



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



June 30, 2025

[REDACTED]
[REDACTED]
Fayetteville, NC [REDACTED]

NEF-109 jb
Ref. No. 11653738

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2021 Ford Bronco vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

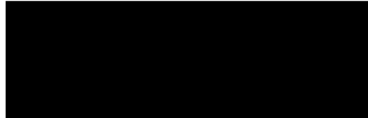
We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. You state your MY 2021 Ford Bronco is subject to the safety defect identified in NHTSA Safety Recall Campaign. No 25V019 (enclosed). You have experienced battery problems and stalling with your vehicle, as described in the recall.

Recall 25V019 addresses a problem with the 12-Volt battery that may experience internal weld and/or cast-on-strap failures, which could lead to a sudden battery degradation while driving. Thus, causing the no-start and stalling conditions you have experienced. We understand your concerns with the parts delay for Recall 25V019. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. Ford has informed NHTSA that the final remedy for Recall 25V019 is now available. If you have not done so already, we strongly encourage you to contact Ford and your dealer to schedule an appointment to complete Recall 25V019 as soon as possible.

We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121



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A/1/000001/1



JOHN A. SAMPLE
123 SAMPLE ST
SAMPLE CITY, MI 12345-6789

May 2025

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 25S02 / NHTSA Recall 25V019

2022 Bronco Sport

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): XXXXXXXXXX

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2021-2024 Model Year Bronco Sport and 2022-2023 Model Year Maverick vehicles, including the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? On your vehicle, the 12-Volt battery may experience internal weld and/or cast-on-strap failures, which could lead to a sudden battery degradation while driving.

What is the risk? If the battery suddenly degrades during a drive, your vehicle may be unable to restart after an auto stop/start event or experience a stall while coming to a stop at low speed. Either of these conditions may be accompanied by a loss of electrical accessories, including hazard lights. A loss of motive power can increase the risk of a crash.

What will Ford and your dealer do? **Parts are now available to repair your vehicle.** Ford Motor Company has authorized your dealer to inspect and replace the 12V battery if necessary free of charge.

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 and request a service date for Recall 25S02. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What should you do? (continued)	NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
Mobile Service	Ford Mobile Service is offered by participating dealers, contact your dealer for details.
Pick-Up and Delivery	Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
Have you previously paid for this repair?	<p>If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.</p> <p>You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to 12V battery internal weld and/or cast-on-strap failures. To verify eligibility and <u>expedite reimbursement</u>, give your paid original receipt to your dealer.</p> <p>Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.</p> <p>Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.</p>
What if you no longer own this vehicle?	<p>If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.</p> <p>You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.</p>
Can we assist you further?	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p>RETAIL OWNERS: If you have questions or concerns, please contact our Ford Customer Relationship Center (CRC) at 1-866-436-7332 and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.</p> <p>If you wish to contact us through the Internet, our address is ford.com/support.</p> <p>FLEET OWNERS: If you have questions or concerns, please contact our Ford Pro Contact Center at 1-800-34-FLEET, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.</p> <p>Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).</p> <p>If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to NHTSA.gov. Reference NHTSA Safety Recall 25V019.</p>

Thank you for your attention to this important matter.

Customer Service Division