



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V887

Manufacturer Name: Ford Motor Company

Submission Date: Dec 18, 2025

NHTSA Recall No.: 25V887

Manufacturer Recall No.: 25S68

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

Address: 20000 Rotunda Drive
Mezzanine
Dearborn MI, 48124

Total number of potentially involved: 2

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2022-2022 FORD TRANSIT

Product Category: Light Vehicles

Product Type: Incomplete Vehicle

Fuel / Propulsion:

Production Dates: Jan 10, 2022 - Jan 10, 2022

Number of potentially involved: 2

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 Audio Control Module (ACM) software for recall 22S18. 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:

Describe the defect/noncompliance: According to Ford's records, certain 2022 MY Transit vehicles did not have the remedy for Safety Recall 22S18 / 22V-183 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 22S18 / 22V-183 may still exist, and the rear-view camera supplied in the Rear Video Camera and Prep Kit will not function when installed by the final stage manufacturer/upfitter. A rear-view image will not be displayed when the vehicle is in reverse gear.

FMVSS1:

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FMVSS2:

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

The underlying safety risk specified in Safety Recall 22S18 / 22V-183 still exists on this specified vehicle. Ford described that safety risk as, "Lack of rear view camera image while reversing increases 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 this vehicle, the software tool did not upload the correct software to the vehicle.

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: Audio Control Module

Component Description: Audio Control Module

Component Part Number: LK41-18D832-KV

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 **June 02, 2025**, the cross-functional team completed the audit of 22S18 and brought the results to Ford's CCRG for review, concluding that none of the incomplete repairs identified in the review of 22S18 occurred on vehicles located in the United States or US Federalized Territories.

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 2 VINs located in the United States or US Federalized Territories 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.[MC1]

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

[MC1]@Dunlap, Zachary (Z.) I've made updates to these 3 paragraphs for this unique case - please review.

Related NHTSA Recall Number: 22V183

Description of Remedy

Remedy Type: Software

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

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Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the Audio Control Module 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 22S18 / 22V-183.

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 16, 2026. Mailing of remedy owner notification letters is expected to begin January 19, 2026 and is expected to be completed by January 23, 2026. The date VINs are planned to be searchable is January 16, 2026

Planned Dealer Notification Date: Jan 16, 2026 - Jan 16, 2026 No Dealers

Planned Interim Owner Notification Date: No Owners

Planned Remedy Owner Notification Date: Jan 19, 2026 - Jan 23, 2026 Phased Recall

Date when VIN will be searchable: Jan 16, 2026