

Part 573 Safety Recall Report

25V-242

Manufacturer Name : Ford Motor Company**Submission Date :** APR 11, 2025**NHTSA Recall No. :** 25V-242**Manufacturer Recall No. :** 25S38**Manufacturer Information :****Population :****Manufacturer Name :** Ford Motor Company**Number of potentially involved :** 4,625**Address :** 330 Town Center Drive**Estimated percentage with defect :** 100 %

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332**Vehicle Information :****Vehicle 1 :** 2022-2023 FORD TRANSIT**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 the Image Processing Module – B (IPMB) software for recall 23S48.

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.

4,625 Transit vehicles are affected

Production Dates : AUG 12, 2021 - JUL 30, 2023**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential

Description of Defect :

Description of the Defect : According to Ford's records, certain 2022-2023 MY Transit vehicles did not have the remedy for Safety Recall 23S48 / 23V-598 installed correctly, but were recorded as having the repair successfully completed. Because the correct software update remedy may be not installed on the vehicle, the underlying condition specified in Safety Recall 23S48 / 23V-598 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 23S48 / 23V-598 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 : Transit 360 View IPMB

Component Part Number : LB5T-14F017-AY

Supplier Identification :**Component Manufacturer**

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

See attachment: 2025-04-11 25S38 Chronology.

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 SRV0002523 will have the intended remedy for 23S48 / 23V-598
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 May 15, 2025. Mailing of owner notification letters is expected to begin May 19, 2025 and is expected to be completed by May 23, 2025.
Planned Dealer Notification Date :	MAY 15, 2025 - MAY 15, 2025
Planned Owner Notification Date :	MAY 19, 2025 - MAY 23, 2025

* NR - Not Reported