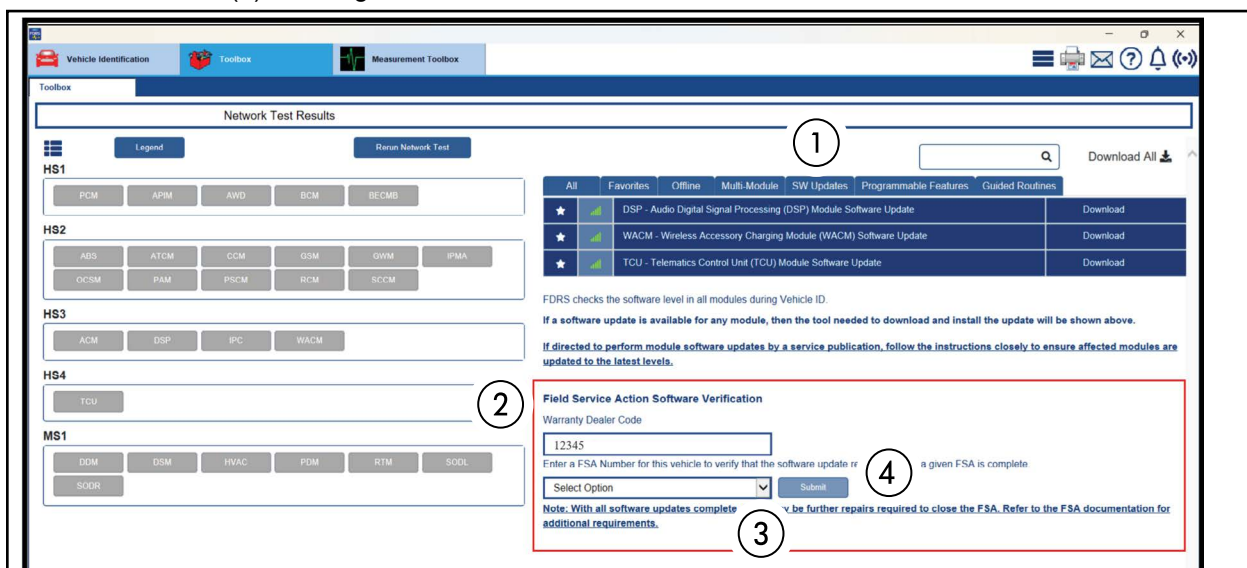
**14. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided. For more information, see EFC 17526.**

15. Select the **SW Updates** tab (1). See Figure 1.

16. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.

17. Select the **FSA** (3) from the drop-down menu. See Figure 1.

18. Select **Submit** (4). See Figure 1.



**FIGURE 1**

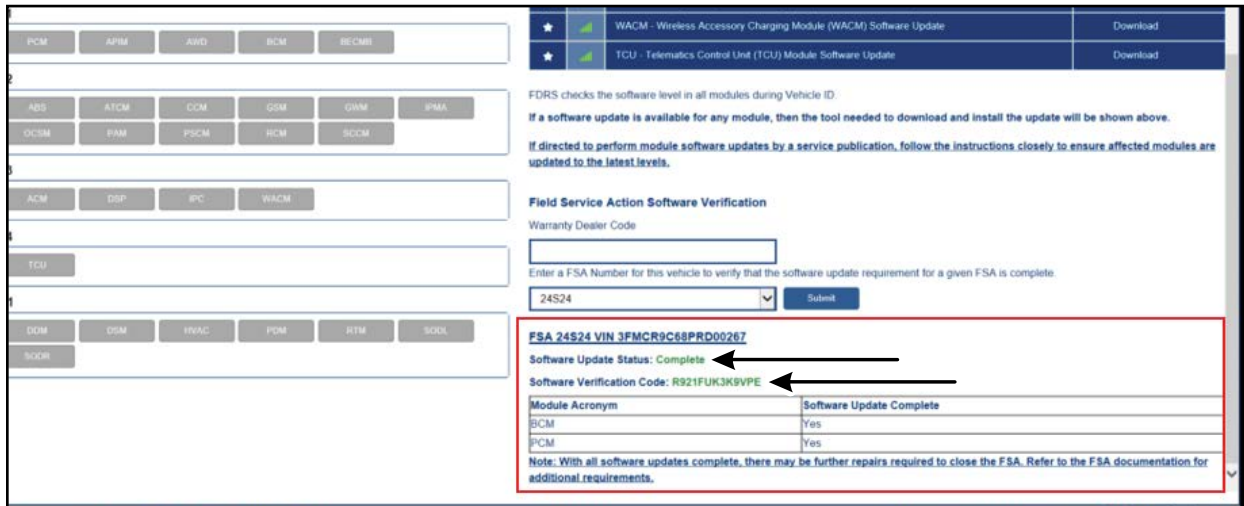


19. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?  
 See Figure 2.

**Yes** - The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 20.

**NOTE:** The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

**No** - Proceed to Step 20.

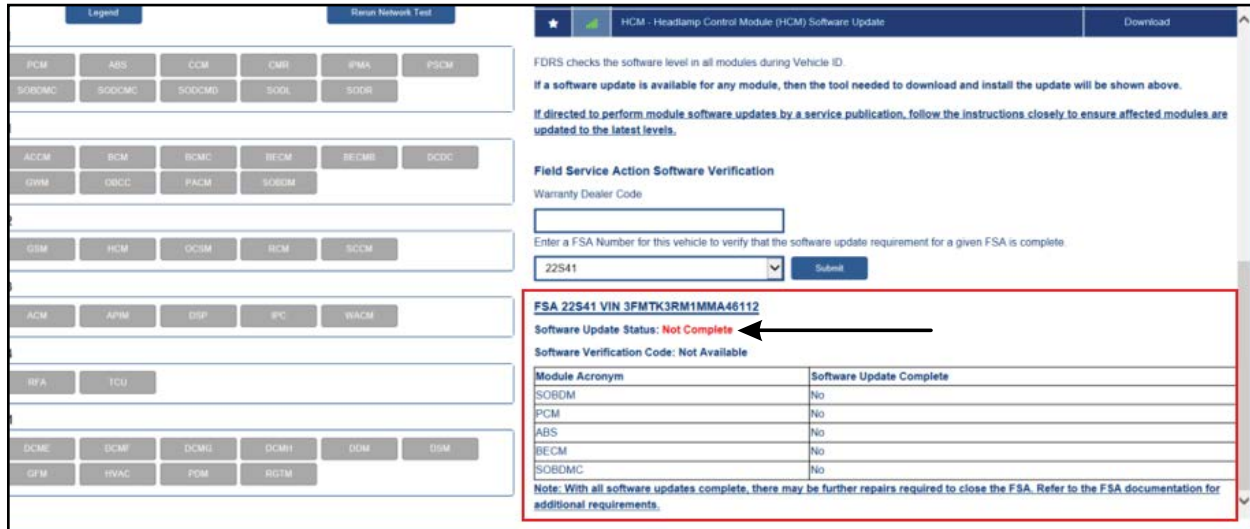


**FIGURE 2**



20. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?  
 See Figure 3.

- Yes** - Proceed to next step.
- No** - Proceed to Step 24.



**FIGURE 3**

21. Have the module software updates in the FSA been reattempted?

- Yes** - Proceed to Step 22.
- No** - Reattempt the software update programming steps in the FSA.

22. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 3. Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

23. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA quick response team queue. This team will contact you via phone using the contact information provided in the form. Please follow the recommendations from the FSA quick response team to resolve any issues preventing SVC code generation.



24. If the FDRS Field Service Action Software Verification Status displays **"An error occurred. Unable to retrieve FSA information"**, please reattempt to generate an SVC code. The error can be caused by a connectivity or server issue where the status of the FSA cannot be verified. This is typically resolved upon reattempting to generate an SVC code. See Figure 4.

The screenshot displays the FDRS Field Service Action Software Verification interface. On the left, there are four sections: HS1 (PCM, BCM, BECMB), HS2 (ABS, GSM, GWM, IPMA, OCSM, PSCM, RCM, SCCM), HS3 (ACM, IPC, TCU, TRM), and MS1 (HVAC, SOOL, SODR). On the right, there is a table of software updates:

All	Favorites	Offline	Multi-Module	SW Updates	Programmable Features	Guided Routines
★	🟢			ACM - Audio Front Control Module (ACM) Software Update		Download
★	🟢			IPC - Instrument Panel Cluster (IPC) Software Update		Download
★	🟢			TCU - Telematics Control Unit (TCU) Module Software Update		Download

Below the table, there is a section for "Field Service Action Software Verification" with a "Warranty Dealer Code" input field and a "Submit" button. A note states: "Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements." At the bottom, a red-bordered error message reads: "An error occurred. Unable to retrieve FSA information." with a black arrow pointing to it from the right.

FIGURE 4



## Important Information for Module Programming

**NOTE:** When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

**NOTE:** A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

## Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.





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

June 2026

## Emissions Recall 25E09 and Customer Satisfaction Program 25N14

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are voluntarily recalling your vehicle, with the VIN shown above. Your vehicle may be releasing air pollutants that exceed applicable emissions standards.

**Why are you receiving this notice?** According to Ford Motor Company records, the remedy software for Emissions Recall 22E02 was not installed correctly during a prior dealership visit, and the underlying condition being addressed in Emissions Recall 22E02 still exists.

**What is the issue?** During initial vehicle production, the Particulate Matter sensor (PM) was not installed on your vehicle due to a component supply shortage. Additionally, the Nitrogen Oxides (NOx) sensor preheat is not functional in the powertrain calibration. Under certain conditions, this can lead to thermal shock and sudden failure of the NOx sensor.

**What is the effect?** If you do not have the PM sensor installed, the vehicle's Onboard Diagnostics (OBD) system will not be able to detect or alert you of certain performance faults in the Diesel Particulate Filter (DPF). A NOx sensor failure will result in the illumination of the Malfunction Indicator Light (MIL) and potentially higher tailpipe emissions.

**What will Ford and your dealer do?** **Parts and software are available to repair your vehicle.** Ford Motor Company has authorized your dealer to install the PM sensor and reprogram the powertrain control module (PCM) with a calibration update free of charge (parts and labor). The new calibration also includes a software update that improves the accuracy and durability of the OBD system and its components (including the NOx sensor), to ensure certain monitors run when they should, as required by regulation. Finally, the update also enables the NOx sensor to preheat.

You are eligible for this free service even if you previously used non-Ford parts to service your vehicle or had your vehicle serviced at a non-Ford dealer.

**If you do not have this service performed:**

- Your vehicle may not pass emission or smog tests that may be required in your area.
- Your State Department of Motor Vehicles may not renew your vehicle registration.

Note: The California Air Resources Board requires that we notify you that your vehicle "cannot be operated in the State of California if the owner fails to get the recall once available".

**What will Ford and your dealer do? (continued)**

After your vehicle's PCM has been reprogrammed under Emissions Recall 25E09, it may take several driving trips before the diagnostic system will alert you if there is a fault in the DPF. Please see the "Readiness for Inspection and Maintenance (I/M) Testing" section in your Owner's Manual for details on the required driving cycles for the diagnostic system to complete its checks. If your vehicle later displays the Malfunction Indicator Lamp (MIL) in the dashboard panel, and your dealer determines that there is a failed DPF that sets diagnostic trouble code (DTC) P2002, then **under Customer Satisfaction Program 25N14, Ford Motor Company is offering a one-time replacement of the DPF (if needed)**, beginning on the date Emissions Recall 25E09 was completed and ending twelve months after Emissions Recall 25E09 was completed or December 31, 2029 whichever occurs first.

**How long will it take?**

The time needed for this repair is less than one-half 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.

**What should you do?**

Please call your dealer without delay to request a service appointment for Emissions Recall 25E09. Provide the dealer with the VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this emissions recall.

If you do not already have a servicing dealer, you can access [ford.com/support](http://ford.com/support) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

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 happens if you do not have this service performed?**

It is possible that:

- Your vehicle may not pass emissions or smog tests that may be required in your area.
- Your State Department of Motor Vehicles may not renew your vehicle registration.
- Your emissions warranty may be reduced.

**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).

**California and  
Massachusetts  
Registration  
Requirements**

The State of California and the Commonwealth of Massachusetts require the completion of emissions recall repairs before vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements.

When your dealer completes this emissions recall repair, you will receive a Vehicle Emissions Recall Proof of Correction certificate. **Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.**

**It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.**

To ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as a lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Customer Service Division

What if you no longer own this vehicle?



If you have sold this vehicle, please visit [LincolnVSN.com](http://LincolnVSN.com) or scan the QR code and enter the requested information in the associated website.

Alternatively, you may complete and detach the Vehicle Sale Notification form on the reverse side and mail it in the enclosed prepaid envelope.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**VEHICLE SALE NOTIFICATION FOR <Program Number>**

**If you no longer own this vehicle and do not know the current owner, no further action is required.**

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567

TEST OWNER NAME

12345 TEST STREET

TEST CITY, XX 12345





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

Junio 2026

Campaña de emisiones 25E09 y Programa de satisfacción del cliente 25N14

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Ciudad, EE. UU. 12345

Número de identificación del vehículo (VIN): 12345678901234567

Ford Motor Company lo valora como cliente y está comprometida con la calidad del vehículo y con la preservación del medioambiente. Por esta razón, estamos realizando voluntariamente una campaña para su vehículo, con el VIN que aparece más arriba. Es posible que su vehículo esté liberando contaminantes que exceden las normas de emisiones vigentes.

**¿Por qué usted recibe este aviso?**

Según los registros de Ford Motor Company, el software correctivo para la Campaña de emisiones 22E02 no se instaló correctamente durante una visita anterior al concesionario y el problema subyacente que se aborda en la Campaña de emisiones 22E02 todavía existe.

**¿Cuál es el problema?**

Durante la producción inicial del vehículo, el sensor de partículas (PM) no se instaló en su vehículo debido a una escasez de suministro de componentes. Adicionalmente, el precalentamiento del sensor de óxidos de nitrógeno (NOx) no está funcionando en la calibración del tren motriz. En determinadas condiciones, esto podría generar un choque térmico y una falla repentina del sensor NOx.

**¿Cuál es el efecto?**

Si no tiene el sensor de PM instalado, el sistema de diagnóstico a bordo (OBD) del vehículo no podrá detectar ni alertar de determinados fallos de funcionamiento del Filtro de partículas Diesel (DPF). Una falla en el sensor de NOx hará que se encienda la luz indicadora de mal funcionamiento (MIL) y, posiblemente, generará emisiones mayores en el tubo de escape.

**¿Qué medidas adoptarán Ford y su concesionario?**

**Las piezas y el software para reparar su vehículo ya se encuentran disponibles.** Ford Motor Company ha autorizado a su concesionario a instalar el sensor de PM y a reprogramar el módulo de control del tren motriz (PCM) con una actualización de la calibración, sin costo alguno (piezas y mano de obra). La nueva calibración incluye también una actualización de software que mejora la precisión y la durabilidad del sistema OBD y sus componentes (incluido el sensor de NOx), a fin de asegurar que determinados monitoreos se ejecuten en el momento correcto, según lo exige la normativa. Por último, la actualización también hace posible el precalentamiento del sensor NOx.

Usted sí puede recibir este servicio gratuito incluso si anteriormente usó piezas que no son Ford para realizar el servicio en su vehículo o si recibió servicio en un concesionario que no era Ford.

**Si no ha realizado este servicio:**

- Es probable que su vehículo no pase las pruebas de emisiones o de humos requeridas en su región.
- Es posible que el Departamento Estatal de Vehículos Motorizados no renueve el registro de su vehículo.

Nota: La Junta de Recursos del Aire de California exige que le notifiquemos que su vehículo "no puede ser operado en el Estado de California si el propietario no aprovecha la campaña una vez disponible".

**¿Qué medidas adoptarán Ford y su concesionario? (continuación)**

Una vez reprogramado el PCM de su vehículo, conforme a la Campaña de emisiones 25E09, podría tardar varios recorridos de conducción antes de que el sistema de diagnóstico le alerte de una falla en el DPF. Consulte la sección "Listo para las pruebas de inspección y mantenimiento (I/M)" en el Manual del propietario para obtener detalles sobre los ciclos de conducción requeridos para que el sistema de diagnóstico realice sus comprobaciones. Si su vehículo muestra posteriormente la luz indicadora de mal funcionamiento (MIL) en el panel del tablero y su concesionario determina que hay un DPF defectuoso que establece el código de diagnóstico de falla (DTC) P2002, entonces, **bajo el Programa de satisfacción del cliente 25N14, Ford Motor Company ofrece un reemplazo por única vez del DPF (si es necesario)**, que comienza en la fecha en que se llevó a cabo la Campaña de emisiones 25E09 y finaliza doce meses después de haber realizado la Campaña de emisiones 25E09, o el 31 de diciembre de 2029, lo que ocurra primero.

**¿Cuánto tiempo tomará?**

El tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más. Es posible que se requiera más tiempo para permitir que el motor se enfríe antes de realizar esta reparación.

**¿Qué debe hacer?**

Llame a su concesionario lo antes posible para solicitar una cita de servicio con el fin de realizar la Campaña de emisiones 25E09. Proporcione el VIN a su concesionario, el cual está impreso junto a su nombre, al comienzo de esta carta.

Ford no ha emitido instrucciones de dejar de conducir su vehículo en esta campaña de emisiones.

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 campaña en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo. Ford Motor Company puede negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la campaña de manera oportuna. Por lo tanto, le solicitamos que realice esta campaña lo antes posible.

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 sucede si no realiza este servicio?**

Es posible que suceda lo siguiente:

- Es posible que su vehículo no pase las pruebas de emisiones o de humos que se exigen en su región.
- Es posible que el Departamento estatal de vehículos motorizados no renueve el registro de su vehículo.
- La garantía de emisiones podría disminuir.

**¿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).

**Requisitos para el registro en California y Massachusetts**

El estado de California y la mancomunidad de Massachusetts exigen llevar a cabo las reparaciones de las campañas de emisiones antes de renovar el registro del vehículo. Si su vehículo está registrado en California o en Massachusetts, está sujeto a estos requerimientos.

Cuando su concesionario finalice esta reparación de la campaña de emisiones, recibirá un certificado de prueba de corrección de la campaña de emisiones en el vehículo. **Asegúrese de que el concesionario le entregue un certificado y consérvelo para presentarlo al momento de renovar el registro del vehículo.**

**También es importante que sepa que el certificado se debe devolver al Departamento de Vehículos Motorizados (DMV) solo si el DMV lo solicita. De lo contrario, este certificado debe quedar con usted, para sus registros.**

A fin de asegurar protección total conforme a lo estipulado en la garantía de emisiones y para evitar cualquier inconveniente al renovar su registro, se recomienda que lleve el vehículo a servicio tan pronto sea posible. Si no lo hace, podría considerarse como una falta de mantenimiento adecuado del vehículo.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente

What if you no longer own this vehicle?



If you have sold this vehicle, please visit [LincolnVSN.com](http://LincolnVSN.com) or scan the QR code and enter the requested information in the associated website.

Alternatively, you may complete and detach the Vehicle Sale Notification form on the reverse side and mail it in the enclosed prepaid envelope.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**VEHICLE SALE NOTIFICATION FOR <Program Number>**

**If you no longer own this vehicle and do not know the current owner, no further action is required.**

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567

TEST OWNER NAME

12345 TEST STREET

TEST CITY, XX 12345

