U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE
Washington, DC 20590

June 18, 2025

25V404

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

Subject: Back Seat Occupants May Become Trapped

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/MUSTANG MACH E/2021-2025

Mfr's Report Date: June 13, 2025

NHTSA Campaign Number: 25V404

Components:
LATCHES/LOCKS/LINKAGES:DOORS:LATCH
ELECTRICAL SYSTEM:BODY CONTROL MODULE:SOFTWARE

Potential Number of Units Affected: 197,432

Problem Description:
Ford Motor Company (Ford) is recalling certain 2021-2025 Mustang Mach E vehicles. In the event of a low battery charge, the electronic door latches may remain locked once the driver or front passenger exits and shuts the door, possibly trapping someone who is unable to use the inside door release handles, such as a child in the back seat.

Consequence:
The inability to enter or exit the vehicle in an emergency increases the risk of injury.

Remedy:

Dealers will update the Powertrain Control Module (PCM) and the Secondary On-Board Diagnostic Control Module C (SOBDMC) software, free of charge. Interim letters notifying owners of the safety risk will be mailed June 23, 2025. Second letters will be mailed once the remedy is available, anticipated for September 29, 2025. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 25S65.

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.

We have received your Ford's owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

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)(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. We look forward to working with you.

Sincerely,

Alex Ansley

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