



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V793

Manufacturer Name: Ford Motor Company

Submission Date: Nov 17, 2025

NHTSA Recall No.: 25V793

Manufacturer Recall No.: 25SC7

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

Address: 20000 Rotunda Drive
Mezzanine
Dearborn MI, 48124

Total number of potentially involved: 7,046

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2021-2021 Ford E-Series

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: May 23, 2019 - Nov 12, 2020

Number of potentially involved: 7,046

Descriptive Information:

The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles do not contain the remedy the powertrain calibration software for recall 20S73.

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:

According to Ford's records, certain 2021 MY E-Series vehicles did not have the remedy for Safety Recall 20S73 / 20V-795 installed correctly, but were 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 20S73 / 20V-795 may still exist, and the Affected vehicles may contain an engine cover with mispositioned insulation on the underside of the engine cover that does not fully extend to the perimeter of the engine cover as intended. As a result, heat from the engine compartment can cause elevated temperatures on the passenger compartment surface of the engine cover.

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25V793**FMVSS1:****FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

The underlying safety risk specified in Safety Recall 20S73 / 20V-795 still exists on this specified vehicle. Ford described that safety risk as, "Direct and continuous contact with certain areas of engine cover surface in the passenger compartment may cause burns to the skin of the driver or front seat passenger."

Description of the cause:

The engine cover insulation design did not allow for sufficient manufacturing tolerances. Vehicle development testing did not evaluate all engine operating conditions during SEIC or BCP function.

Identification of any warning that can occur:

The surface temperature of engine cover corners near the driver or front seat passenger's feet will gradually increase.

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: Panel**Component Description:** Engine Cover (Dog House)**Component Part Number:** F8UZ-1510312-BAA

Chronology

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

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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 October 30, 2025, the cross-functional team completed the audit of 20S73 and brought the results to Ford's CCRG for review, concluding that 69.71% of the repairs conducted under 20S73 had the correct software installed. The team identified the specific vehicles that were recorded as receiving the remedy but did not actually receive the 20S73 software update.

On November 07, 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: 20V795

Description of Remedy

Remedy Type: Software

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

How remedy component differs from recalled component:

The software service package will have the intended remedy for 20S73 / 20V-795.

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 December 22, 2025. Mailing of remedy owner notification letters is expected to begin January 05, 2026 and is expected to be completed by January 09, 2026. The date VINs are planned to be searchable is December 22, 2025.

Planned Dealer Notification Date: Dec 22, 2025 - Dec 22, 2025☐ No Dealers**Planned Interim Owner Notification Date:**☐ No Owners**Planned Remedy Owner Notification Date:** Jan 05, 2026 - Jan 09, 2026☐ Phased Recall**Date when VIN will be searchable:** Dec 22, 2025