



23C02 – CERTAIN 2023 FORD TRANSIT – AUXILIARY WIRE HARNESS

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.

January – February 2023

On January 19, 2023, Ford's Critical Concern Review Group (CCRG) opened an investigation into reports of inoperative HVAC systems on certain 2023 model year Transit vehicles. The reports of inoperative HVAC systems had been received from body builders ("upfitters") of the Transit vehicles. The affected vehicles are produced by Ford and then modified or upfit by vehicle body builders. If ordered, Ford supplies a Special Service Kit that comes with several wire harnesses, including an auxiliary wire harness that can connect to the Controller Area Network (CAN) bus. This auxiliary wire harness provides additional inputs and outputs for upfitters to use. Initial investigations included a visit to an upfitter location to understand how the upfitter used the auxiliary wire harness.

The CCRG investigation found that certain Transit vehicles built between November 2, 2022, and January 28, 2023, will have an inoperable HVAC system, including defrost/defog functionality, after the upfitter installs the auxiliary wire harness. Subsequent CCRG investigation determined that the auxiliary wire harness was missing a twisted pair loop which resulted in an open communication loop, preventing the HVAC system from receiving any communications and rendering the HVAC system inoperative. If an upfitter does not use the auxiliary wire harness and uses the wire harness originally equipped on the vehicle, the HVAC system will work.

A variety of Transit vehicles, including chassis cab units and vans, received the auxiliary wire harness without the twisted pair loop. When the upfitter installs the auxiliary wire harness provided by Ford, the HVAC system will not operate. Without a functioning HVAC system, defrost/defog functionality is not available and the vehicle will not conform to FMVSS No. 103 Windshield Defrosting and Defogging Systems.

Ford is aware of 35 reports related to this concern, received between January 14, 2023 and February 11, 2023.

On February 17, 2023, 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.

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February 24, 2023