



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

1200 New Jersey Avenue SE  
Washington, DC 20590

March 11, 2019

Mr. Todd Fronckowiak  
Global Automotive Safety Compliance Office  
Ford Motor Company  
Fairlane Plaza South, Suite 500  
330 Town Center Drive  
Dearborn, MI 48126-2738

NEF-150JK  
19V-076

**Subject:** Instrument Cluster May Go Blank on Start-Up

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/MUSTANG/2019  
LINCOLN/NAUTILUS/2019  
LINCOLN/NAVIGATOR/2019

**Mfr's Report Date:** February 11, 2019

**NHTSA Campaign Number:** 19V-076

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT PANEL

**Potential Number of Units Affected:** 4,212

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2019 Ford Mustang, Lincoln Nautilus, and Lincoln Navigator vehicles. At vehicle start-up, the Instrument Panel Cluster Assembly (IPC) may not function, showing a blank display. As a result, these vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) number 101, "Controls and Displays."

**Consequence:**

A blank instrument cluster will not show important information like vehicle speed, fuel or temperature level, or safety system warnings. Driving with an inoperative cluster can increase the risk of a crash.

**Remedy:**

Ford has notified owners, and dealers will reprogram the Instrument Panel Cluster Assembly (IPC), free of charge. The recall began March 8, 2019. Owners may contact customer service at 1-866-436-7332. Ford's number for this recall is 19C03.

**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:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall 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 Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Kareem Habib", written over a horizontal line.

Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement