



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

June 16, 2025

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice
Safety Recall 25S65**

Certain 2021-2025 Model Year Ford Mustang Mach-E Vehicles with a Discharged 12V Battery – Vehicle Entrapment Allegations
Powertrain Control Module and Secondary On-Board Diagnostic Control Module C Software Update

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mach-E	2021	Chongqing II	March 19, 2021 through August 11, 2022
Mach-E	2022	Chongqing II	June 9, 2022 through June 22, 2022
Mach-E	2021	Cuautitlan	February 24, 2020 through December 23, 2021
Mach-E	2022	Cuautitlan	August 16, 2021 through November 4, 2022
Mach-E	2023	Cuautitlan	May 25, 2022 through December 15, 2023
Mach-E	2024	Cuautitlan	July 27, 2023 through December 21, 2024
Mach-E	2025	Cuautitlan	June 6, 2024 through June 3, 2025

US population of affected vehicles: 196,911. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, in the event of unexpected 12V battery discharge below 8.4V at key-off, the front door electronic latches retain their last lock/unlock status. If the driver or front passenger exit the front doors using the mechanical inside release handles, the doors may remain locked when they are re-closed. This may result in an unexpected lock-out condition for the driver and front passenger without the ability to immediately re-enter the vehicle. An occupant who remains inside a locked vehicle and unable to use an inside door release handle may be unable to be rapidly retrieved by a passenger who has exited the vehicle. This could result in a serious injury, especially in hot weather.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. **A complete Dealer Bulletin will be provided to dealers Q3 of 2025 when it is anticipated that software availability, including repair instructions, will be available to support this safety recall.** For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

OWNER NOTIFICATION

Owners of record will be notified via first-class mail within sixty days, which may occur before **software availability**, including repair instructions, have been provided to dealers.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division