

At Ford Motor Company, we are not only committed 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?** On your vehicle, electronic modules may stay on after experiencing a charging fault signal which could result in a 12V partial or full battery drain.

**What is the effect?** This may result in the 12V battery draining after several hours, usually overnight. You might experience a flashing red light on the charge port indicator. This condition does not allow the vehicle to lose power while driving, however.

**What will Ford and your dealer do?** Software is now available to repair your vehicle. In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to re-program the onboard charger module free of charge under the terms of this program.

This Customer Satisfaction Program will be in effect until March 31, 2026 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 dealer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program **25B03**.

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 service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

### Mobile Service

Ford Mobile Service is offered by participating dealers, contact your dealer for details.