



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 19, 2023

Mr. Tom Single
Assistant Director
Ford Motor Company
330 Town Center Drive
Suite 500
Dearborn, MI 48126

NEF-107DM
23V-686

Subject: Rearview Camera Image May Not Display/FMVSS 111

Dear Mr. Single:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/EXPLORER/2023

Mfr's Report Date: October 13, 2023

NHTSA Campaign Number: 23V-686

Components:

BACK OVER PREVENTION:DISPLAY FUNCTION
ELECTRICAL SYSTEM:WIRING

Potential Number of Units Affected: 2,866

Problem Description:

Ford Motor Company (Ford) is recalling certain 2023 Explorer vehicles equipped with a standard rearview camera. Due to a manufacturing error in the wire harness, the rearview camera may display a blue image on the SYNC screen when the vehicle is placed in reverse. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

Consequence:

A rearview camera that does not properly display an image can reduce the driver's rear view, increasing the risk of a crash.

Remedy:

Dealers will inspect the rearview camera wire harness and repair any loose splices, free of charge. Owner notification letters are expected to be mailed November 6, 2023. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 23C31.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



We have received Ford's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Ford Motor Company's contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement