

Part 573 Safety Recall Report

22V-415

Manufacturer Name : Ford Motor Company**Submission Date :** JUN 10, 2022**NHTSA Recall No. :** 22V-415**Manufacturer Recall No. :** 22C11**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 : 30,244

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2022-2022 Ford Transit

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recalled part software was introduced into production on 06/04/2021 date and was taken out of production on 05/23/2022. The vehicles produced after 05/23/2022 will contain updated software differing from the recalled population.

Affected vehicles are equipped with 4.2" monochromatic instrument panel cluster.

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 : JUN 04, 2021 - MAY 23, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The Instrument Panel Cluster (IPC) may not properly illuminate telltales or gauges, regulated by certain FMVSS requirements. Illumination of specific warning messages and warning lights are required as specified in Section 5.3.1 of FMVSS 101 and other applicable FMVSS requirements.

Ford is not aware of any accidents or injuries pertaining to this issue.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : 102 - Trans shift lever seq/starter interlock/trans braking effect

Description of the Safety Risk : Failure to illuminate the cluster display would render safety-related telltales and gauges unreadable in certain conditions.

Description of the Cause : The cause for this issue remains unknown at this time.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Instrument Panel Cluster

Component Description : 4.2" monochromatic cluster

Component Part Number : NK4T-10849-B*

Component Name 2 : Software for Instrument Panel Cluster (IPC)

Component Description : Software for 4.2" monochromatic cluster

Component Part Number : NK4T-14C026-B*

Supplier Identification :

Component Manufacturer

Name : Continental Automotive GMBH

Address : VDO Strasse 1

Babenhausen Foreign States 64832

Country : Germany

Chronology :

On May 03, 2022, Kansas City Assembly Plant's (KCAP) Product Vehicle Team (PVT) reviewed a 2022 model year (MY) V363 Transit vehicle whose Instrument Panel Cluster (IPC) sporadically illuminated a few telltales when the vehicle ignition was switched ON at startup and did not illuminate other telltales, gauges, and the speedometer and tachometer pointers. The issue on this vehicle was resolved by a cluster replacement.

A subsequent warranty search identified 61 warranty claims on vehicles that were built between January 03, 2022, and April 01, 2022. The first warranty claim was on a Transit vehicle built on January 13, 2022. Repairs involved either replacing the cluster or cluster reset. All 61 claims involved the 4.2" monochromatic cluster. On May 05, 2022, the topic was brought to Ford's Critical Concern Review Group (CCRG) for review.

CCRG reviewed the cluster display requirements in Federal Motor Vehicle Safety Standards (FMVSS) 101, 102, 105 and 208, which require illumination of certain gauges and telltales in the cluster display. According to these regulations, some telltales must be illuminated at startup, and others must be consistently illuminated. Some telltales and gauges are required to be illuminated in the display cluster and will not be if the condition is present. Reports indicate that this condition has only occurred at vehicle startup. There have been no reports of IPC background illumination loss while driving. The symptoms have not been reproducible through the evaluation of returned field parts. The cause for this issue remains unknown at this time; however, the symptoms have been duplicated via component testing with modified software.

Ford is not aware of any accidents or injuries pertaining to this issue.

On June 03, 2022, Ford's Field Review Committee reviewed the concern and approved a field action.

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 their instrument panel cluster 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 2021. The ending date for reimbursement eligibility is estimated to be August 05, 2022.

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

How Remedy Component Differs from Recalled Component : If the vehicle ignition is switched ON, the latest level instrument cluster software will always illuminate the cluster display and telltales as intended.

Identify How/When Recall Condition was Corrected in Production : The updated software is introduced into production on May 23, 2022.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on July 18, 2022. Mailing of owner notification letters is expected to begin July 25, 2022 and is expected to be completed by July 29, 2022.

Planned Dealer Notification Date : JUL 18, 2022 - JUL 18, 2022

Planned Owner Notification Date : JUL 25, 2022 - JUL 29, 2022

* NR - Not Reported