



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V345

Manufacturer Name: Ford Motor Company

Submission Date: Jun 06, 2025

NHTSA Recall No.: 25V345

Manufacturer Recall No.: 25S54

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

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

Total number of potentially involved: 1,797

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2020-2023 FORD ESCAPE

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: May 22, 2019 - May 23, 2023

Number of potentially involved: 1,382

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 23S27.

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.

1382 Escape vehicles are affected

Vehicle 2: 2021-2023 LINCOLN CORSAIR

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Jun 17, 2020 - May 11, 2023

Number of potentially involved: 43

Descriptive Information:

Part 573 Safety Recall Report

25V345

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 23S27.

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43 Corsair vehicles are affected

Vehicle 3: 2022-2023 FORD MAVERICK

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Jul 27, 2021 - Apr 13, 2023

Number of potentially involved: 372

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 23S27.

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.

372 Maverick vehicles are affected

Defect / Noncompliance Description

Description of the defect or noncompliance:

According to Ford's records, certain 2020 - 2023 model year Escape, 2022-2023 model year Maverick, and 2021-2023 model year Corsair vehicles did not have the remedy for Safety Recall 23S27 / 23V-380 installed correctly, but were recorded as having the repair successfully completed. Because the correct software update remedy may not be installed on their vehicle, the underlying condition specified in Safety Recall 23S27 / 23V-380 still exists, and affected vehicles have 2.5L HEV/PHEV engines that could fail prematurely. In the event of an engine failure, significant quantities of engine oil and/or fuel vapor may be released into the under hood environment and may migrate to and/or accumulate near ignition sources resulting in potential under hood fire, localized melting of components, or smoke.

FMVSS1:

FMVSS2:

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

The underlying safety risk specified in Safety Recall 23S27 / 23V-380 still exists on these specified

Part 573 Safety Recall Report

25V345

vehicles. Ford described that safety risk as, "Engine oil and/or fuel vapor that accumulates near a sufficiently hot surface, below the combustion initiation flame speed, may ignite resulting in an under hood fire, and increasing the risk of injury."

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:

Engine failure is expected to produce loud noises (example: metal-to-metal clank) audible to the vehicle's occupants. An engine failure will also result in a reduction in engine torque. In Owner Letters mailed to customers, Ford will advise customers to safely park and shut off the engine as promptly as possible upon hearing unexpected engine noises, after experiencing an unexpected torque reduction, or if smoke is observed emanating from the engine compartment.

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: Powertrain Control Module

Component Description: Powertrain Control Module Software

Component Part Number: NX6A-12A650-*

Chronology

On **November 26, 2024**, an issue pertaining to incomplete software recall remedies was brought to Ford's Critical Concern Group (CCRG) for review. This issue was initially identified in a Quality Office forum, where an audit was requested for software part numbers applied to vehicles remedied under a sample of field service actions (FSAs). Initial review of three FSAs revealed insufficient data to confirm correct software application across all FSAs using the FDRS service tool. Further investigation was deemed necessary.

Part 573 Safety Recall Report

25V345

In **December 2024**, a cross-functional team was formed to audit all software FSAs that used the FDRS service tool, with its first focus being on safety and compliance FSAs. Templates were created to track software lineage part numbers.

On **December 19, 2024**, Ford informed NHTSA of this concern -- the service tool data confirmed that the software state on the service tool at the time of installation matches the FSA software release for most vehicles. However, there are vehicles that do not have a match between the software state on the service tool and the FSA software release. Ford discussed with NHTSA its plan to address the mismatched vehicles.

In **January 2025**, the cross-functional team created database records to store all software lineage part numbers for previously launched FSAs. The team then began auditing the current software level for every VIN repaired under several previously launched FSAs.

On **May 12, 2025**, the cross-functional team completed the audit of 23S27 and brought the results to Ford's CCRG for review, concluding that 97.8% of the repairs conducted under 23S27 had the correct software installed. The team identified the specific vehicles that were recorded as receiving the remedy, but has software that does not remedy the safety risk.

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: 23V380

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 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 23S27 / 23V-380

Identify how/when recall condition was corrected in production:

Not required per 49 Part 573.

Part 573 Safety Recall Report

25V345

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Notification to dealers is expected to occur on June 23, 2025. Mailing of owner notification letters is expected to begin June 23, 2025 and is expected to be completed by June 30, 2025.

Planned Dealer Notification Date: Jun 23, 2025 - Jun 23, 2025 ☐ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Planned Remedy Owner Notification Date: Jun 23, 2025 - Jun 30, 2025 ☐ Phased Recall

Date when VIN will be searchable: Jun 23, 2025