

# Part 573 Safety Recall Report

# 17V-671

**Manufacturer Name :** Ford Motor Company

**Submission Date :** DEC 07, 2017

**NHTSA Recall No. :** 17V-671

**Manufacturer Recall No. :** 17S36



## 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 :** 11,783

**Estimated percentage with defect :** 7 %

## Vehicle Information :

**Vehicle 1 :** 2017-2017 Ford F150

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** ALL

**Power Train :** GAS

**Descriptive Information :** Affected vehicles are equipped with 10 speed automatic transmissions.

Ford reviewed manufacturing records to determine the population of affected parts. The Ford process is capable of tracing transmission production to the vehicle in which the transmission is installed.

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 :** AUG 23, 2016 - AUG 09, 2017

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

Description of the Defect : On some affected vehicles, the pin attaching the transmission shift linkage to the transmission may come out. If this happens, movement of the shift lever by the driver will not change the transmission gear state. The transmission will remain in the gear it was in when the pin came out regardless of the position of the shift lever. The shifter indicator could display inaccurate information, and the key can be removed even if the vehicle is not in Park. If the parking brake is not applied, this could result in unintended vehicle movement.

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

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the transmission linkage roll pin comes out when the vehicle is not in Park, the transmission cannot be shifted to Park. If a vehicle cannot be shifted to Park and the parking brake is not applied, unintended vehicle movement may occur, increasing the risk of accident or injury.

Description of the Cause : Some pins used to attach the transmission shift linkage to the transmission may have non-uniform gaps between the inner and outermost coil, and/or undersized outer diameters. This could result in the pin coming out.

Identification of Any Warning that can Occur : Customers may experience loose or low effort feel of the shift lever. If a vehicle is equipped with a floor shifter, the shifter indicator could also display inaccurate gear position. When exiting the vehicle, if the transmission is not in Park, the key can be removed, but a warning chime will sound and a message will be displayed in the instrument cluster indicating "Transmission Not in Park." If the transmission is not in the Park or Neutral position, the driver would not be able to restart the vehicle.

## Supplier Identification :

### Component Manufacturer

Name : Driv-Lok Inc.

Address : 1140 Park Ave  
Sycamore ILLINOIS 60178

Country : United States

## Chronology :

June 2017: An issue concerning reports of inoperative 10-speed transmission shift levers was brought to Ford's Critical Concern Review Group (CCRG) for review. Analysis of field returned parts found evidence that the roll pin that attaches the transmission shift linkage to the transmission may come out, which could result in

an inability of the shift lever to change transmission position. There were no reports of unintended vehicle movement.

The CCRG was informed that actions were implemented to improve certain roll pin dimensional parameters while investigation continued to evaluate the potential for a dislodged roll pin to contribute to these reports.

July - August 2017: Ongoing review of reports found that customers typically reported a “looseness” in the shift lever, while being unable to shift the transmission from one gear state to another. Vehicle evaluation confirmed a significant tactile difference in shift lever movement effort associated with this condition, when compared to a normally operating shift lever.

September 2017: Ongoing analysis of field data and transmission assembly records identified potential correlation between low pin insertion forces during assembly, and a pin’s susceptibility to become dislodged. Detailed component inspection found certain roll pin parameters such as coil spacing and outer diameter variability contributed to low pin insertion forces. A review of supplier transmission assembly records was conducted to assess the number of transmission assemblies potentially affected by this condition.

On October 16, 2107 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 roll pin removed and replaced with an updated part. There will be no charge for this service. Customers and dealers will be instructed to make sure the parking brake is applied whenever the vehicle is parked prior to getting their vehicle repaired.

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 : Certified service roll pins have improved uniformly spaced gaps between the coils, and proper outer diameter.

Identify How/When Recall Condition was Corrected in Production : Use of roll pins from a different manufacturer began on August 2, 2017. Records show that these roll pins have uniformly spaced gaps between the coils, proper outer diameter, and specified pin press-in forces.

## Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on October 24, 2017. Mailing of owner notification letters is expected to begin December 11, 2017 and is expected to be completed by December 15, 2017

Planned Dealer Notification Date : OCT 24, 2017 - OCT 24, 2017

Planned Owner Notification Date : DEC 11, 2017 - DEC 15, 2017

\* NR - Not Reported