

# Part 573 Safety Recall Report

## 24V-777

**Manufacturer Name :** Ford Motor Company**Submission Date :** OCT 18, 2024**NHTSA Recall No. :** 24V-777**Manufacturer Recall No. :** 24S65**Manufacturer Information :****Population :**

Manufacturer Name : Ford Motor Company

Number of potentially involved : 50

Address : 330 Town Center Drive

Estimated percentage with defect : 100 %

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

**Vehicle Information :**

Vehicle 1 : 2021-2021 Ford Mustang Mach-E

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** Ford's team reviewed Over-The-Air (OTA) software update records to determine the population of affected vehicles. Ford's OTA system is capable of tracing files delivered OTA, including the Anti-lock Braking System (ABS) calibration files that are the subject of this Recall, to each vehicle that received the file.

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 28, 2020 - SEP 24, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**

**Description of the Defect :** An Over-The-Air (OTA) update to the Anti-lock Braking System (ABS) calibration file results in the ABS switching to a default configuration. When in default configuration, the brake system does not provide brake power assist. Base braking remains functional, but customers may experience longer pedal travel, higher pedal efforts, and reduced braking response. Vehicle stability control features (including anti-lock braking, Electronic Stability Control, and Traction Control System) and driver assistance features (including Hill Start Assist and Pre-Collision Assist) also will be disabled, and regenerative braking capability will be reduced. The Electronic Parking Brake remains operable.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loss of power brake assist may reduce the effectiveness of the braking system, increasing the risk of a crash.

Description of the Cause : Inadvertent deployment of an ABS calibration file that does not match the stored vehicle configuration in the ABS module.

Identification of Any Warning that can Occur : The instrument cluster will display several ABS-related warning lamps and text messages at vehicle startup.

Involved Components :

Component Name 1 : ABS Module Calibration

Component Description : Anti-lock Braking System Calibration File

Component Part Number : LK9C-14C602-NT

Supplier Identification :

Component Manufacturer

Name : Ford

Address : One American Road  
Dearborn Michigan 48126

Country : United States

Chronology :

On August 20, 2024, Ford's Critical Concern Review Group (CCRG) opened an investigation after the Ford's Electric Vehicle (EV) Solution Task Force identified an issue with a recent Over-The-Air (OTA) update to the ABS calibration. Ford's CCRG conducted vehicle inspections at the dealer to understand the customer experience. Ford's CCRG reviewed OTA records to determine the number of affected vehicles.

As of October 11, 2024, Ford is aware of 13 warranty claims that may be related to this concern.

On October 11, 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 dealer to have the ABS calibration 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 ABS software (part number LK9C-14C602-HT) will match the stored vehicle configuration in the ABS module.
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on October 21, 2024. Mailing of owner notification letters is expected to begin November 4, 2024, and is expected to be completed by November 8, 2024.
Planned Dealer Notification Date :	OCT 21, 2024 - OCT 21, 2024
Planned Owner Notification Date :	NOV 04, 2024 - NOV 08, 2024

\* NR - Not Reported