



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 29, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD
Advance Notice - Compliance Recall 25C21
Certain 2024 Model Year Nautilus Vehicles
Update Infotainment Software

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Nautilus	2024	Hangzhou	April 4, 2023 through July 8, 2024

US population of affected vehicles: 30,628. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

All affected vehicles may not conform to the requirements regarding the illumination of motor vehicle controls, telltales, and indicators and rear-view camera displays specified by the Federal Motor Vehicle Safety Standards (FMVSS). This is due to a software issue in the vehicle's Accessory Protocol Interface Module (APIM), which can cause the system to unexpectedly reboot, freeze, or cause performance concerns. If this occurs, the customer may experience one or more screens going blank for 3-6 seconds while driving. The screens will recover without intervention. If the left panoramic screen goes blank while driving, the driver will not be able to view critical vehicle information such as vehicle speed, gear selection, warning indicators, or rearview camera, increasing the risk of a crash. A software update for the infotainment system will be released to correct these potential issues. This update will also provide several feature and quality refinements.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this compliance recall.

A complete Dealer Bulletin will be provided to dealers June 10, 2025 when it is anticipated that software including repair instructions will be available to support this compliance recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

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

OWNER NOTIFICATION

Owners of record will be notified via first-class mail after software and repair instructions have been provided to dealers.

PLEASE NOTE:

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

DEALER-OPERATED RENTAL VEHICLES

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

QUESTIONS & ASSISTANCE

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

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