



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V442

Manufacturer Name: Ford Motor Company

Submission Date: Jun 27, 2025

NHTSA Recall No.: 25V442

Manufacturer Recall No.: 25S72

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

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

Total number of potentially involved: 200,061

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2020-2023 FORD TRANSIT

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Jul 25, 2019 - Jan 18, 2022

Number of potentially involved: 28,040

Descriptive Information:

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 2: 2018-2022 FORD TRANSIT CONNECT

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Jul 25, 2018 - Jan 18, 2022

Number of potentially involved: 829

Descriptive Information:

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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Vehicle 3: 2020-2024 FORD EXPLORER**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Feb 06, 2019 - Dec 22, 2023**Number of potentially involved:** 57,771**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 4: 2020-2023 LINCOLN AVIATOR**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Apr 25, 2019 - Nov 08, 2023**Number of potentially involved:** 3,532**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 5: 2020-2021 LINCOLN NAVIGATOR**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel

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The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 6: 2020-2021 FORD EXPEDITION**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Jul 16, 2019 - Dec 23, 2021**Number of potentially involved:** 3,011**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 7: 2019-2020 LINCOLN NAUTILUS**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Sep 06, 2018 - Dec 21, 2020**Number of potentially involved:** 926**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

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The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 9: 2022-2024 FORD MAVERICK**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Jul 29, 2021 - Jan 08, 2024**Number of potentially involved:** 5,122**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 10: 2020-2022 FORD F-250 SD**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 02, 2019 - Dec 22, 2022**Number of potentially involved:** 8,135**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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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.

Vehicle 11: 2019-2020 FORD F-150

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Jul 23, 2018 - Oct 11, 2020

Number of potentially involved: 22,381

Descriptive Information:

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 12: 2019-2023 FORD RANGER

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Jul 13, 2018 - Jun 28, 2023

Number of potentially involved: 11,863

Descriptive Information:

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 13: 2019-2020 LINCOLN CONTINENTAL

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

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25V442**Production Dates:** Sep 18, 2018 - Nov 25, 2020**Number of potentially involved:** 180**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 14: 2020-2022 LINCOLN CORSAIR**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Feb 12, 2019 - Dec 08, 2022**Number of potentially involved:** 856**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 15: 2020-2022 FORD ESCAPE**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** May 17, 2019 - Dec 09, 2022**Number of potentially involved:** 6,801**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

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The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 17: 2019-2020 FORD EDGE**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 02, 2018 - Dec 21, 2020**Number of potentially involved:** 4,914**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 18: 2019-2020 LINCOLN MKZ**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 21, 2018 - Jul 31, 2020**Number of potentially involved:** 479**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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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.

Vehicle 19: 2020-2021 FORD ECOSPORT

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 12, 2019 - Dec 09, 2021

Number of potentially involved: 12

Descriptive Information:

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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.

Vehicle 20: 2019-2020 FORD FUSION

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 21, 2018 - Jul 31, 2020

Number of potentially involved: 5,737

Descriptive Information:

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain SYNC 3.2 R10 RC1 infotainment software.

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:

An error in the SYNC software can cause system instability concerns and/or a failure to preserve certain settings across ignition cycles. This may result in an intermittent blank image while in reverse or

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rear-view image remaining on display after reverse driving has ended. Other non-safety related symptoms may be present such as a black infotainment screen, incorrect language setting, and/or potential inability to perform software updates.

FMVSS1:

FMVSS2:

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

A rear-view camera that intermittently displays a blank image while in reverse can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash. A rear-view camera that remains on after the backing event has ended can distract the driver, increasing the risk of a crash.

Description of the cause:

Short ignition cycles may cause interference with SYNC software log file compression routines leading to potential consumption of all the free space on the SYNC APIM (Accessory Protocol Interface Module). Once the space is consumed, the system is no longer able to write new files to the APIM and will exhibit stability of image issues.

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Ford Motor Company

Address: 1 American Rd.
Dearborn MI, 48126

Country: United States

Involved Components

Component Name 1: SYNC 3 Software

Component Description: SYNC 3 software version R10 RC1

Component Part Number: NU5T-14G381-AB

Chronology

On **January 17, 2025**, the National Highway Traffic Safety Administration (NHTSA) Office of Defect Investigations (ODI) contacted Ford about a Vehicle Owner Questionnaire (VOQ) trend associated with

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rear-view camera image complaints on 2021-2023 Bronco Sport vehicles.

On **March 27, 2025**, this issue was brought to Ford's Critical Concern Review Group (CCRG) for review.

From **April 2025 to May 2025**, Ford's CCRG performed an analysis of the warranty data for all rear-view camera system components. This review identified an increase in Accessory Protocol Image Module (APIM) and rear-view image complaints for vehicles produced between March 2023 and November 2023. These production dates coincide with the introduction of SYNC3 software release R10 RC1. Ford's review of VOQs and other service records indicated most vehicles were repaired with a SYNC3 software update and believes that this R10 RC1 software is a causal factor to those concerns.

Ford's CCRG and In-Vehicle Infotainment (IVI) conducted additional software reviews to understand if the R10 RC1 issues can affect the rear-view camera image. IVI determined that once the system is out of space it is possible for a configuration file write to fail in a manner which causes the infotainment system to "lock up," preventing correct Rearview Camera (RVC) transitions in certain, rare instances. The IVI team conducted testing and was able to replicate the condition.

A software update was released to production in December 2023 and to the field in August 2024 as part of Customer Satisfaction Field Service Action (FSA) 24B47, which contained other software improvements, and appears to correct the "lock up" issue.

Ford is aware of 1326 warranty claims potentially related to this condition received between 6/13/2023 and 5/23/2025. This includes claims that were repaired under 24B47.

On **June 20, 2025**, Ford's Field Review Committee reviewed the concern and approved a field action.

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 an updated version of SYNC 3 software flashed into their Accessory Protocol Interface Module (APIM). There will be no charge for this service.

How remedy component differs from recalled component:

All software files superseding R10 RC1 SYNC 3 level software (NU5T-14G381-AB) contain overrun containment-enabled software.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

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Manufacturer used general reimbursement plan on file.

Recall Schedule**Description of recall schedule:**

Notification to dealers is expected to occur on July 1, 2025. Mailing of remedy owner notification letters is expected to begin July 28, 2025 and is expected to be completed by August 1, 2025. The date VINs are planned to be searchable is July 1, 2025.

Planned Dealer Notification Date: Jul 01, 2025 - Jul 01, 2025☐ No Dealers**Planned Interim Owner Notification Date:**☐ No Owners**Planned Remedy Owner Notification Date:** Jul 28, 2025 - Aug 01, 2025☐ Phased Recall**Date when VIN will be searchable:** Jul 01, 2025