



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

July 29, 2025

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice  
Compliance Recall 25C31  
Certain 2025 F-150 Hybrid Electric Vehicles  
Update Audio Head Unit software**

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 HEV	2025	Dearborn	May 22, 2024 through June 26, 2025

US population of affected vehicles: 56,470. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

In all of the affected vehicles, the initial start of trip seatbelt chime may not play from the Audio Head Unit (AHU) at vehicle start up if the 12-volt battery is at a low state of charge, which may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 208 – Occupant Crash Protection. A missing audible chime can result in decreased seatbelt usage, increasing the risk of injury during a crash.

**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 in the third quarter of 2025 when it is anticipated that software availability 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 within sixty days, which may occur before software availability including repair instructions have been provided to dealers.

**PLEASE NOTE:**

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

### **DEALER-OPERATED RENTAL VEHICLES**

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

### **QUESTIONS & ASSISTANCE**

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

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