



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V165

Manufacturer Name: Ford Motor Company

Submission Date: Mar 31, 2025

NHTSA Recall No.: 25V165

Manufacturer Recall No.: 25S21

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company
Address: 330 Town Center Drive
Suite 500
Dearborn MI, 48126-2738

Total number of potentially involved: 33,576
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2020-2022 Ford Escape

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Jul 12, 2019 - Dec 06, 2022

Number of potentially involved:

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 Powertrain Control Module (PCM) software for recall 22S73 and/or 24S16. 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. 18,221 Escape vehicles are affected.

Vehicle 2: 2021-2023 Ford Bronco Sport

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Jul 08, 2020 - Jan 12, 2023

Number of potentially involved:

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 Powertrain Control Module (PCM) software for recall 22S73 and/or 24S16. These vehicles are not produced in VIN order. Information as

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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. 15,355 Bronco Sport vehicles are affected

Defect / Noncompliance Description

Description of the defect or noncompliance:

According to Ford's records, certain 2021-2023 MY Bronco Sport and 2020-2022 Escape vehicles did not have the remedy for Safety Recall 24S16 / 24V-187 and/or 22S73 / 22V-859 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 Recalls 24S16 / 24V-187 and/or 22S73 / 22V-859 may still exist, and a fuel injector may crack, resulting in fuel and/or fuel vapor migrating to and/ or accumulating near ignition sources resulting in potential under hood fire.

FMVSS1:

FMVSS2:

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

The underlying safety risk specified in Safety Recalls 24S16 / 24V-187 and/or 22S73 / 22V-859 still exists on these specified vehicles. Ford described that safety risk as, "Liquid fuel and/or fuel vapor that accumulates near a sufficiently hot surface, below the combustion initiation flame speed, may ignite resulting in an underhood fire, and increasing the risk of injury."

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:

A fuel leak may result in fuel odor both outside and inside the vehicle. If the fuel leak initiates a fire that progresses, the customer may notice smoke or flames emanating from the engine compartment or underbody.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Ford Motor Company

Address: 1 American Road
Dearborn MI, 48126

Country: United States

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Involved Components

Component Name 1: Powertrain Control Software

Component Description: Powertrain Control Software

Component Part Number: -14C204-

Chronology

Chronology of events attached as a supplement document

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

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 PCM 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 SRV0001877, SRV0002438, SRV0002082, SRV0002321, or SRV0002727 will have the intended remedy for 24S16 / 24V-187 and/or 22S73 / 22V-859.

Identify how/when recall condition was corrected in production:

Not required per 49 Part 573.

Reimbursement Plan

Description of reimbursement program:

Part 573 Safety Recall Report**25V165****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 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 No Dealers

Planned Interim Owner Notification Date: No Owners

Planned Remedy Owner Notification Date: Apr 24, 2025 - May 01, 2025 Phased Recall

Date when VIN will be searchable: