

Part 573 Safety Recall Report

17V-814

Manufacturer Name : Ford Motor Company**Submission Date :** DEC 18, 2017**NHTSA Recall No. :** 17V-814**Manufacturer Recall No. :** 17C21**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 : 2,100

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 Ford Mustang

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recalled part was introduced into production on 03/14/2017 (the beginning of 2018MY production) and was taken out of production on 11/26/2017.

Vehicles produced after 11/26/2017 will contain updated software differing from the recalled population.

Affected vehicles are equipped with an automatic transmission and a premium (12.4") instrument cluster.

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 : MAR 14, 2017 - NOV 26, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : When the ignition state is changed from the key-on to the key-off position and the transmission is not in PARK, the instrument cluster may not illuminate the PRNDL display and the operator may not receive the key-in-the-ignition warning chime when the driver's door is opened.

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 : 114 - Theft protection

Description of the Safety Risk : If an operator keys off the vehicle with the transmission in a position other than park, and the instrument cluster does not illuminate the PRNDL display and /or activate the key-in-ignition warning chime while the driver's door is ajar, it could increase the likelihood of a vehicle rollaway.

Description of the Cause : The instrument cluster software checks the status of the internal power supply (IPS) at 10ms after start-up, although it can take as long as 12ms for the IPS to reach stable voltage. If the power supply stability is achieved after the 10ms check, the software may judge the Park Detect Switch input as invalid. If this occurs, the cluster software logic may default to the last known state of PARK, turn off the cluster display and enter sleep mode at the next key off cycle.

Identification of Any Warning that can Occur : None.

Supplier Identification :

Component Manufacturer

Name : Visteon

Address : 1 Village Center Drive
Township of Van Buren MICHIGAN 48111

Country : United States

Chronology :

November 2017:

During a vehicle review at the Flat Rock Assembly Plant , a 2018 model year Mustang did not illuminate the PRNDL display or activate the key-in-the-ignition warning chime when the key was turned off and the transmission was not in park. On November 22, 2017, this issue was brought to Ford's Critical Concern Review Group (CCRG) for review. Subsequent engineering investigation found that the condition was caused by an instrument cluster software error relating to internal power supply (IPS) voltage measurement.

On December 11, 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 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 : If the ignition state is changed from the key-on to the key-off position while the transmission is in a position other than PARK, the latest level instrument cluster software will illuminate the PRNDL display and the operator will receive the key-in-the-ignition warning chime when the driver's door is opened.

Identify How/When Recall Condition was Corrected in Production : The updated software was introduced into production on 11/27/2017.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on December 18, 2017. Mailing of owner notification letters is expected to begin February 5, 2018 and is expected to be completed by February 9, 2018.

Planned Dealer Notification Date : DEC 18, 2017 - DEC 22, 2017

Planned Owner Notification Date : FEB 05, 2018 - FEB 09, 2018

* NR - Not Reported