



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 25V689

**Manufacturer Name:** Ford Motor Company

**Submission Date:** Dec 18, 2025

**NHTSA Recall No.:** 25V689

**Manufacturer Recall No.:** 25C55

### Manufacturer Information

### Population

**Manufacturer Name:** Ford Motor Company

**Address:** 20000 Rotunda Drive  
Mezzanine  
Dearborn MI, 48124

**Total number of potentially involved:** 2,101

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2021-2023 FORD MUSTANG

**Product Category:** Light Vehicles

**Product Type:** Passenger Car

**Fuel / Propulsion:**

**Production Dates:** Jul 02, 2020 - Apr 05, 2023

**Number of potentially involved:** 2,101

**Descriptive Information:**

The Ford process is capable of determining which software part numbers have been installed in production and service. The affected vehicles do not contain the remedy the Body Control Module (BCM) software for recall 23C35.

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:**

According to Ford's records, certain 2021 to 2023 MY Mustang vehicles did not have the remedy for Safety Recall 23C35 / 23V-727 installed correctly, but was recorded as having the repair successfully completed. Because the correct software update remedy may not be installed on the vehicle, the underlying condition specified in Safety Recall 23C35 / 23V-727 may still exist, the brake fluid level sensor is not properly configured to activate the visual warning indicator when there is a reduction in brake fluid below the recommended level in the master cylinder brake fluid reservoir.

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**FMVSS1:** 135 - Light vehicle brake systems

**FMVSS2:**

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

The underlying safety risk specified in Safety Recall 23C35 / 23V-727 still exists on this specified vehicle. Ford described that safety risk as, "Customers will not receive a warning if there is a reduction in brake fluid below the recommended level in the master cylinder brake fluid reservoir which can increase the risk of a crash."

**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.

An audit dashboard bug, discovered in November 2025, incorrectly used engineering-entered values in the "fixed vehicle" calculation. This led to misidentifying certain vehicles as repaired that were not repaired.

**Identification of any warning that can occur:**

None

### 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:** Body Control Module

**Component Description:** Body Control Module

**Component Part Number:** LR3T-15604-A\*

### Chronology

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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.

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 **September 16, 2025**, the cross-functional team completed the audit of 23C35 and brought the results to Ford's CCRG for review, concluding that 99.99996% of the repairs conducted under 23C35 had the correct software installed. The team identified the specific vehicles that were recorded as receiving the remedy, but have software that does not remedy the noncompliance.

On **October 3, 2025**, Ford's Field Review Committee reviewed the concern and approved a field action

On **November 17, 2025**, a bug in the audit dashboard logic for FSA audits was discovered. This bug incorrectly utilized engineering-entered values in the "fixed vehicle" calculation, leading to the misidentification of vehicles as fixed that should not have been. This error resulted in an inflated "fixed" population. A review of the vehicles shown as repaired was conducted after this bug was identified resulting in the identification of VINs incorrectly closed as repaired without receiving the FSA remedy.

On **December 11, 2025**, Ford's Field Review Committee reviewed the concern and approved an amendment to this field action.

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

**Related NHTSA Recall Number:** 23V727

## Description of Remedy

**Remedy Type:** Software

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**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 BCM 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 23C35 / 23V-727

**Identify how/when recall condition was corrected in production:**

## Reimbursement Plan

Manufacturer used general reimbursement plan on file.

## Recall Schedule

**Description of recall schedule:**

Notification to dealers is expected to occur on November 17, 2025. Mailing of remedy owner notification letters is expected to begin November 17, 2025, and is expected to be completed by November 21, 2025. The date VINs are planned to be searchable is November 17, 2025.

**Planned Dealer Notification Date:** Nov 17, 2025 - Nov 17, 2025  No Dealers

**Planned Interim Owner Notification Date:**  No Owners

**Planned Remedy Owner Notification Date:** Nov 17, 2025 - Nov 21, 2025  Phased Recall

**Date when VIN will be searchable:** Nov 17, 2025