

Part 573 Safety Recall Report

23V-165

Manufacturer Name : Ford Motor Company**Submission Date :** MAR 10, 2023**NHTSA Recall No. :** 23V-165**Manufacturer Recall No. :** 23C05**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 : 1,651

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2022 Ford Bronco

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Affected vehicles are equipped with 8-inch low-level SYNC infotainment screens and have had safety recall 22C27 performed.

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 : JAN 20, 2021 - MAY 18, 2022

VIN Range 1 : Begin : NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The rearview camera image meeting the requirements of FMVSS 111 S5.5 may be displayed after a backing event has ended.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : The reappearance of the rear view image may distract the driver, increasing the risk of a crash.

Description of the Cause : The SYNC software was not properly configured for when the driver operates the vehicle in 4-Low mode.

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : Sync Software

Component Description : 2021 Bronco

Component Part Number : MU5T-14G682-FP

Component Name 2 : Sync Software

Component Description : 2021 Bronco

Component Part Number : MU5T-14G682-FR

Component Name 3 : Sync Software

Component Description : 2021 Bronco

Component Part Number : MU5T-14G682-FS

Component Name 4 : Sync Software

Component Description : 2021 Bronco

Component Part Number : MU5T-14G682-KJ

Component Name 5 : Sync Software

Component Description : 2021 Bronco

Component Part Number : MU5T-14G682-KU

Component Name 6 : Sync Software

Component Description : 2022 Bronco

Component Part Number : MU5T-14G682-MD

Component Name 7 : Sync Software

Component Description : 2022 Bronco

Component Part Number : MU5T-14G682-MG

Component Name 8 : Sync Software

Component Description : 2022 Bronco

Component Part Number : MU5T-14G682-MH

Component Name 9 : Sync Software

Component Description : 2022 Bronco

Component Part Number : MU5T-14G682-MJ

Component Name 10 : Sync Software

Component Description : 2022 Bronco

Component Part Number : MU5T-14G682-MP

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : One American Road
Dearborn Michigan 48126

Country : United States

Chronology :

January – February 2023:

On January 26, 2023, reports from an international Ford dealership servicing Bronco vehicles for compliance recall 22C27 (NHTSA Campaign No. 22V-825) were brought to Ford's Critical Concern Review Group (CCRG) for review. The international dealership had contacted Ford's Customer Service Division ("FCSD") for help completing the software update on several vehicles as specified in FCSD's recall instructions for compliance recall 22C27. In investigating the reports from the international dealership, FCSD learned that dealers were unable to complete compliance recall 22C27 for a subset of the compliance recall population because the updated software did not contain a remedy for some configurations of Bronco vehicles.

The CCRG investigation found that the recall remedy software intended to remedy the noncompliance in 22C27 was not released for dealer updates for vehicles equipped with SYNC 8-inch infotainment screens. The software for other SYNC variants in the compliance recall 22C27 population was released for over-the-air and dealer updates and those vehicles are receiving the software remedy as planned.

FCSD identified that the 22C27 recall had been closed by dealers for 1,651 vehicles with SYNC 8-inch infotainment screens. There were no over-the-air updates applied for these vehicles. Ford's CCRG concluded that these 1,651 vehicles received the most current version of software and were marked as being completed; however, there was no compliance recall 22C27 software remedy released for these vehicles and it is not possible for them to have received a remedy.

Ford is not aware of any reports of accident or injury related to this condition.

On March 3, 2023, Ford's Field Review Committee reviewed the concern and approved a field action.

Description of Remedy :

Description of Remedy Program : The remedy for this program is a SYNC module software update which properly configures the SYNC system for vehicle usage in 4-Low mode and corrects this issue. Ford will utilize Ford Power-Up (Over-The-Air) deployment to update the SYNC module software for affected vehicles. 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 estimated to be May 19, 2023.

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

How Remedy Component Differs from Recalled Component : The recalled vehicles will receive a SYNC module software update that properly configures the SYNC system for vehicle usage in 4-Low mode.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on March 15, 2023. Mailing of

owner notification letters is expected to begin May 1, 2023 and is expected to be completed by May 5, 2023.

Planned Dealer Notification Date : MAR 15, 2023 - MAR 15, 2023

Planned Owner Notification Date : MAY 01, 2023 - MAY 05, 2023

* NR - Not Reported