

# Part 573 Safety Recall Report

# 24V-443

**Manufacturer Name :** Ford Motor Company

**Submission Date :** JUN 14, 2024

**NHTSA Recall No. :** 24V-443

**Manufacturer Recall No. :** 24S38



## Manufacturer Information :

**Manufacturer Name :** Ford Motor Company

**Address :** 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

**Company phone :** 1-866-436-7332

## Population :

**Number of potentially involved :** 159

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2021-2021 FORD F-150

**Vehicle Type :** LIGHT VEHICLES

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Ford's team reviewed software records to determine that the affected vehicles are equipped with the Onboard Scales feature and received an Over-the-Air Body Control Module software update.

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.

159 F-150 vehicles are affected.

**Production Dates :** MAY 20, 2021 - DEC 10, 2021

**VIN Range 1 : Begin :** NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** Affected vehicles that are equipped with the Onboard Scales feature may have received a Body Control Module software update that caused the backup lamps to become inoperative.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Backup lamps that do not illuminate when the vehicle is engaged in reverse gear may not alert other motorists or road users that the vehicle is reversing, increasing the risk of a crash.

**Description of the Cause :** An Over-the-Air software update to the Body Control Module unrelated to backup lamp operation inadvertently changed a parameter configuration that

communicates backup lamp configuration status. The backup lamps will not illuminate when vehicle is in reverse gear with this parameter configuration setting.

Identification of Any Warning that can Occur : None

## Involved Components :

Component Name 1 : Body Control Module (BCM) Software  
Component Description : Body Control Module (BCM) Software  
Component Part Number : MU5T-14C184-XXX

## Supplier Identification :

### Component Manufacturer

Name : Ford Motor Company  
Address : 1 American Rd  
Dearborn Michigan 48126  
Country : United States

## Chronology :

April – June 2024

On April 25, 2024, Ford's Critical Concern Review Group (CCRG) opened an investigation into inoperative backup lamps following a Body Control Module (BCM) Over-the-Air (OTA) software update on certain 2021MY F-150 vehicles. The issue was discovered when a customer brought their truck into a Ford dealership alleging that both of the backup lamps were inoperative. The dealership contacted Ford's technician hotline team and reported that the vehicle had a BCM OTA update a week prior to the customer noticing this issue.

Ford's CCRG team analyzed all components of the OTA software update and the population of vehicles that received the update. Although the OTA update was available to all 2021.5MY F-150 vehicles, the CCRG investigation determined that this issue has only impacted vehicles that are equipped with the Onboard Scales feature due to a unique configuration setting on these vehicles. The OTA software update delivered software enhancements to the BCM unrelated to backup lamp operation and inadvertently changed a BCM parameter configuration that communicates backup lamp configuration status. The parameter configuration was correctly set to 'Present' at Ford manufacturing plants, but was inadvertently changed to 'Absent' with the BCM OTA update.

Subsequent vehicle testing confirmed that the parameter configuration 'Present' is needed for the backup lamps to properly function. When the parameter configuration is 'Absent,' the backup lamps will not illuminate when vehicle is in reverse gear.

As of May 20, 2024, Ford is aware of seven warranty reports related to this issue received from January 30, 2024 to April 30, 2024.

On June 7, 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.

## 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 for a software update to correct the Body Control Module configuration. 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 Body Control Module software MU5T-14C184-XXX will be updated to the correct configuration for backup lamp operation.

Identify How/When Recall Condition was Corrected in Production : NA

## Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on June 19, 2024. Mailing of owner notification letters is expected to begin July 1, 2024 and is expected to be completed by July 5, 2024.

Planned Dealer Notification Date : JUN 19, 2024 - JUN 19, 2024

Planned Owner Notification Date : JUL 01, 2024 - JUL 05, 2024

\* NR - Not Reported