



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

February 20, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 25B03
Certain 2024 Model Year Mustang Mach-E vehicles
High Voltage Battery Charging System Software Update

PROGRAM TERMS

This program will be in effect through February 28, 2026. There is no mileage limit for this program.

EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of February 28, 2026 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists' names and address to contact customers with affected vehicles. This will help minimize the number of vehicles that may experience a dead 12V battery, which requires a more extensive repair. FSA VIN Lists are expected to be available on February 20, 2025.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Mach-E	2024	CUAUTITLAN	July 17, 2024 through December 5, 2024

U.S. population of affected vehicles: **13,851** Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On some of the affected vehicles, the 12V battery can be partially or completely drained due to unintended "wake up" signals from the onboard high voltage battery charging system, also known as the Secondary Onboard Diagnostic Module (SOBDM). Partial or fully drained 12V batteries are preventing startup of the vehicle, potentially without an alert. This will not, however, result in a loss of motive power while driving.

SERVICE ACTION

Dealers are to update powertrain bundle software via FDRS to the latest level for all affected modules, which includes the SOBDM. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

SERVICE ACTION (continued)

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange for a mobile repair at the owner's location, or
- Arrange to pick up the owner's vehicle and drive it to the dealership for
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of February 24, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether the customer has received a letter or not.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter

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.

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Customer Satisfaction Program 25B03**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level:
 - Mobile Reprogramming

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on February 20, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 20, 2025. Owner names and addresses will be available by March 19, 2025.

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.

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STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify 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.

MOBILE SERVICE CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford and Lincoln Dealers - refer to EFC16075, Announcing the 2025 Remote Experience Program.

Dealers NOT participating in the 2025 Remote Experience Program:

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.

- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program –
 - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

Customer Satisfaction Program 25B03**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- For vehicles outside new vehicle bumper-to-bumper warranty coverage:
 - **Submit a Technical Support Request (TSR)** before replacing the SOBDM and request a Repair Validation Code (RVC) – only needed for module replacement.
 - Claiming the **MT25B03RR** labor operation code does **not** require an RVC code, however clock times should be consistent with vehicle history on PTS.
 - **It is not necessary to contact the SSSC** for additional approvals (this includes additional labor hours, module replacement, or related damage).

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 reject 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: 25B03
 - Customer Concern Code (CCC): **D15**
 - Condition Code (CC): **04**
 - Causal Part Number: **10B689**, 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.

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CLAIMS PREPARATION AND SUBMISSION (continued)

- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Mobile Repair:**
 - Dealers participating in the 2025 Remote Experience Program –
 - Ford and Lincoln - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program –
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 25B03MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

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LABOR ALLOWANCES

SOBDM – Technical Support Request (TSR) - Dealer Software Support Hotline (DSSH)

- If you experience SOBDM software programming errors, multiple programming failures, or SOBDM module replacement, and require assistance - submit a Technical Support Request (TSR) and request the following:
- SOBDM programming assistance or SOBDM replacement from DSSH
 - A Repair Validation Code (RVC) is only required for IPMA Module Replacement
 - RVC Codes are not required for additional labor hours.
 - Use labor operation code MT25B03RR for additional labor hours required for programming failures.
 - Clock times should be consistent with vehicle history on PTS and may be requested for review.
- **For this program it is NOT necessary to contact the SSSC for additional approvals, this includes the following:**
 - additional labor hours
 - module replacement
 - related damage

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LABOR ALLOWANCES (continued)

Description	Labor Operation	Labor Time
Re-program SOBDM and related module updates using FDRS software.	25B03B	0.7 Hours
SOBDM software failed and/or SOBDM module replacement required: ○ <u>TSR/DSSH contact required.</u> ○ RVC provided for SOBDM module replacement only. SSSC approval is not required.	MT25B03RR	Up to 8.3 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	25B03MM	0.5 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25B03PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.