



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

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

June 02, 2025

25V337

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

**Subject:** Panoramic and Center Display Failure/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:**  
LINCOLN/NAUTILUS/2024

**Mfr's Report Date:** May 23, 2025

**NHTSA Campaign Number:** 25V337

**Components:**  
ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL  
EQUIPMENT:ELECTRICAL:INFOTAINMENT:SOFTWARE

**Potential Number of Units Affected:** 30,679

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2024 Nautilus vehicles. The multimedia module software may cause the panoramic and center displays to reboot, resulting in a blank screen. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) numbers 111, "Rear Visibility," and 102, "Transmission shift lever sequence, starter interlock, and transmission braking effect," as well as FMVSS numbers 126, 108, 135, 138, 208, 101, and 305.

**Consequence:**

A blank instrument display can result in a loss of critical safety information, such as the speedometer and warning lights, increasing the risk of a crash. In addition, a missing rearview camera display image can reduce visibility of what is behind the vehicle, increasing the risk of a crash.



**Remedy:**

The multimedia module system software will be updated by a dealer, or through an over-the-air (OTA) update, free of charge. Owner notification letters are expected to be mailed June 16, 2025. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 25C21.

**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 ensure the following requirements are met:**

The information in your report suggests that Ford may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6 Significant civil penalties can be assessed for this violation.

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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