

Part 573 Safety Recall Report

21V-223

Manufacturer Name : Ford Motor Company**Submission Date :** MAR 30, 2021**NHTSA Recall No. :** 21V-223**Manufacturer Recall No. :** 21C09**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 : 34,952

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2020-2021 Lincoln Aviator

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The prior version software was introduced into production on 10/19/2018 at the Chicago Assembly Plant and was taken out of production on 12/07/2020.

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 : OCT 19, 2018 - DEC 07, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The image processing module may be unable to provide video feed to the display, which could result in a loss of rearview camera image during backing events.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : A rearview camera that displays a blank or distorted image can reduce the driver's rear view, increasing the risk of a crash.

Description of the Cause : Phase lock loop start-up anomaly between the serializer component in the image processing module and the deserializer in the accessory protocol interface module.

Identification of Any Warning None
that can Occur :

Involved Components :

Component Name 1 : Image Processing Module - B

Component Description : IPMB

Component Part Number : LC5T-19H423-AE

Component Name 2 : Image Processing Module - B

Component Description : IPMB

Component Part Number : LC5T-19H423-AF

Component Name 3 : Image Processing Module - B

Component Description : IPMB

Component Part Number : LC5T-19H423-AG

Component Name 4 : Image Processing Module - B

Component Description : IPMB

Component Part Number : LC5T-19H423-AH

Component Name 5 : Image Processing Module - B

Component Description : IPMB

Component Part Number : LC5T-19H423-AJ

Component Name 6 : Image Processing Module - B

Component Description : IPMB

Component Part Number : LC5T-19H423-AK

Component Name 7 : Image Processing Module - B

Component Description : IPMB

Component Part Number : LC5T-19H423-AL

Component Name 8 : Image Processing Module - B

Component Description : IPMB

Component Part Number : LC5T-19H423-AM

Supplier Identification :

Component Manufacturer

Name : Valeo North America, Inc.

Address : 150 Stephenson Highway
Troy Michigan 48083

Country : United States

Chronology :

On July 7, 2020, Ford's Critical Concerns Review Group (CCRG) opened an investigation into warranty reports of intermittent loss of image on the rearview camera display.

July – October 2020: The CCRG reviewed the manufacturing plant's inspection procedures for rearview cameras and confirmed that every vehicle is checked for a rearview image at the vehicle's manufacturing plant. The CCRG analyzed warranty records and determined that this issue was occurring intermittently after the vehicle had accumulated some mileage and was more prevalent in cold temperatures. The CCRG recommended monitoring the issue for three months during the winter season.

February – March 2021: The CCRG analyzed Ford's latest warranty data and identified recent claims of rearview camera blue screen that were reported to occur at zero days in service.

On March 23, 2021, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is aware of one reported accident, and not aware of any reports of injury related to this condition.

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 image processing module software updated to the latest level per the field service action technical instructions. There will be no charge for this service.

Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern.

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

How Remedy Component Differs from Recalled Component : The image processing software update will resolve the phase lock loop start-up anomaly between the image processing module and the accessory protocol interface module.

Identify How/When Recall Condition was Corrected in Production : The remedy image processing module software was introduced in production on December 7, 2020.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on May 14, 2021. Mailing of owner notification letters is expected to begin May 19, 2021 and is expected to be completed by May 26, 2021.

Planned Dealer Notification Date : MAY 14, 2021 - MAY 14, 2021

Planned Owner Notification Date : MAY 19, 2021 - MAY 26, 2021

* NR - Not Reported