



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

# 25V315

**Manufacturer Name:** Ford Motor Company

**Submission Date:** May 09, 2025

**NHTSA Recall No.:** 25V315

**Manufacturer Recall No.:** 25S49

### Manufacturer Information

### Population

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

**Total number of potentially involved:** 1,075,299  
**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2022-2024 Lincoln Navigator

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Apr 22, 2021 - Aug 22, 2024

**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 are equipped with SYNC4 software versions between 1.7 and 1.9.

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.

3,612 Navigator vehicles are affected.

**Vehicle 2:** 2021-2023 Lincoln MKX

**Product Category:**

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Sep 17, 2020 - Dec 06, 2023

**Number of potentially involved:**

# Part 573 Safety Recall Report

## 25V315

**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles are equipped with SYNC4 software versions between 1.7 and 1.9.

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.

23,468 MKX vehicles are affected.

**Vehicle 3:** 2023-2024 Lincoln Corsair

**Product Category:**

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Jun 24, 2022 - Apr 30, 2024

**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 are equipped with SYNC4 software versions between 1.7 and 1.9.

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.

2,718 Corsair vehicles are affected.

**Vehicle 4:** 2024-2024 Ford Mustang

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Oct 04, 2022 - Feb 15, 2024

**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 are equipped with SYNC4 software versions between 1.7 and 1.9.

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

# Part 573 Safety Recall Report

## 25V315

from the Ford On-line  
Automotive Service Information System (OASIS) database.

4,988 Mustang vehicles are affected.

**Vehicle 5:** 2023-2024 Ford Super Duty (F250, F350, F450, F550, F600)

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Mar 10, 2022 - Nov 06, 2024

**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 are equipped with SYNC4 software versions between 1.7 and 1.9.

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.

65,385 Super Duty (F250, F350, F450, F550, F600) vehicles are affected.

**Vehicle 6:** 2021-2024 Ford F-150

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Jan 08, 2020 - Apr 16, 2024

**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 are equipped with SYNC4 software versions between 1.7 and 1.9.

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.

527,371 F-150 vehicles are affected.

**Vehicle 7:** 2024-2024 Ford Ranger

# Part 573 Safety Recall Report

## 25V315

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Jan 13, 2023 - Jul 25, 2024

**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 are equipped with SYNC4 software versions between 1.7 and 1.9.

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.

3,907 Ranger vehicles are affected.

**Vehicle 8:** 2021-2023 Ford Mach-E

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Mar 17, 2020 - Dec 15, 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 are equipped with SYNC4 software versions between 1.7 and 1.9.

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.

8,949 Mach-E vehicles are affected.

**Vehicle 9:** 2022-2025 Ford Transit

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Jun 04, 2021 - Mar 13, 2025

**Number of potentially involved:**

# Part 573 Safety Recall Report

## 25V315

**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles are equipped with SYNC4 software versions between 1.7 and 1.9.

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.

136,968 Transit vehicles are affected.

**Vehicle 10:** 2022-2024 Ford Expedition

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Jun 23, 2021 - May 17, 2024

**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 are equipped with SYNC4 software versions between 1.7 and 1.9.

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.

18,124 Expedition vehicles are affected.

**Vehicle 11:** 2023-2024 Ford Escape

**Product Category:**

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Jul 12, 2022 - May 16, 2024

**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 are equipped with SYNC4 software versions between 1.7 and 1.9.

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

# Part 573 Safety Recall Report

**25V315**

from the Ford On-line Automotive Service Information System (OASIS) database.

17,909 Escape vehicles are affected.

**Vehicle 12:** 2021-2024 Ford Edge

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Aug 19, 2020 - May 03, 2024

**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 are equipped with SYNC4 software versions between 1.7 and 1.9.

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.

157,506 Edge vehicles are affected.

**Vehicle 13:** 2021-2024 Ford Bronco

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Sep 30, 2020 - May 10, 2024

**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 are equipped with SYNC4 software versions between 1.7 and 1.9.

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.

104,394 Bronco vehicles are affected.

## Defect / Noncompliance Description

# Part 573 Safety Recall Report

# 25V315

## Description of the defect or noncompliance:

The center infotainment screen may freeze followed by a black screen and a system reboot. If this occurs during a backing event, the rear-view image may be frozen, missing, or delayed.

## FMVSS1:

## FMVSS2:

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

A frozen rear-view camera display image while in reverse can create a false representation of where the vehicle is relative to its surroundings, increasing the risk of a crash.

## Description of the cause:

Improper operational sequencing within the wireless communication subsystem of the SYNC software may lead to unexpected system resets.

## Identification of any warning that can occur:

None.

## Component Manufacturer

### Tier of Supplier:

### Supplier Type:

**Name:** Ford Motor Company

**Address:** 1 American Road  
Dearborn MI, 48126

**Country:** United States

## Involved Components

**Component Name 1:** Accessory Protocol Interface Module (APIM)

**Component Description:** MOD.ASY.SCL.CONN.M/MEDIA

**Component Part Number:** NU5T-14G682-\*

**Component Name 2:** Accessory Protocol Interface Module (APIM)

**Component Description:** MOD.ASY.SCL.CONN.M/MEDIA

**Component Part Number:** PU5T-14G682-\*

# Part 573 Safety Recall Report

# 25V315

## Chronology

On January 17, 2025, The National Highway Traffic Safety Administration (NHTSA) contacted Ford regarding allegations of rear-view camera complaints on 2021 – 2023 Model Year Ford F-150 vehicles. NHTSA provided 37 vehicle owner questionnaires (VOQs). Ford's Automotive Safety Office (ASO) review of these VOQs revealed that 15 allege a frozen rear-view camera image while in reverse and an additional 18 with SYNC and/or APIM related concerns. The remaining 4 VOQs allege an intermittent or persistent loss of rear-view camera image and are unable to be categorized further. On February 6, 2025, the concern regarding frozen rear-view camera image while in reverse was brought to Ford's Critical Concern Review Group (CCRG) for review. On April 2, 2025, the SYNC engineering team was able to reproduce the failure mode within a vehicle and link the causal factors to specific SYNC4 software variants between 1.7 and 1.9. The SYNC engineering team conducted a read-across to determine if other vehicle lines utilize the affected SYNC4 software versions and identified a total of 232 warranty claims in North America for all affected vehicle lines. Between April 2, 2025, and May 1, 2025, the CCRG oversaw a review of service records and OTA data to better understand the scope of the vehicles affected and to determine if other versions of software saw similar concerns. The population of vehicles with SYNC4 software variants between 1.7 and 1.9 has changed over time due to the access to software updates via OTA and/or dealership visits. Based on Ford's review of the data, vehicles with SYNC software variants below 1.7 or greater than 1.9 are not experiencing these issues. On May 2, 2025, Ford's Field Review Committee reviewed the concern and approved a field action. Ford is aware of one allegation of a minor crash resulting in property damage. Ford is not aware of any injuries related to this concern.

**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 APIM updated with the latest level SYNC4 software. Vehicles equipped with Over the Air update capability enabled can receive an OTA SYNC4 software update.

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 remedy APIM SYNC4 software level will be at 2.0 or above and will properly handle operational sequencing within the wireless communication subsystem.

**Identify how/when recall condition was corrected in production:**

**Part 573 Safety Recall Report****25V315**

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 May 12, 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 12, 2025 - May 12, 2025  No Dealers

**Planned Interim Owner Notification Date:**  No Owners

**Planned Remedy Owner Notification Date:** Jun 16, 2025 - Jun 20, 2025  Phased Recall

**Date when VIN will be searchable:**