



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V337

Manufacturer Name: Ford Motor Company

Submission Date: May 23, 2025

NHTSA Recall No.: 25V337

Manufacturer Recall No.: 25C21

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

Address: 330 Town Center Drive
Suite 500
Dearborn MI, 48126-2738

Total number of potentially involved: 30,679

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2024-2024 LINCOLN NAUTILUS

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Apr 04, 2023 - Jul 08, 2024

Number of potentially involved: 30,679

Descriptive Information:

The Ford process is capable of determining which software part numbers have been installed in production. Affected vehicles were produced with In Vehicle Infotainment (IVI) module software versions 1.0.5 or 1.0.7.

30,679 Nautilus vehicles are affected.

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.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The panoramic and center displays may reboot while driving, resulting in a blank screen. During this time, cluster controls, displays, and telltale indicators will not be available. If this occurs during a backing event, the rear-view image may be missing or delayed. These camera, telltales, and gauges are regulated by FMVSS 101, 102, 108, 111, 126, 135, 138, 208, and 305 requirements.

Part 573 Safety Recall Report

25V337**FMVSS1:** 101 - Control and displays**FMVSS2:** 102 - Trans shift lever seq/starter interlock/trans braking effect**Description of the safety risk, including crash, fire, death, injury:**

A blank cluster display can result in loss of safety-related telltales and gauges, increasing the risk of a crash. A missing rear-view camera display image while in reverse can reduce visibility of vehicle surroundings, increasing the risk of a crash.

Description of the cause:

Several software-related faults in the multimedia module that drives the panoramic and center displays may lead to unexpected screen 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:** Phoenix IVI Module**Component Part Number:** PU5T-14H531-CD**Component Name 2:** Accessory Protocol Interface Module (APIM)**Component Description:** Phoenix IVI Module**Component Part Number:** PU5T-14H531-DD

Chronology

Part 573 Safety Recall Report

25V337

On **March 20, 2025**, a concern related to Nautilus screen resets in South Korea was brought to Ford's Critical Concern Review Group (CCRG) for review.

From **March 2025 to May 2025**, CCRG reviewed global warranty data for blank screens on this vehicle line. This review identified a trend for blank screens affecting 2024 MY Nautilus vehicles running Phoenix IVI software v1.0.5 or v1.0.7.

The CCRG team and the In-Vehicle Infotainment engineering team reviewed the changes implemented in Phoenix IVI software v1.1.3.2, reviewed current field data, and determined that the blank screen concerns were resolved with this update. This software update was released to production in July 2024, and to the field in October 2024 as part of Customer Satisfaction Field Service Action (FSA) 24B54 and an Over-The-Air update.

As of **May 14, 2025**, Ford is aware of 2 VOQs potentially related to this concern. Ford is aware of 1129 warranty claims potentially related to this condition received between May 24, 2023 and March 25, 2025. This includes claims that were repaired under 24B54.

On **May 16, 2025**, Ford's Field Review Committee reviewed the concern and approved a field action. Ford is not aware of any reports of accident or injury related to this condition.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software, Software OTA

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

The remedy for this program is a multimedia module software update. Ford initiated Lincoln Software Update Over-The-Air (OTA) deployment to update the Phoenix IVI module software for affected vehicles in October 2024. Alternatively, owners will have the option to take their vehicle to a Ford or Lincoln dealer to complete the software update. There will be no charge for this service.

How remedy component differs from recalled component:

The remedy Phoenix IVI module software level will be at 1.1.3.2 or above and will include improvements to mitigate unexpected screen resets.

Identify how/when recall condition was corrected in production:

Not required per 49 Part 573.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Part 573 Safety Recall Report

25V337

Recall Schedule

Description of recall schedule:

Notification to dealers is expected to occur on May 29, 2025. Mailing of remedy owner notification letters is expected to begin June 16, 2025 and is expected to be completed by June 20, 2025. The date VINs are planned to be searchable is May 29, 2025.

Planned Dealer Notification Date: May 29, 2025 - May 29, 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:** May 29, 2025