



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 20, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 25S49 – Supplement #4
Certain Model Year Vehicles
Rear Camera Screen Software Update

REF : **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –**
Safety Recall 25S49 – Supplement #3
Dated: November 21, 2025

New! REASON FOR THIS SUPPLEMENT

- **Allowances and Parts Ordering Information:** Changed some labor operations and reduced labor times to reflect a decrease in the number of module updates required. Also, removed the parts list.
- **Administrative Information:** Reduced the number of pre-approved rental days and removed long-term rentals.
- **Service Action:** Removed the 9 VINs that required module replacement.
- **Owner Notification Mailing Schedule:** Corrected the repair type.
- **Technical Instructions:** Updated to remove the Mach-E module dependencies and revised software update steps and Software Validation Code (SVC) information.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 1,085,154):

Vehicle	Model Year	Assembly Plant	Build Date Range
Mustang Mach-E	2021 – 2023	Cuautitlan	March 17, 2020 through December 15, 2023
F-150	2021 – 2024	Dearborn Truck	January 8, 2020 through April 16, 2024
F-150	2021 – 2024	Kansas City	June 23, 2020 through December 8, 2023
F-150 Lightning	2022 – 2023	Rouge Electric Vehicle Center	October 14, 2021 through December 15, 2023
Mustang	2024	Flat Rock	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
F-250 - F-600	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	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	August 17, 2019 through July 14, 2020
Bronco Sport	2021	Hermosillo	February 27, 2020

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 the FSA Policy Document 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

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. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

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).

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	Yes	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Yes	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.

Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	Yes	See Owner Refunds section below, if applicable.
Photo Submission	No	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Software to repair this condition is currently available to service all the affected vehicles. The owners of affected vehicles were notified in 3 separate mailings. The mailings began in the fourth quarter of **2025**. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not 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

- **Technical Instructions**
- Owner Notification Letters
- Vehicle Upfitter Attestation
- Recall Reimbursement Plan

REFERENCE MATERIAL


- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>
- The Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS:
<https://www.fordtechservice.dealerconnection.com>

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.

Customer Service Division

Safety Recall 25S49 – Supplement #4**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All Vehicles Affected:
 -  - Not a Mobile Service Repair (MRA5)

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.

IN-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.

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.

Safety Recall 25S49 – Supplement #4**OWNER REFUNDS (Continued)**

- Refunds will only be provided for the cost associated with updating or replacing the modules related to 25S49.

New! RENTAL VEHICLES

Dealers are pre-approved for up to **1 day** for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for **module updates**. Prior approval for more than **1 rental day** 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.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

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.
- **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, MT25S49TT, and/or MT25S49EE labor operation codes 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.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

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 be rejected, 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 EFC17526 for more details.

Safety Recall 25S49

LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
Update APIM, ECG (GWM), and TCU Modules to the latest level following the technical instructions. This labor operation code closes the FSA.	MT25S49H	Up to 4.0
Update APIM, ECG (GWM), TCU, and IPC Modules to the latest level following the technical instruction. This labor operation code closes the FSA.	MT25S49I	Up to 5.0
Software Verification Form shows software is already up to date. Vehicle does not need to be connected to FDRS to check – VIN can be entered into PTS manually This labor operation code closes the FSA.	25S49SV	0.2

SUPPLEMENTAL LABOR ALLOWANCES These labor operation codes DO NOT close the FSA.

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
For F-150 vehicles only – Update the BCM, SCCM, and DSCM/CMR Modules to the latest level following the technical instructions	MT25S49G	Up to 0.5
APIM Module software update 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	Up to 4.8
TCU Module software update 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	Up to 5.0
ECG (GWM) Module software update failed and/or ECG (GWM) module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25S49EE	Up to 5.1

Safety Recall 25S49

SUPPLEMENTAL LABOR ALLOWANCES (Continued)

<p>Lincoln Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles. 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>25S49LL</p>	<p>0.5</p>
<p>Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 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</p>
<p>Attestation Labor Time – Time to submit attestation form and close recall</p>	<p>25S49D</p>	<p>0.2</p>

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN MODEL YEAR VEHICLES — REAR CAMERA SCREEN SOFTWARE UPDATE

NEW! 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.

Module Programming

1. Check if the software has already been updated as part of an Over the Air (OTA) update by doing the following:

- a. Launch the Professional Technician System (PTS) and enter the vehicle's VIN.
- b. Hover over the Diagnostics tab and select Software Verification Form from the drop-down menu.
- c. Select 25S49 from Field Service Action drop-down menu and click Submit.
- d. If Software update status shows 'Complete', then the software has already been successfully installed on the vehicle.

2. Did the software status in PTS show the software update status as complete?

- Yes** - The correct software has already been installed and the recall is complete.
Obtain the Software Verification Approval Code for claiming and claim 25S49SV.
- No** - Proceed to step 3 to install the software.

VCM3

It is highly recommended that a Vehicle Communication Module 3 (VCM3) is used when updating the Accessory Protocol Interface Module (APIM) software for 25S49. Using a VCM3 reduces the chances of programming failures on modules when very large files are being transferred.

FSA Quick Response Team – Assistance for Software Related Concerns Performing This FSA
If you experience software programming errors or multiple programming failures, require module replacement, or have difficulty generating a Software Validation Code (SVC) for this FSA, contact the FSA Quick Response team using the link shown in Figure 7 from the Ford Diagnostic and Repair System (FDRS).

- A Repair Validation Code (RVC) will be provided, if needed, by the FSA Quick Response team if module replacement is required.

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.

3. Launch FDRS. Make sure FDRS is updated to the latest version.

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.

4. Check the vehicle's State of Charge (SOC) by performing the following:

- a. Double click the battery icon in the lower right corner of FDRS.
- b. Make sure that the SOC reads over 50%. If the SOC is less than 50%, fully recharge the vehicle's 12-volt battery using the appropriate Rotunda GRX-3590 or DCA-8000 testers to verify battery condition.
- c. Remove the charger from the vehicle once the battery is fully charged. Using FDRS, navigate to toolbox tab > BCM > **Reset Battery**. Monitor Sensor Learned Values application. Perform the BMS reset.

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 SOC must be greater than 50% to continue with this FSA.**

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt 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: Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.

6. 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.

7. Select **Toolbox** tab.

8. Select **Multi-Module** tab.



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

10. Select the **SW Updates** tab.

NOTE: For F-150, updates to the below modules may be required before updates can be found for GWM, TCU, APIM and IPC:

- Body Control Module (BCM)
- Steering Column Control Module (SCCM)
- Driver Status Monitor Camera Module (DSCM/CMR)

11. 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.

12. Is the vehicle a 2023-2024 Super Duty, 2021-2023 F-150, 2023-2024 Escape or 2021-2023 Bronco AND have an 8-inch Center Touch Screen/Display Unit?

Yes - Continue to Step 13.

No - *Continue to page 5 Step 26.*

13. Is there a software update available for the APIM?

***Yes** - Continue to Step 14.*

***No** - Proceed to Step 28.*

14. From the list on the LH side of the screen, select the **APIM**.

15. From the list on the RH side of the screen, select **APIM - Accessory Protocol Interface Module [APIM] Software Update**.

16. Click **RUN**. Follow all on-screen instructions carefully.

17. When prompted for Software Update Option, click "**Remove Voice Application from SYNC**", then click **Select**. See Figure 1.

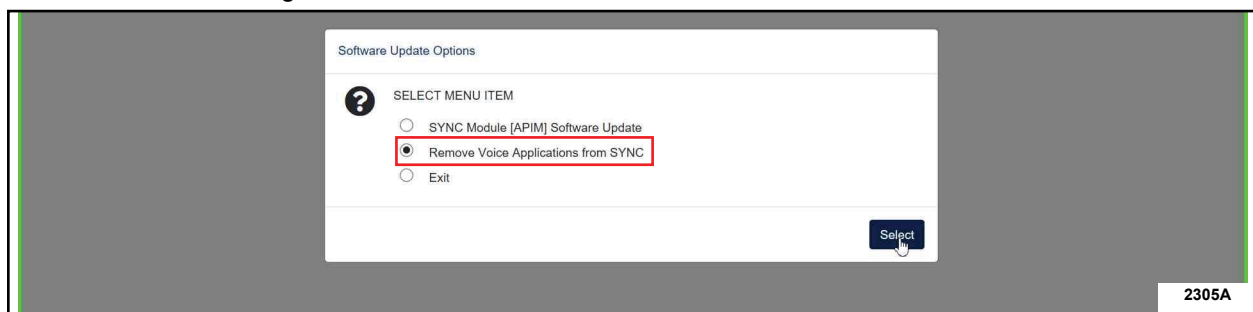


FIGURE 1



18. Continue to follow all on-screen instructions carefully until the following screen is reached. See Figure 2.

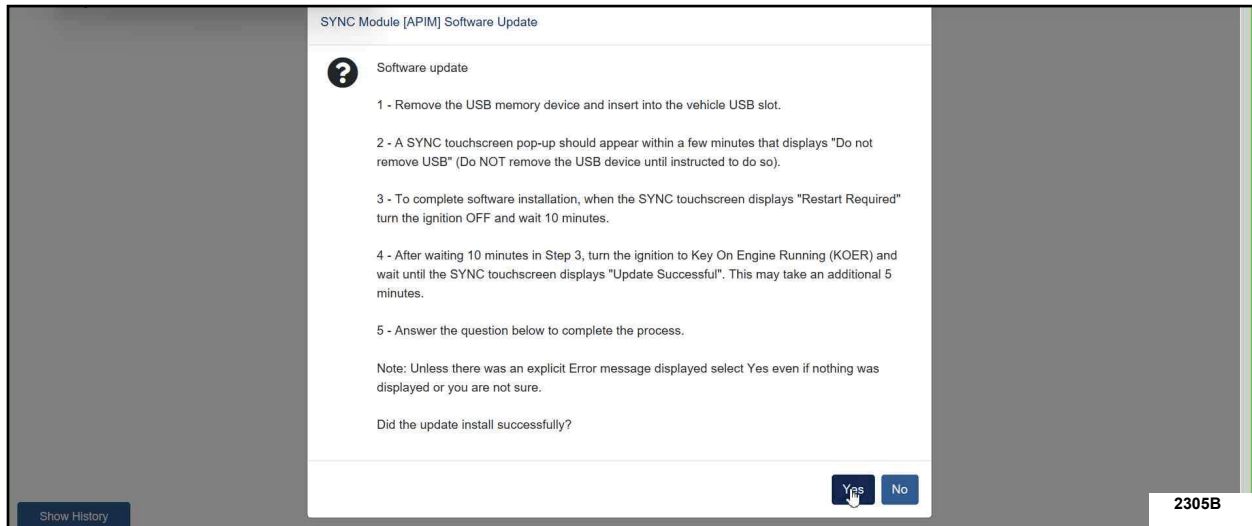


FIGURE 2

19. When center display screen prompts to restart the vehicle:

- a. Turn the vehicle **OFF**.
- b. Wait ten (10) minutes.
- c. Turn the vehicle to **KOER**.

20. After 10 minutes continue with the remaining steps shown in Figure 2.

21. Continue to follow all on-screen instructions carefully until the voice application has been successfully removed. See Figure 3. (app deleted)

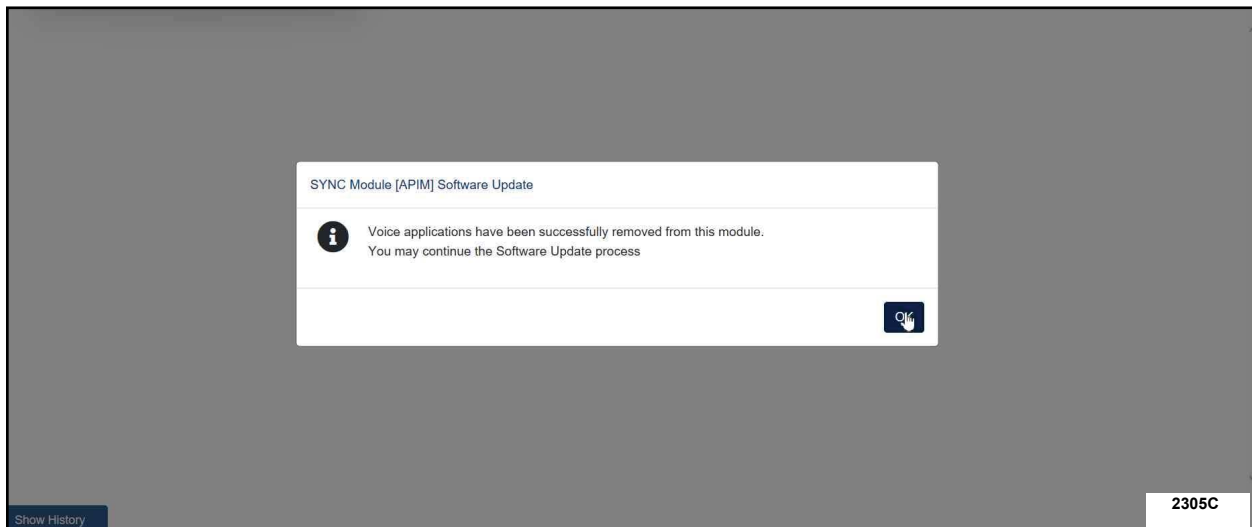


FIGURE 3



22. Return the USB thumb drive to the FDRS and follow the on-screen prompts carefully until the following screen is reached. See Figure 4.

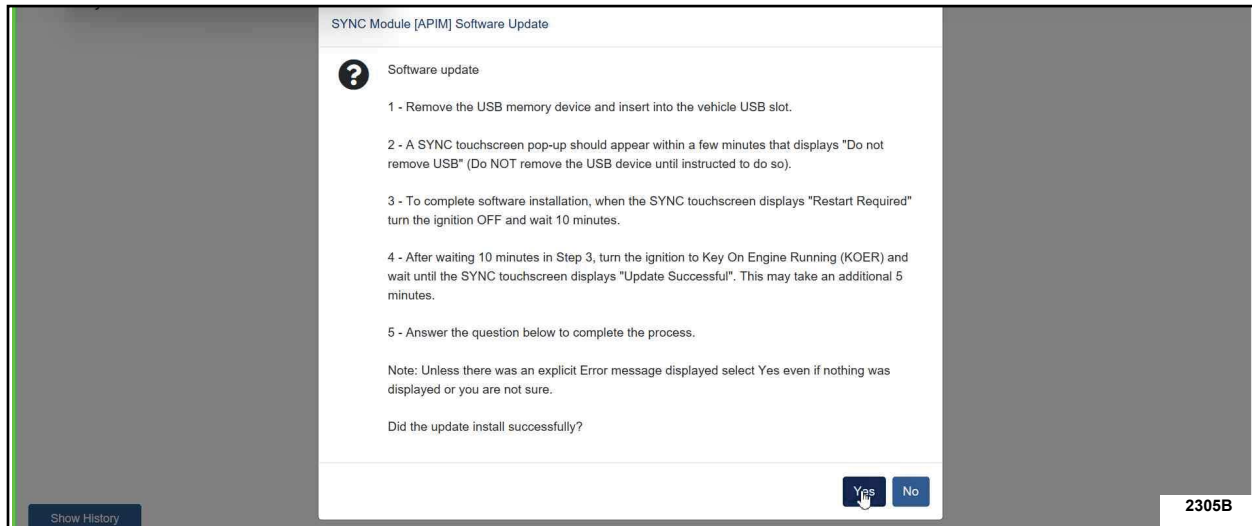


FIGURE 4

23. When center display screen prompts to restart the vehicle:

- a. Turn the vehicle **OFF**.
- b. Wait ten (10) minutes.
- c. Turn the vehicle to **KOER**.

24. After 10 minutes continue to follow all on-screen instructions carefully.

25. Continue to Step 28.

26. Is there a software update available for the APIM?

Yes - Proceed to Step 27.

No - Proceed to Step 28.

27. Download and run the APIM Software Update application on the FDRS and follow the on-screen prompts. For instructions on the USB update process or if any error conditions are experienced during programming refer to Workshop Manual (WSM) Section 418-01A > General Procedures > Module Programming.

28. Is there a software update available for the Gateway Module (GWM)?

Yes - Proceed to Step 29.

No - Proceed to Step 30.

29. Download and run the GWM Software Update application on the FDRS and follow the on-screen prompts. For instructions on the USB update process or if any error conditions are experienced during programming refer to Workshop Manual (WSM) Section 418-01A > General Procedures > Module Programming.



30. Is there a software update available for the Telematics Control Unit (TCU)?

Yes - Proceed to Step 31.

No - Proceed to Step 32.

31. Download and run the TCU Software Update application on the FDRS and follow the on-screen prompts. For instructions on the USB update process or if any error conditions are experienced during programming refer to Workshop Manual (WSM) Section 418-01A > General Procedures > Module Programming.

32. Is there a software update available for the Instrument Panel Cluster (IPC)?

Yes - Proceed to Step 33.

No - Proceed to Step 34.

33. Download and run the IPC Software Update application on the FDRS and follow the on-screen prompts. For instructions on the USB update process or if any error conditions are experienced during programming refer to Workshop Manual (WSM) Section 418-01A > General Procedures > Module Programming.

34. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

35. Click the **Run Selected Tests** button in the lower right.

36. Click the **Clear & Retest** button at the top of the screen to clear Diagnostic Trouble Codes (DTCs) in all modules.

37. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions below 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. For more information, see EFC 17526.



38. Select the **SW Updates** tab (1). See Figure 5.

39. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 5.

40. Select the **FSA** (3) from the drop-down menu. See Figure 5.

41. Select **Submit** (4). See Figure 5.

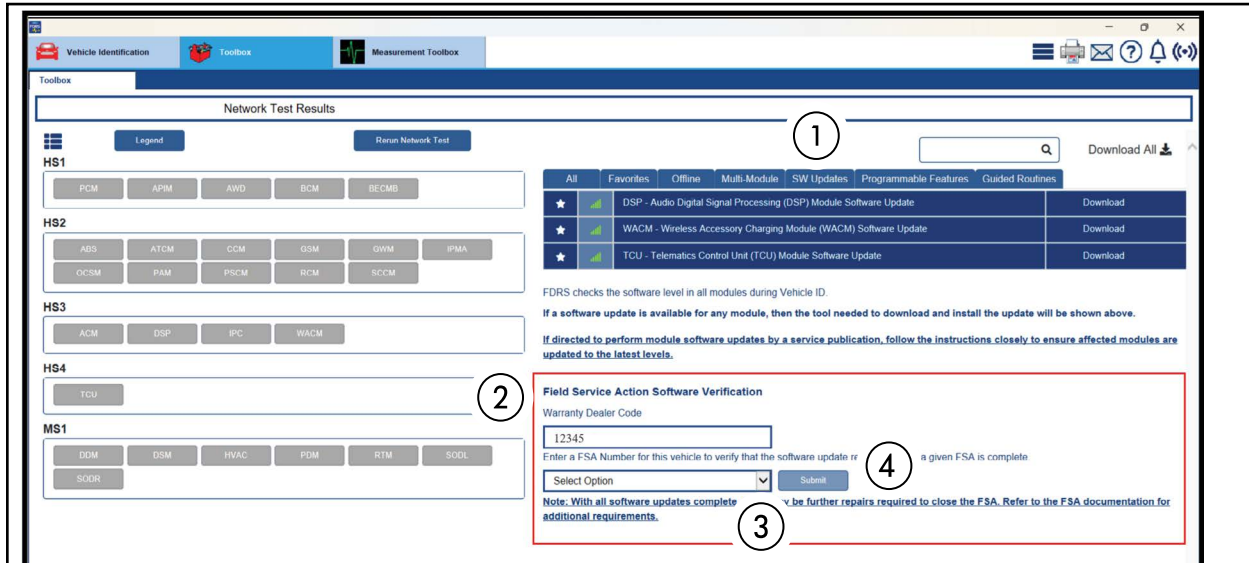


FIGURE 5



42. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
 See Figure 6.

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 43.

PCM APIM AWD BCM BECMB

ABS ATCM COM GSM GWM IPMA

DCIM FPM PSCM RCM SCOM

ACM DSP IPC WACM

TCU

DDM DSM HVAC PCM RTM SOOL

SOOR

★	WACM - Wireless Accessory Charging Module (WACM) Software Update	Download
★	TCU - Telematics Control Unit (TCU) Module Software Update	Download

FDRS checks the software level in all modules during Vehicle ID

If a software update is available for any module, then the tool needed to download and install the update will be shown above.

If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

Field Service Action Software Verification

Warranty Dealer Code

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.

24524

FSA 24524 VIN 3FMCR9C68PRD00267

Software Update Status: **Complete**

Software Verification Code: **R921FUKJK9VPE**

Module Acronym	Software Update Complete
BCM	Yes
PCM	Yes

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

FIGURE 6



43. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?
See Figure 7.

Yes - Proceed to Step 44.
No - Proceed to Step 47.

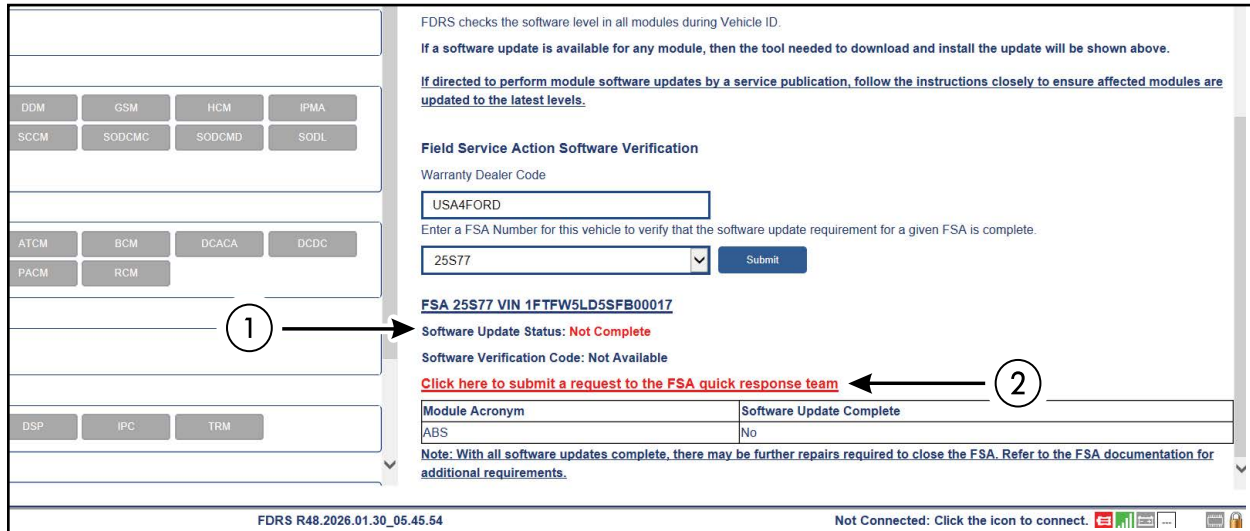


FIGURE 7

44. Have the module software updates in the FSA been reattempted?

Yes - Proceed to Step 45.
No - Reattempt the software update programming steps in the FSA. Proceed to Step 12.

45. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 7.
Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

46. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA quick response team queue. This team will contact you via phone using the contact information provided in the form. Please follow the recommendations from the FSA quick response team to resolve any issues preventing SVC generation.



47. If the FDRS Field Service Action Software Verification Status displays "**An error occurred. Unable to retrieve FSA information**", please reattempt to generate an SVC. The error can be caused by a connectivity or server issue where the status of the FSA cannot be verified. This is typically resolved upon reattempting to generate an SVC. See Figure 8.

The screenshot displays the FDRS Field Service Action Software Verification interface. On the left, there are filter buttons for PCM, BCM, BECMB, ABS, GSM, GWM, IPMA, OCSM, PSCM, RCM, SCCM, HS2, HS3, MS1, ACM, IPC, TCU, TRM, HVAC, SODL, and SODR. On the right, a table lists software updates for ACM, IPC, and TCU, each with a 'Download' button. Below the table, there is a 'Field Service Action Software Verification' section with a 'Warranty Dealer Code' field, a dropdown menu for FSA Number (set to 24S59), and a 'Submit' button. A red-bordered error message box at the bottom of the verification section reads: "An error occurred. Unable to retrieve FSA information." with a black arrow pointing to it from the right. The status bar at the bottom shows the vehicle ID "FTTW8E94PRA33711", model "Maverick 2.0L EcoBoost (240PS)", FDRS version "R44.2025.02.10_09.06.09", and a "Not Connected" status with a connect icon.

FIGURE 8



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 12-volt 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 3 (VCM3) 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/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 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.





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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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.