

# Part 573 Safety Recall Report

# 19V-076

**Manufacturer Name :** Ford Motor Company**Submission Date :** FEB 11, 2019**NHTSA Recall No. :** 19V-076**Manufacturer Recall No. :** 19C03**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 : 4,212

Estimated percentage with defect : 50 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Ford Mustang

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** Ford's team reviewed supplier production records to determine the population of affected parts. The Ford process is capable of tracing instrument panel cluster production to the vehicle in which the instrument panel cluster 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.

Vehicles affected: Navigator: 1430; Nautilus: 1824; Mustang: 958. Total: 4212.

Production Dates : NOV 05, 2018 - JAN 15, 2019

VIN Range 1 : Begin : NR

End : NR

 Not sequential

Vehicle 2 : 2019-2019 Lincoln Nautilus

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** Ford's team reviewed supplier production records to determine the population of affected parts. The Ford process is capable of tracing instrument panel cluster production to the vehicle in which the instrument panel cluster 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.

Affected vehicle volumes: Navigator: 1430; Nautilus: 1824; Mustang: 958. Total: 4212.

Production Dates : NOV 06, 2018 - DEC 21, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 3 : 2019-2019 Lincoln Navigator

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** Ford's team reviewed supplier production records to determine the population of affected parts. The Ford process is capable of tracing instrument panel cluster production to the vehicle in which the instrument panel cluster 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.

Affected vehicle volumes: Navigator: 1430; Nautilus: 1824; Mustang: 958. Total: 4212.

Production Dates : NOV 04, 2018 - DEC 15, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** Upon key-on, operators may experience a blank instrument cluster display, including PRNDL illumination, gauge indicators and telltale warning lights.

Ford is not aware of any reports of accidents or injuries related to this condition.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

**Description of the Safety Risk :** An inoperative IP cluster may not provide the specific controls, telltales and indicators at vehicle start-up as required in FMVSS 101, increasing the risk of a crash.

**Description of the Cause :** During high-temperature bench testing, the supplier identified an issue with the 2GB memory chips in the LX and SX level cluster assemblies where certain clusters may not properly load the data required to run the display, resulting in blank cluster at start-up.

**Identification of Any Warning that can Occur :** This condition can only occur at key-on, prior to vehicle operation.

## Supplier Identification :

## Component Manufacturer

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

## Chronology :

December 2018: This issue was brought to Ford's Critical Concern Review Group (CCRG) for review on December 11, 2018. Visteon (the tier one supplier) had discovered an issue with 2GB memory chips in the cluster (Instrument Panel Cluster Assemblies) where certain clusters may not properly load the data required to run the display. The issue was found during supplier bench testing at elevated temperatures. A stop-ship was initiated for all affected 2019 Mustang, Nautilus and Navigator vehicles to contain the issue while the concern was investigated.

January 2018: The team reviewed and confirmed a potential data transfer timing issue between the 2GB memory chip and the graphics processor that could result in a cluster sum error. The team worked with the supplier and the three affected assembly plants to identify the population of vehicles that may have received a suspect cluster, and had not been corrected as part of the stop ship. Engineering investigated field data to identify potentially related reports; one warranty report was located.

On February 4, 2019, Ford's Field Review Committee reviewed this issue and approved a compliance recall action for all affected vehicles.

Ford is not aware of any reports of accidents or injuries related to this condition.

## 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 IPC (Instrument Panel Cluster Assembly) reprogrammed. 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 : The affected part is the IPC (Instrument Panel Cluster Assembly).

The remedy software modifies the internal settings that control communication between the 2GB memory chip and the graphics processor, preventing the error state.

The IPCs to be reflashed can be identified with the following part numbers:

Nautilus IPC: KA1T-10849-AH/BH  
Navigator IPC; KL7T-10849-CC/DC ;  
Mustang IPC: KR3T-10849-JG/KG/LG/MG/NG/PG

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production when cluster assemblies with the remedy software were shipped to the affected assembly plants:  
Mustang: 1/16/2019  
Nautilus: 12/22/2018  
Navigator: 12/15/2018

### Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on February 12, 2019. Mailing of owner notification letters is expected to begin March 4, 2019 and is expected to be completed by March 8, 2019.  
Planned Dealer Notification Date : FEB 12, 2019 - FEB 12, 2019  
Planned Owner Notification Date : MAR 04, 2019 - MAR 08, 2019

\* NR - Not Reported