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12V-035  
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Dearborn, MI 48126-2738 USA

January 30, 2012

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE, Room W45-306  
Washington, DC 20590

Dear Ms. Lewis:

Subject: Ford Motor Company (Ford) Recall No. 12S27 – Certain 2011-2012 Model Year  
Ford F-53 and F-59 Stripped Chassis Vehicles for incorrect gear indication in the cluster  
“PRNDL” display

Summary

- Ford Action – Ford is conducting a voluntary safety recall for certain 2011-2012 model year Ford F-53 and F-59 Stripped Chassis vehicles for incorrect transmission gear indication in the cluster “PRNDL” display.
- Number of Vehicles Involved – Approximately 13,239 vehicles in the United States and federalized territories are potentially affected.
- Effect on Vehicle Operation –The “PRNDL” cable may break at the attachment to the transmission control selector arm assembly mounted on the steering column. If the indicator cable breaks, the transmission gear indication in the “PRNDL” display in the instrument cluster remains in the “1” position (first gear) regardless of gear selected. As of January 20, 2012, Ford is not aware of any accidents or injuries related to this condition.
- Service Procedure – Ford will notify dealers to stop demonstrating or delivering the affected vehicles until the transmission selector arm assembly and the “PRNDL” cable assembly are replaced. Owners will be notified by mail and instructed to take their vehicle(s) to a Ford or Lincoln dealer to replace the transmission selector arm assembly and the “PRNDL” cable assembly.

The detailed information required by the applicable portions of 49 CFR Part 573 – Defect and Non-Compliance Information Report is attached.

Sincerely,

A handwritten signature in black ink, appearing to read "R. A. Kenner".

Steven M. Kenner

Attachment



49 CFR Part 573 – DEFECT INFORMATION REPORT  
12S27 – CERTAIN 2011-2012 MODEL YEAR FORD F-53 AND F-59 STRIPPED CHASSIS  
VEHICLES FOR INCORRECT GEAR INDICATION IN THE CLUSTER “PRNDL” DISPLAY

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Non-Compliance Reports, Ford Motor Company submits the following information concerning a safety recall action that it is voluntarily initiating.

573.6 (c) (2) – Potentially Affected Vehicles

Vehicles potentially affected are certain 2011 model year F-53 and F-59 stripped chassis vehicles built at the Detroit Chassis Plant (DCP) from February 1, 2010 through July 1, 2011 and certain 2012 model year F-53 and F-59 stripped chassis vehicles built at DCP from May 10, 2011 through October 25, 2011.

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.

The steering columns for the affected vehicles were assembled by ThyssenKrupp Presta Terre Haute, LLC at their facility in the United States.

The ThyssenKrupp Presta Terre Haute, LLC contact person is:

Doug Merritt  
Quality Manager  
ThyssenKrupp Presta Terre Haute, LLC  
1597 East Industrial Drive  
Terre Haute, IN 47802

Telephone:  
812-299-5017

573.6 (c) (3) – Estimated Population of Vehicles Potentially Affected

Approximately 13,239 vehicles in the United States and federalized territories are potentially affected.

573.6 (c) (4) – Estimated Percentage of Affected Vehicles with the Defect Condition

Unknown.

573.6 (c) (5) – Description of the Defect

The “PRNDL” cable may break at the attachment to the transmission control selector arm assembly mounted on the steering column. If the indicator cable breaks, the transmission gear indication in the “PRNDL” display in the instrument cluster remains in the “1” position (first gear) regardless of gear selected. As of January 20, 2012, Ford is not aware of any accidents or injuries related to this condition.

#### 573.6 (c) (6) – Chronology of Events

In early October 2011, Ford's F-53 and F-59 Program Engineering group became aware of warranty reports relating to inoperative "PRNDL" displays. Engineering investigated and determined the "PRNDL" cable from the transmission shift lever was being cut. On October 26, 2011 a Stop Ship was issued at DCP. Further investigation by Engineering determined the shift lever where the "PRNDL" cable is attached had a sharp edge instead of the required rounded edge and over time with normal usage could cut the "PRNDL" cable. On November 11, 2011, the concern was reviewed by Ford's Critical Concern Group (CCRG). Engineering continued analysis of warranty data, returned field parts, current production parts, design changes and plant process. Additionally, Engineering conducted field studies to evaluate actual in-vehicle build conditions.

On December 8, 2011, a Technical Review Group (TRG) was held to review engineering data and vehicle field studies.

On January 23, 2012, Ford's Field Review Committee (FRC) reviewed the issue and approved a field action.

#### 573.6 (c) (8) – Service Program

Ford will notify dealers on January 31, 2012, to stop demonstrating or delivering the affected vehicles until the transmission selector arm assembly and the "PRNDL" cable assembly are replaced. Owners will be notified by mail and instructed to take their vehicle(s) to a Ford or Lincoln dealer to replace the transmission selector arm assembly and the "PRNDL" cable assembly. There will be no charge to owners for this service.

Mailing of owner notification letters will begin March 2, 2012, and is expected to be completed by March 9, 2012. Notification to dealers will occur on January 31, 2012.

In accordance with Part 573.13(d)(1), Ford is excluding reimbursement for costs incurred by owners for repair of this concern because Ford's original warranty program would provide for a free repair for this concern for customers.

#### 573.6 (c) (10) – Press Statement and Dealer/Owner Letters

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued.

Ford will forward a copy of the notification letters to dealers and owners to the agency when available.

#### 573.6 (c) (11) – Recall Number

Ford has assigned recall number 12S27 to this action.

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