

Part 573 Safety Recall Report

25V-157

Manufacturer Name : Ford Motor Company**Submission Date :** MAR 14, 2025**NHTSA Recall No. :** 25V-157**Manufacturer Recall No. :** 25S25**Manufacturer Information :****Population :**

Manufacturer Name : Ford Motor Company

Number of potentially involved : 9

Address : 330 Town Center Drive

Estimated percentage with defect : 100 %

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

Vehicle Information :

Vehicle 1 : 2023-2023 Ford Super Duty

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles do not contain the remedy for the Driver Door Module and Passenger Door Module software for recall 23S37. These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

6 F-250 vehicles are affected

3 F-350 vehicles are affected

Production Dates : FEB 16, 2023 - FEB 20, 2023

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential**Description of Defect :**

Description of the Defect : According to Ford's records, certain 2023 model year Super Duty vehicles did not have the remedy for Safety Recall 23S37 / 23V507 installed correctly but were recorded as having the repair successfully completed. Because the correct software update remedy may not be installed on the vehicle, the underlying condition specified in Safety Recall 23S37 / 23V507 may still exist, and if the driver or passenger door module experiences a low power condition and resets while the window is moving, the anti-pinch function of the one-touch up feature may not detect an obstacle near the top flange and may not automatically reverse direction during the window cycle following the module reset.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The underlying safety risk specified in Safety Recall 23S37 / 23V507 still exists on these specified vehicles. Ford described that safety risk as, “front row windows that, in certain conditions, do not automatically reverse when an obstruction is encountered while closing can increase the risk of injury.”

Description of the Cause : The dealer instructions to complete the recall instruct the technician to upload the latest software using the service tool, which downloads the latest software from Ford for installation on the vehicle. For these vehicles, the software tool did not upload the correct software to the vehicle.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Driver Door Module

Component Description : Driver Door Module

Component Part Number : PU5T-14B531-BJ

Component Name 2 : Passenger Door Module

Component Description : Passenger Door Module

Component Part Number : PU5T-14B533-BJ

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

On November 26, 2024, an issue pertaining to incomplete software recall remedies was brought to Ford’s Critical Concern Group (CCRG) for review. This issue was initially identified in a Quality Office forum, where an

audit was requested for software part numbers applied to vehicles remedied under a sample of field service actions (FSAs). Initial review of three FSAs revealed insufficient data to confirm correct software application across all FSAs using the FDRS service tool. Further investigation was deemed necessary. In December 2024, a cross-functional team was formed to audit all software FSAs that used the FDRS service tool, with its first focus being on safety and compliance FSAs. Templates were created to track software lineage part numbers. On December 19, 2024, Ford informed NHTSA of this concern -- the service tool data confirmed that the software state on the service tool at the time of installation matches the FSA software release for most vehicles. However, there are vehicles that do not have a match between the software state on the service tool and the FSA software release. Ford discussed with NHTSA its plan to address the mismatched vehicles. In January 2025, the cross-functional team created database records to store all software lineage part numbers for previously launched FSAs. The team then began auditing the current software level for every VIN repaired under several previously launched FSAs. On February 27, 2025, the cross-functional team completed the audit of 23S37 and brought the results to Ford's CCRG for review, concluding that 99% of the repairs conducted under 23S37 had the correct software installed. The team identified the specific vehicles that were recorded as receiving the remedy but have software that does not remedy the safety defect. On March 7, 2025, Ford's Field Review Committee reviewed the concern and approved a field action Ford is not aware of any reports of accident or injury related to this condition.

Description of Remedy :

Description of Remedy Program :	Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the driver door module and passenger door module software updated. Then, the software part numbers will be validated using the Software Validation Form in the Professional Technician System before the FSA is closed. There will be no charge for this service. Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accordance with the recall reimbursement plan on file with NHTSA.
How Remedy Component Differs from Recalled Component :	The software service package SRV0002929 will have the intended remedy for 23S37 / 23V507.
Identify How/When Recall Condition was Corrected in Production :	Not required per 49 Part 573.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on April 24, 2025. Mailing of owner notification letters is expected to begin April 24, 2025 and is expected to be completed by May 1, 2025.
Planned Dealer Notification Date :	APR 24, 2025 - APR 24, 2025
Planned Owner Notification Date :	APR 24, 2025 - MAY 01, 2025

* NR - Not Reported