

Part 573 Safety Recall Report

25V-196

Manufacturer Name : Ford Motor Company

Submission Date : MAR 28, 2025

NHTSA Recall No. : 25V-196

Manufacturer Recall No. : 25S32



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 : 152

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 FORD TRANSIT CONNECT

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 Powertrain Control Module (PCM) software for recall 20S60.

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.

152 Transit Connect vehicles are affected

Production Dates : SEP 06, 2018 - JUN 22, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Certain 2019 - 2020 MY Transit Connect vehicles did not have the remedy for Safety Recall 20S60 / 20V-636 installed correctly, but were recorded as having the repair successfully completed in Ford's records. Because the correct software update remedy was not installed on their vehicle, the underlying condition specified in Safety Recall 20S60 / 20V-636 still exists, and the temperature threshold values in the fail safe cooling strategy calibration were higher than the validated thresholds for the 2.5L engine.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The underlying safety risk specified in Safety Recall 20S60 / 20V-636 still exists on these specified vehicles. Ford described that safety risk as, "In the event of elevated engine temperatures (e.g., coolant loss), there will be a delay in vehicles invoking the fail safe cooling strategy, resulting in engine temperatures exceeding critical limits. Under severe cases, running the engine at the temperatures above critical limits for prolonged time could result in engine damage and increases the risk of fire."

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 : Powertrain Control Module Calibration R07 Service

Component Description : Latest Powertrain Control Module Calibration

Component Part Number : KV6A-12A650-PF

Component Name 2 : Powertrain Control Module Calibration R21 Service

Component Description : Latest Powertrain Control Module Calibration

Component Part Number : KV6A-12A650-AEC

Component Name 3 : Powertrain Control Module Calibration R25 Service

Component Description : Latest Powertrain Control Module Calibration

Component Part Number : KV6A-12A650-APB

Component Name 4 : Powertrain Control Module Calibration R31 Service

Component Description : Latest Powertrain Control Module Calibration

Component Part Number : KV6A-12A650-AJC

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 20S60 and brought the results to Ford's CCRG for review, concluding that 94.5% of the repairs conducted under 20S60 had the correct software installed. The team identified the specific vehicles that were recorded as receiving the remedy, but has software that does not remedy the safety risk.

On March 21, 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 PCM 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 SRV0001751 with have the intended remedy for 20S60 / 20V-636

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 28, 2025. Mailing of owner notification letters is expected to begin April 14, 2025 and is expected to be completed by May 15, 2025.

Planned Dealer Notification Date : APR 28, 2025 - APR 28, 2025

Planned Owner Notification Date : APR 28, 2025 - MAY 15, 2025

* NR - Not Reported