

Part 573 Safety Recall Report

24V-683

Manufacturer Name : Ford Motor Company**Submission Date :** SEP 13, 2024**NHTSA Recall No. :** 24V-683**Manufacturer Recall No. :** 24S60**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 : 76

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Ford Bronco Sport

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Ford's team reviewed plant records to determine the population of affected vehicles. The Ford process is capable of tracing Powertrain Control Module (PCM) Software to the vehicle in which the PCM Software is installed.

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 : OCT 24, 2023 - OCT 24, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Certain 2024 Model Year (MY) Bronco Sport vehicles are unable to receive a remedy for Safety Recall 24S24 / 24V-267. Some of the affected vehicles were incorrectly closed in Ford's recall tracking system as having received the repair. The affected vehicles have a previous version of the PCM software that is unable to detect a sudden change in the 12-volt battery State of Charge (SOC) during driving 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. In either case the driver may also experience a loss of 12-volt accessories, including hazard lights.

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 : Certain 2024 MY Bronco Sport vehicles were inadvertently produced with 2023 MY PCM software. This incorrect PCM software prevents Ford's Diagnosis and Repair System (FDRS) tool from installing the 24V-267 remedy software.

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : Body Control Module

Component Description : Body Control Module Calibration – Bronco Sport

Component Part Number : M1PT-14F390-AC*

Component Name 2 : Powertrain Control Module Software

Component Description : 1.5L Bronco Sport PCM Software

Component Part Number : P1PA-14C204-AE

Component Name 3 : Powertrain Control Module Software

Component Description : 2.0L Bronco Sport PCM Software

Component Part Number : P1PA-14C204-EE

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

On June 18, 2024, an issue pertaining to 2024 MY Bronco Sport vehicles produced with 2023 MY PCM software

was brought to Ford's Critical Concern Group (CCRG) for review.

From June – August, 2024, Ford queried the PCM software version on vehicles produced in 2024 MY to identify the population of vehicles produced with the incorrect PCM calibration. Ford also reviewed service records to identify the population of vehicles that may have received an incomplete remedy for Safety Recall 24S24 / 24V-267. As of July 28, 2024, Ford is aware of 42 vehicles that have been closed to Safety Recall 24S24 / 24V-267 with an incomplete remedy.

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

On September 6, 2024, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any accidents or injuries related to this concern.

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 BCM and PCM Software 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. 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 PCM calibration for 24 MY (R1PA-14C204-AD/ R1PA-14C204-DB) will include the remedy for 24S24 / 24V-267.

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 September 13, 2024. Mailing of owner notification letters is expected to begin October 25, 2024 and is expected to be completed by November 1, 2024.

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

Planned Owner Notification Date : OCT 25, 2024 - NOV 01, 2024

* NR - Not Reported