



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

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

August 26, 2025

25V540

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

**Subject:** Instrument Panel Display Failure

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/F-550 SD/2025-2026  
FORD/F-350 SD/2025-2026  
FORD/F-250 SD/2025-2026  
FORD/F-150/2025  
FORD/F-450 SD/2025-2026

**Mfr's Report Date:** August 22, 2025

**NHTSA Campaign Number:** 25V540

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

**Potential Number of Units Affected:** 355,656

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2025-2026 F-550 SD, F-450 SD, F-350 SD, F-250 SD, and 2025 F-150 vehicles. The Instrument Panel Cluster (IPC) may fail at startup.

**Consequence:**

An instrument panel display that does not show critical information, such as warning lights or vehicle speed, increases the risk of a crash.

**Remedy:**

The instrument panel cluster 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 September 2, 2025. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 25S88.

**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).

We have received Ford's proposed 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).

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