

Part 573 Safety Recall Report

23V-507

Manufacturer Name : Ford Motor Company**Submission Date :** JUL 21, 2023**NHTSA Recall No. :** 23V-507**Manufacturer Recall No. :** 23S37**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 :** 1,339**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2023-2023 Ford Super Duty: F250, F350, F450, F550**Vehicle Type :** LIGHT VEHICLES**Body Style :** ALL**Power Train :** NR

Descriptive Information : Ford's team reviewed plant records to determine the population of affected vehicles. Affected vehicles are equipped with driver door modules and passenger door modules with a software level which may not properly detect an obstacle while closing under certain circumstances.

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.

913 F-250 vehicles

353 F-350 vehicles

24 F-450 vehicles

49 F-550 vehicles

Production Dates : JAN 03, 2023 - MAR 01, 2023**VIN Range 1 : Begin :** NR**End :** NR☐ Not sequential

Description of Defect :

Description of the Defect : If the driver or passenger door module experiences a low power condition and resets while the window is moving, the anti-pinch function of the one-touch up feature may not detect an obstacle near the top flange and may not automatically reverse direction during the window cycle following the module reset. The door module will relearn the limits of the window range within two up-down window cycles, at which point the anti-pinch feature will return to intended function.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Front row windows that, in certain conditions, do not automatically reverse when an obstruction is encountered while closing can increase the risk of injury.

Description of the Cause : Affected vehicles were inadvertently shipped with an improper software level in the driver and passenger door modules. These units were intended to be flashed with an updated software version that removed the potential for the unintended behavior.

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : Driver Door Module

Component Description : Driver Door Module

Component Part Number : PU5T-14B531-BJ

Component Name 2 : Passenger Door Module

Component Description : Passenger Door Module

Component Part Number : PU5T-14B533-BJ

Supplier Identification :**Component Manufacturer**

Name : Kostal North America

Address : 350 Stephenson Highway
Troy Michigan 48083

Country : United States

Chronology :

See Attachment

Description of Remedy :

Description of Remedy Program : The remedy for this program is a Driver Door Module and Passenger Door Module software update. Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the driver door module and passenger door module software updated. Ford is also investigating the option to provide the remedy through a future Ford Power-Up update. 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. The ending date for reimbursement eligibility is estimated to be March 22, 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 updated Driver Door Module and Passenger Door Module software is not susceptible to losing the anti-pinch feature after module reset.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on September 5, 2023. Mailing of owner notification letters is expected to begin September 18, 2023, and is expected to be completed by September 22, 2023.

Planned Dealer Notification Date : SEP 05, 2023 - SEP 08, 2023

Planned Owner Notification Date : SEP 11, 2023 - SEP 15, 2023

* NR - Not Reported



23S37 – CERTAIN 2023 FORD SUPER DUTY VEHICLES – IMPROPER WINDOW SOFTWARE

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.

March - April 2023

On March 23, 2023, an issue pertaining to front window actuation performance was brought to Ford's Critical Concern Review Group (CCRG) for review. Ford Engineering reported that certain 2023 model year Super Duty vehicles were equipped with non-production intent Driver Door Module (DDM) and Passenger Door Module (PDM) software levels.

The CCRG investigation determined that a daily audit conducted on March 3, 2023, found that some units which had been flashed by a contractor did not receive the proper software level for the DDM and PDM. The auditing engineer contacted the mega flash script contractor to correct the script on March 16, 2023. A full review of the DDM / PDM software flash logs was then initiated by the auditing engineer, which identified more vehicles with the improper software level.

May – June 2023

The CCRG investigation determined the population of vehicles which did not have a record of being properly flashed with the production intent software. Engineering conducted evaluations to determine under which conditions the software bug could manifest. Two primary conditions are required to occur simultaneously for the anti-pinch function of the one-touch up feature to become temporarily disabled. First, the front row window must be in motion. Second, while the window is in motion, the power at the DDM or PDM must drop below 6V in order to induce a power-on reset of the module. Further investigation determined the most likely scenario to induce this condition is when the user attempts to start the vehicle while a front row window is in motion. The 12V battery also must be at a low state of charge (<20%) at the time of the attempted engine start.

The CCRG investigation reviewed this condition for compliance with FMVSS 118 and determined the vehicle remains compliant with that standard.

As of July 13, 2023, Ford is not aware of any warranty or field reports potentially 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.

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February 24, 2023