

Part 573 Safety Recall Report

24V-802

Manufacturer Name : Ford Motor Company

Submission Date : OCT 25, 2024

NHTSA Recall No. : 24V-802

Manufacturer Recall No. : 24C35



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 : 6,212

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Ford Mustang

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : The recalled part was introduced into production on 5/10/2024 and was taken out of production on 08/20/2024.

Affected vehicles are equipped with suspect Remote Cluster Box (RCB) software.

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 : MAY 10, 2024 - AUG 20, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : The Instrument Panel Cluster (IPC) may not illuminate at startup or during a drive cycle. In this case, the IPC will display a completely black screen and will not display telltales or gauges. These telltales and gauges are regulated by FMVSS 101, 102, 108, 126, 135, 138, and 208 requirements.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : 102 - Trans shift lever seq/starter interlock/trans braking effect

Description of the Safety Risk : Failure to illuminate the cluster display may render safety-related telltales and gauges unreadable. An IPC that does not clearly display critical safety information increases the risk of a crash.

Description of the Cause : Low voltage events can result in communication loss due to software initialization issues in the Remote Cluster Box (RCB).

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : RCB (Remote Cluster Box)

Component Description : Driver Information Control Module

Component Part Number : RR3T-10849-*

Supplier Identification :

Component Manufacturer

Name : Visteon Corporation

Address : 1 Village Center

Van Buren Township Michigan 48111

Country : United States

Chronology :

On August 20, 2024, an issue pertaining to Instrument Panel Clusters (IPC) illumination on 2024 model year Mustang vehicles was brought to Ford's Critical Concern Review Group (CCRG) for review after the Plant Vehicle Team (PVT) at Flat Rock Assembly Plant (FRAP) identified this issue during warranty claim analysis.

From August 2024 through October 2024, the CCRG conducted a warranty claims analysis on Mustang vehicles. To understand whether other vehicle lines were affected, the CCRG also reviewed vehicle lines produced with a similar IPC. Ford found no similar failures for IPCs not illuminating.

Between June 11, 2024 and October 7, 2024, Ford is aware of 58 warranty claims related to this concern on Mustang vehicles. Ford is not aware of any VOQs related to this condition.

On October 18, 2024, 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 to have their instrument panel cluster software updated. There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : The remedy instrument panel cluster software (component software part number RR3T-14C026-CD) will illuminate the cluster display and telltales as intended, meeting all applicable FMVSS requirements.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on October 28,2024. Mailing of owner notification letters is expected to begin November 11, 2024 and is expected to be completed by November 15, 2024.

Planned Dealer Notification Date : OCT 28, 2024 - OCT 28, 2024

Planned Owner Notification Date : NOV 11, 2024 - NOV 15, 2024

* NR - Not Reported