



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V489

Manufacturer Name: Ford Motor Company

Submission Date: Jul 25, 2025

NHTSA Recall No.: 25V489

Manufacturer Recall No.: 25C31

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

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

Total number of potentially involved: 56,473

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2025-2025 FORD F-150 HYBRID

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Hybrid Electric Vehicle

Production Dates: May 22, 2024 - Jun 26, 2025

Number of potentially involved: 56,473

Descriptive Information:

Ford's team reviewed supplier process records to determine the population of affected parts. The Ford process is capable of tracing Audio Head Unit (AHU) software in production to the vehicle in which the AHU software is installed. Affected vehicles are equipped with the 3.5L Hybrid Electric powertrain.

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 start of trip seatbelt chime may not play from the Audio Head Unit (AHU) at vehicle start up if the 12-volt battery is at a low state of charge.

FMVSS1: 208 - Occupant crash protection

FMVSS2:

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25V489**Description of the safety risk, including crash, fire, death, injury:**

A missing audible seatbelt chime can result in decreased seatbelt usage, increasing the risk of injury during a crash.

Description of the cause:

The AHU can be subjected to a high voltage interrupt during start-up, resulting in a reset condition that suppresses the start of trip chimes.

Identification of any warning that can occur:

None

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type:

Name: Visteon Corporation

Address: 1 Village Center Drive
Van Buren Township MI, 48111-5711

Country: United States

Involved Components

Component Name 1: Audio Control Module

Component Description: Audio Control Module

Component Part Number: SL3T-18K938-BK/BL/DK/DL/DEK/DEL/ZDK/ZDL/YDK/YDL

Chronology

On **May 29, 2025**, an issue pertaining to missing start of trip chimes was brought to Ford's Critical Concern Review Group (CCRG) after an employee detected this condition upon starting their new vehicle.

From **June to July 2025**, the Audio Control Module (ACM) team conducted testing and data review to determine the entry conditions for the loss of chimes. Based on this additional review, Ford determined that all other chimes will sound after the reset of the AHU, which is approximately 3 seconds. The CCRG conducted a read-across with the ACM team and determined that only the 2025MY F-150 HEV contains the subject AHU and certain HEV technology systems.

Ford's Automotive Safety Office Subject Matter Expert reviewed this concern for compliance with FMVSS 208, Occupant crash protection section S7.3(a). Ford's CCRG reviewed this concern with the National Highway Traffic Safety Administration's Office of Vehicle Safety Compliance.

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On **July 18, 2025**, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any warranty claims or Vehicle Owner Questionnaires (VOQs) related to this condition.

Ford is not aware of any reports of accidents, injuries, or fires related to this concern.

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 the AHU software updated. There will be no charge for this service.

How remedy component differs from recalled component:

The updated AHU software (SL3T-18K938-BM/DM/DEM/ZDM/YDM) will reliably play chimes during all starting conditions.

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 July 29th, 2025. Mailing of remedy owner notification letters is expected to begin August 25th, 2025 and is expected to be completed by August 29th, 2025. The date VINs are planned to be searchable is July 29th, 2025.

Planned Dealer Notification Date: ☐ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Part 573 Safety Recall Report**25V489****Planned Remedy Owner Notification Date:**☐ **Phased Recall****Date when VIN will be searchable:** Jul 29, 2025