

Part 573 Safety Recall Report**15V-406****Manufacturer Name :** Ford Motor Company**Submission Date :** JUL 22,2015**NHTSA Recall No. :** 15V-406**Manufacturer Recall No. :** 15C03**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 : 184,519

Estimated percentage with defect : 0

Vehicle Information :

Vehicle : 2014-2015 Ford Escape

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Affected vehicles are equipped with "high level" IP clusters.

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 : MAY 19, 2014 - FEB 06, 2015

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2014-2015 Ford Transit Connect

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Affected vehicles are equipped with "high level" instrument panel (IP) clusters.

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 : MAY 10, 2014 - JUL 02, 2015

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Description of Noncompliance :

Description of the Noncompliance : When starting the vehicle, a hardware /software incompatibility issue may cause customers to experience an inoperative instrument cluster, blank multiple functional display (MFD), and non-functional warning chimes, messages and warning lights. Specific warning chimes, messages and warning lights are required at vehicle start-up as specified in Section 5.3.1 of FMVSS 101 and other applicable FMVSS requirements.

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

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : An inoperative IP cluster and multiple functional display may prevent activation of certain warning chimes, messages and warning lights at vehicle start-up, as required in Section 5.3.1 of FMVSS 101 and other applicable FMVSS requirements, increasing the risk of crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Visteon

Address : Visteon European Corporate Office
Chelmsford Essex FOREIGN STATES CM2 5LB

Country : United Kingdom

Chronology :

April 30, 2015: An issue concerning inoperative IP clusters at vehicle startup was brought to Ford's Critical Concern Review Group (CCRG) for review.

May - June 2015: An investigation was undertaken to identify potential sources of this concern. Evaluations included supplier testing of current production IP clusters, assembly plant team reviews, and IP cluster software and hardware reviews. The investigation found that reports pertained to a resistor within the IP cluster that had recently been introduced to correct an unrelated quality concern.

On June 15, 2015, Ford's Field Review Committee reviewed the concern and approved a field action.

On July 13, 2015, Ford Engineering was contacted by our supplier and informed that certain Transit Connect instrument cluster levels were inadvertently omitted from Ford recall 15C03 (NHTSA #15V406). After analyzing this new information, Ford is adding 1,999 Transit Connect vehicles and expanding the vehicle production date ranges affected by this field action, accordingly.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the IP cluster software updated. There will be no charge for this service.

Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern.

Ford will forward a copy of the notification letters to dealers to the agency 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 : Notification to dealers is expected to occur on June 23, 2015. Mailing of owner notification letters is expected to begin August 10, 2015 and to be completed by August 14, 2015.

Planned Dealer Notification Date : JUN 23, 2015 - JUN 23, 2015

Planned Owner Notification Date : AUG 10, 2015 - AUG 14, 2015

* NR - Not Reported