

Part 573 Safety Recall Report

25V-239

Manufacturer Name : Ford Motor Company

Submission Date : APR 11, 2025

NHTSA Recall No. : 25V-239

Manufacturer Recall No. : 25S35



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 : 24,655

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2025-2025 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : GAS

Descriptive Information : Ford's team reviewed plant records to determine the population of affected vehicles. Affected vehicles are equipped with 2.3L engines and built from December 6, 2023, to September 6, 2025.

24,655 Explorer vehicles are affected.

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 : DEC 06, 2023 - SEP 06, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Affected vehicles may experience a reset of their Powertrain Control Module (PCM) while driving. A PCM reset while driving may result in the vehicle's park pawl ratcheting while the vehicle is in motion, potentially damaging the pawl or other park system components if the vehicle is traveling at speeds greater than 10 miles per hour. Customers may also experience temporary loss of vehicle acceleration during a reset, or a loss of motive power in the event of 8 consecutive resets in the span of 18 seconds.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A damaged park system may reduce the ability of the transmission Park feature to hold the vehicle if the electronic parking brake (EPB) is not applied, potentially resulting in a roll-in-park condition. The EPB will apply automatically on all "Park" selections, but customers may manually turn it off after selecting "Park" or an EPB fault could prevent the EPB from applying.

Loss of motive power while driving or a roll-in-park condition can increase the risk of a crash.

Description of the Cause : The vehicle's PCM software programming erroneously triggers a reset in the event an On-Board Diagnostics (OBD) data handling feature in the software encounters an unexpectedly small value.

Identification of Any Warning that can Occur : In the event of a PCM reset while driving, customers may receive a Malfunction Indicator Light (MIL) in their instrument panel cluster (IPC).

In the event of park system component damage, customers may experience their vehicle stuck in "Park" or their vehicle not moving in gear. Alternatively, the customer may notice their vehicle won't go into "Park", in which case the vehicle's EPB will automatically apply and the customer will receive a MIL and wrench light in their IPC.

Involved Components :

Component Name 1 : PCM Software

Component Description : Powertrain Control Module Software

Component Part Number : SB5A-14C204-DA/EA/HA/HB/HC/HD/HE

Component Name 2 : PCM Software

Component Description : Powertrain Control Module Software

Component Part Number : R1MA-14C204-NC/SC

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road

Country : Dearborn Michigan 48126
United States

Chronology :

Chronology is provided as an attachment

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 update the vehicle's PCM software to the latest level. Dealers will also inspect the transmission for park system damage and replace if necessary. 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.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : Updated PCM software (SB5A-14C204-VD) properly handles unexpectedly small values and will not trigger a reset if they are encountered.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on March 14, 2025. Mailing of owner notification letters is expected to begin May 26, 2025, and is expected to be completed by May 30, 2025, instructing customers to take their vehicle to a Ford or Lincoln dealer to have the front halfshaft inspected.

Planned Dealer Notification Date : APR 14, 2025 - APR 14, 2025

Planned Owner Notification Date : MAY 26, 2025 - MAY 30, 2025

* NR - Not Reported