



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 25V886

**Manufacturer Name:** Ford Motor Company

**Submission Date:** Dec 18, 2025

**NHTSA Recall No.:** 25V886

**Manufacturer Recall No.:** 25SE8

### Manufacturer Information

### Population

**Manufacturer Name:** Ford Motor Company

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

**Total number of potentially involved:** 890

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2019-2019 FORD EXPEDITION

**Product Category:** Light Vehicles

**Product Type:** Multipurpose Passenger Vehicle

**Fuel / Propulsion:**

**Production Dates:** Oct 16, 2018 - Oct 13, 2019

**Number of potentially involved:** 890

**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 Instrument Panel Cluster (IPC) software for recall 20S21. 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 2019 Expedition vehicles did not have the remedy for Safety Recall 20S21 / 20V-263 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 20S21 / 20V-263 may still exist, and the Transmission Not in Park warning message and associated chime are only active for 3 seconds when the transmission is not in Park and the ignition state is OFF with driver door closed. Instead, the chime should be active for 10 seconds and message should display for 30 minutes when the driver's door is closed.

**FMVSS1:**

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## FMVSS2:

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

The underlying safety risk specified in Safety Recall 20S21 / 20V-263 still exists on this specified vehicle. Ford described that safety risk as, "The Transmission Not in Park warning and associated chime is designed to alert the driver that their vehicle is not in the park position. A shorter than designed duration of the Transmission Not in Park warning and associated chime could result in a driver exiting their vehicle while not in park without being sufficiently alerted. This could result in unintended vehicle movement, increasing the risk of injury or crash."

### Description of the cause:

The supplier did not implement the feature as required by the Ford specification.

### 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:** Instrument Panel Cluster

**Component Description:** Not in Park Warning Message

**Component Part Number:** KL1Z-10849-A

## 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 correct software application across all FSAs using the FDRS service tool. Further investigation was deemed necessary.

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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 **December 9, 2025**, the cross-functional team completed the audit of 20S21 and brought the results to Ford's CCRG for review, concluding that 89.84% of the repairs conducted under 20S21 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 safety risk.

On **December 12, 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:** 20V263

## 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 Instrument Cluster Panel 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.

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**25V886****How remedy component differs from recalled component:**

The software service package will have the intended remedy for 20S21 / 20V-263

**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 January 15, 2026. Mailing of remedy owner notification letters is expected to begin January 26, 2026, and is expected to be completed by January 30, 2026. The date VINs are planned to be searchable is January 15, 2026.

- Planned Dealer Notification Date:** Jan 15, 2026 - Jan 15, 2026  No Dealers
- Planned Interim Owner Notification Date:**  No Owners
- Planned Remedy Owner Notification Date:** Jan 26, 2026 - Jan 30, 2026  Phased Recall
- Date when VIN will be searchable:** Jan 15, 2026