

Part 573 Safety Recall Report

22V-791

Manufacturer Name : Ford Motor Company**Submission Date :** OCT 20, 2022**NHTSA Recall No. :** 22V-791**Manufacturer Recall No. :** 22S65**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 : 31,339

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 recalled part was introduced into production on 02/26/2021 date and was taken out of production on 09/15/2022. The vehicles produced after 09/15/2022 will contain updated software differing from the recalled population.

The affected vehicles are equipped with a 12" center stack display with SYNC4 and Electronic Automatic Temperature Control (EATC).

27,832 vehicles of 2022 model year Ford Transit are affected.

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 : FEB 26, 2021 - AUG 26, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2023 Ford Transit

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recalled part was introduced into production on 02/26/2021 date and was taken out of production on 09/15/2022. The vehicles produced after 09/15/2022 will contain updated software differing from the recalled population.

The affected vehicles are equipped with a 12" center stack display with SYNC4 and Electronic Automatic Temperature Control (EATC).

3,507 vehicles of 2023 model year Ford Transit are affected.

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 : MAR 07, 2022 - SEP 15, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The HVAC system's controls, including those for defog and defrost, may become inoperative.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of the ability to control the defrost or defog function may decrease the driver's visibility under certain driving conditions, increasing the risk of a crash.

Description of the Cause : The base software interrupt handling process can sporadically suspend the remote climate control module communication.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : HVAC_RCCM Remote Climate Control Module

Component Description : Software for Remote Climate Control Module

Component Part Number : NK4T-18C612-AC / -BC

Supplier Identification :**Component Manufacturer**

Name : PREH GmbH

Address : Schweinfurter Strasse 5-9

Bad Neustadt a.d. Saale Foreign States D-97616

Country : Germany

Chronology :

September – October 2022: On September 08, 2022, an issue pertaining to non-responsive Heating, Ventilation and Air-conditioning (HVAC) controls, including defrost and defog function on certain 2022 model year Ford Transit vehicles was brought to Ford's Critical Concern Review Group (CCRG) for review. Kansas City Assembly Plant (KCAP) personnel had identified 49 warranty claims pertaining to HVAC performance concerns on vehicles equipped with a 12" center stack display and SYNC4 and Electronic Automatic Temperature Control (EATC). CCRG investigation found that the interrupt handling process within the base software can sporadically suspend the remote climate control module communication on these vehicles. That software version was introduced at the start of production for 2022 model year for this vehicle configuration. Review of field data found that a hard reset (battery disconnect or HVAC control module replacement) was required to restore HVAC function.

As of September 21, 2022, there were 75 warranty claims with the symptoms of inoperable HVAC system received between March 16, 2022, and September 15, 2022.

Ford is not aware of any reports of accidents or injuries related to this condition.

On October 13, 2022, Ford's Field Review Committee reviewed the concern and approved a field action.

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 their remote climate control module 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 estimated to be October 21, 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 latest level remote climate control module software will function as intended.

Identify How/When Recall Condition was Corrected in Production : Updated software was introduced into production on September 15, 2022.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on October 21, 2022. Mailing of owner notification letters is expected to begin November 07, 2022 and is expected to be completed by November 14, 2022.

Planned Dealer Notification Date : OCT 21, 2022 - OCT 21, 2022

Planned Owner Notification Date : NOV 07, 2022 - NOV 14, 2022

* NR - Not Reported