



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 1, 2025

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice -
Safety Recall 25S72**
Certain 2018 – 2024 Model Year Various Vehicles
Update SYNC software

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
EcoSport	2020 - 2022	Chenai	August 12, 2019 through March 09, 2022
Fusion	2019 - 2020	Hermosillo	August 21, 2018 through July 31, 2020
MKZ	2019 - 2020	Hermosillo	August 21, 2018 through July 30, 2020
Edge	2019 - 2020	Oakville	August 02, 2018 through December 21, 2020
Bronco Sport	2021 - 2024	Hermosillo	March 13, 2020 through November 04, 2024
Escape	2020 - 2022	Louisville	May 17, 2019 through December 09, 2022
Corsair	2020 - 2022	Louisville	February 12, 2019 through December 08, 2022
Continental	2019 - 2020	Flatrock	September 18, 2018 through November 25, 2020
Ranger	2019 - 2023	Michigan	July 13, 2018 through June 28, 2023
F-150	2019 - 2020	Dearborn	July 23, 2018 through October 11, 2020
		Kansas City	
Super Duty	2020 - 2022	Kentucky	August 02, 2019 through December 22, 2022
		Ohio	
Maverick	2022 - 2024	Hermosillo	July 29, 2021 through January 08, 2024
Mustang	2019 - 2023	Flatrock	May 14, 2018 through April 05, 2023
Nautilus	2019 - 2020	Oakville	September 06, 2018 through December 21, 2020
Expedition	2020 - 2021	Kentucky	July 16, 2019 through December 23, 2021
Navigator	2020 - 2021	Kentucky	October 14, 2019 through December 12, 2021

Aviator	2020 - 2023	Chicago	April 25, 2019 through November 08, 2023
		Chicago SHO	September 29, 2020 through July 24, 2023
Explorer	2020 - 2024	Chicago	February 06, 2019 through April 24, 2024
		Chicago SHO	October 03, 2020 through September 18, 2023
Transit	2020 - 2023	Kansas City	July 25, 2019 through December 05, 2023
Transit Connect	2018 - 2022	Valencia	June 25, 2018 through January 18, 2022

US population of affected vehicles: 198,556. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it may be possible that an error in the SYNC software can cause SYNC system instability concerns and/or a failure to preserve certain settings across ignition cycles. This may result in an intermittent blank image while in reverse or rear-view image remaining on display after reverse driving has ended. Other non-safety related symptoms may be present such as a black infotainment screen, incorrect language setting, and/or potential inability to perform software updates.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. **A complete Dealer Bulletin will be provided to dealers the third quarter of 2025 when it is anticipated that software availability including repair instructions will be available to support this safety 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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