

Date of Submission: 11/8/2024

FSA #24S51 – Amendment - Certain 2023-2024 Model Year Bronco Sport, Mustang Mach-E, and Maverick Vehicles– Wiper Motor Inoperable

### Chronology

On **April 16, 2024**, a report of inoperable windshield wipers in Bronco Sport and Maverick vehicles was brought to Ford's Critical Concern Review Group (CCRG) for review.

From **April to July 2024**, Ford investigated the issue. Ford first obtained service parts from the field and upon inspection determined that water intrusion caused the inoperability. Ford returned the service parts to the supplier with instructions to determine the root cause of the water intrusion. The supplier determined that the root cause was failure to correctly apply a sealer between the gear cover and gear housing. Once root cause was established, Ford's Supplier Technical Assistance (STA) team reviewed supplier processes to determine the population of the suspect parts, and a read-across conducted by the STA team identified that the wiper motor is common between Bronco Sport, Maverick, and Mach-E

Component manufacturing records indicated two dates of production that corresponded to the suspect wiper motors, June 18, 2023, and September 1st, 2023, during specific hours of production. A total of 2,142 suspect motors were produced during these production windows. Based upon supplier internal traceability, it was determined that the suspect wiper motors produced on June 18th were assembled into Maverick and Mach-E wiper final assemblies and the suspect wiper motors produced on September 1st were assembled into Bronco Sport and Maverick wiper final assemblies.

Ford's production team reviewed supplier shipping records along with wiper assembly inventory and usage to determine the suspect vehicle production dates.

As of **July 15, 2024**, Ford is aware of 81 global warranty reports with confirmed water intrusion into the wiper motor. The first known report of concern was received on July 26, 2023.

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.

On **August 18, 2024**, Ford's CCRG was made aware of (2) warranty claims associated with wiper motor water intrusion on Mustang Mach-E vehicles. The motors were produced on September 1, 2023, and were not included in original FSA suspect population. A deep dive into the supplier's production data discovered that not all the suspect motors and associated final wiper final assemblies were identified by the supplier in the original suspect population.

On **November 1, 2024**, Ford's Field Review Committee approved an amendment to expand the suspect production vehicle population for Mach-E, Bronco Sport, and Maverick to include all potentially suspect wiper motor production.

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