

# Part 573 Safety Recall Report

# 24V-188

**Manufacturer Name :** Ford Motor Company

**Submission Date :** MAR 08, 2024

**NHTSA Recall No. :** 24V-188

**Manufacturer Recall No. :** 20C19



## 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 :** 1,988

**Estimated percentage with defect :** 47 %

## Vehicle Information :

**Vehicle 1 :** 2020-2020 Ford Explorer

**Vehicle Type :** LIGHT VEHICLES

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The recalled part was introduced into production on 5/19/2020 and was taken out of production on 05/27/2020 at the Chicago Assembly Plant.

This condition affects certain Explorer vehicles equipped with the standard rearview camera; units with the optional 360-degree camera are not 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.

1,988 Explorer vehicles are affected

**Production Dates :** MAY 19, 2020 - MAY 27, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** Insufficient electrical conductivity within the printed circuit board (PCB) internal to the camera leads to intermittent rearview camera operation.

**FMVSS 1 :** 111 - Rear visibility

**FMVSS 2 :** NR

**Description of the Safety Risk :** A rearview camera that intermittently displays a blank or distorted image does not comply with the requirements of FMVSS 111 and can reduce the

Description of the Cause : driver's view of what is behind the vehicle, increasing the risk of a crash.  
The analog camera female terminals within the PCB header inside the rearview camera move beyond their yield strength and deform when the male pins were inserted.

Identification of Any Warning that can Occur : None

## Involved Components :

Component Name 1 : Park Assist Camera

Component Description : Rearview Camera – Explorer, RVC-only

Component Part Number : LB5T-19G490-AC

## Supplier Identification :

### Component Manufacturer

Name : Magna Electronics

Address : 10410 N. Holly Road  
Holly Michigan 48442

Country : United States

## Chronology :

On September 16, 2020, Ford's Field Review Committee reviewed and approved field service action 20C19 (NHTSA Recall No. 20V-575) pertaining to intermittent or inoperative rearview cameras on multiple vehicle lines that were noncompliant to FMVSS No. 111. On August 3, 2021, NHTSA opened RQ21-002 examining Ford Recall No. 20C19.

This recall stems from ongoing discussions with NHTSA regarding RQ21-002. On February 13, 2024, Ford's Critical Concern Review Group (CCRG) opened an investigation related to the build date range for this program. Ford's CCRG reviewed plant records and compared the records to the dates listed in the Part 573 Noncompliance Information Report for 20C19 ("Part 573"). The plant records and other documentation show that the correct ending date for Explorer vehicles is May 27, 2020 and not the May 18, 2020 date listed in the Part 573 for 20C19. Ford's CCRG further confirmed this date by reviewing the warranty rates and by reviewing the supplier's reports regarding the cameras returned for analysis.

On March 1, 2024 Ford's Field Review Committee reviewed the concern and approved a field action for Explorer vehicles built between May 19, 2020 and May 27, 2020.

Ford is not aware of any reports of accidents 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 replace the rearview camera per the field service action technical instructions. 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 June 30, 2024.

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

**How Remedy Component Differs from Recalled Component :** The remedy parts LB5T-19G490-AD will revert to the previous PCB header design that has adequate pin retention force.

**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 March 11, 2024. Mailing of owner notification letters is expected to begin April 8, 2024, and is expected to be completed by April 12, 2024.

**Planned Dealer Notification Date :** MAR 11, 2024 - MAR 11, 2024

**Planned Owner Notification Date :** APR 08, 2024 - APR 12, 2024

\* NR - Not Reported