



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

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

September 08, 2025

25V572

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

Subject: Blank or Distorted Rearview Camera Image

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-450 SD/2015-2019
FORD/TRANSIT CONNECT/2015-2018
LINCOLN/MKC/2015-2019
FORD/F-550 SD/2016-2019
FORD/TRANSIT/2016-2019
FORD/F-350 SD/2015-2019
FORD/ECONOLINE/2017-2019
LINCOLN/NAVIGATOR/2015-2017
FORD/EXPEDITION/2015-2017
FORD/F-250 SD/2015-2019
FORD/MUSTANG/2015-2019
FORD/EDGE/2015-2018
FORD/RANGER/2019

Mfr's Report Date: September 03, 2025

NHTSA Campaign Number: 25V572

Components:

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

Potential Number of Units Affected: 1,456,417



Problem Description:

Ford Motor Company (Ford) is recalling certain 2015-2019 Lincoln MKC, Mustang, F-350 SD, F-250 SD, F-450 SD, 2015-2017 Lincoln Navigator, Expedition, 2015-2018 Edge, Transit Connect, 2016-2019 F-550 SD, Transit, 2017-2019 Econoline, and 2019 Ranger vehicles. The rearview camera may display a distorted, inverted, or blank image when the vehicle is in reverse.

Consequence:

A rearview camera that displays an inverted, distorted, or blank image can reduce the driver's view behind the vehicle, increasing the risk of a crash.

Remedy:

Dealers will inspect and replace the rearview camera as necessary, free of charge. Interim letters notifying owners of the safety risk are expected to be mailed September 22, 2025. Additional letters will be mailed once the remedy is available. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 25S89. This recall expands previous NHTSA recall number 25V270. Vehicle Identification Numbers (VINs) involved in this recall will be searchable on NHTSA.gov beginning September 8, 2025.

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 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. We look forward to working with you.

Sincerely,

Alex Ansley

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