

Part 573 Safety Recall Report

25V-096

Manufacturer Name : Ford Motor Company**Submission Date :** FEB 14, 2025**NHTSA Recall No. :** 25V-096**Manufacturer Recall No. :** 25S11**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 : 332

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 Ford Mustang

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 Power Steering Control Module (PSCM) software for recall 24S44.

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.

332 Mustang vehicles are affected

Production Dates : SEP 16, 2022 - APR 04, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : Certain 2022-2023 MY Mustang vehicles did not have the remedy for Safety Recall 24S44 / 24V-493 installed correctly on their vehicles but were recorded as having received the repair successfully completed in Ford's records. In the affected vehicles, the secondary digital torque sensor in the steering gear was originally calibrated with an inverted polarity. Because the correct software update remedy was not installed on their vehicle, the underlying condition specified in Safety Recall 24S44 / 24V-493 still exists, and if the primary steering torque sensor experiences a failure or fault and the secondary digital torque sensor's polarity is inverted, the steering wheel may begin oscillating without warning (alternating clockwise / counterclockwise) when the driver attempts to steer. The oscillation results from the electronic power steering gear providing unintended steering assist.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The underlying noncompliance specified in Safety Recall 24S44 / 24V-493 still exists on these specified vehicles. Ford described that safety risk as, "Unintended steering assist can lead to loss of vehicle control while driving, increasing the risk of a crash."

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 : Mustang Steering Gear

Component Description : Steering Gear Assembly

Component Part Number : LR3C-3D070-BD/CD

Component Name 2 : Mustang Steering Gear

Component Description : Steering Gear Assembly

Component Part Number : MR3C-3D070-FC

Component Name 3 : Mustang Steering Gear

Component Description : Steering Gear Assembly

Component Part Number : LR3V-3D070-AE

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 under 24S44 and other FSAs.

On February 4, 2025, the cross-functional team completed the audit of 24S44, concluding that 98.0% of the repairs conducted under 24S44 had the correct software installed. The team identified the specific vehicles that was recorded as receiving the remedy, but 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 have the PSCM software updated. Then, 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 SRV0003330 will have the intended remedy for 24S44 / 24V-493.

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