

Part 573 Safety Recall Report

24V-951

Manufacturer Name : Ford Motor Company

Submission Date : DEC 20, 2024

NHTSA Recall No. : 24V-951

Manufacturer Recall No. : 24S75



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 : 30,715

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 FORD FLEX

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Affected vehicles are equipped with rear view cameras and were produced between 05/01/2019 and 12/02/2019.

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.

17,679 Flex vehicles are affected.

Production Dates : MAY 01, 2019 - DEC 02, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2019-2019 FORD FIESTA

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Affected vehicles are equipped with rear view cameras and were produced between 06/03/2019 and 8/01/2019.

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.

12,234 Fiesta vehicles are affected.

Production Dates : JUN 03, 2019 - AUG 01, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2019-2019 LINCOLN MKT

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Affected vehicles are equipped with rear view cameras and were produced between 06/03/2019 and 10/11/2019.

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.

802 MKT vehicles are affected.

Production Dates : JUN 03, 2019 - OCT 11, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The rear view camera image may be inverted and/or exhibit an intermittent or persistent loss of image.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A rear-view camera that intermittently displays a blank, distorted, or inverted image while in reverse can reduce or distort the driver's view of what is

behind the vehicle, increasing the risk of a crash.

Description of the Cause : Root cause has been unconfirmed and is still under investigation, but teardown analysis of returned camera samples has identified presence of solder joint fractures between the microcontroller and PCB.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : CMR RR FAC VEH DTCT

Component Description : Ford FLEX Rear Analog Camera

Component Part Number : GA8T-19G490-AA

Component Name 2 : CMR RR FAC VEH DTCT

Component Description : Ford Fiesta Rear Analog Camera

Component Part Number : D2BT-19G490-AD/BD

Component Name 3 : CMR RR FAC VEH DTCT

Component Description : Lincoln MKT Rear Analog Camera

Component Part Number : EE9T-19G490-AA

Supplier Identification :

Component Manufacturer

Name : Magna

Address : 2050 Auburn Rd
Auburn Hills Michigan 48326

Country : United States

Chronology :

Chronology is provided as an attachment

Description of Remedy :

Description of Remedy Program : The remedy is under development. When the remedy is available, owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the remedy performed. 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 is under development. Some root cause factors are still under investigation.

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 January 10, 2025. Mailing of owner notification letters is expected to begin February 2, 2025 and is expected to be completed by February 7, 2025.

Planned Dealer Notification Date : JAN 10, 2025 - JAN 10, 2025

Planned Owner Notification Date : FEB 03, 2025 - FEB 07, 2025

* NR - Not Reported