

Part 573 Safety Recall Report

25V-166

Manufacturer Name : Ford Motor Company

Submission Date : MAR 14, 2025

NHTSA Recall No. : 25V-166

Manufacturer Recall No. : 25S22



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 : 4,247

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2022 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 Powertrain Control Module (PCM) software for recall 23S16 and/or 22S27. 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 : FEB 07, 2019 - APR 01, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect :	According to Ford’s records, certain 2020-2022 MY Ford Explorer vehicles did not have the remedy for Safety Recalls 23S16 / 23V675 and/or 22S27 / 22V255 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 23S16 / 23V675 and 22S27 / 22V255 may still exist. Affected vehicles were built with a 3-point mounted axle design. On some units the rear axle horizontal mounting bolt may fracture. Powertrain torque through the driveline causes axle rotation of the pinion angled towards the subframe, which exerts a bending force on the rear axle bolt. Peak torque is normally experienced during a launch event. After numerous peak torque events are experienced, the bolt may suffer a fatigue failure, which will lead to the axle housing moving out of position, resulting in a condition described by customers and dealer technicians variably as loud, grinding, binding, or clunking noise.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	The underlying noncompliance specified in Safety Recall 23S16 / 24V-675 and/or 22S27 / 22V-255 still exists on these specified vehicles. Ford described that safety risk as, “A fractured rear axle bolt will allow the rear axle housing to move out of position, resulting in severe noise and vibration. If the rear axle bolt breaks, the driveshaft or half-shafts may become disconnected, resulting in loss of the vehicle’s forward power and loss of transmission torque to the rear wheels. Loss of the vehicle’s forward power increases the risk of crash and injury. Transmission torque is necessary to hold the vehicle in park. If the parking brake is not applied, the loss of the primary park torque will allow the vehicle to roll in park increasing the risk of crash and injury. Inability to achieve or hold park can result in unintended vehicle movement if the parking brake is not applied, increasing 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 : Powertrain Control Module (PCM) Software

Component Description : Powertrain Control Module (PCM) Software

Component Part Number : -14C204-

Supplier Identification :**Component Manufacturer**

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48101

Country : United States

Chronology :

NR

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 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 will have the intended remedy for 23S16 / 24V-675 and/or 22S27 / 22V-255.

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