



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 25V518

**Manufacturer Name:** Ford Motor Company

**Submission Date:** Aug 08, 2025

**NHTSA Recall No.:** 25V518

**Manufacturer Recall No.:** 25C36

### Manufacturer Information

### Population

**Manufacturer Name:** Ford Motor Company

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

**Total number of potentially involved:** 102

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2024-2025 LINCOLN NAUTILUS

**Product Category:** Light Vehicles

**Product Type:** Multipurpose Passenger Vehicle

**Fuel / Propulsion:**

**Production Dates:** Sep 26, 2022 - Nov 20, 2024

**Number of potentially involved:** 102

#### 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 the Driver Door Module (DDM) and/or Passenger Door Module (PDM) software for recall 24C43.

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:

According to Ford's records, certain 2024 - 2025 MY Nautilus vehicles did not have the remedy for Safety Recall 24C43 / 24V-953 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 24C43 / 24V-953 may still exist, the driver or passenger side windows may not automatically reverse when encountering an object until after exerting an upward force greater than 100 N when using the "global closing" (unattended) feature. Additionally, window reversal distance does not meet the minimum requirement set forth in FMVSS 118 and in some scenarios the front and rear door glass will not reverse when an object is detected.

# Part 573 Safety Recall Report

# 25V518

**FMVSS1:** 118 - Power-operated window systems

**FMVSS2:**

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

The underlying safety risk specified in Safety Recall 24C43 / 24V-953 still exists on these specified vehicles. Ford described that safety risk as, "A window automatic reversal system that exerts an upward force greater than 100 N on an obstacle increases the risk of injury."

**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

## Component Manufacturer

**Tier of Supplier:**

**Supplier Type:**

**Name:** Ford Motor Company

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

**Country:** United States

## Involved Components

**Component Name 1:**

**Component Description:**

**Component Part Number:**

## 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

# 25V518

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 24C43 and brought the results to Ford's CCRG for review, concluding that 98.4% of the repairs conducted under 24C43 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:** 24V953

## 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 DDM and/or PDM 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 24C43 / 24V-953

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

# Part 573 Safety Recall Report

**25V518**

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