



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V516

Manufacturer Name: Ford Motor Company

Submission Date: Aug 08, 2025

NHTSA Recall No.: 25V516

Manufacturer Recall No.: 25C35

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

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

Total number of potentially involved: 1

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2024-2024 FORD MUSTANG

Product Category: Light Vehicles

Product Type: Passenger Car

Fuel / Propulsion:

Production Dates: Jun 26, 2024 - Jun 26, 2024

Number of potentially involved: 1

Descriptive Information:

The Ford process is capable of determining which software part numbers have been installed in production and service. The affected vehicle does not contain the remedy the Instrument Panel Cluster (IPC) software for recall 24C35.

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:

According to Ford's records, a 2024 MY Mustang vehicle did not have the remedy for Safety Recall 24C35 / 24V-802 installed correctly, but was 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 24C35 / 24V-802 may still exist, the vehicle may exhibit a loss of side marker lamp function and daytime running lamps function (if equipped) which are regulated by FMVSS. Other nonregulated lighting features may also be affected; however, there is no loss of low beam, manual high beam, turn signal, hazard, or position functionality.

Part 573 Safety Recall Report

25V516

FMVSS1: 101 - Control and displays

FMVSS2: 102 - Trans shift lever seq/starter interlock/trans braking effect

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

The underlying safety risk specified in Safety Recall 24C35 / 24V-802 still exists on this specified vehicle. Ford described that safety risk as, "Failure to illuminate the cluster display may render safety-related telltales and gauges unreadable. An IPC that does not clearly display critical safety information increases the risk of a crash"

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 this vehicle, the software tool did not upload the correct software to the vehicle.

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: RCB (Remote Cluster Box)

Component Description: Driver Information Control Module

Component Part Number: RR3T-10849-*

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

Part 573 Safety Recall Report

25V516

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 **July 28, 2025**, the cross-functional team completed the audit of 24C35 and brought the results to Ford's CCRG for review, concluding that 95% of the repairs conducted under 24C35 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 noncompliance.

On **August 1, 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: 24V802

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 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 will have the intended remedy for 24C35 / 24V-802

Identify how/when recall condition was corrected in production:

Part 573 Safety Recall Report

25V516

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 September 15, 2025. Mailing of remedy owner notification letters is expected to begin September 15, 2025, and is expected to be completed by September 19, 2025. The date VINs are planned to be searchable is September 15, 2025.

Planned Dealer Notification Date: Sep 15, 2025 - Sep 15, 2025 ☐ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Planned Remedy Owner Notification Date: Sep 15, 2025 - Sep 19, 2025 ☐ Phased Recall

Date when VIN will be searchable: Sep 15, 2025