



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 7, 2012

MR. STEVEN M. KENNER  
DIRECTOR, AUTOMOTIVE SAFETY OFFICE  
ENVIRONMENTAL & SAFETY ENGINEERING  
FORD MOTOR COMPANY  
330 TOWN CENTER DRIVE SUITE 400  
DEARBORN, MI 48126-2738

NVS-215et  
12V-035

**SUBJECT: INCORRECT GEAR INDICATION IN 'PRNDL' DISPLAY**

**DEAR MR. KENNER:**

This letter serves to acknowledge Ford Motor Company's (Ford) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the products described below for which a safety recall campaign shall be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

FORD/F-53/2011-2012  
FORD/F-59/2011-2012

**NHTSA Campaign Number:** 12V-035

**Mfg's Report Date:** January 30, 2012

**Components:** POWER TRAIN: AUTOMATIC TRANSMISSION: GEAR POSITION INDICATION (PRNDL)

**Potential Number of Units Affected:** 13, 239

**Summary:**

FORD IS RECALLING CERTAIN MODEL YEAR 2011 F-53 AND F-59 STRIPPED CHASSIS VEHICLES MANUFACTURED FROM FEBRUARY 1, 2010 THROUGH JULY 1, 2011 AND CERTAIN MODEL YEAR 2012 F-53 AND F-59 STRIPPED CHASSIS VEHICLES MANUFACTURED FROM MAY 10, 2011 THROUGH OCTOBER 25, 2011. THE 'PRNDL' CABLE MAY BREAK AT THE ATTACHMENT TO THE TRANSMISSION CONTROL SELECTOR ARM ASSEMBLY MOUNTED ON THE STEERING COLUMN. IF THE CABLE BREAKS, THE TRANSMISSION GEAR INDICATOR IN THE 'PRNDL' DISPLAY IN THE INSTRUMENT PANEL WILL REMAIN IN THE FIRST GEAR POSITION REGARDLESS OF THE GEAR SELECTED.

**Consequence:**

AN INCORRECT GEAR INDICATION IN THE INSTRUMENT PANEL MAY PREVENT THE DRIVER FROM KNOWING IF THEY ARE IN PARK OR REVERSE, INCREASING THE RISK OF A CRASH.

**Remedy:**

FORD WILL NOTIFY OWNERS AND DEALERS WILL REPLACE THE TRANSMISSION SELECTOR ARM ASSEMBLY AND THE 'PRNDL' CABLE ASSEMBLY, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT MARCH 2, 2012. OWNERS MAY CONTACT FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER AT 1-866-436-7332.

**Notes:**

FORD'S RECALL CAMPAIGN NUMBER IS 12S27. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We have received Ford's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

Handwritten signature of Jennifer Timian, consisting of the name 'Jennifer' and the word 'for' written in a cursive style.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement