Part 573 Safety Recall Report 24V-493

Manufacturer Name : Ford Motor Company
Submission Date : JUN 28, 2024
NHTSA Recall No. : 24V-493
Manufacturer Recall No. : 24S44

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 : 30,735
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 Ford Mustang
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR
Descriptive Information : Ford's team reviewed plant records to determine the population of affected vehicles. The Ford process is capable of tracing steering gear production to the vehicle in which the steering gear is installed. Affected vehicles are equipped with steering gears that may have been improperly calibrated.

30,735 Mustang 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 15, 2022 - APR 05, 2023
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect : The secondary digital torque sensor in the steering gear was calibrated with an inverted polarity. If the primary steering torque sensor experiences a failure or fault and the secondary digital torque sensor's polarity is inverted, the steering wheel may begin oscillating without warning (alternating clockwise / counterclockwise) when the driver attempts to steer. The oscillation results from the electronic power steering gear providing unintended steering assist.

FMVSS 1 : NR

FMVSS 2 :	NR
Description of the Safety Risk :	Unintended steering assist can lead to loss of vehicle control while driving, increasing the risk of a crash.
Description of the Cause :	Inverted wires during machine maintenance at the supplier's secondary digital torque sensor calibration station.
Identification of Any Warning that can Occur :	None

Involved Components :

Component Name 1 :	Mustang Steering Gear
Component Description :	Steering Gear Assembly
Component Part Number :	LR3C-3D070-BD/CD

Component Name 2 :	Mustang Steering Gear
Component Description :	Steering Gear Assembly
Component Part Number :	MR3C-3D070-FC

Component Name 3 :	Mustang Steering Gear
Component Description :	Steering Gear Assembly
Component Part Number :	LR3V-3D070-AE

Supplier Identification :

Component Manufacturer

Name :	Nexteer Automotive
Address :	STA ROSA DE VITERBO #12/PLT 65 EL MARQUES Foreign States 72246
Country :	Mexico

Chronology :

On May 21, 2024, Ford's Critical Concern Review Group (CCRG) opened an investigation after the supplier

notified Ford of an assembly issue on steering gears. Ford's CCRG reviewed supplier maintenance records, warranty reports, and vehicle testing to understand the customer experience.

As of June 6, 2024, Ford is aware of two warranty claims that may be related to this concern.

On June 21, 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 Power Steering Control Module (PSCM) 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 August 22, 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 PSCM software (part number LR3C-14D003-AC) will calibrate the secondary digital torque sensor to the proper polarity.
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on July 3, 2024. Mailing of owner notification letters is expected to begin August 5, 2024, and is expected to be completed by August 12, 2024.
Planned Dealer Notification Date :	JUL 03, 2024 - JUL 03, 2024
Planned Owner Notification Date :	AUG 05, 2024 - AUG 12, 2024

* NR - Not Reported