



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V540

Manufacturer Name: Ford Motor Company

Submission Date: Aug 22, 2025

NHTSA Recall No.: 25V540

Manufacturer Recall No.: 25S88

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

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

Total number of potentially involved: 355,656

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2025-2026 Ford F-550 SD

Product Category: Light Vehicles

Product Type: Light Truck

Fuel / Propulsion:

Production Dates: Jun 06, 2024 - Jul 22, 2025

Number of potentially involved: 536

Descriptive Information:

The recalled Instrument Panel Cluster software was introduced into production on 06/06/2024 and was taken out of production on 07/22/2025.

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.

77,280 F-Super Duty vehicles are affected.

Vehicle 2: 2025-2026 Ford F-450 SD

Product Category: Light Vehicles

Product Type: Light Truck

Fuel / Propulsion:

Production Dates: Jun 06, 2024 - Jul 22, 2025

Number of potentially involved: 4,977

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25V540**Descriptive Information:**

The recalled Instrument Panel Cluster software was introduced into production on 06/06/2024 and was taken out of production on 07/22/2025.

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.

77,280 F-Super Duty vehicles are affected.

Vehicle 3: 2025-2026 Ford F-350 SD**Product Category:** Light Vehicles**Product Type:** Light Truck**Fuel / Propulsion:****Production Dates:** Jun 06, 2024 - Jul 22, 2025**Number of potentially involved:** 30,551**Descriptive Information:**

The recalled Instrument Panel Cluster software was introduced into production on 06/06/2024 and was taken out of production on 07/22/2025.

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.

77,280 F-Super Duty vehicles are affected.

Vehicle 4: 2025-2025 FORD F-150**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** May 14, 2024 - Jul 25, 2025**Number of potentially involved:** 278,376**Descriptive Information:**

The recalled Instrument Panel Cluster software was introduced into production on 05/14/2024 and was taken out of production on 07/25/2025.

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.

278,376 F-150 vehicles are affected

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Vehicle 5: 2025-2026 Ford F-250 SD

Product Category:

Product Type: Light Truck

Fuel / Propulsion:

Production Dates: Jun 06, 2024 - Jul 22, 2025

Number of potentially involved: 41,216

Descriptive Information:

The recalled Instrument Panel Cluster software was introduced into production on 06/06/2024 and was taken out of production on 07/22/2025.

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.

77,280 F-Super Duty vehicles are affected.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The Instrument Panel Cluster (IPC) may be blank at start up.

FMVSS1:

FMVSS2:

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

A blank IPC screen upon startup may render safety-related telltales and gauges unreadable in certain conditions. An IPC that does not clearly display critical safety information can increase the risk of a crash.

Description of the cause:

During the sleep entry sequence of the IPC, a CAN wakeup interrupt can occur within a narrow timeframe, resulting in a memory protection fault.

Identification of any warning that can occur:

None

Component Manufacturer

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Van Buren Township MI, 48111**Country:** United States

Involved Components

Component Name 1: Instrument Panel Cluster**Component Description:** RCB Digital Instrument Panel Cluster**Component Part Number:** SL3T-10849-A***Component Name 2:** Instrument Panel Cluster**Component Description:** RCB Digital Instrument Panel Cluster**Component Part Number:** SL3V-10849-B*

Chronology

On **May 9, 2025**, an issue pertaining to allegations of blank instrument cluster screens on 2025 F-150 vehicles with Remote Cluster Box (RCB) Instrument Panel Clusters (IPC) was brought to Ford's Critical Concern Review Group (CCRG) for review.

From **May to August 2025**, the CCRG reviewed Visteon's identification of a memory protection fault as a causal factor. CCRG also reviewed this issue for compliance to the various FMVSSs attributed to the instrument cluster finding that the vehicles left Ford's control and arrived at the Ford dealership in a compliant state. Discussions about this concern occurred with NHTSA's Office of Vehicle Safety Compliance.

CCRG also reviewed relevant data for this concern. Specifically, CCRG collected and analyzed connected vehicle data which indicates 65% of connected vehicles surveyed had ignition cycle events that are in the window of susceptibility to this concern. Further, CCRG reviewed the future projections for this concern, which suggest that this concern will continue to increase in occurrences as the vehicle ages.

As of **June 26, 2025**, Ford is aware of 95 warranty claims potentially related to this concern. The first warranty claim was received on January 30, 2025. Ford has identified one VOQ potentially related to this concern.

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On **August 15, 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:

Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the IPC Module software updated. There will be no charge for this service.

How remedy component differs from recalled component:

The remedy software will have the memory protection feature disabled.

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 August 25, 2025. Mailing of remedy owner notification letters is expected to begin September 2, 2025, and is expected to be completed by September 5, 2025. The date VINs are planned to be searchable is August 25, 2025.

Planned Dealer Notification Date: Aug 25, 2025 - Aug 25, 2025

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

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Planned Remedy Owner Notification Date: Sep 02, 2025 - Sep 05, 2025 ☐ Phased Recall

Date when VIN will be searchable: Aug 25, 2025