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OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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Schedule Number:	16.11

Emily Frascaroli, Global Director
Automotive Safety Office
Environmental & Safety Compliance

Ford World Headquarters
1 American Road - Mezzanine Floor
Dearborn, MI 48126

August 9, 2024

Memo to File

Subject: Ford Motor Company (Ford) Recall No. **24S50** – Certain 2022 model year Ford Maverick vehicles with 2.0L engine 24S24 Incomplete Remedy

In accordance with the requirements of 49 CFR Part 573 Defect and Non-Compliance Information Reports, Ford Motor Company will be electronically filing the attached information for voluntary safety recall #24S50, via NHTSA's website at <http://www.safercar.gov>.

Sincerely,

DocuSigned by:
[REDACTED]
FD1692468D2241B
For:
Emily Frascaroli
Attachment

49 CFR Part 573 – DEFECT INFORMATION REPORT
24S50 – CERTAIN 2022 MODEL YEAR FORD MAVERICK VEHICLES WITH 2.0L ENGINE 24S24
INCOMPLETE REMEDY

Manufacturer: Ford Motor Company

Defect or Non-Compliance: ☒ Defect ☐ Noncompliance

Please select this box if you intend to file a petition pursuant to 49 CFR 556. N/A

Vehicles Information

Model yr Start: 2022
Model yr End: 2022
Make: Ford
Model: Maverick
Production date Begin: 02/10/2022
Production date End: 05/13/2022
Type: LIGHT VEHICLES
Body Style: ALL
Powertrain: GAS

Descriptive Information:

Affected vehicles are equipped with 2.0L gas engine and have had safety recall 24S24 performed before May 24, 2024.

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.

VIN Range

Begin: **End:** ☒ Not Sequential Vins

Number potentially involved: 757

Estimated percentage of involved with defect: 100%

Defect/Noncompliance Description

Describe the defect/noncompliance: Certain 2022 MY Maverick vehicles did not receive the remedy for Safety Recall 24S24 / 24V-267, but were incorrectly closed in the system as having received the repair. The affected vehicles received a previous Powertrain Control Module (PCM) update which did not include the remedy to detect a sudden change in the 12-volt battery State of Charge (SOC) during a drive cycle as intended, which can lead to (a) the vehicle's inability to restart after an auto start/stop event or (b) an engine

stall while coming to a stop at low speed. Either may be accompanied by a loss of 12-volt accessories, including hazard lights.

If a noncompliance, provide the applicable FMVSS: N/A

Describe the cause: The remedy PCM update was not released to dealers for certain 2022 MY Maverick variants.

Describe the safety risk: A loss of motive power can increase the risk of a crash.

Identify any warning which can precede or occur: None

Check if this recall only affects products in certain geographic regions. N/A

If applicable, identify the manufacturer of the defective or noncompliant component. If the manufacturer of the component is unknown, provide the information for the company that supplied the subject component.

☒ **Component manufacturer** ☐ **Component manufacturer is unknown, information is for our supplier**

Company Information

Company Name: Ford Motor Company

Address 1: 1 American Road

Address 2:

City: Dearborn

State: MI

Zip Code: 48166

Country: United States

Company Contact Information

First Name:

Last Name:

Position:

Phone:

E-mail:

Involved Components

If the defect or non compliance involves a specific component(s), identify that component(s) below.

Component Name: Powertrain Control Module

Component Description: Powertrain Control Module Calibration

Component Part Number: NZ6A-12A650-UB

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.

On **June 4, 2024**, a report of a dealer being unable to perform Safety Recall 24S24 / 24V-267 was brought to Ford's Critical Concern Review Group (CCRG) for review.

From **June – July 2024**, Ford reviewed software release records to determine which vehicle powertrain variants may be affected, then reviewed service records to determine the population of vehicles that potentially received an incomplete remedy.

Ford is not aware of any warranty claims related to this condition

On **August 2, 2024**, 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.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacturer's plan for reimbursement.

Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the Body Control Module (BCM) and PCM calibrations updated. 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.

Describe what distinguishes the remedy component from the recalled component.

The PCM calibration (NZ6A-12A650-UB) will have the intended remedy for 24S24 / 24V-267.

Identify and describe how and when the recall condition was corrected in production. N/A

Identify the Recall Schedule

Describe the recall schedule for notifications.

Notification to dealers is expected to occur on August 12, 2024. Mailing of owner notification letters is expected to begin August 26, 2024 and is expected to be completed by August 30, 2024.

Planned Dealer Notification Begin Date: 8/12/2024

Planned Dealer Notification End Date: 8/12/2024

Planned Owner Notification Begin Date: 8/26/2024

Planned Owner Notification End Date: 8/30/2024

Manufacturer's identification code for this recall (if applicable): 24S50

Manufacturer Comments to NHTSA Staff

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued.

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

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