



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V130

Manufacturer Name: Ford Motor Company

Submission Date: Dec 18, 2025

NHTSA Recall No.: 25V130

Manufacturer Recall No.: 25S14

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

Address: 20000 Rotunda Drive
Mezzanine
Dearborn MI, 48124

Total number of potentially involved: 626

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2021-2022 Ford Mustang Mach-E

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: May 27, 2020 - May 23, 2022

Number of potentially involved: 626

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.

Defect / Noncompliance Description

Description of the defect or noncompliance:

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

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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.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

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.

An audit dashboard bug, discovered in November 2025, incorrectly used engineering-entered values in the "fixed vehicle" calculation. This led to misidentifying certain vehicles as repaired that were not repaired.

Identification of any warning that can occur:

None

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Ford Motor Company

Address: 1 American Road
Dearborn 48126

Country:

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

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25V130**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-*

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.

On November 17, 2025, a bug in the audit dashboard logic for FSA audits was discovered. This bug incorrectly utilized engineering-entered values in the "fixed vehicle" calculation, leading to the misidentification of vehicles as fixed that should not have been. This error resulted in an inflated "fixed" population. A review of the vehicles shown as repaired was conducted after this bug was identified resulting in the identification of VINs incorrectly closed as repaired without receiving the FSA remedy. On December 11, 2025, Ford's Field Review Committee reviewed the concern and approved an amendment to this field action

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

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Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

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.

Reimbursement Plan

Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

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

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Apr 14, 2025 - Apr 18, 2025

☐ Phased Recall

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Date when VIN will be searchable: