

Part 573 Safety Recall Report**14V-597****Manufacturer Name :** Ford Motor Company**Submission Date :** SEP 25,2014**NHTSA Recall No. :** 14V-597**Manufacturer Recall No. :** 14S21**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 : 746,842

Estimated percentage with defect : NR

Vehicle Information :

Vehicle : 2013-2014 Ford C-MAX

Vehicle Type :

Body Style : ALL

Power Train : NR

Affected vehicles are equipped with Restraint Control Modules (RCMs) that may experience an internal electrical short circuit. If a short circuit occurs, the airbag warning lamp would illuminate. Depending on the location of the short circuit, the deployable restraint systems (e.g., air bags, pretensioners, side curtains) may not function as intended in the event of a crash, increasing the risk of injury. The short may also affect the function of other systems that use internal data from the RCM (e.g., stability control). In these cases, the corresponding malfunction indicator

Descriptive Information : lamps would also be illuminated.

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 : JAN 09, 2012 - NOV 21, 2013

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2013-2014 Ford Fusion

Vehicle Type :

Body Style : ALL

Power Train : NR

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experience an internal electrical short circuit. If a short circuit occurs, the airbag warning lamp would illuminate. Depending on the location of the short circuit, the deployable restraint systems (e.g., air bags, pretensioners, side curtains) may not function as intended in the event of a crash, increasing the risk of injury. The short may also affect the function of other systems that use internal data from the RCM (e.g., stability control). In these cases, the corresponding malfunction indicator

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Production Dates : FEB 03, 2012 - AUG 24, 2013

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2013-2014 Ford Escape

Vehicle Type :

Body Style : ALL

Power Train : NR

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Production Dates : OCT 05, 2011 - NOV 01, 2013

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2013-2014 Lincoln MKZ

Vehicle Type :

Body Style : ALL

Power Train : NR

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Production Dates : APR 25, 2012 - SEP 30, 2013

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Description of Defect :

Description of the Defect : On affected vehicles, the conformal coating applied to portions of the RCM may crack or form cavities as the material dries and is exposed to thermal cycling. Over time, if the cracks are exposed to humidity, lead salts may develop between terminals on the printed circuit board resulting in electrical short circuits, potentially affecting RCM performance.

Description of the Safety Risk : Depending on the location of the short circuit, the deployable restraint systems and other systems that use inertial data from the RCM may not function as intended, increasing the risk of injury.

Ford is not aware of any accident or injury related to this condition.

Description of the Cause : NR

Identification of Any Warning that can Occur : When a short circuit occurs, the air bag warning light will illuminate. If any additional vehicle systems are affected by this short circuit, the corresponding malfunction indicator lamps would also be illuminated.

Supplier Identification :

Component Manufacturer

Name : Robert Bosch GmbH

Address : Robert-Bosch-Allee 1

Abstatt, Baden-Wuerttemberg

Country : NR

Chronology :

November 2013- March 2014: A higher than expected number of Restraints Control Module (RCM) warranty returns associated with an illuminated air bag malfunction indicator lamp was reviewed by Ford's Critical Concern Review Group (CCRG). This investigation, supported by monitoring of field data, inspection of failed components, and supplier assessment of the causal factors indicated that the repair rate was low, the majority of parts that were likely to need repair had already been repaired, and that in all cases, a malfunction warning light would be illuminated. Based on these findings, the issue was closed.

July 2014: Ford's normal monitoring of field returns identified an unexpected increase of RCM replacements, and the issue was reopened in CCRG.

August 2014: Engineering determined that the initiation and propagation of the conformal coating cracks were directly related to thermal cycling with cracks developing during colder temperatures after a period of 12-18 months. Based on this new information, Ford and the supplier reassessed the RCM performance and determined it was experiencing a seasonal failure mode, which could continue to increase over time.

On September 22, 2014, Ford's Field Review Committee reviewed the concern and approved a field action.

Description of Remedy :

Description of Remedy Program : Dealers will be instructed to replace the RCM. There will be no charge to owners for this service.

An initial notification letter will be mailed to all owners the week of November 10, 2014. Due to limited parts availability, we will instruct owners to contact their dealer for service if they have an illuminated airbag warning indicator. Owners who have not already had this service performed will be mailed a follow-up letter when parts are available, advising them to schedule a service appointment.

In accordance with Part 573.13(d)(1), Ford's general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall was provided to the Agency on February 20, 2013.

The ending date for reimbursement eligibility for the cost of remedies paid for by vehicle owners per Ford's general reimbursement plan is November 30, 2014.

Ford will upload a copy of the notification letters to dealers on NHTSA's safecar.gov website when available.

How Remedy Component Differs from Recalled Component : NR

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

Recall Schedule :

Description of Recall Schedule : Ford will post a statement on its media site concerning this recall, which will likely generate national media attention (media.ford.com). Media attention is also possible when this recall is posted to NHTSA's safercar.gov website. Supplemental information will available on the Ford website, www.ford.com.

Planned Dealer Notification Date : SEP 25, 2014 - SEP 25, 2014

Planned Owner Notification Date : NOV 10, 2014 - NOV 14, 2014

* NR - Not Reported