

Part 573 Safety Recall Report

23V-573

Manufacturer Name : Ford Motor Company

Submission Date : AUG 11, 2023

NHTSA Recall No. : 23V-573

Manufacturer Recall No. : 23S46



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 : 18,513

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2023 Ford F-Super Duty F250, F350, F450

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Affected vehicles are equipped with Pro Trailer Hitch Assist feature. 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. 18,513 F-Super Duty vehicles are affected.

Production Dates : MAR 15, 2023 -JUL 14, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The default rear view camera image may not be displayed under specific circumstances when using the Pro Trailer Hitch Assist feature. Instead, the hitch or trailer view may be displayed.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An incorrect rear view camera image can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

Description of the Cause : A software coding error in the Pro Trailer Hitch Assist feature.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Advanced Driver Assistance System (ADAS)

Component Description : ADAS Control Module Software

Component Part Number : PC3T-14G647-FCF

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

Chronology is provided as an attachment

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 Advanced Drive Assistance System (ADAS) module software updated. Ford is also investigating the option to provide the remedy through a future Ford Power-Up (Over-the-Air) update.

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 October 02, 2023.

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

How Remedy Component Differs from Recalled Component : The recalled vehicles will receive a software update to the ADAS module that will prevent freezing of the Pro Trailer Hitch Assist feature.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on September 04, 2023.
Mailing of owner notification letters is expected to begin September 18, 2023 and is expected to be completed by September 21, 2023.

Planned Dealer Notification Date : SEP 04, 2023 - SEP 04, 2023

Planned Owner Notification Date : SEP 18, 2023 - SEP 21, 2023

* NR - Not Reported