

Part 573 Safety Recall Report

25V-168

Manufacturer Name : Ford Motor Company

Submission Date : MAR 14, 2025

NHTSA Recall No. : 25V-168

Manufacturer Recall No. : 25S23



Manufacturer Information :

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

Population :

Number of potentially involved : 471

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 Ford Transit

Vehicle Type : LIGHT VEHICLES

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 Remote Climate Control Module (RCCM) software for recall 22S65. 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.

Production Dates : AUG 10, 2021 - SEP 09, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : According to Ford's records, certain 2022 - 2023 MY Transit vehicles did not have the remedy for Safety Recall 22S65 / 22V791 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 22S65 / 22V791 may still exist, and the HVAC system's controls, including those for defog and defrost, may become inoperative.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The underlying noncompliance specified in Safety Recall 22S65 / 24V791 still exists on these specified vehicles. Ford described that safety risk as, "Loss of the ability to control the defrost or defog function may decrease the driver's

Description of the Cause : visibility under certain driving conditions, increasing the risk of a crash.”
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 : HVAC_RCCM Remote Climate Control Module

Component Description : Software for Remote Climate Control Module

Component Part Number : NK4T-18C612-AC / -BC

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

NR

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 RCCM 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 SRV0002695 will have the intended remedy for 22S65 / 22V791.

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