

Part 573 Safety Recall Report

23V-069

Manufacturer Name : Ford Motor Company**Submission Date :** FEB 10, 2023**NHTSA Recall No. :** 23V-069**Manufacturer Recall No. :** 23S05**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 : 3,674

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2022 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : Affected vehicles are equipped with 2.3L engines and 10R60 automatic transmissions and experienced a Powertrain Control Module (PCM) reset. Ford's team reviewed connected vehicle data records to determine the population of affected vehicles. The Ford process is capable of tracing vehicles in this population.

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 : MAY 13, 2019 - AUG 25, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Affected vehicle may have experienced one or more PCM reset(s) caused by a Connected Vehicle Data request.

If a PCM reset occurred while the vehicle was in motion, the park system may have sustained damage.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If park system damage occurs, the system may not subsequently shift into "PARK", which can result in unintended vehicle movement, increasing the risk of injury or crash.

Description of the Cause : A connected vehicle data request utilized a 3,000-byte Diagnostic Identifier (DID) data packet, but the PCM in the affected vehicles was only designed to accommodate up to 410-byte data packets. When a connected vehicle data request was sent to the PCM for a 3,000-byte DID's, the 410-byte data buffer would overflow, which could have resulted in a module reset error state. A PCM reset would cause the transmission to shift to park, which can damage the park system if the vehicle is in motion.

Identification of Any Warning that can Occur : If the vehicle's park system is unable to shift into "PARK", the Electronic Parking Brake (EPB) applies, and warning will be via a Malfunction Indicator Light (MIL) and wrench light in the cluster. If the vehicle's park system is damaged but is nonetheless able to shift into 'PARK," there may be no warning.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Rd
Dearborn Michigan 48126

Country : United States

Chronology :

On September 27, 2022, an issue pertaining to a PCM reset that may have caused park system damage on certain 2020-2022MY Explorers was brought to Ford's Critical Concern Review Group for review.

Vehicles were first identified with the issue on August 31, 2022. Trend seen in warranty & field reports starting in late August for vehicles produced from June 2019 to April 2022.

From October to December 2022 Ford's team reviewed connected vehicle data records and warranty records to determine the population of vehicles that had experienced a PCM reset.

As of December 31, 2022, there have been 70 warranty reports alleging park system damage in the affected population of vehicles suspected to have experienced PCM reset(s).

As of January 3, 2023, there have been no NHTSA Vehicle Owner Questionnaires (VOQs) for customers experiencing damage to park system in the suspect population.

As of December 31, 2022, there is one allegation of 2 injuries in a single vehicle in the suspect population. Vehicle is being returned for evaluation and root cause determination.

On February 3, 2023, Ford's Field Review Committee reviewed the concern and approved a field action.

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 vehicle evaluated for park system damage. Vehicles identified with park system damage will be repaired. 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, 2023.

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

How Remedy Component Differs from Recalled Component : The recalled system/ component is suspected to have sustained damage during unintended PCM reset. Damaged parts will be replaced by new parts as appropriate.

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 February 13, 2023. Mailing of owner notification letters is expected to begin March 20, 2023 and is expected to be completed by March 24, 2023.

Planned Dealer Notification Date : FEB 13, 2023 - FEB 17, 2023

Planned Owner Notification Date : MAR 20, 2023 - MAR 24, 2023

* NR - Not Reported