

Part 573 Safety Recall Report

24V-801

Manufacturer Name : Ford Motor Company**Submission Date :** OCT 25, 2024**NHTSA Recall No. :** 24V-801**Manufacturer Recall No. :** 24C34**Manufacturer Information :****Population :****Manufacturer Name :** Ford Motor Company**Number of potentially involved :** 391**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 :** 2025-2025 Ford Explorer**Vehicle Type :** LIGHT VEHICLES**Body Style :** ALL**Power Train :** GAS

Descriptive Information : Ford's team reviewed plant records to determine the population of affected parts. The Ford process is capable of tracing the Accessory Protocol Interface Module (APIM) module software to the vehicle in which the APIM software is installed. Affected vehicles are equipped with suspect APIM software.

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.

384 Explorer vehicles are affected.

Production Dates : MAY 30, 2024 - AUG 08, 2024**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential

Vehicle 2 : 2025-2025 Lincoln Aviator
Vehicle Type : LIGHT VEHICLES
Body Style : ALL
Power Train : GAS

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7 Aviator vehicles are affected.

Production Dates : JUL 18, 2024 - JUL 26, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : The Rear View Camera (RVC) image may not remain visible if the vehicle speed reaches 10 MPH or greater, and as a result may not meet the deactivation requirements set forth in the FMVSS 111 Rear Visibility standard.

FMVSS 1 : 111 - Rear visibility
FMVSS 2 : NR

Description of the Safety Risk : Loss of RVC image while the vehicle is in the reverse gear and traveling above 10 MPH may cause non-compliance with the deactivation requirements set forth in FMVSS 111, increasing the risk of a crash.

Description of the Cause : Certain APIM modules did not receive an intended software update at the vehicle assembly plant and were inadvertently shipped with a pre-production software version.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : MOD.ASY.INTG.M/MEDIA.&.CLUS.

Component Description : Accessory Protocol Interface Module with Google Automotive Services

Component Part Number : RB5T-14H522-CAC

Component Name 2 : MOD.ASY.INTG.M/MEDIA.&.CLUS.

Component Description : Accessory Protocol Interface Module without Google Automotive Services

Component Part Number : RB5T-14H522-EAC

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

On September 3, 2024, an issue pertaining to loss of Rear-View Camera (RVC) image while in reverse gear on Explorer and Aviator vehicles was brought to Ford's Critical Concern Review Group (CCRG) for review after the In-Vehicle Software (IVS) team discovered invalid software part number combinations in the End of Line (EOL) as-built data from Chicago Assembly Plant (CAP).

From September 2024 through October 2024, the CCRG and Ford engineering team conducted an in-depth review of as-built vehicle data to determine the scope of vehicles potentially affected. The CCRG reviewed vehicle lines produced with similar software to understand whether other vehicles lines were affected. Ford found no similar incorrect software combinations potentially affecting RVC performance.

Ford is not aware of any warranty claims or VOQs related to this condition.

On October 18, 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 :	<p>The remedy for this program is an APIM software update. Ford anticipates beginning Ford Software Update and Lincoln Software Update Over-The-Air (OTA) deployment to update the Phoenix software for affected vehicles in November 2024. Alternatively, owners will have the option to take their vehicle to a Ford or Lincoln dealer to complete the software update. There will be no charge for this service.</p> <p>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.</p> <p>Ford will forward a copy of the notification letters to dealers to the agency when available.</p>
How Remedy Component Differs from Recalled Component :	<p>The remedy APIM software (software level 1.1.3.2) will meet the deactivation requirements set forth in the FMVSS 111 Rear Visibility standard.</p>
Identify How/When Recall Condition was Corrected in Production :	<p>NR</p>

Recall Schedule :

Description of Recall Schedule :	<p>Notification to dealers is expected to occur on October 28, 2024. Mailing of owner notification letters is expected to begin December 2, 2024 and is expected to be completed by December 6, 2024.</p>
Planned Dealer Notification Date :	<p>OCT 28, 2024 - OCT 28, 2024</p>
Planned Owner Notification Date :	<p>DEC 02, 2024 - DEC 06, 2024</p>

* NR - Not Reported