



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

**1200 New Jersey Avenue SE  
Washington, DC 20590**

May 27, 2025

25V312

Tom Single  
Ford Motor Company  
330 Town Center Drive  
Suite 500  
Dearborn, MI 48126

**Subject:** Rearview Camera Malfunction/FMVSS 111

Dear Tom Single:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
FORD/BRONCO/2021-2022

**Mfr's Report Date:** May 09, 2025

**NHTSA Campaign Number:** 25V312

**Components:**  
BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

**Potential Number of Units Affected:** 12,219

**Problem Description:**  
Ford Motor Company (Ford) is recalling certain 2021-2022 Bronco vehicles equipped with 8-inch SYNC infotainment screens that were repaired incorrectly under recall 22V-825. The rearview camera image may still be displayed after a backing event has ended. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

**Consequence:**  
A rearview image that continues to be displayed after the vehicle is shifted out of reverse may distract the driver, increasing the risk of a crash.

**Remedy:**



Dealers will update SYNC module software, free of charge. Owner notification letters are expected to be mailed June 9, 2025. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 25C14.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please be reminded of the following requirements:**

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Ford Motor Company's contact for this recall will be Dusty Gardner who may be reached by email at [dusty.gardner@dot.gov](mailto:dusty.gardner@dot.gov). We look forward to working with you.

Sincerely,

*Alex Ansley*

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement