



SSM 53842 2025 Expedition/Navigator/Nautilus - Windshield RFID Transponder Not Working And Transponder Placement

Some 2025 Expedition/Navigator/Nautilus customers may state that their windshield mounted toll road, home access, or other radio frequency identification (RFID) transponders are not working. 2025 Expedition, Navigator and Nautilus windshields have UV coating that may block RFID transmission. The windshield has a designated shaded area for RFID transponder placement in front of the rear-view mirror, next to the camera console, that does not contain UV coating. The online Owner Manual has been updated to include instructions for transponder placement with a picture of the shaded area, and the in-vehicle electronic Owner Manual will be updated via an over-the-air (OTA) in Q4 2025. Customers should follow transponder manufacturer provided instructions for mounting and orientation (some transponders recommend horizontal, vertical, etc.). In some cases, the transponder size may exceed the size of the windshield shaded area and a portion of the transponder may be outside of the shaded area. Many transponders will still function correctly as long as a majority of the transponder, particularly the internal RFID transmitter itself, is located in the shaded area. Customers may need to test transponder results and adjust the transponder in various positions within the shaded area until there is consistent transponder performance.