

Part 573 Safety Recall Report

19V-362

Manufacturer Name : Ford Motor Company**Submission Date :** AUG 12, 2019**NHTSA Recall No. :** 19V-362**Manufacturer Recall No. :** 19S16**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 : 259,182

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2013-2016 Ford Fusion

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : GAS

Descriptive Information : On affected vehicles with 2.5 liter engines, the bushing that attaches the shifter cable may degrade and detach from the transmission.

A shift cable that detaches from the transmission may allow the transmission to be in a gear state different than the gear shift position selected by the driver. The condition could allow the driver to move the shift lever to Park and remove the ignition key, while the transmission may not be in Park, with no warning message or audible chime.

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 : FEB 09, 2012 - APR 04, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : On affected vehicles with 2.5 liter engines, the bushing that attaches the shifter cable may degrade and detach from the transmission.

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Ford is aware of 3 reports of alleging property damage and 1 report alleging an injury potentially related to this condition.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the parking brake is not applied, a shift cable that detaches from the transmission could result in unintended vehicle movement, increasing the risk of injury or crash.

Description of the Cause : Ford is continuing efforts to confirm the root cause of the shifter cable bushing deterioration and will update this section when finalized. Root cause investigation remains ongoing to determine the cause of deterioration of the bushing.

Identification of Any Warning that can Occur : If the vehicle ignition is on, the instrument panel display position on the cluster will show the correct transmission gear state, which may not match the gear shift lever position selected by the driver. This can result in "shifter mismatch", "shifter inoperative", or "no start" symptoms.

Supplier Identification :**Component Manufacturer**

Name : Hi-Lex

Address : 2911 Research Drive
Rochester Hills MICHIGAN 48309

Country : United States

Chronology :

July 2018: Ford's Field Review Committee approved field service action 18V471 to address the risk of "roll in park" caused by damaged or missing shift cable bushings on certain 2013-16 Fusion and 2013-14 Escape vehicles. There were two distinct populations of Fusions vehicles identified under 18V471.

In the first population, Fusion and Escape vehicles built between May 15, 2013 and September 15, 2013, the

supplier added a lubrication grease to the bushing of the shifter cable that was not compatible with the bushing material and causes deterioration of the bushing over time.

In the second population, certain 2014-2016 Fusion vehicles were included in the action because Ford's data analysis showed an elevated number of claims with no known root cause.

Post-launch of 18V471, Ford continued to investigate root cause for the second population and continued to monitor any field data on vehicles not included in 18V471.

August 2018 – April 2019: In routine periodic reviews, Ford and the agency discussed reports and VOQs filed on vehicles not included in the prior action. Ford continued to share the results of its internal investigation and testing on an ongoing basis.

April – May 2019: Ford's investigation continued and included part return engineering analysis, material robustness testing to underhood fluids, powertrain package studies and updated field data analysis. The investigation indicates the shifter cable bushing in 2.5 liter Fusion vehicles were performing different than other powertrains.

On May 13, 2019, 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 use their parking brake and to take their vehicle to a Ford or Lincoln dealer to have the shifter cable bushing replaced. There will be no charge for this service.

How Remedy Component Differs from Recalled Component : Replacement bushings are of a different grade of material with heat stabilizer, and there is the addition of a protective cap (DG9P-7S004-AA) over the shift cable bushing that helps protect against contaminants.

Recalled Component Name: Shifter Cable Bushing
Recalled Component Description: Shifter Cable Bushing
Recalled Component Part Number: DG9P-7K340-BA
Recalled Component Country of Origin: Taiwan

Identify How/When Recall Condition was Corrected in Production : Vehicles with 2.5L engines not included in this field action are equipped with Electronic Parking Brake (ePB).

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on August 26, 2019. Mailing of owner notification letters is expected to begin August 16, 2019 and is expected to be completed by August 20, 2019.

Planned Dealer Notification Date : AUG 26, 2019 - AUG 30, 2019

Planned Owner Notification Date : AUG 16, 2019 - AUG 20, 2019

* NR - Not Reported