

Part 573 Safety Recall Report

22V-337

Manufacturer Name : Ford Motor Company**Submission Date :** MAY 13, 2022**NHTSA Recall No. :** 22V-337**Manufacturer Recall No. :** 22S35**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 : 310,203

Estimated percentage with defect : 17 %

Vehicle Information :

Vehicle 1 : 2016-2016 Ford F-Super Duty: F250, F350, F450 and F550

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : The steering wheel clock spring was introduced into production on 12/01/2014 for the 2016MY. A new clock spring carrier design was introduced beginning 2017MY and a revised service clocks spring for 2016MY non-heated steering wheels was later introduced in September 2020.

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.

153,307 F-250 Vehicles Affected

98,765 F-350 Vehicles Affected

21,113 F-450 Vehicles Affected

37,018 F-550 Vehicles Affected

Production Dates : DEC 01, 2014 - JUL 05, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : The steering wheel clock spring could become contaminated with dust, which may cause increased friction of the internal ribbon cable that rotates with the steering wheel. This can lead to a disconnection of some or all the ribbon circuits. Should the ribbon cable disconnect, the electrical connection to the driver's front airbag may be lost, causing the airbag warning lamp to illuminate. As a consequence, the driver airbag will not deploy when intended.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A driver airbag that does not deploy when intended increases the risk of injury in a crash.

Description of the Cause : Dust contamination ingress into the steering wheel clock spring can increase the friction of the internal ribbon cable which rotates with the steering wheel. This can lead to backwinding or overwinding and disconnection of some or all the ribbon circuits.

Identification of Any Warning that can Occur : The customer may notice a "popping" or "clicking" sound inside the steering wheel, loss of illumination and function of switches on the steering wheel (e.g. radio controls), inoperative horn and an airbag warning lamp.

Involved Components :

Component Name 1 : Steering Wheel Clock Spring

Component Description : Non-Heated Steering Wheel Clock Spring

Component Part Number : GC3T-14A664-AC

Component Name 2 : Steering Wheel Clock Spring

Component Description : Heated Steering Wheel Clockspring

Component Part Number : GC3T-14A664-BB

Supplier Identification :**Component Manufacturer**

Name : BCS Automotive Interface Solutions

Address : 33737 W 12 Mile Rd
Farmington Hills Michigan 48331

Country : United States

Chronology :

Chronology attached

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 steering wheel clock spring 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 2021. The ending date for reimbursement eligibility is estimated to be September 5, 2022.

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 steering wheel clock spring has a revised retainer design that blocks dust contamination from entering.

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

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on May 16, 2022. Mailing of owner notification letters is expected to begin July 5, 2022 and is expected to be completed by July 8, 2022.

Planned Dealer Notification Date : MAY 16, 2022 - MAY 16, 2022

Planned Owner Notification Date : JUL 05, 2022 - JUL 08, 2022

* NR - Not Reported



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121 1904



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A/1/000001/1

July 2022



JOHN A. SAMPLE
123 SAMPLE ST
SAMPLE CITY, MI 12345-6789

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 22S35 / NHTSA Recall 22V337

2016 F-550 Ford Truck

Your Vehicle Identification Number (VIN): [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?



Airbag Warning Indicator

On your vehicle, dust contamination may lead to a loss of electrical circuit connection with your steering wheel and airbag and will illuminate your airbag warning light in your vehicle's instrument cluster (shown on the left).

What is the risk?

If the airbag circuit disconnects, and a crash event of sufficient severity warrants a driver front airbag deployment, the airbag will not deploy. Failure of the driver airbag to deploy increases the risk of injury in a crash.

What will Ford and your dealer do?

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available late third quarter.

What should you do?

If your vehicle has an airbag warning light illumination on the dashboard when you start your vehicle, and continues to flash or remains on, it indicates a malfunction. Please have the system checked by your authorized dealer promptly.

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to drive your vehicle.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236

(TTY: 1-800-424-9153) or go to nhtsa.gov. Reference NHTSA Safety Recall 22V337.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Thank you for your attention to this important matter.

Ford Customer Service Division



Ford Motor Company
División de Servicio al Cliente de Ford
P. O. Box 1904
Dearborn, Michigan 48121



771625535915

A/2/000001/1

Julio de 2022



JOHN A. SAMPLE
123 SAMPLE ST
SAMPLE CITY, MI 12345-6789

***** CAMPAÑA DE SEGURIDAD IMPORTANTE *****

Seguridad Aviso de Campaña 22S35 / Campaña 22V337 de la NHTSA

2016 F-550 Ford Truck

Número de identificación del vehículo (VIN): [REDACTED]

Este aviso se le envía de acuerdo con la Ley Nacional de Seguridad y Tránsito de Vehículos de los EE. UU.

Ford Motor Company ha determinado que existe un defecto relacionado con la seguridad de su vehículo, con el VIN que aparece más arriba.

Lamentamos esta situación y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su distribuidor, es ofrecerle servicio y apoyo de alto nivel.

¿Cuál es el problema?



Airbag Warning Indicator

La contaminación de polvo de su vehículo podría ocasionar una pérdida de conexión del circuito eléctrico con el volante de dirección y la bolsa de aire, y encenderá la luz de alerta de la bolsa de aire en el tablero de instrumentos (aparece a la izquierda).

¿Qué riesgo existe?

Si se desconecta el circuito de la bolsa de aire, en caso de ocurrir un choque de suficiente intensidad donde el despliegue de la bolsa de aire delantera del conductor debiese producirse, la bolsa de aire no se desplegará. Si no se despliega la bolsa de aire del conductor, el riesgo de sufrir lesiones en caso de choque aumenta.

¿Qué medidas adoptarán Ford y su distribuidor?

Ford Motor Company colabora estrechamente con sus proveedores para fabricar las piezas para esta reparación. Cuando estas estén disponibles, Ford Motor Company le avisará mediante correo para programar una cita de servicio con su distribuidor y así realizar las reparaciones sin costo alguno (piezas y mano de obra). Se espera que las piezas estén disponibles a fines del tercer trimestre.

¿Qué debe hacer?

Si, al arrancar el vehículo la luz de alerta de la bolsa de aire en el tablero está encendida y esta continúa destellando o permanece encendida, indica un mal funcionamiento. Solicite a un distribuidor autorizado que revise el sistema a la brevedad.

Cuando las piezas estén disponibles, Ford Motor Company le enviará una carta para informarle la disponibilidad de estas y solicitarle que se comunique con su distribuidor a fin de programar la reparación.

Para esta campaña de seguridad, Ford no ha emitido instrucciones de no manejar el vehículo. Cuando las piezas se encuentren disponibles, deberá ponerse en contacto con su distribuidor a fin de programar una cita para solucionar este problema lo más pronto posible. Puede continuar manejando su vehículo.

Si aún no tiene un distribuidor para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

Si aun así tiene problemas para reparar su vehículo en un periodo de tiempo razonable o sin costo, puede escribir al Administrador de National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590, llamar a la Línea directa de seguridad vehicular al 1-888-327-4236 (TTY: 1-800-424-9153) o visitar nhtsa.gov. Referencia: Campaña de seguridad 22V337 de la NHTSA.

Tenga presente que: La ley federal exige que los arrendadores de vehículos que reciban este aviso de campaña envíen una copia del mismo al arrendatario en un plazo de diez días.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

Gracias por su atención en este asunto sumamente importante.

Ford, División de Servicio al Cliente