

Part 573 Safety Recall Report

17V-053

Manufacturer Name : Ford Motor Company**Submission Date :** JAN 24, 2017**NHTSA Recall No. :** 17V-053**Manufacturer Recall No. :** 17C01**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 : 6,792

Estimated percentage with defect : NR

Vehicle Information :

Vehicle 1 : 2017-2017 Ford F-150

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : GAS

Descriptive Information : (e.g.) Affected vehicles are equipped with an eight-Inch productivity screen instrument cluster.

Production Dates : OCT 04, 2016 - NOV 23, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : Immediately after engine start-up in cold ambient temperatures, operators may experience a loss of instrument cluster display functionality, including the loss of PRNDL illumination, jittering gauge pointers and flashing on/off warning lights. Loss of instrument cluster functionality may range from two seconds to several minutes.

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

FMVSS 1 : 102 - Trans shift lever seq/starter interlock/trans braking effect

FMVSS 2 : NR

Description of the Safety Risk : The transmission shift position indicator located in the instrument panel cluster may not illuminate and display the selected transmission gear position. Increasing the risk of injury or crash from unintended vehicle movement. In addition, an inoperative instrument panel cluster display may prevent activation of certain warning chimes, messages, and warning lights.

Description of the Cause : Immediately after engine start-up in cold ambient temperatures, the power supply within the eight inch instrument cluster productivity screen may be unable to maintain electrical output control.

Identification of Any Warning NA
that can Occur :

Supplier Identification :

Component Manufacturer

Name : Visteon
Address : 1 Village Center Drive
Township of Van Buren MICHIGAN 48111
Country : United States

Chronology :

November 23-25, 2016: During a routine review of a production vehicle at Ford's vehicle assembly plant, a technician noticed immediately after engine startup that the instrument cluster in the vehicle had no display illumination, exhibited flashing on/off of warning lights, and the speedometer and RPM gauge pointers were jittering below the zero indicators. A stop ship was issued for 2017 model year F-150 vehicles with an eight-inch productivity screen instrument cluster, and an investigation was initiated.

December 2016: This issue was brought to Ford's Critical Concern Review Group (CCRG) for review. Engineering reported that the instrument cluster malfunction appeared to be intermittent depending on ambient temperature and may be related to the power supply within the instrument cluster. Engineering continued to work with the supplier regarding potential cluster quality concerns while inspecting additional vehicles and monitoring the field for customer reports. CCRG requested additional analysis pertaining to the intermittent nature of the symptoms, including environmental conditions and circumstances.

January 2017: Ongoing testing identified a particular power supply chip in certain 8 inch instrument clusters that may be particularly susceptible to cold ambient temperatures, potentially resulting in intermittent power supply to the cluster at engine start up.

On January 17th, 2017, Ford's Field Review Committee reviewed the concern and approved a field action.

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 instrument cluster reprogrammed. There will be no charge for this service.

Ford is excluding reimbursement 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 January 25th,2017. Mailing of owner notification letters is expected to begin February 7th, 2017 and is expected to be completed by February 13th,2017.

Planned Dealer Notification Date : JAN 25, 2017 - JAN 25, 2017

Planned Owner Notification Date : FEB 07, 2017 - FEB 13, 2017

* NR - Not Reported