Part 573 Safety Recall Report 25V-159

Manufacturer Name : Ford Motor Company
Submission Date : MAR 14, 2025
NHTSA Recall No. : 25V-159
Manufacturer Recall No. : 25S27

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 : 49,399
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2023 Ford Explorer
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 Image Processing Module B software update for recall 23S23. 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. 36,958 Explorer vehicles are affected.
Production Dates : JAN 20, 2019 - JUL 25, 2023
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 :	2020-2023 Lincoln Aviator
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 Image Processing Module B software update for recall 23S23. 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. 8,861 Aviator vehicles are affected.
Production Dates :	JAN 21, 2019 - JUL 25, 2023
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 3 :	2020-2022 Lincoln Corsair
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 Image Processing Module B software update for recall 23S23. 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. 3,580 Corsair vehicles are affected.
Production Dates :	APR 22, 2019 - DEC 14, 2022
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	According to Ford's records certain 2020 – 2023 model year Ford Explorer, 2020 -2023 Lincoln Aviator, and 2020 – 2022 Lincoln Corsair vehicles did not have the remedy for Safety Recall 23S23 / 23V342 installed correctly but were recorded as having the repair successfully completed. Because the correct software update remedy may not be installed on the vehicle, the underlying condition specified in Safety Recall 23S23 / 23V342 may still exist, and customers may intermittently experience either a rear camera blue image or a full blue or black image on the SYNC screen when the vehicle is placed in reverse, or when the 360-degree view is selected and available (during low-speed operation).
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	The underlying safety risk specified in Safety Recall 23S23 / 23V342 still exists on these specified vehicles. Ford described that safety risk as, "loss of rear camera image while in reverse increases 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 :	IPMB Software (version IT18.1)
Component Description :	Aviator, Corsair, and Explorer IPMB Software
Component Part Number :	LB5T-14F017-A*

Supplier Identification :

Component Manufacturer

Name :	Ford Motor Company
Address :	1 American Road Dearborn Michigan 48126
Country :	United States

Chronology :

On November 26, 2024, an issue pertaining to incomplete software recall remedies was brought to Ford's Critical Concern Group (CCRG) for review. This issue was initially identified in a Quality Office forum, where an audit was requested for software part numbers applied to vehicles remedied under a sample of field service actions (FSAs). Initial review of three FSAs revealed insufficient data to confirm correct software application across all FSAs using the FDRS service tool. Further investigation was deemed necessary. In December 2024, a cross-functional team was formed to audit all software FSAs that used the FDRS service tool, with its first focus being on safety and compliance FSAs. 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 its plan 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 then began auditing the current software level for every VIN repaired under several previously launched FSAs. On February 27, 2025, the cross-functional team completed the audit of 23S23 and brought the results to Ford's CCRG for review, concluding that 85.7% of the repairs conducted under 23S23 had the correct software installed. The team identified the specific vehicles that were recorded as receiving the remedy but have software that does not remedy the safety defect. On March 7, 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.

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 Image Processing Module – B (IPMB) 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 SRV0002076 will have the intended remedy for 23S23 / 23V342.
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 24, 2025. Mailing of owner notification letters is expected to begin April 24, 2025, and is expected to be completed by May 1, 2025.
Planned Dealer Notification Date :	APR 24, 2025 - APR 24, 2025

Planned Owner Notification Date : APR 24, 2025 - MAY 01, 2025

* NR - Not Reported