



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

September 11, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 25N13**
Certain 2015-2018 Model Year Edge and 2016-2018 Model Year MKX Vehicles
Rear Brake Flexible Hose Replacement

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 25S87
Dated: September 11, 2026

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the rear brake flexible hoses not replaced under FSA 25S87 for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through September 30, 2027.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 498,562):

Vehicle	Model Year	Assembly Plant	Build Date Range
Edge	2015	Oakville	June 25, 2014 through December 21, 2015
	2016		April 29, 2015 through October 24, 2016
	2017		June 1, 2016 through September 28, 2017
	2018		May 3, 2017 through December 21, 2017
MKX	2016		November 11, 2014 through October 26, 2016
	2017		May 27, 2016 through September 29, 2017
	2018		April 12, 2017 through December 21, 2017

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

On all of the affected vehicles, it is possible that the rear brake flexible hose(s) may leak. If a rear brake flexible hose develops a leak, the driver may experience an increase in brake pedal travel together with an increase in stopping distance. If the brake fluid level in the master cylinder reservoir becomes low, the red brake fluid warning indicator light will illuminate. An increase in stopping distance increases the risk of a crash.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to replace the leaking rear brake flexible hose. This service must be performed at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Yes	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	No	See Pickup & Delivery section in the FSA Policy document.
Towing	Conditional	See Towing section below, if applicable.
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	Yes	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

Owner Letters are expected to be mailed the week of September 14, 2026 or sooner. Dealers should repair any affected vehicles that experience leaking or failing rear brake flexible hose(s), whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDdealer Warranty Portal Page):
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

REFERENCE MATERIAL (continued)

- 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 25N13**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on September 11, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD & IN-STOCK VEHICLES

- For more information regarding dealership obligations to identify and repair sold and in-stock vehicles, consult Ford's Policy Document For Field Service Actions, which can be found in the FSA Landing page on PTS.

BRANDED / SALVAGED TITLE VEHICLES

Vehicles with canceled warranties are not eligible for this service action.

OWNER REFUNDS

- This refund offer expires October 31, 2026.
- Refunds will only be provided for the cost associated with rear brake flexible hose replacement performed before the date of the Owner Notification Letter.
- Refer to the Warranty and Policy Manual regarding Customer/Dealer Refunds.

RENTAL VEHICLES

Dealers are pre-approved for up to 4 days for a comparable rental vehicle. Follow Central Loaner Support guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than 4 rental days is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

The CRC Dealer Portal Job Aids can be referenced from FMCDealer:

[Central Loaner Support Guide](#)

[CRC Dealer Job Aid: Central Loaner - Field Service Action \(FSA\) Program](#)

TOWING

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program if the rear brake flexible hose has failed and/or has a brake failure.

REPAIR PHOTO SUBMISSION

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

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC using Program Approval contact type and upload the necessary photos or copy of documentation as an attachment for review.

Photos should include:

- Vehicle mileage
- Door tag showing the VIN
- Repair order
- Failed rear brake flexible hose(s)

This can be done in two ways:

- Directly in the SSSC contact request form while submitting your contact on your desktop.

Customer Satisfaction Program 25N13**REPAIR PHOTO SUBMISSION (continued)**

- Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photos by selecting the appropriate FSA with the option to use a prior contact ID. These photos will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photos via PTS Mobile, and the photos will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / 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 became effective for repair orders opened on or after August 31, 2024. The FSA repair 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.
- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 25N13 if the vehicle is still within time and mileage limits.
- **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: 25N13
 - Customer Concern Code (CCC): L63
 - Condition Code (CC): 01
 - Causal Part Number: 2282, Quantity 0
 - 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.

Customer Satisfaction Program 25N13

CLAIMS PREPARATION AND SUBMISSION (continued)

- 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".
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25N13 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - Program Code: 25N13
 - Misc. Expense: TOW
 - Misc. Expense: Claim up to \$250.00

Customer Satisfaction Program 25N13

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)
Inspect and replace both rear brake flexible hoses. This labor operation code closes the FSA.	25N13B	1.3

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)
Time allowed to submit photos. 1. Attach a photo of vehicle mileage. 2. Attach a photo of door tag showing VIN. 3. Attach a photo of the repair order. 4. Attach a photo of failed rear brake flexible hose(s).	25N13ZZ	0.2

PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place an order for F2GZ-2282-J rear brake flexible hose service kit submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

1. Attach a photo of vehicle mileage.
2. Attach a photo of door tag showing VIN.
3. Attach a photo of the repair order.
4. Attach a photo of failed rear brake flexible hose(s).
5. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
F2GZ-2282-J	1	1	1	Rear brake flexible hose service kit

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

Customer Satisfaction Program 25N13

Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
PM-20	As Needed		1	Motorcraft® DOT 4 LV High Performance Motor Vehicle Brake Fluid

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 2015-2018 MODEL YEAR EDGE AND 2016-2018 MODEL YEAR MKX VEHICLES — REAR BRAKE FLEXIBLE HOSE REPLACEMENT

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The Field Service Action (FSA) repair will be rejected 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.

NOTE: Take note of the brake pedal feel and height. After brake pedal bleed, return the brake pedal to same or similar feel and height.

1. Pump the brake pedal 5 times. Hold pressure on the brake pedal.
2. Inspect both the left-hand (LH) and right-hand (RH) side rear brake hoses for signs of leaks, bubbling, cuts, splits, and/or bulges. See Figure 1.

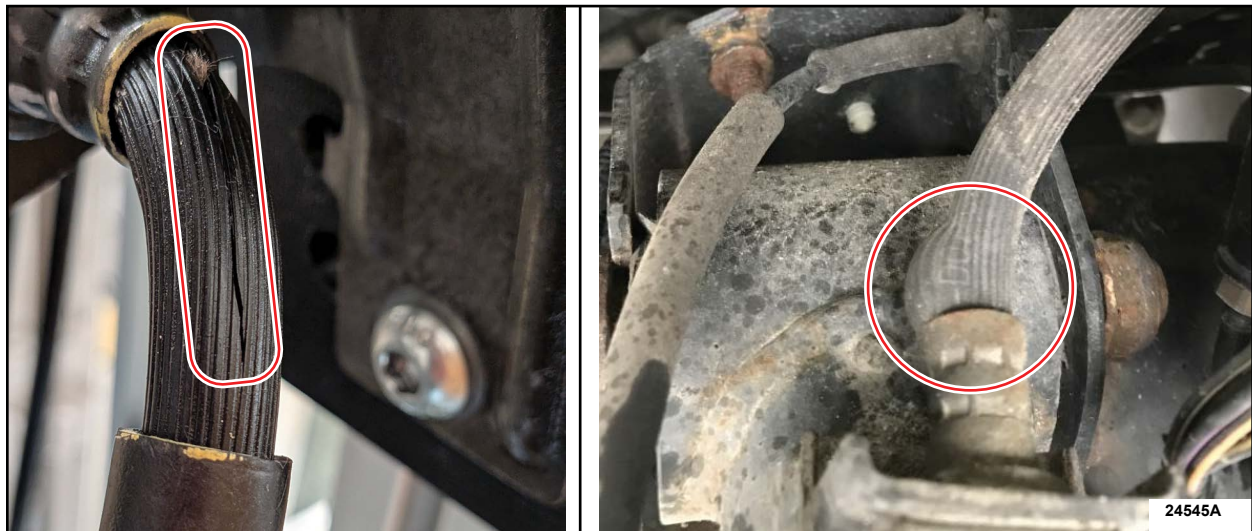


FIGURE 1

NOTICE: ONLY use hand tools during the removal of the brake line bracket bolts to avoid damage.

3. Are there any leaks, bubbling, cuts, splits, and/or bulges present on either the LH or RH rear brake hoses?

Yes - Contact the Special Service Support Center (SSSC) for approval prior to performing the repair. Once approval is received, continue to Step 4.

No - This FSA does not apply.

4. Replace the LH and RH rear brake hoses. Follow the Workshop Manual (WSM) Procedures in Section 206-04. This completes this FSA.



PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)

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

The SSSC must provide approval prior to performing the repair.

1. Contact the SSSC and upload the necessary photos or copy of documentation as an attachment for review.

- Photo of vehicle mileage
- Photo of Vehicle Identification Number (VIN)
- Photo of the repair order
- Photos of the damaged rear brake hoses

2. There are two ways to submit the requested items to SSSC.

- a. Directly in the SSSC contact request form while submitting your contact on your desktop.
- b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and make sure your P&A code is correct. Upload the photos by selecting the appropriate FSA with the option to use a prior contact ID. The photos will be associated with your SSSC contact during submission.

NOTE: If you have not submitted an SSSC contact yet, then you can still upload the photos via PTS mobile, and the photos will be available when opening your SSSC contact for this VIN and recall.

3. Upon approval, the SSSC will provide an approval code that must be used for claiming.

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.

