

Part 573 Safety Recall Report

24V-330

Manufacturer Name : Ford Motor Company**Submission Date :** NOV 08, 2024**NHTSA Recall No. :** 24V-330**Manufacturer Recall No. :** 24S33**Manufacturer Information :****Population :****Manufacturer Name :** Ford Motor Company**Number of potentially involved :** 9,312**Address :** 330 Town Center Drive**Estimated percentage with defect :** 5 %

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332**Vehicle Information :****Vehicle 1 :** 2022-2024 Ford Maverick**Vehicle Type :** LIGHT VEHICLES**Body Style :****Power Train :** HYBRID ELECTRIC

Descriptive Information : Ford's team reviewed production dealer service records to determine the population of affected vehicles. The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain the subject Hybrid Powertrain Control Module (HPCM) software.

8941 Maverick vehicles are affected.

Software part numbers are contained in the warranty claims submitted by the dealer, and dealers have 30 days to submit warranty claims to Ford for reimbursement. Therefore, the number of vehicles affected by this recall may increase until all warranty claims have been submitted by dealers from the time period the suspect software was active in service. Ford will submit an update to this defect report with a revised population in 30 days.

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.

Production Dates : MAR 11, 2021 - APR 04, 2024**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential

Vehicle 2 : 2020-2022 Ford Escape

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : HYBRID ELECTRIC

Descriptive Information : Ford's team reviewed production dealer service records to determine the population of affected vehicles. The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain the subject Hybrid Powertrain Control Module (HPCM) software.

285 Escape vehicles are affected.

Software part numbers are contained in the warranty claims submitted by the dealer, and dealers have 30 days to submit warranty claims to Ford for reimbursement. Therefore, the number of vehicles affected by this recall may increase until all warranty claims have been submitted by dealers from the time period the suspect software was active in service. Ford will submit an update to this defect report with a revised population in 30 days.

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Production Dates : NOV 06, 2019 - DEC 15, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2021-2022 Lincoln Corsair

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : HYBRID ELECTRIC

Descriptive Information : Ford's team reviewed production dealer service records to determine the population of affected vehicles. The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles contain the subject Hybrid Powertrain Control Module (HPCM) software.

86 Corsair vehicles are affected.

Software part numbers are contained in the warranty claims submitted by the dealer, and dealers have 30 days to submit warranty claims to Ford for reimbursement. Therefore, the number of vehicles affected by this recall may increase until all warranty claims have been submitted by dealers from the time period the suspect software was active in service. Ford will submit an update to this defect report with a revised population in 30 days.

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.

Production Dates : SEP 08, 2021 - NOV 13, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Affected vehicles received HPCM software that can result in a forced neutral condition while driving. As the vehicle coasts to a stop, the transmission will automatically shift to "Park". Driver retains other functionality including power braking and power steering. Once the driver shifts back to drive, the vehicle will enter a limp home mode which provides limited torque at low speeds up to 30mph.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loss of motive power can increase the risk of a crash.

Description of the Cause : Hybrid Transmission Internal Park Module (HTIPM) diagnostic software updates included in the Hybrid Powertrain Control Module (HPCM) software are detecting a noise in the Park Motor Position Sensor, resulting in an erroneous Park Motor Position Sensor Diagnostic Trouble Code (DTC).

Identification of Any Warning When this event occurs, the vehicle will go into neutral, the gear shift indicator light will flash "Drive" and instrument panel will display "Neutral", and the

that can Occur : vehicle does not respond to accelerator pedal inputs. Simultaneously, the driver will receive notification via wrench light and multiple warning messages in the instrument panel cluster and an audible chime.

Involved Components :

Component Name 1 : HPCM Software

Component Description : 2022 Corsair HPCM Calibration Software

Component Part Number : NX6A-14C204-BMG

Component Name 2 : HPCM Software

Component Description : 2021 Corsair HPCM Calibration Software

Component Part Number : MX6A-14C204-LX

Component Name 3 : HPCM Software

Component Description : 2022 Escape HPCM Calibration Software

Component Part Number : NX6A-14C204-BLG

Component Name 4 : HPCM Software

Component Description : 2021 Escape HPCM Calibration Software

Component Part Number : MX6A-14C204-BEL

Component Name 5 : HPCM Software

Component Description : 2020 Escape HPCM Calibration Software

Component Part Number : LX6A-14C204-ELV

Component Name 6 : HPCM Software

Component Description : 2022 Maverick HPCM Calibration Software

Component Part Number : NZ6A-14C204-AAE

Component Name 7 : HPCM Software

Component Description : 2022 Maverick HPCM Calibration Software

Component Part Number : NZ6A-14C204-ZE

Component Name 8 : HPCM Software

Component Description : 2023 Maverick HPCM Calibration Software

Component Part Number : PZ6A-14C204-AG

Component Name 9 : HPCM Software

Component Description : 2023 Maverick HPCM Calibration Software

Component Part Number : PZ6A-14C204-JF

Component Name 10 : HPCM Software

Component Description : 2024 Maverick HPCM Calibration Software

Component Part Number : RZ6A-14C204-BC

Component Name 11 : HPCM Software

Component Description : 2024 Maverick HPCM Calibration Software

Component Part Number : RZ6A-14C204-AC

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Rd
Dearborn Michigan

Country : United States

Chronology :

On March 26, 2024, Ford’s Critical Concern Review Group CCRG opened an investigation into field reports

related to vehicles experiencing a shift to neutral after receiving an HPCM software update at the dealer. The powertrain controls and calibration team’s investigation determined that new Hybrid Transmission Internal Park Module (HTIPM) software released for use in service in January 2024 can result in a forced neutral condition leading to a DTC code U1010 and U1011 while driving on some vehicles shortly after installation.

As of April 15, 2024, Ford is aware of 315 warranty claims in North America that may be related to this condition.

As of May 1, 2024, Ford is aware of 125 Vehicle Owner Questionnaire (VOQs) that may be related to this concern.

On May 3, 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.

On September 16, 2024, NHTSA provided a list of 20 VOQs that alleged a loss of motive power. Ford’s review of those VOQs determined 5 vehicles that were related to 24V-330 but were not in the population. Ford’s investigation into this issue identified additional 585 vehicles in the U.S. related to 24V-330 that were not included in the original population due to an intermittent connection failure between two Ford Vehicle Information systems used to identify vehicles that contained the recalled software.

On November 1, 2024, Ford’s Field Review Committee reviewed the concern and approved a field action for the amended population. Mailing of owner notification letters for the additional vehicles is expected to begin December 2, 2024.

Description of Remedy :

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 HPCM software updated to the latest calibration. 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.
	Ford will forward a copy of the notification letters to dealers to the agency when available.
How Remedy Component Differs from Recalled Component :	New HPCM software will have HTIPM software that is more robust to Park Motor Position Sensor noise: MX6A-14C204-LY NX6A-14C204-BLH MX6A-14C204-BEM LX6A-14C204-ELX

NZ6A-14C204-AAF
NZ6A-14C204-ZF
PZ6A-14C204-JG
RZ6A-14C204-BD

Identify How/When Recall Condition was Corrected in Production : Not required per 49 Part 573

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on May 13, 2024. Mailing of owner notification letters is expected to begin May 23, 2024 and is expected to be completed by May 24, 2024.

Planned Dealer Notification Date : MAY 13, 2024 - MAY 13, 2024

Planned Owner Notification Date : MAY 23, 2024 - MAY 24, 2024

* NR - Not Reported