

Part 573 Safety Recall Report

20V-263

Manufacturer Name : Ford Motor Company**Submission Date :** MAY 08, 2020**NHTSA Recall No. :** 20V-263**Manufacturer Recall No. :** 20S21**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 : 10,460

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 Ford Mustang

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : The transmission not in park warning message and associated chime are only active for three seconds when the transmission is not in park and the ignition state is off, with driver door closed. The Ford internal requirement is for the chime to be active for ten seconds and the message for thirty minutes.

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 : APR 26, 2019 - OCT 10, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2019 Ford Expedition

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The transmission not in park warning message and associated chime are only active for three seconds when the transmission is not in park and the ignition state is off, with driver door closed. The Ford internal requirement is for the chime to be active for ten seconds and the message for thirty minutes.

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 : OCT 16, 2018 - OCT 13, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The Transmission Not in Park warning message and associated chime are only active for 3 seconds when the transmission is not in Park and the ignition state is OFF with driver door closed. Instead, the chime should be active for 10 seconds and message should display for 30 minutes when the driver's door is closed.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The Transmission Not in Park warning and associated chime is designed to alert the driver that their vehicle is not in the park position. A shorter than designed duration of the Transmission Not in Park warning and associated chime could result in a driver exiting their vehicle while not in park without being sufficiently alerted. This could result in unintended vehicle movement, increasing the risk of injury or crash.

Description of the Cause : The supplier did not implement the feature as required by the Ford specification.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Instrument Panel Cluster

Component Description : Not in Park Warning Message

Component Part Number : KR3Z-10849-A (Mustang) KL1Z-10849-A (Expedition)

Supplier Identification :

Component Manufacturer

Name : Denso International America, Inc.

Address : 24777 Denso Dr.

Southfield MICHIGAN 48033

Country : United States

Chronology :

October – December, 2019

Ford's Critical Concerns Review Group (CCRG) reviewed a concern where it was reported that the Transmission Not in Park warning message and associated chime were not performing to design intent on certain Mustang and Expedition vehicles. The CCRG reviewed the design requirements for this warning strategy, which was for the warning message to be displayed in the cluster for 30 minutes and for the chime to remain active for 10 seconds. The CCRG researched whether this strategy reflected a regulatory requirement and determined that it did not. The CCRG also investigated different configurations of the Mustang and Expedition and confirmed that this condition was present only on a certain instrument cluster with a mechanical column shifter.

December 2019 – April 2020

This concern was reviewed with Ford's Technical Review Group, who requested a broader review with other departments at Ford. The Technical Review Group also provided direction to the CCRG to continue its investigation. The CCRG continued to research the scope of the condition, including whether other vehicle lines or model years could be affected. In April 2020, Ford's Technical Review Group reconvened and recommended a field service action.

On May 1, 2020 Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury 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. Dealers will reprogram the instrument panel cluster using Integrated Diagnostic Software (IDS) level 116,04 or higher for the Mustang. Expedition will require use of Ford Diagnosis and Repair System (FDRS). There will be no charge for this service.
How Remedy Component Differs from Recalled Component :	In the remedied instrument cluster, the warning message will be displayed for 30 minutes and the chime active for 10 seconds.
Identify How/When Recall Condition was Corrected in Production :	Revised software was implemented at the assembly plant on October 13, 2019 (Expedition) and October 10, 2019 (Mustang).

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on May 11, 2020. Mailing of owner notification letters is expected to begin May 25, 2020 and is expected to be completed by May 29, 2020.
Planned Dealer Notification Date :	MAY 11, 2020 - MAY 11, 2020
Planned Owner Notification Date :	MAY 25, 2020 - MAY 29, 2020

* NR - Not Reported