



Ford Motor Company  
 Ford Customer Service Division  
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**\*\*\* IMPORTANT SAFETY RECALL \*\*\***  
**(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Compliance Recall Notice 17C21 / NHTSA Recall 17V-814**  
**Aviso de Revisión de Cumplimiento 17C21**

2018 Mustang  
 Your Vehicle Identification Number (VIN):

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that your vehicle, with the VIN shown above, fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 102 Transmission Shift Lever Sequence, Starter Interlock, and Transmission Braking Effect; and No. 114 Theft Protection and Rollaway Prevention. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- What is the issue?** If you key-off your vehicle with the transmission in a position other than *PARK*, it may be possible that the instrument cluster will not illuminate the PRNDL display or activate the key-in-ignition-warning chime while the driver's door is ajar.
- What is the risk?** This could increase the likelihood of accidental rollaway of the vehicle, increasing the risk of injury or a crash.
- What will Ford and your dealer do?** Ford Motor Company has authorized your dealer to reprogram the instrument panel cluster free of charge (parts and labor).
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay and request a service date for Recall 17C21. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

**What should you do?  
(continued)**

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

**FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 17V-814.

**Para asistencia en Español**

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

Thank you for your attention to this important matter.

Ford Customer Service Division