

49 CFR Part 573 – DEFECT INFORMATION REPORT 23S23 – CERTAIN 2020-23 FORD EXPLORER, LINCOLN CORSAIR AND AVIATOR – REAR CAMERA BLUE IMAGE

Chronology

On September 15, 2021, Ford's Field Review Committee (FRC) approved Field Service Action 21S44 to remedy blue screen conditions observed on Explorer, Aviator, and Corsair vehicles equipped with 360-degree camera systems. On Jan 13, 2023, Ford's Field Review Committee (FRC) approved Field Service Action 23S02 to remedy rearview camera blue image conditions observed on Explorer, Aviator, and Corsair vehicles equipped with 360-degree camera systems post 21S44 repair.

Between Jan 13, 2023, and March 2, 2023, Ford and supplier teams continued to investigate the root cause of the camera loss of video frames. On March 2, 2023, Ford's Critical Concern Review Group (CCRG) met to review 29 claims of vehicles exhibiting symptoms of full blue or black screens after 23S02 remedy. Ford's Advanced Driver Assistance Systems (ADAS) team and supplier team prioritized the investigation to determine the cause of these failure modes.

On March 14, 2023, Ford paused the implementation of 23S02 due to occurrences of full blue screen, full black screen and rear camera blue image failure modes after the 23S02 remedy was performed. On April 4, 2023, Ford's CCRG team issued a Stop-Ship for the affected vehicle lines upon review of updated warranty data for full blue screen, full black screen and rearview camera blue image post 23S02 remedy.

Between April 4, 2023, and April 28, 2023, Ford's ADAS team and supplier performed analysis which led to confirmation of a software susceptibility in the 23S02 software remedy causing the full blue screen, full black screen and rear camera blue image failure modes.

As of March 21, 2023, there have been 250 warranty reports alleging occurrence of rear camera blue images or full blue or black screens for vehicles post 23S02 repair. There has been 1 warranty report alleging occurrence of rear camera blue image or full blue or black screen for vehicles produced after the 23S02 clean point. As of April 26, 2023, there have been 5 VOQs alleging blue screen post 23S02 repair. As of April 26, 2023, Ford is unaware of any injuries related to this concern. There is 1 allegation of a minor crash related to a loss of rear-view camera image.

On May 5, 2023, Ford's Field Review Committee reviewed the concern and approved a field action.