



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 13, 2016

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

NEF-150SM  
16V-248

**Subject:** Unexpected Transmission Downshift

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/EXPEDITION/2012  
FORD/F-150/2011-2012  
FORD/MUSTANG/2012  
LINCOLN/NAVIGATOR/2012

**Mfr's Report Date:** April 25, 2016

**NHTSA Campaign Number:** 16V-248

**Components:**

POWER TRAIN:AUTOMATIC TRANSMISSION

**Potential Number of Units Affected:** 184,000

**Problem Description:**

Ford Motor Company (Ford) is recalling certain model year 2011-2012 Ford F-150 trucks manufactured August 19, 2011, to March 9, 2012, 2012 Ford Expedition, Lincoln Navigator vehicles manufactured August 19, 2011, to December 19, 2011, and 2012 Ford Mustang vehicles manufactured August 19, 2011, to February 21, 2012. The affected vehicles are equipped with an automatic transmission that may unexpectedly downshift to first gear, regardless of vehicle speed.

**Consequence:**

An unexpected downshift into first gear can cause the vehicle to slow down suddenly without warning and the rear tires may slide or lock, increasing the risk of a crash.

**Remedy:**

Ford will notify owners, and dealers will reprogram the powertrain control module with updated software, free of charge. The recall is expected to begin May 23, 2016. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 16S19.

**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).


Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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