

Part 573 Safety Recall Report

22V-186

Manufacturer Name : Ford Motor Company**Submission Date :** MAR 25, 2022**NHTSA Recall No. :** 22V-186**Manufacturer Recall No. :** 22S16**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 : 305

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2022 Ford Transit

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The prior version software was introduced into production on August 3, 2021, at the Kansas City Assembly Plant and was taken out of production on February 1, 2022.

This condition affects certain Transit vehicles equipped with the 360-degree camera system.

Ford vehicles are not produced in VIN order and we typically cannot provide VIN specific information. However, in this instance Ford is able to provide the specific VIN list – see attachment VINs.

305 Transit vehicles are affected.

Production Dates : AUG 03, 2021 - FEB 01, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The image processing module for the 360-degree camera system may be unable to process the image from the rear view camera under certain rear loading vehicle conditions. When this occurs, a blue screen will be displayed on the SYNC display screen when the vehicle is in reverse gear. Once present, the issue persists through the ignition cycle. Rear view camera display function may recover with subsequent ignition cycles.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of rear view camera image while reversing increases the risk of a crash.
Description of the Cause : A change in rear vehicle height (e.g. due to vehicle loading) can cause the image processing module software algorithm to be unable to successfully render the rear camera image in vehicles with the 360-degree camera system. This can result in the display showing a blue screen while in reverse gear. This software characteristic is unique to Transit vehicles with the 360-degree camera system.
Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : IPMB

Component Description : Image Processing Module - B

Component Part Number : LC5T-19H423-AU

Supplier Identification :

Component Manufacturer

Name : Valeo

Address : 150 Stephenson Highway
Troy Michigan 48083

Country : United States

Chronology :

February – March 2022: On February 3, 2022, Ford's Critical Concern Review Group (CCRG) opened an investigation into reports of a blue screen on the SYNC display screen while in reverse gear for certain 2022 Model Year (MY) Transit vehicles equipped with 360-degree camera systems. These reports had been received from an internal fleet of vehicles and not from customers driving the vehicles in the field.

The CCRG investigation found that the algorithm in the Image Processing Module B ("IPMB") software was unable to reconcile the image from the rear view camera with the other images when there was sufficient change in the rear view camera height based on vehicle loading. When the system was unable to reconcile the rear view camera image, the IPMB software algorithm displayed a blue screen when placed in reverse gear.

As of March 10, 2022, Ford is not aware of any warranty claims or reports from the field related to this concern.

On March 18, 2022, Ford's Field Review Committee reviewed the concern and approved a field service action.

Ford is not aware of any reports of accident or 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 B (IPMB) 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 April 25, 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 IPMB software update to version 16.3 resolves the camera height variation in vehicle loaded conditions.

Identify How/When Recall Condition was Corrected in Production : Kansas City Assembly Plant implemented version 16.3 of the IPMB software on February 15, 2022, correcting the issue for Transit production.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on March 25, 2022. Mailing of owner notification letters is expected to begin April 25, 2022, and is expected to be completed by April 29, 2022.

Planned Dealer Notification Date : MAR 25, 2022 - MAR 25, 2022

Planned Owner Notification Date : APR 25, 2022 - APR 29, 2022

* NR - Not Reported