

# Part 573 Safety Recall Report

# 23V-506

**Manufacturer Name :** Ford Motor Company**Submission Date :** JUL 21, 2023**NHTSA Recall No. :** 23V-506**Manufacturer Recall No. :** 23C25**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 : 38,695

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2023-2023 Ford F-Super Duty: F-250, F-350, F-450, F-550

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. The Ford process is capable of tracing instrument panel cluster module production to the vehicle in which the instrument panel cluster module is installed.

Affected vehicles are equipped with digital instrument panel clusters.

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.

17,394 Ford Super Duty vehicles are affected.

Production Dates : JAN 19, 2023 - MAY 31, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2023 Ford Escape

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

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21,301 Ford Escape vehicles are affected.

Production Dates : NOV 15, 2022 - JUN 16, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

**Description of the Defect :** The Instrument Panel Cluster (IPC) does not illuminate and is blank. Illumination of specific warning messages and warning lights are required as specified in Section 5.3.1 of FMVSS 101 and other applicable FMVSS requirements.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

**Description of the Safety Risk :** Failure to illuminate the instrument panel cluster renders safety-related telltales and gauges unreadable, increasing the risk of a crash.

**Description of the Cause :** Affected vehicles are equipped with instrument panel cluster or instrument panel cluster modules that may have been produced with improperly soldered joints. Improperly soldered joints may cause the digital instrument panel cluster to not illuminate.

**Identification of Any Warning that can Occur :** None

## Involved Components :

Component Name 1 : Instrument Cluster

Component Description : Instrument Cluster Module – Ford Super Duty

Component Part Number : PC3 -10849-HM

Component Name 2 : Instrument Cluster

Component Description : Instrument Cluster – Ford Escape

Component Part Number : PJ6T-10849-AAN

## Supplier Identification :

### Component Manufacturer

Name : Visteon Corporation

Address : AV SILVESTRE TERRAZAS 12811-1  
Chihuahua Foreign States 31415

Country : Mexico

## Chronology :

### March – April 2023

On March 23, 2023, an issue pertaining to blank instrument panel clusters in 2023 model year Ford Super Duty vehicles was brought to Ford's Critical Concern Review Group (CCRG) for review. On March 20, 2023, Ford personnel at the vehicle assembly plant had identified five 2023 model year Super Duty vehicles with digital instrument panel clusters that did not illuminate.

Initial investigation by Ford Engineering and the supplier found that the digital instrument panel clusters in the Super Duty vehicles experienced a hardware failure due to poor solder joints in the remote cluster box. Ford Engineering's original understanding was that the solder joint failures occur very early in the life of the remote cluster box. Solder quality detection processes were implemented at the supplier and the vehicle assembly plant to detect the early failures.

### May – June 2023

Ford continued to receive field reports and warranty claims and these parts were sent to the supplier for analysis. The CCRG investigation determined that, in the return samples that were analyzed, the solder stencil used by the digital instrument panel cluster supplier did not have the correct thickness and did not have the correct material coating to be robust to solder joint failures. Some instrument panel cluster failures occurred at mileages beyond what was initially expected for this type of solder joint failure.

Additionally, in June 2023, CCRG reviewed where previously Ford personnel at the Louisville assembly plant identified three Ford Escape vehicles with digital instrument panel clusters that did not illuminate and

exhibited a similar poor solder joint in the instrument panel cluster.

Ford is aware of 84 warranty claims and 36 field reports for 83 unique VINs related to this concern.

On July 14, 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 their instrument panel cluster or instrument panel cluster module replaced. 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 2023.

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

How Remedy Component Differs from Recalled Component : Remedy instrument panel clusters and instrument panel cluster modules are manufactured with proper solder joints.

Identify How/When Recall Condition was Corrected in Production : Not required per 49 Part 573.

## Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on July 24, 2023. Mailing of owner notification letters is expected to begin August 14, 2023 and is expected to be completed by August 18, 2023.

Planned Dealer Notification Date : JUL 24, 2023 - JUL 24, 2023

Planned Owner Notification Date : AUG 14, 2023 - AUG 18, 2023

\* NR - Not Reported