

# Part 573 Safety Recall Report

# 24V-368

**Manufacturer Name :** Ford Motor Company

**Submission Date :** MAY 24, 2024

**NHTSA Recall No. :** 24V-368

**Manufacturer Recall No. :** 24S35



## 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 :** 109,283

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2020-2024 Lincoln Aviator

**Vehicle Type :** LIGHT VEHICLES

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The recalled part was introduced into production on 10/19/2018 and and was taken out of production on 04/25/2024.

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 :** OCT 19, 2018 - APR 25, 2024

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** The Accessory Protocol Image Module (APIM) may be susceptible to electromagnetic interference from a customer mobile phone that is in-use and placed in the console area while the vehicle is in reverse, resulting in a rearview camera image that flickers, jumps, shakes, or scrolls.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** A distorted or flickering rearview video while reversing can reduce visibility behind the vehicle, increasing the risk of a crash.

**Description of the Cause :** The APIM PCB's (printed circuit board) connector placement results in lower impedance in the video circuit, making it susceptible to electromagnetic interference in the 1.6GHz to 2.7GHz band.

Identification of Any Warning : Customers can refrain from cellular phone usage while reversing to prevent that can Occur : this condition from occurring.

## Involved Components :

Component Name 1 : Sync 3.2V2

Component Description : MOD ASY INTG M/MEDIA (2020 MY Aviator)

Component Part Number : LC5T-14G371-\*\*\*

Component Name 2 : Sync 3.2V2

Component Description : MOD ASY INTG M/MEDIA (2020 - 2024 MY Aviator)

Component Part Number : MC5T-14G371-\*\*\*

## Supplier Identification :

### Component Manufacturer

Name : Panasonic Automotive Systems Company of

Address : 776 Hwy 74 S

Peachtree City Georgia 30269

Country : United States

## Chronology :

On February 6, 2024, Ford's Critical Concern Review Group (CCRG) opened an investigation into reports of intermittent flickering and poor quality of the rearview video display in Model Year ("MY") 2020-2024 Aviator vehicles.

Between February and April 2024, Ford's PD team conducted tests to quantify the influence of the cell phone radio frequency (RF) transmissions on the performance of the APIM digital video interface video quality. This testing indicates the condition is dependent on location of the phone in the vehicle, cellular signal strength, and the specific phone usage, with the worst-case factors being a cell phone used in close proximity to the APIM in the console cupholder area, low signal strength of 2 bars or less, and an active call. CCRG also examined any overlap between this issue and other related rearview camera recalls for this population of vehicles.

Ford reviewed warranty, connected data, and reports of repeat repairs to understand the field exposure. Between August 27, 2019, and May 4, 2024, Ford is aware of 478 reports of rearview video "flicker" or distortion in North America which may be attributed to this concern.

As of May 4, 2024, Ford is aware of 5 Vehicle Owner Questionnaire (VOQs) related to this concern.

As of April 3, 2024, there are no known reports of injuries, or fires attributed to this condition. Ford is aware of one report of minor property damage potentially related to this concern.

On May 17, 2024, 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 shielding installed on the APIM module. In the owner notification letter, Ford will provide guidance to customers to refrain from cellular phone usage while reversing until the remedy repair is completed. 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 July 26, 2024.

How Remedy Component Differs from Recalled Component : The shielding components (part base 14J220) will protect against electromagnetic interference in the 1.6GHz to 2.7GHz band from customer mobile phones.

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 July 2, 2024. Mailing of owner notification letters is expected to begin July 8, 2024, and is expected to be completed by July 12, 2024.

Planned Dealer Notification Date : JUL 02, 2024 - JUL 02, 2024

Planned Owner Notification Date : JUL 08, 2024 - JUL 12, 2024

\* NR - Not Reported