



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 07-058
Date Opened: 11/16/2007
Date Closed: 03/11/2008
Principal Investigator: Ali Motamedamin
Subject: Instrument Cluster Failure

Manufacturer: Ford Motor Company
Products: 2005 Ford Five Hundred and Freestyle
Population: 173,492

Problem Description: Power interruption to the vehicle instrument cluster.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	8	1143	1151
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
# Injuries:	0	0	0
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	0	0

*Description of Other:

Action: This Preliminary Evaluation (PE) is closed.

Engineer: Ali Motamedamin A.M.

Date: 3/11/2007

Div. Chief: Thomas Z. Cooper

Date: 3/11/2007

Office Dir.: Kathleen C. DeMeter

Date: 3/11/2007

Summary: The subject vehicles experience a loss of proper instrument cluster operation. Typically, the problem appears as the needle on the gauge (speedometer, tachometer, fuel, and/or temperature) sweeps and resets intermittently. Ford reports the problem as "momentary power interruption causes the gauges to sweep and then recover to normal function." In August 2006, Ford issued a technical service bulletin (TSB 06-17-9) to provide guidelines to service technicians for diagnosis and repair of this condition.

ODI's review of Ford's response to the agency's information request letter reveals that the majority of the reports to Ford (63%) indicate that the instrument cluster would experience intermittent loss of power. Ford reports that this lasts for only a few seconds. Also Ford states, "The vehicle's exterior lighting would not fail to illuminate even in the event of power interruption to the cluster because the exterior lights are powered separately and do not rely on any signal from the cluster."

Additionally, ODI contacted complainants who affirmed the intermittent condition and that none of the exterior lights on the subject vehicles would be affected by power interruptions to the instrument cluster. ODI last received a report regarding this issue in August of 2007.

The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist. Further use of agency resources does not appear to be warranted at this time. ODI will however continue to monitor the issue and will take further action if warranted by the circumstances.