



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

April 14, 2025

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –
Safety Recall 25S35**

Certain 2025 Model Year Explorer Vehicles with 2.3L Engines
Powertrain Control Module Reprogram

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2025	Chicago	December 6, 2023 through September 6, 2024

US population of affected vehicles: 24,520. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, the Powertrain Control Module (PCM) may experience an internal reset while driving. This PCM reset could result in a Malfunction Indicator Light (MIL) displayed in the instrument panel cluster, a temporary loss of vehicle acceleration, or a loss of motive power. A PCM reset may also engage the transmission's parking pawl temporarily while the vehicle is in motion. A transmission parking pawl engagement while driving at speeds greater than 10 miles per hour may result in damage to the vehicle's park system. If park system damage has occurred and the Electronic Parking Brake (EPB) is not engaged, the vehicle may experience a roll-in-park, increasing the risk of crash. Loss of motive power due to PCM resets also increases the risk of crash.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. **A complete Dealer Bulletin will be provided in the 2nd quarter of 2025 when it is anticipated that parts ordering and software availability including repair instructions will be available to support this safety recall.** For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

OWNER NOTIFICATION

Owners of record will be notified via first-class mail within sixty days, which may occur before **parts ordering and software availability** including repair instructions have been provided to dealers.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

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