

# Part 573 Safety Recall Report

# 23V-199

**Manufacturer Name :** Ford Motor Company**Submission Date :** MAY 17, 2023**NHTSA Recall No. :** 23V-199**Manufacturer Recall No. :** 23S16**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 : 674

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2022 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Affected vehicles are equipped with a 2.3L RWD, 3.3L GAS 3.3L FHEV, or 3.0L ST powertrain and have had safety recall 22S27 performed before July 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 dealers who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Number potentially involved: 674

Production Dates : FEB 02, 2019 - APR 04, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** Certain 2020-2022 MY Explorer vehicles did not receive the remedy for Safety Recall 22S27/22V-255. The affected vehicles received a previous Powertrain Control Module (PCM) update which did not include an automatic Electronic Parking Brake (EPB) apply when the vehicle was shifted to park, as intended.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Vehicles without the proper remedy will not include an automatic Electronic Park Brake apply when the vehicle is shifted to park. A fractured rear axle bolt will allow the rear axle housing to move out of position, resulting in severe noise and vibration. If the rear axle bolt breaks, the driveshaft or halfshafts may become disconnected, resulting in loss of transmission torque to the rear wheels. Transmission torque is necessary to hold the vehicle in park and is also needed for the vehicle to move forward or backward. The loss of the primary park torque will allow the vehicle to roll in park if the parking brake is not applied, increasing the risk of crash and injury.

**Description of the Cause :** The recall program was launched before all the software calibrations were available for dealers.

**Identification of Any Warning that can Occur :** NA

## Involved Components :

**Component Name 1 :** Primary Control Module (PCM) software

**Component Description :** An updated PCM software will be installed to automatically turn on the Electronic Park Brake (EPB) when park is commanded.

**Component Part Number :** : XXXX-14C204-XXX

## Supplier Identification :

### Component Manufacturer

**Name :** Ford Motor Company

**Address :** 1 American Rd  
Dearborn Michigan 48126

**Country :** United States

## Chronology :

On January 31st, 2023, an issue pertaining to certain 2020-2022 MY Explorer vehicles which did not receive the remedy for Safety Recall 22S27 was brought to Ford's Critical Concern Review Group for review. The affected vehicles received a previous Powertrain Control Module (PCM) update which did not include an

automatic Electronic Parking Brake (EPB) apply when the vehicle was shifted to park, as intended. From February 2023 to March 2023, ASO (Automotive Safety Office), DSE, VPSE (Vehicle Propulsion Systems Engineering) and FCSD (Ford Customer Service Division) analyzed data to determine the root cause and the affected population.

It was discovered that there were software calibration level updates missing in the system for some powertrain variants before July 2022, after which all calibration levels were properly released.

As of March 2023, Ford is aware of (17) field reports related to this condition.

On March, 17th, 2023, 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 :** Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the PCM software updated to engage the Electronic Park Brake when shifted to Park. There will be no charge for this service. In addition, Ford will provide a one-time repair of the rear axle bolts and housing (if needed) under Customer Satisfaction Program 22N06. 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 to be defined. 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 PCM software will engage the Electronic Park Brake when the vehicle is shifted to Park, reducing the risk of a roll in park condition.

**Identify How/When Recall Condition was Corrected in Production :** All calibration levels were properly released after July 2022.

## Recall Schedule :

**Description of Recall Schedule :** Notification to dealers is expected to occur on March 24th, 2023, Mailing of owner notification letters is expected to begin May 31st, 2023, and is expected to be completed by June 12th, 2023

**Planned Dealer Notification Date :** MAR 24, 2023 - MAR 24, 2023

**Planned Owner Notification Date :** MAY 31, 2023 - JUN 12, 2023

\* NR - Not Reported