



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 2, 2015

Mr. Todd Fronckowiak  
Assistant Director, Global Automotive Safety Compliance  
Ford Motor Company  
Fairlane Plaza South, Suite #500  
330 Town Center Drive  
Dearborn, MI 48126-2738

NVS-215SM  
15V-406

**Subject:** Instrument Cluster may be Inoperative/FMVSS 101

Dear Mr. Fronckowiak:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. 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/ESCAPE/2014-2015  
FORD/TRANSIT CONNECT/2014-2015

**Mfr's Report Date:** June 24, 2015

**NHTSA Campaign Number:** 15V-406

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT PANEL

**Potential Number of Units Affected:** 182,520

**Problem Description:**

Ford Motor Company (Ford) is recalling certain model year 2014-2015 Ford Escape vehicles manufactured May 19, 2014, to February 6, 2015, and Transit Connect vehicles manufactured May 13, 2014, to December 10, 2014. Due to a software incompatibility issue, the instrument panel cluster be inoperative including a blank multiple functional display (MFD), and non-functional warning chimes, messages and warning lights. Specific warning chimes, messages and warning lights. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 101, "Control and Displays."

**Consequence:**

If the instrument cluster is inoperative, the driver of may not be warned of safety related issues such as low tire pressures or disabled air bags, increasing the risk of personal injury or a crash.

**Remedy:**

Ford will notify owners, and dealers will update the instrument panel software, free of charge. The recall is expected to begin August 10, 2015. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 15C03.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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 Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



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