U.S. Department of Transportation

National Highway Traffic Safety Administration

Part 573 Safety Recall Report 25V404

Manufacturer Name: Ford Motor Company
Submission Date: Jun 13, 2025
NHTSA Recall No.: 25V404
Manufacturer Recall No.: 25S65

Manufacturer Information

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

Population

Total number of potentially involved: 197,432
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2021-2025 FORD MUSTANG MACH E
Product Category: Light Vehicles
Product Type: Multipurpose Passenger Vehicle
Fuel / Propulsion:
Production Dates: Feb 24, 2020 - Jun 03, 2025
Number of potentially involved: 197,432

Descriptive Information:

The recalled part was introduced into production on 2/24/2020 and was taken out of production on 6/3/2025.

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.

197,432 Mustang Mach-E vehicles are affected.

Defect / Noncompliance Description

Description of the defect or noncompliance:

In the event of an unexpected 12V battery discharge below 8.4V at key-off, side door electronic latches (e-latches) retain their lock/unlock status at time of 12V discharge. If the driver or front passenger exit the front doors using the mechanical inside release handles, the doors will remain locked when they are re-closed if the e-latches were locked at the time of 12V battery discharge. This may result in an unexpected lock-out condition for the driver and front passenger without the ability to immediately re-enter the vehicle.

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FMVSS1:

FMVSS2:

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

An occupant who remains inside a locked vehicle and unable to use an inside door release handle may be unable to be rapidly retrieved by a passenger who has exited the vehicle. This could result in a serious injury, especially in hot weather.

Description of the cause:

In the event of a 12V battery that discharges below 8.4V, vehicle power is not provided for any interval of time post-key off to allow the front door e-latches to unlock when inside release handles are used.

Identification of any warning that can occur:

At key-off, a customer may notice the SYNC screen displaying a “system off to save power” warning, or a blank screen. When exiting the vehicle through a front door, a customer may notice the inside release handle needs to be pulled further than normal to unlatch the door.

Component Manufacturer

Tier of Supplier:

Supplier Type: OEM

Name: Ford Motor Company

Address: 1 American Road
Dearborn MI, 48126

Country: United States

Involved Components

Component Name 1: Powertrain Control Module (PCM) Software

Component Description: 4P, AWD, BEV, NA, 1 SPD AUTO TRANS

Component Part Number: SJ98-14C204-D*

Component Name 2: Powertrain Control Module (PCM) Software

Component Description: 4P, RWD, BEV, NA, 1 SPD AUTO TRANS

Component Part Number: SJ98-14C204-F*

Component Name 3: Powertrain Control Module (PCM) Software

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Component Description: DR--E, BEV, GT Version
Component Part Number: SJ98-14C204-H*

Component Name 4: Powertrain Control Module (PCM) Software
Component Description: DR--E, BEV, GT Rallycross
Component Part Number: SJ98-14C204-J*

Component Name 5: Powertrain Control Module (PCM) Software
Component Description: LFP, AWD, NA
Component Part Number: SJ98-14C204-L*

Component Name 6: Powertrain Control Module (PCM) Software
Component Description: LFP, RWD, NA
Component Part Number: SJ98-14C204-N*

Component Name 7: Secondary On-Board Diagnostic Module C (SOBDMC) SW
Component Description: 4P, AWD, BEV, NA, 1 SPD AUTO TRANS
Component Part Number: SJ98-14G069-G*

Component Name 8: Secondary On-Board Diagnostic Module C (SOBDMC) SW
Component Description: 4P, RWD, BEV, NA, 1 SPD AUTO TRANS
Component Part Number: SJ98-14G069-L*

Component Name 9: Secondary On-Board Diagnostic Module C (SOBDMC) SW
Component Description: DR--E, BEV, GT Version
Component Part Number: SK98-14G069-A*

Component Name 10: Secondary On-Board Diagnostic Module C (SOBDMC) SW
Component Description: DR--E, BEV, GT Rallycross
Component Part Number: SK98-14G069-B*

Component Name 11: Secondary On-Board Diagnostic Module C (SOBDMC) SW

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Component Description: LFP, AWD, NA

Component Part Number: SJ98-14G069-C*

Component Name 12: Secondary On-Board Diagnostic Module C (SOBDMC) SW

Component Description: LFP, RWD, NA

Component Part Number: SJ98-14G069-E*

Chronology

January – February 2025

On January 10th, 2025, the National Highway Traffic Safety Administration (NHTSA) Office of Defect Investigations (ODI) team contacted Ford's Automotive Safety Office (ASO) regarding six Vehicle Owner Questionnaires (VOQs) in which customers described being unable to open Mustang Mach-E doors after their vehicle's 12V battery discharged. In two of the VOQs, customers described being unable to open their vehicle with children inside. On January 17th, 2025, Ford provided ODI details of Mach-E ingress and egress methods in the event of a discharged 12V battery. On January 21st, 2025, this concern was opened in Ford's Critical Concern Review Group (CCRG) for further evaluation.

As part of its investigation, CCRG reviewed the findings from a prior investigation in the spring of 2022 that was prompted by questions from Transport Canada. The prior investigation evaluated the e-latch mechanism behavior in the event of a 12V battery discharge. To gain access from the exterior of the vehicle in the event of a discharged 12V battery and locked doors, the customer must jump the 12V battery by first gaining access to the frunk using a 12V power supply on the leads hidden below the vehicle's right headlamp. CCRG also reviewed its previous conclusion that occupants inside a locked vehicle with a discharged 12V battery are able exit the vehicle from front and rear doors and customers are able to apply a 12V power source to enter the vehicle through the leads near the vehicle's right headlamp. As part of its new investigation, CCRG verified the leads used to access the frunk functioned as intended and that a method to provide power to the e-latch existed. Based on this review and a data review, on February 18, 2025, CCRG agreed to proceed to closure on this investigation.

March - April 2025

On March 18-19, 2025, Ford's ASO team met with NHTSA and shared the findings of the CCRG investigation and to coordinate a future vehicle demonstration. On April 23rd, 2025, ASO team members demonstrated Mach-E ingress and egress methods in the event of a discharged 12V to NHTSA personnel at a Ford dealership in the Washington D.C area.

May – June 2025

On May 15th, 2025, ASO met with ODI to share findings from further analysis of the 6 provided VOQs. As part of this further analysis, ASO and Ford's Low-Voltage Power Supply team members determined that in some of the cases, the 12V battery failed suddenly while the vehicle was operating with minimal or no notification provided to the customer. If a customer was unaware of a discharged 12V battery at key-off and exited via the front door mechanical release handle, they may become locked out of their vehicle if the door was locked at the time of discharge. While the customer could jump the battery through the leads near the vehicle's right headlamp, the customers that filed the VOQs either had difficulty in doing so or broke the vehicle's window first. Based on this review, CCRG re-opened its investigation on May 20th, 2025, to further analyze the potential for other lockout conditions. This analysis included further discussions with Ford's Low Voltage Power Supply and Body Exterior team members, and evaluation of connected vehicle data of a new VOQ alleging a vehicle lock-out. From other sources CCRG later found out the new VOQ involved a child in the rear seat.

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On **June 6, 2025**, Ford's Field Review Committee reviewed the concern and approved a field action.

As of May 15, 2025, Ford is aware of four warranty claims, three customer service reports, and three VOQ allegations of vehicle lock-out with children in the rear seat post-12V battery discharge (6 unique VINs). These reports were received between November 22, 2023 and April 28, 2025.

Ford is not aware of any reports of accident or injury related to this condition.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Mail Information/Labels, 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 their vehicle's Powertrain Control Module (PCM) and the Secondary On-Board Diagnostic Control Module C (SOBDMC) modules updated. There will be no charge for this service.

How remedy component differs from recalled component:

Updated module software extends 12V support post-key off for 12 minutes through continued DC/DC converter function. With this update, lockout due to a discharged battery is prevented during this time period. Additionally, front doors will unlock when inside release handles are used to open them during this time period when the DC/DC converter is providing the power post key-off, and will remain unlocked until they are intentionally locked by the customer.

Prior PCM/SOBDMC software levels would stop providing DCDC converter 12V support at key off.

Identify how/when recall condition was corrected in production:

Not required per 49 Part 573.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Notification to dealers is expected to occur on June 16, 2025. Mailing of interim owner notification

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letters is expected to begin June 23, 2025 and is expected to be completed by June 27, 2025. Mailing of remedy owner notification letters is expected to begin September 29, 2025 and is expected to be completed by October 3, 2025. The date VINs are planned to be searchable is June 16, 2025.

Planned Dealer Notification Date: Jun 16, 2025 - Jun 16, 2025 ☐ No Dealers

Planned Interim Owner Notification Date: Jun 23, 2025 - Jun 27, 2025 ☐ No Owners

Planned Remedy Owner Notification Date: Sep 29, 2025 - Oct 03, 2025 ☐ Phased Recall

Date when VIN will be searchable: Jun 16, 2025