Part 573 Safety Recall Report 24V-684

Manufacturer Name : Ford Motor Company
Submission Date : SEP 13, 2024
NHTSA Recall No. : 24V-684
Manufacturer Recall No. : 24S59

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

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 : 144,516
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2024 Ford Maverick
Vehicle Type : LIGHT VEHICLES
Body Style : ALL
Power Train : NR
Descriptive Information : Affected vehicles are equipped with Connected Touch Radios (CTR). The affected CTR software was introduced into production on 02/03/2021 and removed from production on 11/28/2023.

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 - NOV 28, 2023
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect : Rear View Camera (RVC) image may freeze while in reverse.
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : Customer may experience a frozen rear view camera display image while in Reverse, resulting in a false representation of where the vehicle is relative to its surroundings, increasing the risk of a crash.
Description of the Cause : An improper memory handling within CTR software is causing a component in the end-to-end RVC image processing path to fail.

Identification of Any Warning that can Occur :	None.

Involved Components :

Component Name 1 :	Connected Touch Radio Audio Head Unit Final Assemb
Component Description :	Connected Touch Radio
Component Part Number :	MX71-18D804-D/E/F/G/H

Supplier Identification :

Component Manufacturer

Name :	Harman
Address :	30001 Cabot Drive Novi Michigan 48377
Country :	United States

Chronology :

On June 13, 2024, NHTSA contacted Ford regarding allegations of the rear-view camera image freezing on 2022MY Ford Maverick vehicles. Consumers are reporting that while reversing, the rearview camera image will freeze, displaying a false representation of where the vehicle is relative to its surroundings. NHTSA intially supplied four Vehicle Owner's Questionnaires (VOQs) associated with this concern.

In June 2024, Ford's initial investigation showed that all of the Maverick vehicles with reports of a frozen rear-view camera image were equipped with CTR, which processes the live video feed from the rear-view camera. The investigation identified an additional 26 claims/complaints associated with rear-view camera frozen image concerns on 2022MY – 2024MY Maverick vehicles equipped with CTR.

On July 2, 2024, this issue was brought to Ford's Critical Concern Review Group for review.

During July and August, 2024, Ford and the CTR supplier conducted stress testing using various production software versions which resulted in a reproduction of a frozen camera display image. The team identified a defect in versions of software prior to G2.2 in which a memory leak could result in a frozen RVC display image, along with other symptoms. A frozen image in Reverse has not been replicated on the G2.2 version of software which is being used in current production . Four additional software vulnerabilities were identified during testing that could result in the rear-view image not appearing or being delayed.

Ford is aware of 4 warranty claims, 7 VOQs, and 22 complaints of a frozen rear view camera image in North America. The first known report of a frozen rear camera image was received on April 4, 2022.

On September 6, 2024, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is aware of two reports of accidents and no injuries 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 CTR 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. 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 Connected Touch Radio (MX71-18D804- D/E/F/G/H) software will be updated to the latest version which resolves the memory leak, preveting a frozen image.
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 September 16, 2024. Mailing of owner notification letters is expected to begin September 30, 2024 and is expected to be completed by October 4, 2024.
Planned Dealer Notification Date :	SEP 16, 2024 - SEP 16, 2024
Planned Owner Notification Date :	SEP 30, 2024 - OCT 04, 2024

* NR - Not Reported