



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

TO: All U.S. Ford and Lincoln Dealers

November 21, 2025

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 25SA4**

Certain 2021-2024 Model Year Bronco, 2021-2024 Bronco Sport, 2020-2022 Corsair and Escape, 2016-2018 Explorer, 2020-2023 Explorer, 2019-2020 Fusion, 2022-2024 Maverick, 2016-2019 MKC and 2019-2024 Ranger Vehicles Equipped with a 2.0L or 2.3L Engine and Engine Block Heater System
Block Heater Element Replacement

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice
Safety Recall 25SA4**

Dated October 15, 2025

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles: 65,761)

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco	2021-2024	Michigan	October 1, 2020 through December 28, 2024
Bronco Sport	2021-2024	Hermosillo	February 5, 2020 through November 8, 2024
Corsair	2020	Louisville	January 30, 2019 through October 2, 2020
	2021-2022		October 5, 2020 through November 22, 2022
Escape	2020	Louisville	November 20, 2018 through December 22, 2020
	2021-2022		January 4, 2021 through November 28, 2022
Explorer	2016-2018	Chicago	October 20, 2014 through September 15, 2018
	2020-2023		October 19, 2018 through December 22, 2023
Fusion	2019-2020	Hermosillo	December 6, 2017 through January 30, 2020
Maverick	2022-2024	Hermosillo	May 10, 2021 through November 8, 2024
MKC	2016-2019	Louisville	February 9, 2015 through August 2, 2019
Ranger	2019-2024	Michigan	June 4, 2018 through November 19, 2024

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the engine block heater may develop a coolant leak through its element pins which could cause a resistive short circuit while the engine block heater system is plugged in. A short circuit in the engine block heater increases the risk of an underhood fire.

To reduce the risk of an underhood fire, customers should refrain from plugging in vehicle engine block heater systems until the safety recall remedy repair is completed.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to remove the block heater element and install a threaded plug, and store the power cable in the vehicle's trunk compartment for use when a new block heater is installed under future Customer Satisfaction Program 25B51. Dealers will also inform customers and have them sign a feature disabled acknowledgement form. 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.

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	Conditional	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Claims Preparation and Submission 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	No	See Repair Photo Submission section below, if applicable.

Note: For further information on any Service Item above, see the corresponding section with the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of December 1, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters
- Vehicle Pick-Up & Delivery Record
- Vehicle Feature Customer Acknowledgement Form
- Power Cable Storage Alert printout
- Recall Reimbursement Plan

REFERENCE MATERIAL

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

Safety Recall 25SA4

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All Vehicles Affected:
 -  - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS was activated on October 15, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on November 3, Owner names and addresses will be available by December 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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety 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 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

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

OWNER REFUNDS

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with engine block heater repairs.

Safety Recall 25SA4**RENTAL VEHICLES**

Dealers are pre-approved for up to 1 day for a comparable rental vehicle for repairs to Corsair and Fusion Hybrid vehicles. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day(s) 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.

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.
- 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.
- **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 25SA4 is the subcode.
 - 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**.

Safety Recall 25SA4**CLAIMS PREPARATION AND SUBMISSION**

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25SA4
 - 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 Locally Obtained Supplies:** Includes allowance for topping off coolant if needed. Submit on the same line as the repair.
 - Program Code: 25SA4
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$3.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time Hour(s)
<p>Bronco – 2.3L Remove block heater element, install threaded plug, store power cable in trunk of vehicle. Includes filling and bleeding cooling system.</p>	MT25SA4B	Up To 1.7
<p>Bronco Sport, Corsair, Escape, Maverick – 2.0L Remove block heater element, install threaded plug, store power cable in trunk of vehicle. Includes filling and bleeding cooling system.</p>	MT25SA4C	Up To 1.4
<p>Corsair – 2.5L Remove block heater element, install threaded plug, store power cable in trunk of vehicle. Includes filling and bleeding cooling system.</p>	MT25SA4D	Up To 6.1
<p>Explorer – 2.3L Remove block heater element, install threaded plug, store power cable in trunk of vehicle. Includes filling and bleeding cooling system.</p>	MT25SA4E	Up To 2.5
<p>Fusion – 2.0L Remove block heater element, install threaded plug, store power cable in trunk of vehicle. Includes filling and bleeding cooling system.</p>	MT25SA4F	Up To 1.7
<p>Fusion – 2.0L Hybrid Remove block heater element, install threaded plug, store power cable in trunk of vehicle. Includes filling and bleeding cooling system.</p>	MT25SA4G	Up To 4.9
<p>MKC – 2.0L, 2.3L Remove block heater element, install threaded plug, store power cable in trunk of vehicle. Includes filling and bleeding cooling system.</p>	MT25SA4H	Up to 1.8
<p>Ranger – 2.3L Remove block heater element, install threaded plug, store power cable in trunk of vehicle. Includes filling and bleeding cooling system.</p>	MT25SA4K	Up To 1.6
<p>Lincoln Vehicle Pick-Up & Delivery Allowance: <u>Only</u> vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program.</p> <p>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.</p>	25SA4LL	0.5
<p>Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</p> <p>1. 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.</p>	25SA4PP	0.5

Safety Recall 25SA4

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W528208-S437	1	1	1	Threaded Plug

Order your parts 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 SIGN OFF

Please refer to the FSA Policy Document for any and all questions on parts.

CERTAIN 2021-2024 MODEL YEAR BRONCO, 2020-2022 MODEL YEAR CORSAIR, 2021-2024 MODEL YEAR BRONCO SPORT, 2022-2024 MODEL YEAR MAVERICK, 2020-2022 MODEL YEAR ESCAPE, 2019-2020 MODEL YEAR FUSION, 2016-2019 MODEL YEAR MKC, 2016-2018 & 2020-2023 MODEL YEAR EXPLORER AND 2019-2024 MODEL YEAR RANGER VEHICLES EQUIPPED WITH AN ENGINE BLOCK HEATER SYSTEM — BLOCK HEATER 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 and discard the engine block heater. Follow the Workshop Manual (WSM) procedures in Section 303-03.
2. Install the threaded plug into the engine block heater location.
 - Torque to: 53 lb.ft (72 Nm).

NOTE: The engine block heater power cable will be reused once parts become available, use care when releasing the block heater power cable retainers.

3. Remove the engine block heater power cable.
4. Wrap up the engine block heater power cable with the provided label which can be found as an attachment on PTS.
5. Store the engine block heater power cable in the trunk compartment.
6. Reassemble the vehicle by reversing the removal procedure.
7. Fill and bleed the cooling system. Follow the WSM procedures in Section 303-03.
8. Print out the Vehicle Feature Customer Acknowledgment form and have the customer review and sign. This signed form is to be kept with the vehicle's sales jacket or attached to the repair order.

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 25SA4

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received:

Pick-up and/or delivery service

As outlined below for the 25SA4 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Vehicle Feature Customer Acknowledgement

Subject: Block Heater Feature Disabled

Dear Valued Customer:

With your safety in mind, the engine block heater system on your vehicle has been disabled due to the safety concern currently being addressed by Safety Recall 25SA4 that impacts this vehicle.

Please know that we value you as a customer and we apologize for the inconvenience this situation causes. We are working on a solution to restore the availability of this feature. The restoration of the feature will involve a new block heater element being installed on your vehicle free of charge when this part becomes available under forthcoming Customer Satisfaction Program 25B51 in Q2 2026. Your vehicle is automatically included in this program.

Until that time, please note that the power cable for your block heater system has been placed in your vehicle's trunk storage.

Acknowledgement

By providing my signature below, I acknowledge and understand that this vehicle's block heater feature is currently disabled, and I agree that this does not constitute a defect with respect to my vehicle.

Dealer Representative Printed

Customer Name Printed

(VIN)

Customer Signature

Date

NOTE: This signed document is to be stored by dealer along with this VIN's other sales documentation



**WARNING — DO NOT DISCARD! — NEEDS REINSTALL
UNDER PENDING CUSTOMER SATISFACTION FSA**

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UNDER PENDING CUSTOMER SATISFACTION FSA**

Ford Motor Company
Recall Reimbursement Plan for 25SA4

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or the dealers.

Regarding the specific reimbursement plan for Recall # 25SA4, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before November 3, 2025. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2025. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.