

Part 573 Safety Recall Report

22V-151

Manufacturer Name : Ford Motor Company**Submission Date :** MAR 11, 2022**NHTSA Recall No. :** 22V-151**Manufacturer Recall No. :** 22S14**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 : 78,376

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2022 FORD EDGE

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : The recalled SYNC 4 software was introduced into production on 08/14/2020 and was taken out of production on 02/07/2022.

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 : AUG 14, 2020 - FEB 07, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Customers may experience a distorted, black and white, or discolored screen; lines across the screen; and/or a blank image when the vehicle is in reverse. Screen may also display "Camera is unavailable" message if the image is lost for 10 seconds.

FMVSS 1 : NR

FMVSS 2 : NR

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

Description of the Cause : The SYNC software utilizes a low power mode to allow for quicker infotainment loading. When the analog video decoder chip in the infotainment

system attempts to exit the low power mode, the reset timers are not activated, causing color information to be incorrectly decoded resulting in image display issues.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : SYNC Software
Component Description : 2021 Edge
Component Part Number : MU5T-14G682-EJ

Component Name 2 : SYNC Software
Component Description : 2021 Edge
Component Part Number : MU5T-14G682-ES

Component Name 3 : SYNC Software
Component Description : 2021 Edge
Component Part Number : MU5T-14G682-ET

Component Name 4 : SYNC Software
Component Description : 2021 Edge
Component Part Number : MU5T-14G682-EU

Component Name 5 : SYNC Software
Component Description : 2022 Edge
Component Part Number : MU5T-14G682-LG

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company
Address : One American Road
Dearborn Michigan 48126
Country : United States

Chronology :

On January 25, 2022, an issue pertaining to 2021-22 Ford Edge improper rear view camera functionality was brought to Ford's Critical Concern Review Group for review.

The CCRG analysis of the issue found that this is a randomly occurring issue caused by the SYNC software. Ford performed a statistical analysis to determine potential occurrence rate in the field.

Ford received the first warranty claim for this concern on February 23, 2021. Ford has received 404 warranty claims that may be attributed to this issue.

Ford's warranty analysis related to this concern found that the number of claims steadily increased over time as the vehicle mileage and time in service increased.

On March 4, 2022, 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.

Description of Remedy :

Description of Remedy Program : Ford is anticipated to begin Over-The-Air (OTA) deployment to update the SYNC 4 software for affected vehicles in March 2022. Alternatively, owners will have the option to take their vehicle to a Ford or Lincoln dealer to complete the software update. 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 May 13, 2022.

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

How Remedy Component Differs from Recalled Component : The updated software p/n MU5T-14G682-JP and MU5T-14G682-LP will disable low power mode from the SYNC analog decoder chip.

Identify How/When Recall Condition was Corrected in Production : The updated software p/n MU5T-14G682-JP and MU5T-14G682-LP was updated in production on February 7, 2022.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on April 20, 2022. Mailing of owner notification letters is expected to begin April 25, 2022 and is expected to be completed by May 2, 2022.

Planned Dealer Notification Date : APR 20, 2022 - APR 20, 2022

Planned Owner Notification Date : APR 25, 2022 - MAY 02, 2022

* NR - Not Reported