

Part 573 Safety Recall Report

25V-123

Manufacturer Name : Ford Motor Company**Submission Date :** FEB 28, 2025**NHTSA Recall No. :** 25V-123**Manufacturer Recall No. :** 25C06**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 : 933

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 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 Instrument Panel Cluster (IPC) software for recall 24C01.

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 : AUG 20, 2021 - OCT 09, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : According to Ford's records, certain 2022-2023 MY Maverick vehicles did not have the remedy for Safety Recall 24C01 / 24V-140 installed correctly, but were recorded as having the repair successfully completed. Because the correct software update remedy may not be installed on the vehicle, the underlying condition specified in Safety Recall 24C01 / 24V-140 still exists, and the Instrument Panel Cluster (IPC) may not illuminate telltales or gauges at startup. These telltales and gauges are regulated by FMVSS 101, 102, 105, 108 and 208 requirements.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : 102 - Trans shift lever seq/starter interlock/trans braking effect

Description of the Safety Risk : The underlying noncompliance specified in Safety Recall 24C01 / 24V-140 still exists on these specified vehicles. Ford described that safety risk as, "Failure to illuminate the cluster display would render safety-related telltales and gauges unreadable in certain conditions. An IPC that does not clearly display critical safety information can increase 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 NR
that can Occur :

Involved Components :

Component Name 1 : Instrument Panel Cluster (IPC)

Component Description : Hybrid vehicles IPC with MPH/KPH Speedometer

Component Part Number : NZ6T-10849-C*

Component Name 2 : Software for Instrument Panel Cluster (IPC)

Component Description : Hybrid vehicles IPC Software

Component Part Number : NZ6T-14C026-CA*

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 (CCRG) 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 several previously launched FSAs.

On February 17, 2025, the cross-functional team completed the audit of 24C01 and brought the results to Ford's CCRG for review, concluding that 98.2% of the repairs conducted under 24C01 had the correct software installed. The team identified the specific vehicles that were recorded as receiving the remedy, but have software listed that does not remedy the non-compliance.

On February 21, 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.

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 IPC 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.

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 software service package SRV0003133 will have the intended remedy for 24C01 / 24V-140

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

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on April 14, 2025. Mailing of owner notification letters is expected to begin April 14, 2025 and is expected to be completed by April 18, 2025.

Planned Dealer Notification Date : APR 14, 2025 - APR 14, 2025

Planned Owner Notification Date : APR 14, 2025 - APR 18, 2025

* NR - Not Reported