

Part 573 Safety Recall Report

25V-095

Manufacturer Name : Ford Motor Company

Submission Date : FEB 14, 2025

NHTSA Recall No. : 25V-095

Manufacturer Recall No. : 25S07



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 : 2,711

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2024 Ford Maverick

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The Ford process is capable of determining which software part numbers have been installed in production and service. Affected vehicles do not contain the remedy Body Control Module (BCM) software for recall 24S27.

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 : JUL 27, 2021 - MAR 21, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Certain 2022-2024 MY Maverick vehicles did not have the remedy for Safety Recall 24S27 / 24V-293 installed correctly on their vehicles but were recorded as having received the repair successfully completed in Ford's records. Because the correct software update remedy was not installed on their vehicle, the underlying condition specified in Safety Recall 24S27 / 24V-293 still exists, and the Body Control Module (BCM) may falsely detect a current overload on one or both of the rear position lamp circuits, resulting in one or both of the lamps to be deactivated during a drive cycle. This issue does not affect headlights, stop lamps (including Center High Mount Stop Lamp), or turn signal functions.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The underlying safety risk specified in Safety Recall 24S27 / 24V-293 still exists on these specified vehicles. Ford described that safety risk as, "Rear position lamps that fail to illuminate can cause reduced visibility to other drivers in dark conditions, increasing the risk of a collision."

Description of the Cause : The dealer instructions to complete the recall instruct the technician to upload the latest software using the service tool, which downloads the latest software from Ford for installation on the vehicle. For these vehicles, the software tool did not upload the correct software to the vehicle.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Body Control Module (BCM)

Component Description : Body Control Module (BCM)

Component Part Number : MU5T-15604-*

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road

Dearborn Michigan 48126

Country : United States

Chronology :

On November 26, 2024, an issue pertaining to incomplete software recall remedies was brought to Ford's Critical Concern Group for review. This issue was initially identified in a Quality Office forum, where an audit was requested for software part numbers applied to a vehicles remedied under a sample of field service actions (FSAs). Initial review of three FSAs revealed insufficient data to confirm correct software application across all FSAs using the FDRS service tool. Further investigation was deemed necessary.

In December 2024, a cross-functional team was formed to audit all software FSAs that used the FDRS service tool, with its first focus being on safety and compliance FSAs. Templates were created to track software lineage part numbers.

On December 19, 2024, Ford informed NHTSA of this concern -- the service tool data confirmed that the software state on the service tool at the time of installation matches the FSA software release for most vehicles. However, there are vehicles that do not have a match between the software state on the service tool and the FSA software release. Ford discussed with NHTSA its plan to address the mismatched vehicles.

In January 2025, the cross-functional team created database records to store all software lineage part numbers for previously launched FSAs. The team then began auditing the current software level for every VIN repaired under 24S27 and other FSAs.

On February 4, 2025, the cross-functional team completed the audit of 24S27, concluding that 98.1% of the repairs conducted under 24S27 had the correct software installed. The team identified the specific vehicles that were recorded as receiving the remedy but still has software that does not remedy the non-compliance.

On February 7, 2025, 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 to update the software using the FSA Technical Instructions for the incomplete FSA(s). The software part numbers will be validated using the Software Validation Form in the Professional Technician System before the FSA is closed. There will be no charge for this service.

How Remedy Component Differs from Recalled Component : The Software Service Package SRV0002625 will have the intended remedy for 24S27 / 24V-293.

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

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on February 19, 2025. Mailing of owner notification letters is expected to begin March 31, 2025 and is expected to be completed by April 04, 2025.

Planned Dealer Notification Date : FEB 19, 2025 - FEB 19, 2025

Planned Owner Notification Date : MAR 31, 2025 - APR 04, 2025

* NR - Not Reported