



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 13, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 25S49
Certain Model Year Vehicles
Rear Camera Screen Software Update

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –
Safety Recall 25S49
Certain Model Year Vehicles
Rear Camera Screen Software Update

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Mach-E	2021 – 2023	Cuatitlan	March 17, 2020 through December 15, 2023
F-150	2021 – 2024	Dearborn	January 8, 2020 through April 16, 2024
F-150	2021 – 2024	Kansas City	June 23, 2020 through December 8, 2023
F-150	2022 – 2023	Rouge Electrical	October 14, 2021 through December 15, 2023
Mustang	2024	Flat Rock Assembly	October 4, 2022 through February 15, 2024
Transit	2022 – 2025	Kansas City	June 4, 2021 through May 19, 2025
Expedition	2022 – 2024	Kentucky Truck	June 23, 2021 through May 17, 2024
Navigator	2022 – 2024	Kentucky Truck	April 22, 2021 through August 22, 2024
Super Duty	2022	Kentucky Truck	June 27, 2018 through December 23, 2022
F-250 - F-600	2023 – 2025	Kentucky Truck	March 23, 2022 through March 8, 2025
F-250 – F-600	2023 – 2024	Ohio Assembly	August 17, 2022 through November 6, 2024
Escape	2023 – 2024	Louisville	July 12, 2019 through May 16, 2024
Corsair	2023 – 2024	Louisville	June 24, 2022 through April 30, 2024
Bronco	2021 – 2024	Michigan	September 30, 2020 through May 10, 2024
Ranger	2024	Michigan	January 13, 2024 through July 25, 2024
Nautilus	2021 – 2023	Oakville	September 17, 2020 through December 6, 2023
Edge	2021 – 2024	Oakville	August 19, 2020 through May 3, 2024

Explorer	2020	Chicago Plant	August 17, 2019 through July 14, 2020
F-150	2022 – 2023	Rouge Electrical	October 14, 2021 through December 15, 2023

U.S. population of affected vehicles: 1,083,170. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have been repaired or are in the process of being repaired at the assembly plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Labor Allowances and Parts Ordering Information for more information.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the infotainment screen may freeze followed by a black screen and a system reboot. If this occurs during a backing event, the rear-view image may be frozen, missing, or delayed. A frozen rear-view camera display image while in reverse can reduce the driver’s view of what is behind the vehicle, increasing the risk of a crash.

SERVICE ACTION

- 2021 and 2024 – F-150
- 2024 Ranger
- 2021, 2022, 2023 and 2024 Edge

The vehicle configurations listed above are the **ONLY** vehicle configurations receiving repairs at this time. The remaining vehicle configurations will be launched at a separate time.

If your vehicle’s VIN is listed below, please replace the TCU, APIM, and the ECG before performing the software update.

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to update the APIM software. This service must be performed on all affected vehicles at no charge to the vehicle owner. If the upfitter of modified vehicles (motor homes, stripped chassis, etc.) choose not to use the Ford camera system, a letter of Attestation is included as an attachment for their completion to close out this recall. Once the letter has been returned to the dealer, the dealer should create an SSSC 25S49 Claiming Concern contact and attach the signed attestation letter (this can be one letter with multiple VINs, or just one VIN). For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

To assist vehicle owners to have this repair completed, dealers should:

- Arrange for a mobile repair at the owner’s location, or:
- Arrange to pick up the owner’s vehicle and drive it to the dealership for repairs
 - Re-deliver the owner’s vehicle after repairs have been completed.
- Pick-Up & Delivery, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OVER-THE-AIR (OTA) UPDATES (FORD / LINCOLN SOFTWARE UPDATE):

- In addition to you being able to update vehicles now using FDRS, Ford is currently deploying an OTA software update.
- Before scheduling service for an OTA-capable vehicle, please verify through PTS that the FSA is still open (OASIS) and that the vehicle has not already received the OTA update.

1. Verify FSA is still open by viewing the “Outstanding Field Service Actions” on the OASIS results page on PTS. (Note: If the OTA update was recently downloaded onto the vehicle the FSA may still show as open)
2. If the FSA is still open in the Outstanding Field Service Actions section, proceed to the tab titled “Connected Vehicle”. In the “Over The Air Update 60 Day History”, you can determine if an OTA update occurred on the affected module by viewing the “Completion Status”, which should show “Campaign Successful”. The “Release Notes” will also indicate that the campaign was successfully downloaded onto the vehicle. (Note: the FSA may still show as open in the Outstanding Field Service Actions section of PTS even though the OTA update was successfully downloaded onto the vehicle. This FSA will eventually be removed from the Outstanding Field Service Actions screen of PTS.)

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles will be notified in three separate mailings. The mailings will begin the week of August 25, 2025, or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether the customer has received a letter. Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

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 before delivery.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Vehicle Upfitter Attestation
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters
- Reimbursement Plan

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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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on August 13, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 13, 2025. Owner names and addresses will be available by September 1, 2025.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

Safety Recall 25S49**OWNER REFUNDS**

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with replacing or updating the APIM, TCU or ECG modules related to 25S49.

RENTAL VEHICLES

Dealers are pre-approved for up to 30 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 30 rental day(s) is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

Long-Term Rentals

New requests for long-term rentals and 30 day extensions will be approved by the CLT when parts are on back-order. Because system-wide parts are available for 100% of the vehicles, and re-balancing parts between dealers is underway, long-term rentals should be rare.

LINCOLN PICK-UP & DELIVERY

- Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service, from their dealership. For details, reference EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement.
- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16629, Announcing the 2025 Remote Experience Program.
- NOT participating in the 2025 Remote Experience Program:
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

Safety Recall 25S49**LINCOLN PICK-UP & DELIVERY**

- Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service, from their dealership. For details, reference EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement.
- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16629, Announcing the 2025 Remote Experience Program.
- NOT participating in the 2025 Remote Experience Program:
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- If module is component requiring RVC – see software process checklist for link.) **For software module replacement:**
 - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
 - Claiming the MT25S49RR labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.
- **For modules not requiring an RVC, use normal diagnostics.**
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
 - F-650/F-750 trucks – 2 years, regardless of miles driven
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

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CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC16335 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 25S49 is the subcode.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25S49
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery should be submitted on a separate line from the FSA. Refer to EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement for details.
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16629, Announcing the 2025 Remote Experience Program
 - Dealers NOT participating in the 2025 Remote Experience Program
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

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CLAIMS PREPARATION AND SUBMISSION (Continued)

- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Rental Vehicle Reimbursement**
 - For Long-Term (greater than one day) rental due to unique circumstances, submit a rental request to the SSSC using FSA Contact Type APPROVAL REQUEST.
 - If SSSC approval is provided under program number 25A20, eligible rental expenses and the administrative fee should be claimed on an RO line that is separate from the repair.
 - Use Misc. Expense Code “RENTAL” for the rental expenses.
 - Use sub code 25S49 on the claim.
 - The maximum number of days that can be requested on one RO line is 30 days.
 - Rental extensions beyond the initial 30 day request must be submitted to SSSC for approval.

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LABOR ALLOWANCES

- 2021 and 2024 – F-150
- 2024 Ranger
- 2021, 2022, 2023 and 2024 Edge

The vehicle configurations listed above are the **ONLY** vehicle configurations receiving repairs at this time.

Description	Labor Operation	Labor Time
All Vehicles – Software at the latest level	25S49A	0.3 Hours
Update APIM, ECG (GWM), and TCU Modules to the latest level following the technical instructions	MT25S49B	M-Time up to 6.0 Hours
APIM Module software failed and/or APIM module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25S49RR	M-Time Up To 4.8 Hours
TCU Module software failed and/or TCU module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25S49TT	M-Time Up To 5.0 Hours
ECG (GWM) Module software failed and/or ECG (GWM) replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25S49EE	M-Time Up To 5.1 Hours
2023 Ranger Module Replacement Only – APIM, TCU and ECG (GWM) Module Replacement	MT25S49C	M-Time Up To 2.6 Hours
Lincoln Vehicle Pick-Up & Delivery Allowance: Only vehicles outside of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25S49LL	0.5 Hours
Attestation Labor Time – Time to submit attestation form and close recall	25S49D	0.2 Hours

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LABOR ALLOWANCES (Continued)

<p>Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	<p>25S49PP</p>	<p>0.5 Hours</p>
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PARTS REQUIREMENTS / ORDERING INFORMATION

Ford Electronics Services Group (FESG) / Ford Component Sales (FCS) Order:

Order a new {FCS specific part name (i.e. SYNC display) using the On-line 1878 form.

- **NOTE:** Software Modules are VIN specific, and once ordered, these parts are non-refundable and cannot be returned once ordered.
- **1878 / FESG** Order process:
 1. Go to **OASIS**, enter the **VIN** and click **GO**
 2. Scroll to the bottom and select the **On-Line 1878**
 3. Click on **Create Order** (1878 Form)
 4. Click on the drop-down arrow to select the System: Software Modules
 5. Enter **VIN**
 6. Enter "**Engineering Part Number**" (see part table below)
 7. Enter Reference **Repair Order Date** (Work Order Date) using calendar icon
 8. Click **Continue**
 9. Complete the on-line order form

NOTE: Your order is NOT complete until the system generates an "Order Number".

Parts Requirements / Ordering Information is continued on the next page

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NU5T14G650PAU	1	1	1	ECG
MU5T14G650ACD	1	1	1	ECG
MU5T14G650MAD	1	1	1	ECG
NU5T14G650LAH	1	1	1	ECG
RU5T14H474UAV	1	1	1	ECG2
PU5T14H474DFF	1	1	1	ECG2
SU5T14G670BML	1	1	1	SG4
RU5T14G670AMN	1	1	1	SG4
PU5T14G670XJE	1	1	1	SG4
RU5T14G670ADN	1	1	1	SG4
PU5T14G670GRN	1	1	1	SG4
PU5T14G670GJN	1	1	1	SG4
PU5T14G670FMN	1	1	1	SG4
SU5T14G670HVF	1	1	1	SG4
MU5T14G670MBP	1	1	1	SG4
PU5T14G670FCM	1	1	1	SG4
PU5T14G670MEF	1	1	1	SG4
PU5T14G670MKF	1	1	1	SG4
PU5T14G670MMG	1	1	1	SG4
SU5T14G670BTA	1	1	1	SG4N
SU5T14G670BHR	1	1	1	SG4N
PU5T14G670FMN	1	1	1	SG4
SU5T14G670HVF	1	1	1	SG4
MU5T14G670MBP	1	1	1	SG4
PU5T14G670FCM	1	1	1	SG4

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
PU5T14G670MEF	1	1	1	SG4
PU5T14G670MKF	1	1	1	SG4
PU5T14G670MMG	1	1	1	SG4
SU5T14G670BTA	1	1	1	SG4N
SU5T14G670BHR	1	1	1	SG4N
RU5T14G670AKN	1	1	1	SG4N
PU5T14G670XDA	1	1	1	SG4N
RU5T14G670AHN	1	1	1	SG4N
PU5T14G670PMG	1	1	1	SG4N
RU5T14G670AGN	1	1	1	SG4N
PU5T14G670RMG	1	1	1	SG4N
SU5T14G670BEL	1	1	1	SG4N
PU5T14G670FPN	1	1	1	SG4N
PU5T14G670MGF	1	1	1	SG4N
PU5T14G670MHD	1	1	1	SG4N
SU5T14G670GTS	1	1	1	SG4N
MU5T14G670RKA	1	1	1	SG4N
PU5T14G670FRN	1	1	1	SG4N
PU5T14G670KVV	1	1	1	SG4N
RC3T14H316DBG	1	1	1	TCU
PC3T14H316DAR	1	1	1	TCU
RC3T14H316DDG	1	1	1	TCU
NU5T14H074TEM	1	1	1	TCU
NU5T14H074AAH	1	1	1	TCU
NU5T14H074AAH	1	1	1	TCU
NL3T14H076THE	1	1	1	TCU
ML3T14H076ADC	1	1	1	TCU
NU5T14H074AAP	1	1	1	TCU
NU5T14H074AHE	1	1	1	TCU
NU5T14H074FPH	1	1	1	TCU
NU5T14H074FLA	1	1	1	TCU

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NL3T14H076FLA	1	1	1	TCU
M2DT14H076AAR	1	1	1	TCU
NL3T14H076NAE	1	1	1	TCU
NU5T14H074AAP	1	1	1	TCU
PL3T14H076FNF	1	1	1	TCU
NU5T14H074FGJ	1	1	1	TCU
N2DT14H076FLB	1	1	1	TCU
NL3T14H076NDC	1	1	1	TCU
NL3T14H076FGJ	1	1	1	TCU
NU5T14H074FGJ	1	1	1	TCU
PC3T14H316DAN	1	1	1	TCU
NU5T14H074AGH	1	1	1	TCU
PL3T14H076TUA	1	1	1	TCU
NU5T14H074FGF	1	1	1	TCU
NL3T14H076TGJ	1	1	1	TCU
RC3T14H316DBG	1	1	1	TCU
N2DT14H076FGJ	1	1	1	TCU
NU5T14H074ARA	1	1	1	TCU
NU5T14H074ADC	1	1	1	TCU
PL3T14H076FMG	1	1	1	TCU
RC3T14H316DDG	1	1	1	TCU
NU5T14H074FJF	1	1	1	TCU
N2DT14H076TLB	1	1	1	TCU
NL3T14H076TGF	1	1	1	TCU
NU5T14H074FHE	1	1	1	TCU
NU5T14H074TRA	1	1	1	TCU
NU5T14H074AUA	1	1	1	TCU
RC3T14H316DBK	1	1	1	TCU
N2DT14H076FHE	1	1	1	TCU
M2DT14H076NAR	1	1	1	TCU
RC3T14H316DDK	1	1	1	TCU

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
PJ6T14H076FRB	1	1	1	TCU
NL3T14H076TRA	1	1	1	TCU
RC3T14H316DDN	1	1	1	TCU
NU5T14H074TRB	1	1	1	TCU
P2DT14H076FYE	1	1	1	TCU
NU5T14H074AUA	1	1	1	TCU
NU5T14H074FEM	1	1	1	TCU
PC3T14H316DAC	1	1	1	TCU
NU5T14H074AHE	1	1	1	TCU
NU5T14H074AAJ	1	1	1	TCU
RJ6T14H076FGE	1	1	1	TCU
PC3T14H316DAG	1	1	1	TCU
NU5T14H074AUA	1	1	1	TCU
R2DT14H076FGE	1	1	1	TCU
NU5T14H074FGF	1	1	1	TCU
NU5T14H074FLA	1	1	1	TCU
NU5T14H074ARB	1	1	1	TCU
RJ6T14H076TGE	1	1	1	TCU
PJ8T14H076FNF	1	1	1	TCU
NU5T14H074AAH	1	1	1	TCU
N1WT14H076AYF	1	1	1	TCU
P2DT14H076FMH	1	1	1	TCU
P2DT14H076FMH	1	1	1	TCU
NU5T14H074ARA	1	1	1	TCU
NU5T14H074TRA	1	1	1	TCU
PC3T14H316DAJ	1	1	1	TCU
RC3T14H316DDK	1	1	1	TCU
RC3T14H316DDN	1	1	1	TCU
NU5T14H074TEH	1	1	1	TCU
NU5T14H074AGH	1	1	1	TCU

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
N2DT14H076THE	1	1	1	TCU
PJ6T-14H076-FRB	1	1	1	TCU
LJ8T-14H076-AFB	1	1	1	TCU
LK9T-14H076-FKC	1	1	1	TCU
N2DT14H076FLB	1	1	1	TCU
PJ8T14H076FYE	1	1	1	TCU
NC3T-14H076-ATA	1	1	1	TCU
NL3T14H076NAG	1	1	1	TCU
NU5T14H074TMG	1	1	1	TCU
NU5T14H074AAJ	1	1	1	TCU
RU5T-14H074-TGE	1	1	1	TCU
NU5T14H074TRA	1	1	1	TCU
RU5T-14H074-TGE	1	1	1	TCU
NU5T14H074TRA	1	1	1	TCU
RU5T-14H074-TGE	1	1	1	TCU
RU5T-14H074-TGE	1	1	1	TCU
RU5T-14H074-TGE	1	1	1	TCU
RJ6T-14H076-FGE	1	1	1	TCU
ML3T-14H076-AFB	1	1	1	TCU
RL3T-14H316-DCA	1	1	1	TCU
NU5T14H074TME	1	1	1	TCU
N1WT-14H076-NPH	1	1	1	TCU
N1WT-14H076-AYE	1	1	1	TCU
N1WT-14H076-NYF	1	1	1	TCU
NU5T14H074ARB	1	1	1	TCU
NU5T14H074FGJ	1	1	1	TCU
RU5T-14H074-TGC	1	1	1	TCU
RU5T-14H074-TGE	1	1	1	TCU
RU5T-14H074-TGC	1	1	1	TCU
RU5T-14H074-TGE	1	1	1	TCU
MPU5T-14H317-DBH	1	1	1	TCU
MPU5T-14H317-DCF	1	1	1	TCU

Safety Recall 25S49

PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
N2DT14H076TKC	1	1	1	TCU
P2DT14H076TMH	1	1	1	TCU
NU5T14H074FGF	1	1	1	TCU
NU5T14H074FGJ	1	1	1	TCU

DEALER PRICE

For the latest prices, refer to the DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

For HV battery/array, refer to EFC15529, Launch of FCS-700 Tag Return Process for High Voltage (HV) Battery Packs and Arrays. Dealers are to retain all replaced arrays and store them in the service crate (that the dealer received the new array kit in). Dealers are to return all replaced arrays in the service crate via your local RCRC or TForce Freight based on the part disposition in OWS. **No array kits are to be scrapped. 100% of array kits are to be returned to Ford.**

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.

Safety Recall 25S49

REPLACED FSA PARTS INSPECTION AND SIGN OFF (Continued)

- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.
- **Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified in the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN MODEL YEAR VEHICLES — REAR CAMERA SCREEN SOFTWARE UPDATE

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

- 2021 and 2024 – F-150
- 2024 Ranger
- 2021, 2022, 2023 and 2024 Edge

NOTE: The vehicle configurations listed above are the **ONLY** vehicle configurations receiving repairs at this time. The remaining vehicle configurations will be launched at a separate time. Do not attempt to update software on other vehicles.

Module Programming

VCM3

It is highly recommended that a VCM3 be used when updating the APIM software for 25S49. Using a VCM3 reduces the chances of programming failures on modules when very large files are being transferred.

APIM, ECG (GWM) and TCU – Technical Support Request (TSR) - Dealer Software Support Hotline (DSSH)

If you experience APIM, ECG (GWM) or TCU software programming errors, multiple programming failures, APIM module replacement and require assistance - submit a Technical Support Request (TSR) and request the following:

- APIM, ECG (GWM) or TCU programming assistance or APIM, ECG (GWM) or TCU replacement from DSSH
- Repair Validation Code (RVC)

Once you are provided with an RVC:

- For this program **it is NOT necessary to contact the SSSC** for additional approvals, this includes the following:
 - additional labor hours
 - module replacement
 - related damage

NOTE: Before beginning programming ensure the vehicle has enough fuel to idle for 2 hours.

NOTE: The following modules may each require more than one software update:

Gateway Module (GWM), Telematic Control Unit (TCU) and/or Accessory Protocol Interface Module (APIM).



NOTE: Program appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

NOTE: If the APIM modules have no updates, obtain an SVC code for claiming.

1. With ignition on or in accessory mode, go to the settings menu on the center display screen.
2. Go to the **General Settings** menu and select **About SYNC**.
3. Find the 5 digit SYNC 4 Software Version. Ex: 23270.
4. Check the current APIM software level. Is the version in the vehicle at V2.0.2 SYNC software or higher?

Yes - This FSA does not apply.
No - Continue to Step 5.

5. Connect the Rotunda battery tester and charger and set it to maintain 12.6 to 13.6 volts. Monitor the voltage real time using the indicator at the bottom right corner of FDRS to make sure that it is within this range. **The battery state of charge (SOC) must be greater than 50% to continue with this FSA.**

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

NOTE: Some vehicles will require module updates to be performed before additional module updates are available. Multiple module updates will most likely be required to complete this FSA.

NOTE: It is highly recommended that a VCM3 is used. Using a VCM3 reduces the chances of programming failures.

6. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

7. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

8. Select **Toolbox** tab.

9. Select **Multi-Module** tab.



10. Select **Read the Configuration Data**. Click **RUN**.

11. Is there a software update available for any of the following modules:
GWM, TCU, APIM

Yes - Proceed to Step 12.

No - This FSA does not apply.

12. Prepare to update the software. Insert the USB flash drive into the laptop and **reformat the flash drive**. This needs to be done for each module programmed.

NOTE: A 64GB or larger USB flash drive is required for APIM software updates. USB 3.0 or higher is recommended. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

- To format the USB flash drive:
 - a. Right click on the USB flash drive.
 - b. Select Format, select exFAT for the File System.
 - c. Select Default Allocation Size for the Allocation Unit Size.
 - d. De-selecting Quick Format is not necessary and will result in a lengthier operation.

NOTE: For the fastest file transfer speed, the use of a USB 3.2 flash drive with a compatible Gen 2 USB 3.2 laptop is recommended.

13. Turn off the engine time-out feature in the center display.

- a. From the center display settings menu, press Vehicle.
- b. Switch 30 min Max Idle to OFF.

14. Using the FDRS, begin module programming by select the **SW Updates Tab**. Follow all on-screen instructions carefully.

15. When prompted, connect the USB flash drive to the FDRS.

16. When prompted by the FDRS, safely remove/eject the USB flash drive from the FDRS. Start the vehicle Key On Engine Running (KOER), then connect the USB flash drive to the USB media hub to install the software into the module.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive.

17. When the vehicle's center display screen prompts to restart the vehicle:

- a. Turn the vehicle OFF.
- b. Wait 10 minutes.
- c. Restart the vehicle KOER. The update is still in process at this time.

18. Follow FDRS on-screen prompts to complete the update.

NOTE: It may take up to 5 minutes before Update Successful appears in the vehicle's center display screen. After 5 minutes if Update Successful pop-up is not shown on the center display screen, remove the USB. The software update was successfully installed on the module.



19. Perform the software update for the GWM. Follow all update screens. If there is no GWM software update available, proceed to Step 20.

- a. Follow the center display screen prompts.
- b. Follow FDRS prompts to complete the GWM programming.

NOTE: Once the pop up stating "Update Successful" appears in the center display, select **Close**, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation.

- c. Proceed to Step 20.

20. Perform the software update for the APIM. Follow all update screens. If there is no APIM software update available, proceed to Step 21.

- a. Follow the center display screen prompts.
- b. Follow FDRS prompts to complete the APIM programming.

NOTE: Once the pop up stating "Update Successful" appears in the center display, select **Close**, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation.

- c. Proceed to Step 21.

21. Perform the software update for the TCU. Follow all update screens. If there is no TCU software update available, proceed to Step 22.

- a. Follow the center display screen prompts.
- b. Follow FDRS prompts to complete the TCU programming.

NOTE: Once the pop up stating "Update Successful" appears in the center display, select **Close**, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation.

- c. Proceed to Step 22.

22. Check the current APIM software level. Is the version in the vehicle V2.0.2 SYNC software or higher?

Yes - Proceed to Step 24.

No - Proceed to Step 23.

23. Are there any updates available for the GWM, APIM, or TCU? The option to update a module may not be available until other module(s) are updated to a certain level. The network test is a confirmation that all modules are at the latest available software.

Yes - Proceed to Step 19.

No - Proceed to Step 24.



24. Click the **Run Selected Tests** button in the lower right.
25. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
26. **This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions in EFC 16335 to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided.**
27. Disconnect the battery charger from the 12V battery once the programming has completed.

Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to make sure the programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 25S49**

Certain Model Year Vehicles

Rear Camera Screen Software Update














Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

Description of each level that is used to determine the overall assessment.




-  – Mobile Reprogramming (MRA1)
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service (MRA2)
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)




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Certain Model Year Vehicles


Rear Camera Screen Software Update

   – Enhanced Mobile Service (MRA3)


- ***A two-person process is required anytime a procedure requires work under the vehicle***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock may be required.    – Advanced Mobile Service (MRA4)


- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required. – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 13, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 25S49
Certain Model Year Vehicles
Rear Camera Screen Software Update

SERVICE ACTION (No part update required)

In some of the affected vehicles, the infotainment screen may freeze followed by a black screen and a system reboot. If this occurs during a backing event, the rear-view image may be frozen, missing, or delayed. A frozen rear-view camera display image while in reverse can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

Affected vehicles are equipped with SYNC4 software versions between 1.7 and 1.9, which comes installed on the vehicles affected by Safety Recall 25S49. However, 25S49 includes some incomplete vehicles that were ordered without the Ford Rearview Camera Service kit. Upfitters that do not utilize the Ford camera system will not have the safety defect present and do not need a repair remedy, which is a software update to the SYNC4 system.

Since completed vehicles are required to comply with FMVSS 111, if the upfitter does not use the originally equipped rearview camera system and selects to install an aftermarket rearview camera system, they are then responsible for compliance with FMVSS 111. When the upfitter is a final stage manufacturer, it can determine and certify the vehicle as compliant to FMVSS No. 111 and not rely on Ford's Type I Statement of Conformity for FMVSS No. 111 in the IVM. Ford does not have awareness of these choices by the upfitter.

Ford is proposing the following options that will help with its implementation and documentation of this safety recall.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 25S49

Certain Model Year Vehicles

Rear Camera Screen Software Update

Process for Incomplete Vehicles NOT Equipped with the Rearview Camera System:

If a final stage manufacturer or customer has an incomplete Transit or Super Duty vehicle listed under Safety Recall 25S49 and can confirm that the vehicle was manufactured and delivered *without* the rearview camera system (including the camera unit, associated wiring specific to the camera, and its connection to the SYNC system for image display), they may follow this process:

1. **Confirm Absence:** Verify that the rearview camera system was *not* installed by Ford during the initial manufacturing of the incomplete vehicle and confirming the rear view camera system does not connect to the vehicle's SYNC4 display. This confirmation should be based on the vehicle's build specification and physical inspection.
2. **Attest to Absence:** Fill out the attached attestation form and submit to Ford Motor Company confirming that the rearview camera system, subject to Safety Recall 25S49, is not present on the specified vehicle(s).
3. **Provide VIN(s):** Submit the VIN(s) of the incomplete vehicle(s) for which this attestation applies.

Next Steps:

Once Ford receives the attestation and corresponding VINs, a team will review the submission. Upon confirmation that the attestation is valid for the provided VINs, our recall database records will be updated to reflect that the recall is not applicable to these specific vehicles due to the absence of the affected component. The provided VIN(s) will then be removed from the open recall list for Safety Recall 25S49.

Please note: This process specifically addresses Safety Recall 25S49 related to the rearview camera system. Final stage manufacturers remain responsible for ensuring the completed vehicle complies with all applicable Federal Motor Vehicle Safety Standards (FMVSS).

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 25S49

Certain Model Year Vehicles

Rear Camera Screen Software Update

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SIGNATURE & DATE	

25S49

Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 25S49 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 25S49

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or the dealers.

Regarding the specific reimbursement plan for Recall # 25S49, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before January 31, 2026. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2025. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.