

# Part 573 Safety Recall Report

## 23V-305

**Manufacturer Name :** Ford Motor Company

**Submission Date :** APR 28, 2023

**NHTSA Recall No. :** 23V-305

**Manufacturer Recall No. :** 23C14



### 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 :** 521

**Estimated percentage with defect :** 100 %

### Vehicle Information :

**Vehicle 1 :** 2020-2022 Ford Explorer

**Vehicle Type :** LIGHT VEHICLES

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The recalled part was introduced into production on 06/26/2020 and was taken out of production on 10/07/2022.

Affected vehicles are Police Interceptor vehicles equipped with 12.1 Inch Integrated Computer Screen (ICS) and are not equipped with Electronic Mirror with Rear View Camera Display.

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.

521 Explorer Police Interceptor Utility vehicles are affected.

**Production Dates :** JUN 26, 2020 - OCT 07, 2022

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

### Description of Noncompliance :

**Description of the Noncompliance :** When the customer uses the Display On/Off Button to turn the display to Off prior to placing the vehicle in Reverse, the backup camera rearview image will not appear on the display

**FMVSS 1 :** 111 - Rear visibility

**FMVSS 2 :** NR

**Description of the Safety Risk :** A rear-view camera that does not display an image can reduce the driver's rear view, increasing the risk of a crash.

**Description of the Cause :** Due to an error in interpretation of feature requirements, ICS Software does not override the state of the ICS display from Off to On at the start of a backing event to display the rear-view camera image.

**Identification of Any Warning that can Occur :** None

## Involved Components :

**Component Name 1 :** Integrated Computer Screen

**Component Description :** Integrated Computer Screen for Police Utility Vehicles

**Component Part Number :** AMLB5J -10F884- BB

## Supplier Identification :

### Component Manufacturer

**Name :** Lectronix, Inc

**Address :** 5858 Enterprise Dr  
Lansing Michigan 48911

**Country :** United States

## Chronology :

On March 21, 2023, Ford's Critical Concern Review Group reviewed a concern related to Police Interceptor Utility vehicles equipped with a 12.1-inch Integrated Computer Screen (ICS). When the customer uses the Display On/Off Button to turn the ICS display off and subsequently places the vehicle in reverse, the backup camera rearview image does not appear on the center-stack display.

Ford's Feature Systems engineering team discovered this issue during Feature Testing on March 8, 2023.

Between March 22, 2023 and April 21, 2023 the CCRG reviewed data sources for this concern, conducted vehicle system testing, analyzed feature and compliance testing, and worked with the supplier to better understand this issue.

As of April 3, 2023, Ford is aware of 0 warranty claims, and 0 VOQs related to this issue. Ford is not aware of any accidents or injuries as a result of this concern.

On April 21, 2023 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 dealer to have ICS 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 June 16, 2023.

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

**How Remedy Component Differs from Recalled Component :** Integrated Computer Screen software will be updated to display the rearview camera image when the customer places the vehicle in reverse and the display has been turned to an Off state.

**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 May 1, 2023. Mailing of owner notification letters is expected to begin May 29, 2023 and is expected to be completed by June 2, 2023.

**Planned Dealer Notification Date :** MAY 01, 2023 - MAY 01, 2023

**Planned Owner Notification Date :** MAY 29, 2023 - JUN 02, 2023

\* NR - Not Reported