

Part 573 Safety Recall Report

22V-413

Manufacturer Name : Ford Motor Company**Submission Date :** JUN 10, 2022**NHTSA Recall No. :** 22V-413**Manufacturer Recall No. :** 22S43**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 : 2,925,968

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2013-2019 Ford Escape

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : This condition affects certain Escape vehicles built within the dates identified above and equipped with the 1.5L, 1.6L, 2.0L, or 2.5L engines and the 6F35 Transmission.

Affected vehicles are equipped with the 1.5L, 1.6L, 2.0L, or 2.5L engines and 6F35 Transmission.

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.

Approximately 1,726,763 Escape Vehicles are affected

Production Dates : OCT 05, 2011 - AUG 02, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2013-2018 Ford C-Max

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : This condition affects certain C-Max vehicles built within the dates identified above and equipped with 2.0L engines and ECVT transmissions.

Affected vehicles are equipped with 2.0L engines and ECVT transmissions.

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.

Approximately 143,220 C-Max Vehicles are affected

Production Dates : JAN 19, 2012 - APR 26, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2013-2016 Ford Fusion

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : This condition affects certain Fusion vehicles built within the dates identified above and equipped with the 1.5L, 1.6L, or 2.0L engines and the 6F35 or ECVT Transmission

Affected vehicles are equipped with the 1.5L, 1.6L, or 2.0L engines and the 6F35 or ECVT Transmission.

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.

Approximately 439,483, Fusion Vehicles are affected

Production Dates : FEB 03, 2012 - APR 04, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2013-2021 Ford Transit Connect

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : This condition affects certain Transit Connect vehicles built within the dates identified above and equipped with 1.6L or 2.0L engines and 6F35 or 8F35 transmissions.

Affected vehicles are equipped with 1.6L or 2.0L engines and 6F35 or 8F35 transmissions.

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.

Approximately 107,102 Transit Connect Vehicles are affected

Production Dates : JUN 13, 2013 -JUL 30, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2015-2018 Ford Edge

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : This condition affects certain Edge vehicles built within the dates identified above and equipped with 2.0L, 2.7L, or 3.5L engines and 6F35 or 6F55 transmissions.

Affected vehicles are equipped with 2.0L, 2.7L, or 3.5L engines and 6F35 or 6F55 transmissions.

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.

Approximately 509,400 Edge Vehicles are affected

Production Dates : JUN 25, 2014 -SEP 04, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : On affected vehicles, the bushing that attaches the shift cable to the transmission may degrade or detach. A damaged or missing bushing could prevent the shifter from moving the transmission to the intended gear position.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A damaged or missing bushing could prevent the shifter from moving the transmission to the intended gear position. The transmission may not be in the park position, even though the shifter position indicates that the vehicle was shifted to park. The driver does not receive a warning message or audible chime. Exiting a vehicle without the transmission in the park position and without application of the parking brake may allow the vehicle to roll, increasing the risk of injury or crash.

Description of the Cause : Root cause is unknown. Based on Ford's root cause investigation, heat and humidity have the potential to contribute to the hydrological breakdown of the bushing material.

Identification of Any Warning that can Occur : If the vehicle ignition is on, the instrument panel display position on the cluster will show the correct transmission gear state, which may not match the gear shift lever position. The driver may also notice the defect if they attempt to shift to an intended gear and the vehicle responds differently than intended based on the transmission gear state. Additionally, if a vehicle is turned off in a transmission gear state other than Park, regardless of the gear shift lever position, the engine will not restart.

Involved Components :

Component Name 1 : Shift Cable Bushing

Component Description : Shift Cable Bushing

Component Part Number : 7E395

Supplier Identification :

Component Manufacturer

Name : Hilex

Address : 2911 Research Drive

Rochester Hills Michigan 48309

Country : United States

Chronology :

Previous Actions on Hilex (Hytrel 4556) Shift Bushings

Working with NHTSA to investigate and understand shift bushing field performance, Ford has previously recalled the Hilex (Hytrel 4556) shift bushing component in targeted vehicle populations due to elevated failure rates. These actions include: 18S20, 19S16, 21S24, and 22S25.

April 2022 – May 2022

After 22S25 was approved by Ford's Field Review Committee on April 7, 2022, Ford continued to review field reports with NHTSA over the course of several discussions (April 18, 2022 – May 20, 2022). These discussions focused on vehicles equipped with the Hilex, Hytrel 4556 shift bushing that were not included in previous recalls.

On April 28, 2022, Ford received updated VOQs associated with this condition from NHTSA including VOQs that Ford was not previously aware of. Ford reviewed and analyzed the new VOQs by powerpack and model year. Ford met with NHTSA on May 12, 2022, to review the new VOQs, and continued their analysis after the May 12 meeting. Based on the updated VOQs and subsequent analysis, Ford identified a change in the customer complaint data filed with NHTSA.

Although claim rates and projected failures remained low, Ford recommended a safety recall for the remaining vehicles in North America with a Hilex, Hytrel 4556 shift bushing. This recommendation was reviewed with NHTSA on May 20, 2022.

On June 3, 2022, Ford's Field Review Committee reviewed the concern and approved a field action.

From April 29, 2015, through March 31, 2022, Ford has identified 1,630 warranty reports and 233 VOQs attributed to this concern.

Ford is aware of 6 reports alleging property damage and 4 reports alleging an injury potentially related to this concern, from the population of vehicles included in this recall.

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 under hood shift bushing replaced and add a protective cap over the shift cable bushing. 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 2021. The ending date for reimbursement eligibility is August 29, 2022.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs Remedy shift bushings are manufactured from a different grade material

from Recalled Component : with a heat stabilizer. Additionally, a cap will be installed over the shift bushing for protection against contaminants.

Remedy Part Numbers:

Shift Cable Bushing – DG9Z-7K340-A or KV6Z-7K340-A – Shift Cable Bushing

Shift Cable Cap – DG9Z-7S004-A or KV6Z-7S004-A – Shift Cable Cap

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 June 13, 2022. Mailing of owner notification letters is expected to begin June 27, 2022 and is expected to be completed by July 25, 2022.

Planned Dealer Notification Date : JUN 13, 2022 - JUN 13, 2022

Planned Owner Notification Date : JUN 27, 2022 - JUL 25, 2022

* NR - Not Reported