

Part 573 Safety Recall Report

24V-597

Manufacturer Name : Ford Motor Company**Submission Date :** AUG 09, 2024**NHTSA Recall No. :** 24V-597**Manufacturer Recall No. :** 24C24**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 :** 70,483**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2024-2024 Ford Ranger**Vehicle Type :** LIGHT VEHICLES**Body Style :****Power Train :** NR

Descriptive Information : The recalled Driver Door Module (DDM) and Passenger Door Module (PDM) software was introduced into production on 12/09/2022 and was taken out of production on 07/15/2024.

35,990 Ranger vehicles are affected.

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 : DEC 09, 2022 - JUL 15, 2024**VIN Range 1 : Begin :** NR**End :** NR☐ Not sequential

Vehicle 2 : 2024-2024 Lincoln Nautilus
Vehicle Type :
Body Style :
Power Train : NR

Descriptive Information : The recalled Driver Door Module (DDM) and Passenger Door Module (PDM) software was introduced into production on 09/26/2022 and was taken out of production on 08/05/2024.

34,493 Nautilus vehicles are affected.

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 : SEP 26, 2022 - AUG 05, 2024

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect : The driver or passenger side windows may not automatically reverse when encountering an object until after exerting an upward force greater than 100 N when using the “global closing” (unattended) feature. This may only occur if the preceding window movement was in the “up” direction with the window remaining partially open, followed by a key off/sleep cycle that has a duration greater than 12 minutes.

FMVSS 1 : 118 - Power-operated window systems
FMVSS 2 : NR

Description of the Safety Risk : A window automatic reversal system that exerts an upward force greater than 100 N on an obstacle increases the risk of injury.

Description of the Cause : Software logic in the driver and passenger door modules can cause the window relative glass position to be reset during a module reset, disabling the automatic reversal system.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Ranger DDM

Component Description : Driver Door Module

Component Part Number : NU5T-14B531-*

Component Name 2 : Ranger PDM

Component Description : Passenger Door Module

Component Part Number : NU5T-14B533-*

Component Name 3 : Nautilus DDM

Component Description : Driver Door Module

Component Part Number : PU5T-14B531-*

Component Name 4 : Nautilus PDM

Component Description : Passenger Door Module

Component Part Number : PU5T-14B533-*

Supplier Identification :

Component Manufacturer

Name : Kostal of America

Address : 350 Stephenson Highway
Troy Michigan 48083

Country : United States

Chronology :

On July 16, 2024, Ford's Critical Concern Review Group opened an investigation into a concern related to power window automatic reversal system identified by Ford's Vehicle Engineering and Validation (VEV) during validation testing on a pre-production vehicle. Ford and its supplier conducted a read-across to determine which vehicle lines may be affected by this concern. Ford is not aware of any warranty claims related to this condition.

On August 2, 2024, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any accidents, or injuries as a result of 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 DDM and PDM 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. 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 DDM and PDM will include improved software logic to prevent the driver or passenger side windows from exerting an upward force greater than 100 N in all conditions. Software part numbers: MU5T-14C064-DA Ranger DDM MU5T-14C108-DA Ranger PDM PU5T-14C064-DA Nautilus DDM PU5T-14C108-DA Nautilus PDM
Identify How/When Recall Condition was Corrected in Production :	DDM and PDM modules contain software logic to prevent the driver or passenger side windows from exerting an upward force greater than 100 N in all conditions.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on September 9, 2024. Mailing of owner notification letters is expected to begin September 23, 2024, and is expected to be completed by September 27, 2024, instructing customers to take their vehicle to a Ford or Lincoln dealer to have the LDM software installed.
Planned Dealer Notification Date :	SEP 09, 2024 - SEP 09, 2024
Planned Owner Notification Date :	SEP 23, 2024 - SEP 27, 2024

* NR - Not Reported