Part 573 Safety Recall Report 25V-130

Manufacturer Name : Ford Motor Company
Submission Date : MAR 14, 2025
NHTSA Recall No. : 25V-130
Manufacturer Recall No. : 25S14

Manufacturer Information :

Manufacturer Name : Ford Motor Company
Address : 330 Town Center Drive
Suite 500 Dearborn MI 48126-2738
Company phone : 1-866-436-7332

Population :

Number of potentially involved : 633
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2022 Ford Mustang Mach-E
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR
Descriptive Information : The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles do not contain the remedy Secondary On-Board Diagnostic Control Module (SOBDMC) and the Battery Energy Control Module (BECM) software for recall 22S41 and/or 23S56.
These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.
Production Dates : MAY 27, 2020 - MAY 23, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect : According to Ford's records, certain 2021-2022 MY Mustang Mach-E vehicles did not have the remedy for Safety Recall 22S41 / 24V-412 and/or 23S56 / 23V-687 installed correctly but were recorded as having the repair successfully completed in Ford's records. Because the correct software update remedy may not be installed on the vehicle, the underlying condition specified in Safety Recall 22S41 / 24V-412 and/or 23S56 / 23V-687 may still exist, and Direct Current ("DC") fast charging and repeated wide open pedal events can cause the high voltage battery main contactors to overheat. Overheating may lead to arcing and deformation of the electrical contact surfaces, which can result in a contactor that remains open or a contactor that welds closed.

FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	The underlying noncompliance specified in Safety Recall 22S41 / 24V-412 and/or 23S56 / 23V-687 still exists on these specified vehicles. Ford described that safety risk as, “An overheated contactor that opens while driving can result in a loss of motive power, which can increase the risk of a crash.”
Description of the Cause :	The dealer instructions to complete the recall instruct the technician to upload the latest software using the service tool, which downloads the latest software from Ford for installation on the vehicle. For these vehicles, the software tool did not upload the correct software to the vehicle.
Identification of Any Warning that can Occur :	None

Involved Components :

Component Name 1 :	Secondary On-Board Diagnostic Control Module Softw
Component Description :	Secondary On-Board Diagnostic Control Module Software
Component Part Number :	LJ98-14G069-*

Component Name 2 :	Battery Energy Control Module Software
Component Description :	Battery Energy Control Module Software
Component Part Number :	LJ98-14C197-*

Component Name 3 :	Battery Energy Control Module Software
Component Description :	Battery Energy Control Module Software
Component Part Number :	NJ98-14C197-*

Supplier Identification :

Component Manufacturer

Name :	Ford Motor Company
Address :	1 American Road

Dearborn 48126
Country : NR

Chronology :

On November 26, 2024, an issue pertaining to incomplete recall remedies was brought to Ford's Critical Concern Group for review. This issue was identified in a Quality Office forum, where an audit was requested for software part numbers applied to a vehicle remedied under a sample of field service actions (FSAs). Review of three FSAs revealed insufficient data to confirm correct software application across all FSAs using the FDRS service tool. In December 2024, a team was formed to audit all software FSAs that used the FDRS service tool. Templates were created to track software lineage part numbers. On December 19, 2024, Ford informed NHTSA of this concern, the service tool data confirmed that the software state on the service tool at the time of installation matches the FSA software release for most vehicles. However, there are vehicles that do not have a match between the software state on the service tool and the FSA software release. Ford discussed with NHTSA to address the mismatched vehicles. In January 2025, the cross-functional team created database records to store all software lineage part numbers for previously launched FSAs. The team began auditing the current software level for every VIN repaired under several previously launched FSAs. On February 17, 2025, the cross-functional team completed the audit of 22S41 and brought the results to Ford's CCRG for review, concluding that 98.6% of the repairs under 22S41 had correct software installed. Team identified specific vehicles that were recorded as receiving the remedy, but have software listed that does not remedy the safety defect. On February 21, 2025, Ford's Field Review Committee reviewed the concern and approved a field action. Ford is not aware of any reports of accident or injury related to this condition. On February 27, 2025, the audit is complete for FSA 23S56. Ford's audit team confirmed that the software state matches the FSA software release for 98.6% of these vehicles.

Description of Remedy :

Description of Remedy Program :	Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the SOBDMC and BECM software updated. Then, the software part numbers will be validated using the Software Validation Form in the Professional Technician System before the FSA is closed. There will be no charge for this service. Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accordance with the recall reimbursement plan on file with NHTSA.
How Remedy Component Differs from Recalled Component :	The software service package SRV0002083 and/or SRV0002419 will have the intended remedy for 22S41 / 24V-412 and/or 23S56 / 23V-687.
Identify How/When Recall Condition was Corrected in Production :	Not required per 49 Part 573.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on April 14, 2025. Mailing of owner notification letters is expected to begin April 14, 2025, and is expected to be completed by April 18, 2025.
Planned Dealer Notification Date :	APR 14, 2025 - APR 14, 2025
Planned Owner Notification Date :	APR 14, 2025 - APR 18, 2025

* NR - Not Reported