



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 25V399

**Manufacturer Name:** Ford Motor Company

**Submission Date:** Jun 13, 2025

**NHTSA Recall No.:** 25V399

**Manufacturer Recall No.:** 25C23

### Manufacturer Information

### Population

**Manufacturer Name:** Ford Motor Company

**Address:** 330 Town Center Drive  
Suite 500  
Dearborn MI, 48126-2738

**Total number of potentially involved:** 45

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2025-2025 FORD RANGER

**Product Category:** Light Vehicles

**Product Type:** Light Truck

**Fuel / Propulsion:**

**Production Dates:** Mar 17, 2025 - Mar 20, 2025

**Number of potentially involved:** 45

#### Descriptive Information:

The Ford process is capable of determining which vehicles have IPCs that were not properly configured.

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.

### Defect / Noncompliance Description

#### Description of the defect or noncompliance:

The fuel gauge, distance to empty, and fuel economy may not be accurate or operational. Many warnings, telltales, and chimes may not properly display if a malfunction is present, including forward collision warnings, Auto Emergency Braking warnings, traction control, roll stability control, and seatbelt. Automatic engine idle shutdown feature may not operate. Customers may not be able to disable traction control or change drive modes. Automatic engine idle shutdown feature may not operate. Therefore, vehicles may not be compliant to the instrument cluster display requirements in FMVSS 101, 126, 127, 135, and 208.

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**FMVSS1:** 101 - Control and displays

**FMVSS2:** 126 - Electronic stability control systems

**Description of the safety risk, including crash, fire, death, injury:**

An IPC that does not clearly display critical safety information can increase the risk of a crash.

**Description of the cause:**

After receiving an IPC replacement, the vehicle was not configured prior to shipment.

**Identification of any warning that can occur:**

None

## Component Manufacturer

**Tier of Supplier:**

**Supplier Type:** OEM

**Name:** Ford Motor Company

**Address:** 1 American Road  
Dearborn MI, 48126

**Country:** United States

## Involved Components

**Component Name 1:** Instrument Panel Cluster

**Component Description:** Instrument Panel Cluster

**Component Part Number:** NU5T-10F872-AA

## Chronology

On **May 8, 2025**, an issue pertaining to vehicles with an improperly configured cluster was brought to Ford's Critical Concern Review Group (CCRG) for review. Ford's warranty team identified vehicles with a P1346-13 Diagnostic Trouble Code (DTC) through warranty records after receiving an IPC replacement at Michigan Assembly Plant. CCRG also reviewed its connected vehicle data for the presence of the P1246-13 DTC. This DTC indicates that the cluster is improperly configured to the vehicle.

CCRG reviewed the potential effects of an improperly configured IPC and reviewed vehicles at Michigan Assembly Plant (MAP) with improperly configured IPCs to better understand the customer experience.

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Ford is aware of 6 warranty claims potentially related to this concern received between April 17, 2025 and June 3, 2025.

On **June 6, 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

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:** Software

**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside

**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 IPC configured. There will be no charge for this service.

**How remedy component differs from recalled component:**

The IPC will be properly configured to the vehicle.

**Identify how/when recall condition was corrected in production:**

Not required per 49 Part 573.

## Reimbursement Plan

Manufacturer used general reimbursement plan on file.

## Recall Schedule

**Description of recall schedule:**

Notification to dealers is expected to occur on June 16, 2025. Mailing of remedy owner notification letters is expected to begin June 23, 2025, and is expected to be completed by June 27, 2025. The date VINs are planned to be searchable is June 16, 2025.

**Planned Dealer Notification Date:** Jun 16, 2025 - Jun 16, 2025 ☐ No Dealers

**Planned Interim Owner Notification Date:** ☐ No Owners

**Planned Remedy Owner Notification Date:** Jun 23, 2025 - Jun 27, 2025 ☐ Phased Recall

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**Date when VIN will be searchable:** Jun 16, 2025