

Part 573 Safety Recall Report

24V-140

Manufacturer Name : Ford Motor Company**Submission Date :** FEB 23, 2024**NHTSA Recall No. :** 24V-140**Manufacturer Recall No. :** 24C01**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 : 62,813

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2022-2023 Ford Maverick Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : HYBRID ELECTRIC

Descriptive Information : The recalled part was introduced into production on 02/03/2021 date and was taken out of production on 10/20/2023.

Affected vehicles are equipped with the hybrid powertrain and mid-series analog instrument panel cluster.

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 - OCT 20, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The Instrument Panel Cluster (IPC) may not illuminate telltales or gauges at startup. These telltales and gauges are regulated by certain FMVSS requirements.

FMVSS 1 : 101 - Control and displays

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

Description of the Safety Risk : 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 : Rapid CAN signal transitions from Sleep-to-Awake can cause corruption to the internal memory registers and this can prevent illumination hardware initialization.

Identification of Any Warning that can Occur : None.

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 : Continental Automotive Guadalajara, Mexi

Address : Periferico Sur No. 7999D

Tlaquepaque Foreign States 45601

Country : Mexico

Chronology :

On October 3, 2023, an issue pertaining to Instrument Panel Clusters (IPC) illumination on 2022-2023 model year Maverick vehicles was brought to Ford's Critical Concern Review Group (CCRG) for review. The Plant Vehicle Team (PVT) at the Hermosillo Stamping and Assembly Plant (HSAP) identified this issue during a warranty claim analysis.

The CCRG approved a stop ship for vehicles with this concern at HSAP on October 10, 2023.

From October 2023 through November 2023, the CCRG conducted a warranty claims analysis on Maverick vehicles and compared this concern to a previous Field Service Action (22C11), which pertained to 2022-2023 model year Transit vehicles. To understand whether other vehicles lines were affected, the CCRG also

reviewed vehicle lines produced with a similar IPC. Ford found no similar failures for IPCs not illuminating. From November 2023 through February 2024, Ford's In-Vehicle Infotainment Software team worked with the supplier to run bench level testing on IPCs with various software levels from other vehicle lines with similar clusters to understand the scope of the potentially affected population. Ford used a bench test procedure that had been proven to duplicate the concern. The bench testing confirmed these other vehicle lines are unaffected.

Between May 13, 2022 and January 24, 2024, Ford is aware of 165 warranty claims related to this concern on Maverick vehicles. Ford is not aware of any VOQs related to this condition.

On February 16, 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.

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 their instrument panel cluster software updated. 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. The ending date for reimbursement eligibility is estimated to be April 05, 2024. Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : The remedy instrument panel cluster software (component software part number NZ6T-14C026-CAG) will illuminate the cluster display and telltales as intended when the vehicle is switched ON.

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 February 26, 2024. Mailing of owner notification letters is expected to begin March 18, 2024 and is expected to be completed by March 22, 2024.

Planned Dealer Notification Date : FEB 26, 2024 - FEB 26, 2024

Planned Owner Notification Date : MAR 18, 2024 - MAR 22, 2024

* NR - Not Reported