



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 21, 2025

TO: All U.S. Ford and Lincoln Dealers

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

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice -
Safety Recall 25S72
Dated July 1, 2025

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 October 28, 2020
Ranger	2019 - 2023	Michigan	July 13, 2018 through June 28, 2023
F-150	2019 - 2020	Dearborn	July 23, 2018 through September 05, 2020
		Kansas City	October 15, 2018 through October 11, 2020
Super Duty	2020 - 2022	Kentucky	August 02, 2019 through December 22, 2022
		Ohio	November 04, 2019 through December 05, 2022
Maverick	2022 - 2024	Hermosillo	July 29, 2021 through January 08, 2024
Mustang	2019 - 2023	Flatrock	June 21, 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
	2021-2023	Chicago SHO	September 29, 2020 through July 24, 2023
Explorer	2020 - 2024	Chicago	February 06, 2019 through April 24, 2024
	2021-2023	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

U.S. population of affected vehicles: 198,558. 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.

A rear-view camera that intermittently displays a blank image while in reverse can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash. A rear-view camera that remains on after the backing event has ended can distract the driver, 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 SYNC software. This service must be performed on all affected vehicles at no charge to the vehicle owner.

To assist vehicle owners to have this repair completed, dealers should:

- Arrange for a mobile repair at the owner's location, or:
- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 28, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters
- Reimbursement Plan

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 25S72

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
 - 🔧 - Mobile Reprogramming

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on July 21, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 21, 2025. Owner names and addresses will be available by August 8, 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.

Safety Recall 25S72**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.
- Refunds will only be provided for the cost associated with updating SYNC software.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

MOBILE SERVICE CLAIMING QUESTIONS

- Dealers participating in the Remote Experience Program:
 - Ford and Lincoln Dealers - refer to EFC16629, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.
 - Work with the Dealership warranty administrator to create an SSSC contact ID#.
 - Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

Safety Recall 25S72**LINCOLN PICK-UP & DELIVERY**

- Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service, from their dealership. For details, reference EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement.
- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16629, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

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 MT25S72RR labor operation code 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
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

Safety Recall 25S72

CLAIMS PREPARATION AND SUBMISSION (continued)

- **Mobile Repair:**
 - Dealers participating in the 2025 Remote Experience Program:
 - Ford and Lincoln - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program:
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 25S72MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

Safety Recall 25S72

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Update SYNC 3 software using USB	25S72B	0.5 Hours
<p>SYNC software 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.</p>	MT25S72RR	Up to 5.0 Hours
<p>Mobile Service: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.</p>	25S72MM	0.5 Hours
<p>Lincoln Vehicle Pick-Up & Delivery Allowance: Only vehicles outside of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program. 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>	25S72LL	0.5 Hours
<p>Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 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>	25S72PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2018-2024 MODEL YEAR VARIOUS VEHICLES — UPDATE SYNC SOFTWARE

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.

1. Verify that the SYNC 3 universal thumb drive is titled SG3v202505 or later. Later software levels will have a higher numerical value. Is the SYNC 3 universal drive title SG3v202505 or later?

Yes - Proceed to Step 2.

No - Download the latest version of the SYNC 3 Universal USB Updater Application under the Service Tips section of PTS using at least a 64GB 3.2 GEN 2 flash drive or higher. The USB drive must be formatted to exFAT. Review the instructions and use Scan for Updates and update USB. Proceed to Step 2.

Module Programming

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 II (VCM II) 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.

2. Turn the key on, engine on.

3. Launch Ford Diagnostic and Repair System (FDRS).

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. 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.

5. Select **Toolbox** tab.

6. From the list on the LH side of the screen, select the **APIM - Accessory Protocol Interface Module**.



7. From the list on the RH side of the screen, select **APIM - Reset the Accessory Protocol Interface Interface Module [APIM]**. See Figure 1.

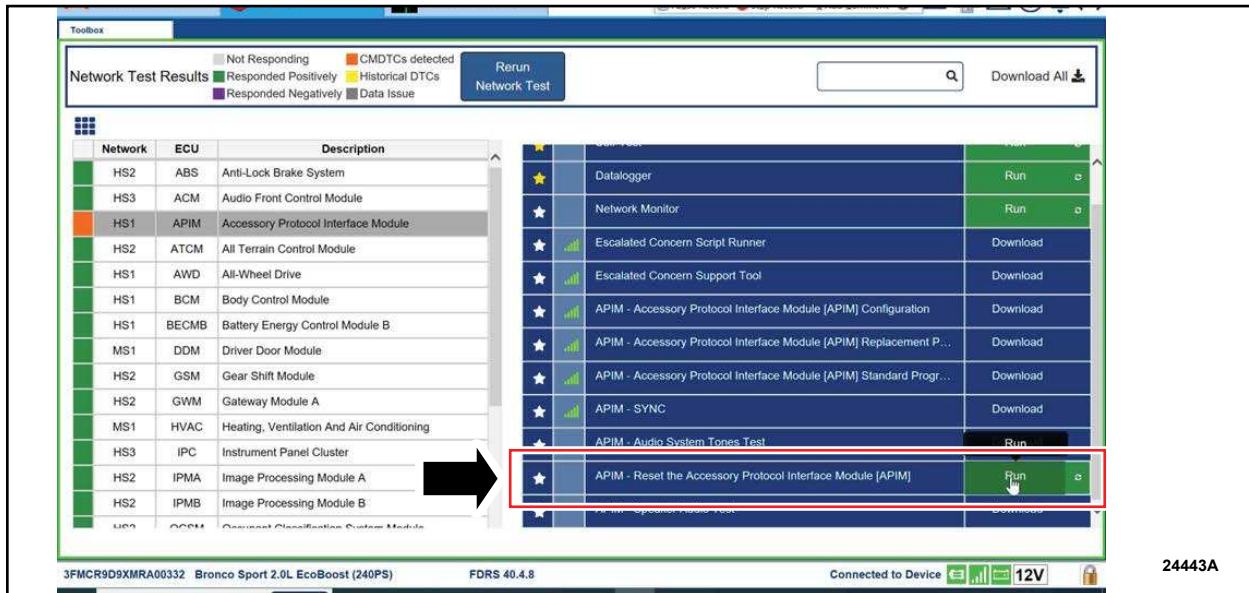


FIGURE 1

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

9. When prompted to select the desired function, click **Clear User Data**. See Figure 2.

NOTE: This will not remove any of the customer's devices that are already paired to the vehicle.

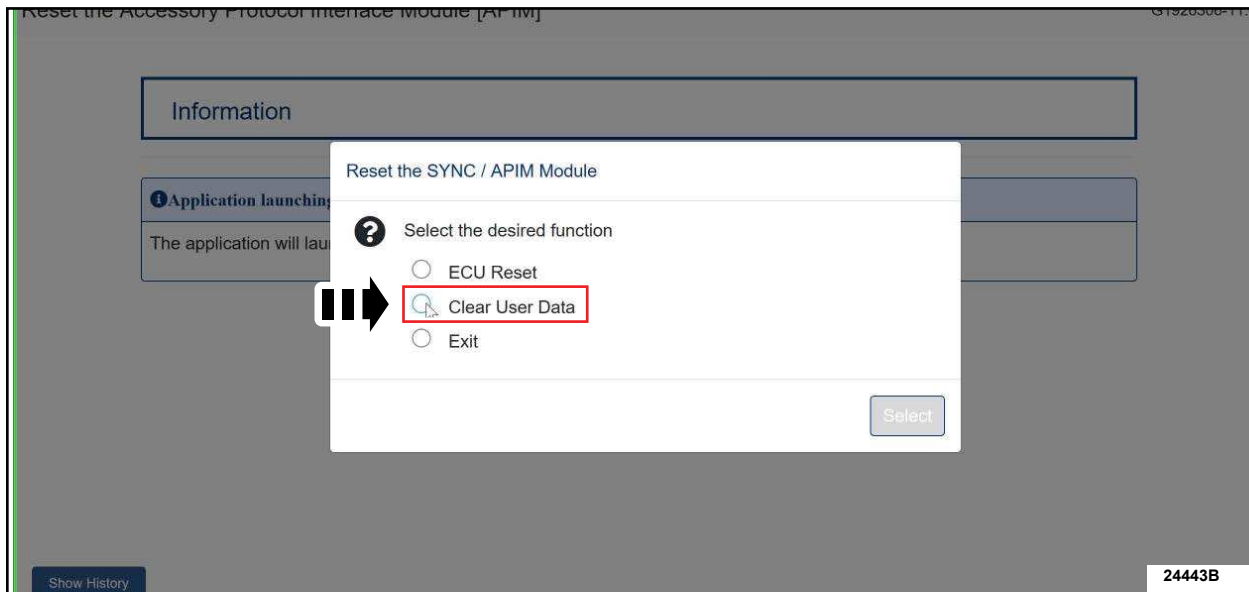



FIGURE 2



NOTE: It is recommended to watch the video for more detailed information on this programming procedure. 

10. Watch the SYNC screen carefully. When the SYNC screen goes blank, insert the USB drive immediately, do not wait. Continue to follow on-screen instructions.

NOTE: The USB update could take up to 25 minutes. However, no tech interaction is needed.

11. FDRS will confirm that the procedure is complete. Click **OK**. See Figure 3.



FIGURE 3

12. Once prompted click **Exit**. See Figure 4.

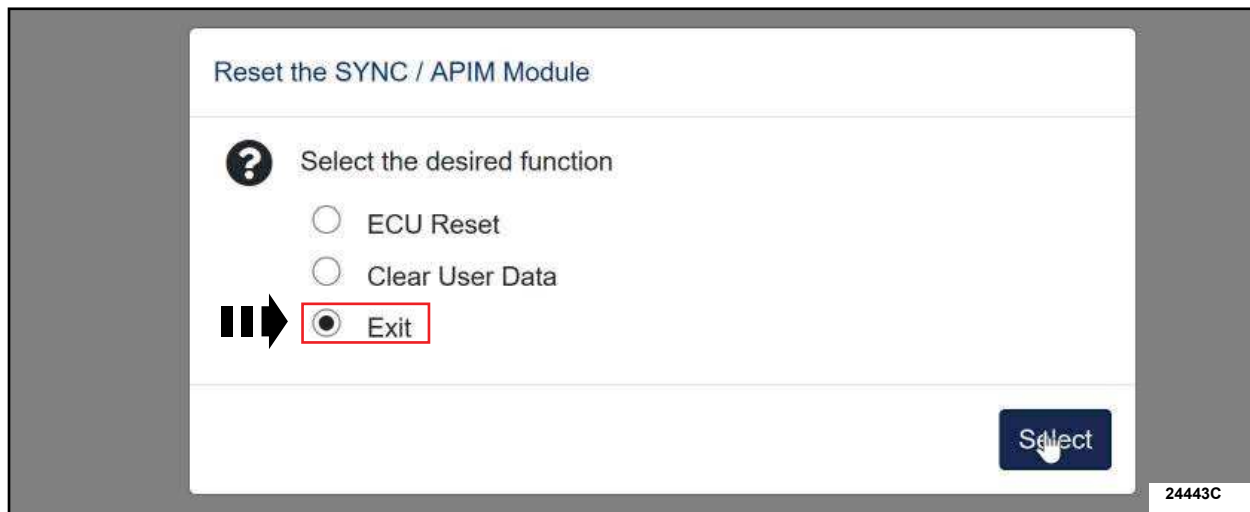


FIGURE 4



13. SYNC 3 USB update will display on SYNC screen, confirming the update is complete. See Figure 5.

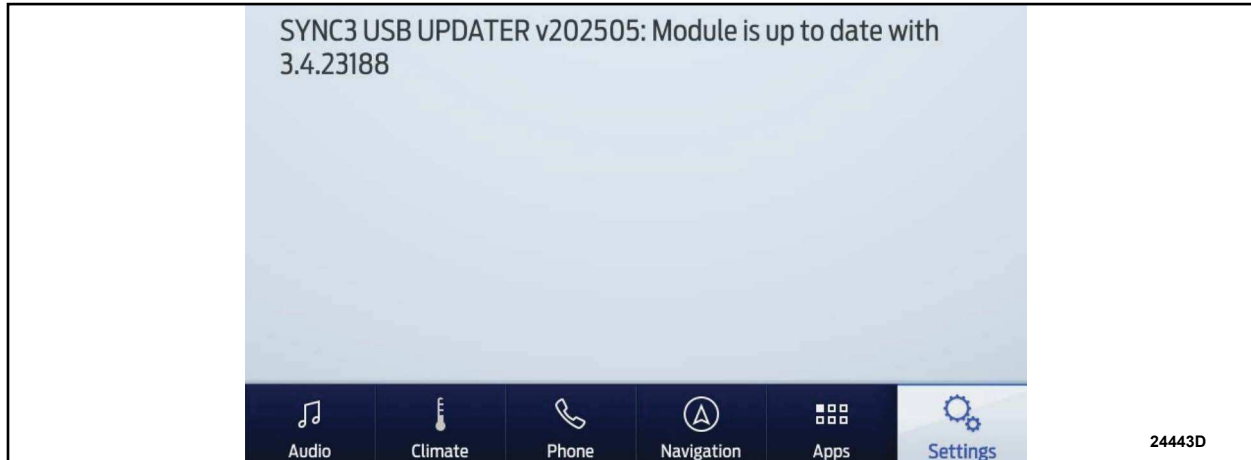


FIGURE 5

14. SYNC will restart, do NOT remove the USB at this time.

15. Key off, engine off. Wait for the USB lighted hubs to turn off.

16. USB can be removed at this time.

17. Plug USB back into PC. Select the USB from the list of available drives and click on **Upload to Ford Server**. See Figure 6.

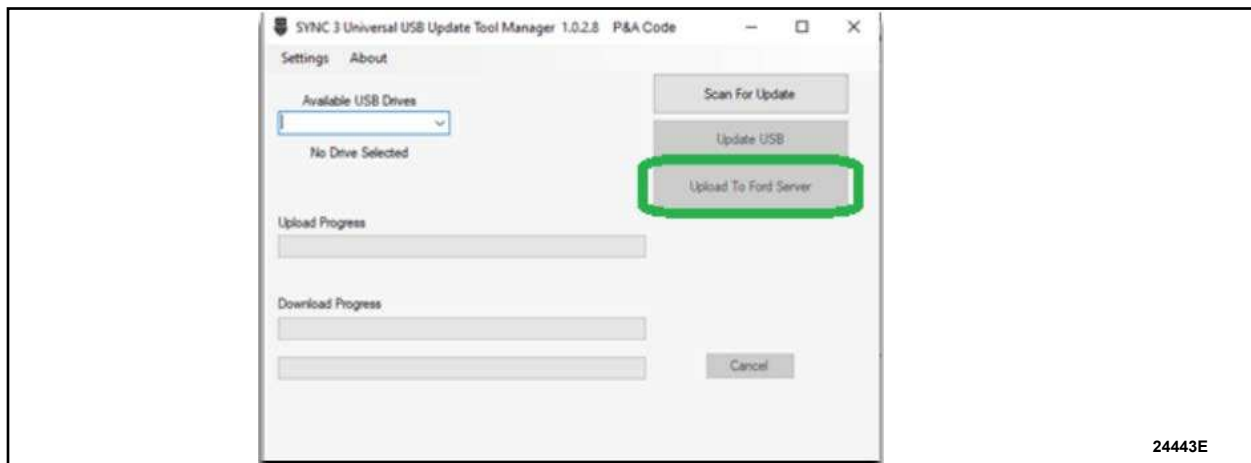


FIGURE 6



18. In FDRS, from the list on the RH side of the screen, select **Self-Test** and click **RUN**.
19. Click the **Run Selected Tests** button in the lower right.
20. Click the **Clear & Retest** button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.
- 21. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions in EFC 16335 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.**

NOTE: If the software update does not complete, attempt the update again, one time, starting with Step 1. If the concern persists raise a Technical Support Request for assistance. Do NOT replace the APIM prior to contacting Technical Support.

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 12V 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 III (VCM III) 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/VCM III or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII 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.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 25S72

Certain 2018 – 2024 Model Year Various Vehicles
Update SYNC software














Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming (MRA1)
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service (MRA2)
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 25S72

Certain 2018 – 2024 Model Year Various Vehicles

Update SYNC software

   – Enhanced Mobile Service (MRA3)

- **A two-person process is required anytime a procedure requires work under the vehicle**
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock may be required.

    – Advanced Mobile Service (MRA4)

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

25S72

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 25S72 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

August 2025

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 25S72 / NHTSA Recall 25V442

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2018–2024 Ford vehicles, including the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, it may be possible 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.

What is the risk?

A rear-view camera that intermittently displays a blank image while in reverse can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash. A rear-view camera that remains on after the backing event has ended can distract the driver, increasing the risk of a crash.

What will Ford and your dealer do?

Software is not available. Ford Motor Company is working to provide software for this repair. When the remedy becomes available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge. **The remedy is anticipated to be available the third quarter of 2025.**

What should you do? When the remedy is available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When the remedy is available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to [NHTSA.gov](https://www.nhtsa.gov). Reference NHTSA Safety Recall 25V442.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle? If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Thank you for your attention to this important matter.

Customer Service Division



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Agosto 2025

***** CAMPAÑA DE SEGURIDAD IMPORTANTE *****

Aviso de Campaña de seguridad 25S72/Campaña 25V442 de la NHTSA

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

Este aviso se relaciona con su vehículo con el número de identificación del vehículo (VIN):
12345678901234567

Este aviso se le envía de acuerdo con la Ley Nacional de Seguridad de Tránsito y Vehículos Motorizados de los EE. UU. Ford Motor Company ha determinado que existe un defecto relacionado con la seguridad del vehículo en algunos Ford 2018–2024, incluido el suyo con el VIN que aparece arriba.

Lamentamos esta situación y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su concesionario, es ofrecerle servicio y apoyo de alto nivel.

¿Cuál es el problema?

En su vehículo, es posible que un error en el software de SYNC pueda causar problemas de inestabilidad en el sistema SYNC o una falla en la conservación de algunos ajustes durante los ciclos de encendido. Esto podría generar una imagen en blanco intermitente mientras está en reversa o una imagen trasera que permanece en la pantalla después de finalizar la conducción en reversa.

Podría haber otros síntomas presentes no relacionados con la seguridad, como una pantalla de infoentretenimiento negra, un ajuste de idioma incorrecto o una posible incapacidad de realizar actualizaciones de software.

¿Qué riesgo existe?

Cuando una cámara trasera, de forma intermitente, aparece en blanco mientras está en reversa, la vista que tiene el conductor de lo que hay detrás del vehículo puede verse reducida, lo cual aumenta el riesgo de choque. Una cámara trasera que permanece activada después de finalizar el evento de retroceso puede distraer al conductor, lo que aumenta el riesgo de choque.

¿Qué medidas adoptarán Ford y su concesionario?

El software no está disponible. Ford Motor Company está trabajando para proporcionar el software para esta reparación. Cuando la solución esté disponible, Ford Motor Company le notificará mediante correo para que programe una cita de servicio con su concesionario y así realizar las reparaciones sin costo alguno. **Se espera que la solución esté disponible dentro del tercer trimestre de 2025.**

¿Qué debe hacer?

Cuando haya una solución disponible, Ford Motor Company le enviará una carta para informarle que se comunique con su concesionario a fin de realizar la reparación.

Para esta campaña de seguridad, Ford no emitió instrucciones de dejar manejar el vehículo. Una vez que haya una solución disponible, deberá comunicarse con su concesionario a fin de programar una cita para solucionar este problema lo más pronto posible.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

Si continúa con dificultades para reparar su vehículo en un tiempo razonable o sin cargo, le sugerimos que escriba al Administrador, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 o bien que llame sin cargo a la línea directa de seguridad vehicular al 1-888-327-4236 (TTY: 1-888-275-9171) o visite [NHTSA.gov](https://www.nhtsa.gov). Referencia: Campaña de seguridad 25V442 de la NHTSA.

Tenga presente que: La ley federal exige que los arrendadores de vehículos que reciban este aviso de campaña envíen una copia del mismo al arrendatario en un plazo de diez días.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

¿Qué pasa si usted ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Usted recibió este aviso porque las regulaciones del gobierno exigen el envío de notificaciones al propietario conocido más reciente del registro. Nuestros registros se basan principalmente en datos estatales y de propiedad, que indican que usted es el propietario actual del vehículo.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente



Lincoln
PO Box 1904
Dearborn, Michigan 48121

August 2025

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 25S72 / NHTSA Recall 25V442

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lincoln has decided that a defect which relates to motor vehicle safety exists in certain 2019–2024 Lincoln vehicles, including the VIN shown above.

We apologize for this situation and want to assure you, with your assistance, we will correct this condition. Our commitment, together with your retailer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, it may be possible 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.

What is the risk?

A rear-view camera that intermittently displays a blank image while in reverse can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash. A rear-view camera that remains on after the backing event has ended can distract the driver, increasing the risk of a crash.

What will Lincoln and your retailer do?

Software is not available. Lincoln is working to provide software for this repair. When the remedy becomes available, Lincoln will notify you via mail to schedule a service appointment with your retailer for repairs to be completed free of charge. **The remedy is anticipated to be available the third quarter of 2025.**

What should you do? When the remedy is available, Lincoln will send a letter to inform you to contact your retailer to schedule a repair.

Lincoln has not issued instructions to stop driving your vehicle under this safety recall. When the remedy is available, you should contact your retailer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer addresses, maps, and driving instructions.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to [NHTSA.gov](https://nhtsa.gov). Reference NHTSA Safety Recall 25V442.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle? If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require notification to be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate you are the current owner.

Thank you for your attention to this important matter.

Lincoln



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Agosto 2025

***** CAMPAÑA DE SEGURIDAD IMPORTANTE *****

Aviso de Campaña de seguridad 25S72/Campaña 25V442 de la NHTSA

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

Este aviso se relaciona con su vehículo con el número de identificación del vehículo (VIN):
12345678901234567

Este aviso se le envía de acuerdo con la Ley Nacional de Seguridad de Tránsito y Vehículos Motorizados de los EE. UU. Lincoln ha determinado que existe un defecto relacionado con la seguridad del vehículo en algunos vehículos Lincoln 2019-2024, incluido el suyo con el VIN que se aparece arriba.

Lamentamos esta situación y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su minorista, es ofrecerle servicio y apoyo de alto nivel.

¿Cuál es el problema?

En su vehículo, es posible que un error en el software de SYNC pueda causar problemas de inestabilidad en el sistema SYNC o una falla en la conservación de algunos ajustes durante los ciclos de encendido. Esto podría generar una imagen en blanco intermitente mientras está en reversa o una imagen trasera que permanece en la pantalla después de finalizar la conducción en reversa.

Podría haber otros síntomas presentes no relacionados con la seguridad, como una pantalla de infoentretenimiento negra, un ajuste de idioma incorrecto o una posible incapacidad de realizar actualizaciones de software.

¿Qué riesgo existe?

Cuando una cámara trasera, de forma intermitente, aparece en blanco mientras está en reversa, la vista que tiene el conductor de lo que hay detrás del vehículo puede verse reducida, lo cual aumenta el riesgo de choque. Una cámara trasera que permanece activada después de finalizar el evento de retroceso puede distraer al conductor, lo que aumenta el riesgo de choque.

¿Qué harán Lincoln y su minorista?

El software no está disponible. Lincoln está trabajando para proporcionar el software para esta reparación. Cuando la solución se encuentre disponible, Lincoln le avisará mediante correo para programar una cita de servicio con su minorista y así realizar las reparaciones sin costo alguno. **Se espera que la solución esté disponible dentro del tercer trimestre de 2025.**

¿Qué debe hacer?

Una vez que la solución esté disponible, Lincoln le enviará una carta para informarle que se ponga en contacto con su minorista para programar la reparación.

Para esta campaña de seguridad, Lincoln no emitió instrucciones de dejar de manejar el vehículo. Cuando la solución esté disponible, debe comunicarse con su minorista para programar una cita para reparar su vehículo lo antes posible.

Si aún no tiene un minorista para realizar el servicio, puede acceder a Lincoln.com/support para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

Si continúa con dificultades para reparar su vehículo en un tiempo razonable o sin cargo, le sugerimos que escriba al Administrador, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 o bien que llame sin cargo a la línea directa de seguridad vehicular al 1-888-327-4236 (TTY: 1-888-275-9171) o visite NHTSA.gov. Referencia: Campaña de seguridad 25V442 de la NHTSA.

Tenga presente que: La ley federal exige que los arrendadores de vehículos que reciban este aviso de campaña envíen una copia del mismo al arrendatario en un plazo de diez días.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Lincoln Way. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras características, como control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si está equipado para permitir el control.

¿Qué pasa si usted ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Recibió este aviso porque las regulaciones del gobierno exigen el envío de notificaciones al propietario conocido más reciente del registro. Nuestros registros se basan principalmente en datos estatales y de propiedad, que indican que usted es el propietario actual del vehículo.

Gracias por su atención en este asunto sumamente importante.

Lincoln

**Ford Motor Company
Recall Reimbursement Plan for 25S72**

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 # 25S72, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before August 8, 2025. 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.