



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

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

November 24, 2025

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 25SC3**  
Certain 2025-2026 Model Year Bronco and Bronco Sport Vehicles  
Instrument Panel Cluster Software Update

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles: 228,668):**

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco	2025	Michigan Assembly	May 31, 2024 through November 3, 2025
Bronco	2026	Michigan Assembly	July 10, 2025 through October 15, 2025
Bronco Sport	2025	Hermosillo	March 7, 2024 through November 3, 2025
Bronco Sport	2026	Hermosillo	July 10, 2025 through October 15, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** Some vehicles may have been repaired or are in the process of being repaired at the assembly plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in the FSA Policy Document for more information.

**REASON FOR THIS SAFETY RECALL**

On some of the affected vehicles, a blank Instrument Panel Cluster (IPC) may be present upon vehicle startup. This can occur when the vehicle is restarted at a specific point after turning the vehicle off. This may prevent the driver from seeing critical vehicle information such as the speedometer, warning lights, and warning messages. The inability to see this information increases the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to update the IPC module to the latest software level. 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**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	No	See <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See <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 <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	No	See <b>Claims Preparation and Submission</b> section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See <b>Administrative Allowance</b> section in FSA Policy Document, and if applicable, <b>Labor Allowances</b> table below.
Owner Refunds	Yes	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 any Service Item above, see the corresponding section with the FSA Policy Document.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owners' letters are expected to be mailed the week of December 1, 2025 or sooner.

## **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
- 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](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>

## **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 25SC3****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

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

**OASIS ACTIVATION**

OASIS will be activated on November 24, 2025.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 24, 2025. Owner names and addresses will be available by December 15, 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 updating the software in the IPC.

**Safety Recall 25SC3****RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**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 MT25SC3RR 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 EFC16335 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 25SC3 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.

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**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 25SC3
  - 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time Hour(s)
<p>All Vehicles- Includes the following:</p> <ul style="list-style-type: none"> <li>-Prepare the vehicle to perform a software update.</li> <li>-Perform a software update on the IPC.</li> <li>-Clear codes after the update is completed.</li> </ul> <p><b>-This labor operation closes the FSA.</b></p>	25SC3B	0.9
<p>Perform a software update on the GWM one time, if necessary.</p> <ul style="list-style-type: none"> <li>-Claim with 25SC3B. Can also be claimed with D-F.</li> </ul> <p><b>-This labor operation does not close the FSA</b></p>	25SC3C	0.5
<p>Perform a software update on the TCU one time, if necessary.</p> <ul style="list-style-type: none"> <li>- Claim with 25SC3B. Can also be claimed with C, and E..</li> <li>-Cannot be claimed in combination with 25SC3F.</li> </ul> <p><b>-This labor operation does not close the FSA</b></p>	25SC3D	0.4
<p>Perform a software update on the APIM one time, if necessary.</p> <ul style="list-style-type: none"> <li>- Claim with 25SC3B. Can also be claimed with C-D and F.</li> </ul> <p><b>-This labor operation does not close the FSA</b></p>	25SC3E	0.8
<p><b>Bronco Sport Only-</b></p> <p>Perform a software update on the TCU twice, if necessary.</p> <ul style="list-style-type: none"> <li>- Claim with 25SC3B. Can also be claimed with C and E.</li> <li>-Cannot be claimed in combination with 25SC3D</li> </ul> <p><b>-This labor operation does not close the FSA</b></p>	25SC3F	0.7
<p>IPC, APIM, GWM, or TCU software failed and/or module replacement required.</p> <p>SSSC approval is not required unless M-Time is exceeded.</p> <p><b>Clock times should be consistent with vehicle history on PTS.</b></p>	MT25SC3RR	Up to 5.5
<p><b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b></p> <p><b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b></p> <p><b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up &amp; Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	25SC3PP	0.5

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.