

Part 573 Safety Recall Report

24V-850

Manufacturer Name : Ford Motor Company**Submission Date :** NOV 08, 2024**NHTSA Recall No. :** 24V-850**Manufacturer Recall No. :** 24C38**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 : 15

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2025 Ford Escape

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 production to the vehicle in which the Instrument Panel is installed.

Affected vehicles are equipped with incorrectly manufactured instrument panels. 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 : SEP 05, 2024 - SEP 05, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : Instrument panels produced with an incorrect mix of polyurethane materials can lead to instrument panel substrate delamination, which may cause the passenger airbag to deploy incorrectly. As such, the affected vehicles may not comply with FMVSS 208 Occupant Crash Protection.

FMVSS 1 : 208 - Occupant crash protection

FMVSS 2 : NR

Description of the Safety Risk : In the event of a crash necessitating deployment of the passenger airbag, the airbag may not deploy as intended, increasing the risk of injury. The instrument panel also may fragment during deployment and project fragments toward the occupant, increasing the risk of injury.

Description of the Cause : The instrument panel supplier loaded the wrong polyurethane material into the foam-in-place mixing operation.

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : Instrument Panel Micropit Assembly

Component Description : PNL ASY I/PNL LH

Component Part Number : PJ6B-S04305-DD

Component Name 2 : Instrument Panel Micropit Assembly

Component Description : PNL ASY I/PNL LH

Component Part Number : PJ6B-S04305-BD

Supplier Identification :

Component Manufacturer

Name : Forvia/Faurecia Interior Systems

Address : 2000 Stanley Gault Pkwy
Louisville Kentucky 40223

Country : United States

Chronology :

On September 24, 2024, a quality issue pertaining to the production of Ford Escape instrument panels was brought to Ford's Critical Concern Review Group for review. The supplier of the instrument panel polyurethane components reported to Ford that the polyurethane material designed for use by a different Original Equipment Manufacturer (OEM) was incorrectly mixed into the production of foam-in-place instrument panel substrates for certain MY2024/2025 Escape vehicles.

In October, 2024, the Ford Body Interior Engineering team assessed this condition and determined that it could lead to delamination of the instrument panel substrate. The team concluded that physical testing to further evaluate potential effects, including risk of material fragmentation, is not feasible due to an unknown mix of materials in each of the affected instrument panels. Since passenger airbag deployment could be affected by the instrument panel substrate delamination, Ford is unable to confirm whether affected vehicles comply with

FMVSS 208; Occupant crash protection.

On November 1, 2024, 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 instrument panel 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. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accordance with the recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy instrument panels will be produced with the correct substrate materials.

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

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on November 12, 2024. Mailing of owner notification letters is expected to begin December 16, 2024 and is expected to be completed by December 20, 2024.

Planned Dealer Notification Date : NOV 12, 2024 - NOV 12, 2024

Planned Owner Notification Date : DEC 16, 2024 - DEC 20, 2024

* NR - Not Reported