



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V315

Manufacturer Name: Ford Motor Company

Submission Date: Jul 24, 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: 1,076,138
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 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: 8,965

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. 8,965 Mach-E vehicles are affected.

Vehicle 2: 2024-2024 Ford Ranger

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

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

Number of potentially involved: 3,907

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.

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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 3: 2023-2024 Ford Escape

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

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

Number of potentially involved: 17,984

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. 17,984 Escape vehicles are affected.

Vehicle 4: 2022-2025 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: 65,430

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. 65,430 Super Duty (F250, F350, F450, F550, F600) vehicles are affected.

Vehicle 5: 2021-2023 Lincoln Nautilus

Product Category:

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Product Type:

Fuel / Propulsion:

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

Number of potentially involved: 23,486

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. 23,486 Nautilus 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: 527,571

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. 527,571 F-150 vehicles are affected.

Vehicle 7: 2022-2024 Lincoln Navigator

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

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

Number of potentially involved: 3,622

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

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from the Ford On-line Automotive Service Information System (OASIS) database. 3,622 Navigator vehicles are affected.

Vehicle 8: 2024-2024 Ford Mustang

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

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

Number of potentially involved: 4,992

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. 4,992 Mustang vehicles are affected.

Vehicle 9: 2021-2024 Ford Bronco

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

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

Number of potentially involved: 104,575

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. 104,575 Bronco 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

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Number of potentially involved: 18,140

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. 18,140 Expedition vehicles are affected.

Vehicle 11: 2021-2024 Ford Edge

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

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

Number of potentially involved: 157,599

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. 157,599 Edge vehicles are affected.

Vehicle 12: 2023-2024 Lincoln Corsair

Product Category:

Product Type:

Fuel / Propulsion:

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

Number of potentially involved: 2,726

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. 2,726 Corsair vehicles are affected.

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Vehicle 13: 2022-2025 Ford Transit

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

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

Number of potentially involved: 137,141

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. 137,141 Transit vehicles are affected.

Defect / Noncompliance Description

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:

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25V315**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-*

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. On July 18, 2025, Ford's Field Review Committee approved an amendment to include additional vehicles with the defective software.

Related NHTSA Recall Number:

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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:

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: No Dealers

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Planned Interim Owner Notification Date:

No Owners

Planned Remedy Owner Notification Date:

Phased Recall

Date when VIN will be searchable: