



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 11, 2019

Mr. Todd Fronckowiak
Global Automotive Safety Compliance Office
Ford Motor Company
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, MI 48126-2738

NEF-150JK
19V-076

Subject: Instrument Cluster May Go Blank on Start-Up

Dear Mr. Fronckowiak:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/MUSTANG/2019
LINCOLN/NAUTILUS/2019
LINCOLN/NAVIGATOR/2019

Mfr's Report Date: February 11, 2019

NHTSA Campaign Number: 19V-076

Components:

ELECTRICAL SYSTEM: INSTRUMENT PANEL

Potential Number of Units Affected: 4,212

Problem Description:

Ford Motor Company (Ford) is recalling certain 2019 Ford Mustang, Lincoln Nautilus, and Lincoln Navigator vehicles. At vehicle start-up, the Instrument Panel Cluster Assembly (IPC) may not function, showing a blank display. As a result, these vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) number 101, "Controls and Displays."

Consequence:

A blank instrument cluster will not show important information like vehicle speed, fuel or temperature level, or safety system warnings. Driving with an inoperative cluster can increase the risk of a crash.

Remedy:

Ford has notified owners, and dealers will reprogram the Instrument Panel Cluster Assembly (IPC), free of charge. The recall began March 8, 2019. Owners may contact customer service at 1-866-436-7332. Ford's number for this recall is 19C03.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Kareem Habib", written over a horizontal line.

Kareem Habib
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement