



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

September 30, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Compliance Recall 24C32
Certain 2024 Model Year F53/F59 Stripped Chassis Vehicles
Software Update - Instrument Panel Cluster

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F53/F59	2024	Detroit Chassis Plant	January 8, 2024 through August 1, 2024

US population of affected vehicles: 761. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

On the affected vehicles, the transmission gear position display fails to conform, in part, to the requirements specified by S3.1.4.1 of Federal Motor Vehicle Safety Standard (FMVSS) No. 102 Transmission Shift Lever Sequence, Starter Interlock, And Transmission Braking Effect. When the vehicle ignition is switched ON and transmission is shifted to a certain gear on the vehicle (4th gear position on F59 vehicles and “Manual” mode on F53 vehicles), the transmission may engage that gear based on the vehicle and engine speed. However, the customer may notice that transmission gear position (PRNDx) display indicator on the Instrument Panel Cluster (IPC) will not illuminate “4” or “M” in orange. Thus, the PRNDx will fail to display these gear positions when the transmission is not in “Park” mode. This issue does not affect the actual functionality of the transmission gear selection system. If the transmission gear position indicator fails to illuminate, the driver may be unable to identify the transmission shift position, increasing the risk of a crash.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this compliance recall.

A complete Dealer Bulletin will be provided to dealers the 4th quarter 2024 when it is anticipated that software and repair instructions will be available to support this compliance recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and software have been provided to dealers.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

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