

Part 573 Safety Recall Report

24V-684

Manufacturer Name : Ford Motor Company

Submission Date : FEB 05, 2025

NHTSA Recall No. : 24V-684

Manufacturer Recall No. : 24S59



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 : 273,701

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2024 Ford Maverick

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Affected vehicles are equipped with Connected Touch Radios (CTR). The affected CTR software was introduced into production on 02/03/2021 and removed from production on 11/08/2024.

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.

Production Dates : FEB 03, 2021 -NOV 08, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Rear View Camera (RVC) image may freeze while in reverse.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Customer may experience a frozen rear view camera display image while in Reverse, resulting in a false representation of where the vehicle is relative to its surroundings, increasing the risk of a crash.

Description of the Cause : An improper memory handling within CTR software is causing a component in the end-to-end RVC image processing path to fail.

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : Connected Touch Radio Audio Head Unit Final Assemb
Component Description : Connected Touch Radio
Component Part Number : MX71-18D804-D/E/F/G/H

Supplier Identification :

Component Manufacturer

Name : Harman
Address : 30001 Cabot Drive
Novi Michigan 48377
Country : United States

Chronology :

Chronology is provided as an attachment.

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 CTR software updated. There will be no charge for this service. The remedy is expected to be available April 2025.

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 The Connected Touch Radio (MX71-18D804- D/E/F/G/H) software will be updated to the latest version which resolves the memory leak, preveting a

from Recalled Component : frozen image.
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 November 22, 2024.
Mailing of owner notification letters is expected to begin December 2, 2024 and is expected to be completed by December 6, 2024.
Planned Dealer Notification Date : NOV 22, 2024 - NOV 22, 2024
Planned Owner Notification Date : DEC 03, 2024 - DEC 06, 2024

* NR - Not Reported