Part 573 Safety Recall Report

Manufacturer Name: Ford Motor Company
Submission Date: FEB 11, 2019
NHTSA Recall No.: 19V-076
Manufacturer Recall No.: 19C03

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: 4,212
Estimated percentage with defect: 50%

Vehicle Information:

Vehicle 1: 2019-2019 Ford Mustang
Vehicle Type: LIGHT VEHICLES
Body Style: NR
Power Train: NR
Descriptive Information: Ford’s team reviewed supplier production records to determine the population of affected parts. The Ford process is capable of tracing instrument panel cluster production to the vehicle in which the instrument panel cluster is installed.
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: NOV 05, 2018 - JAN 15, 2019
VIN Range 1: Begin: NR End: NR Not sequential

Vehicle Type: LIGHT VEHICLES
Body Style: NR
Power Train: NR
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Affected vehicle volumes: Navigator: 1430; Nautilus: 1824; Mustang: 958. Total: 4212.

Production Dates: NOV 06, 2018 - DEC 21, 2018
VIN Range 1: Begin: NR End: NR Not sequential

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Body Style: NR
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Production Dates: NOV 04, 2018 - DEC 15, 2018
VIN Range 1: Begin: NR End: NR Not sequential

Description of Noncompliance:

Description of the Noncompliance: Upon key-on, operators may experience a blank instrument cluster display, including PRNDL illumination, gauge indicators and telltale warning lights.

Ford is not aware of any reports of accidents or injuries related to this condition.

FMVSS 1: 101 - Control and displays
FMVSS 2: NR

Description of the Safety Risk: An inoperative IP cluster may not provide the specific controls, telltales and indicators at vehicle start-up as required in FMVSS 101, increasing the risk of a crash.

Description of the Cause: During high-temperature bench testing, the supplier identified an issue with the 2GB memory chips in the LX and SX level cluster assemblies where certain clusters may not properly load the data required to run the display, resulting in blank cluster at start-up.

Identification of Any Warning that can Occur: This condition can only occur at key-on, prior to vehicle operation.

Supplier Identification:

The information contained in this report was submitted pursuant to 49 CFR §573
Component Manufacturer

Name: Visteon
Address: 1 Village Center Drive
Township of Van Buren MICHIGAN 48111
Country: United States

Chronology:
December 2018: This issue was brought to Ford’s Critical Concern Review Group (CCRG) for review on December 11, 2018. Visteon (the tier one supplier) had discovered an issue with 2GB memory chips in the cluster (Instrument Panel Cluster Assemblies) where certain clusters may not properly load the data required to run the display. The issue was found during supplier bench testing at elevated temperatures. A stop-ship was initiated for all affected 2019 Mustang, Nautilus and Navigator vehicles to contain the issue while the concern was investigated.

January 2018: The team reviewed and confirmed a potential data transfer timing issue between the 2GB memory chip and the graphics processor that could result in a cluster sum error. The team worked with the supplier and the three affected assembly plants to identify the population of vehicles that may have received a suspect cluster, and had not been corrected as part of the stop ship. Engineering investigated field data to identify potentially related reports; one warranty report was located.

On February 4, 2019, Ford’s Field Review Committee reviewed this issue and approved a compliance recall action for all affected vehicles.

Ford is not aware of any reports of accidents or injuries 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 the IPC (Instrument Panel Cluster Assembly) reprogrammed. There will be no charge for this service.

Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern.

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

How Remedy Component Differs from Recalled Component: The affected part is the IPC (Instrument Panel Cluster Assembly).

The remedy software modifies the internal settings that control communication between the 2GB memory chip and the graphics processor, preventing the error state.
The IPCs to be reflashed can be identified with the following part numbers:

- Nautilus IPC: KA1T-10849-AH/BH
- Navigator IPC: KL7T-10849-CC/DC
- Mustang IPC: KR3T-10849-JG/KG/LG/MG/NG/PG

Identify How/When Recall Condition was Corrected in Production:

The recall condition was corrected in production when cluster assemblies with the remedy software were shipped to the affected assembly plants:

- Mustang: 1/16/2019
- Nautilus: 12/22/2018
- Navigator: 12/15/2018

Recall Schedule:

- Description of Recall Schedule: Notification to dealers is expected to occur on February 12, 2019. Mailing of owner notification letters is expected to begin March 4, 2019 and is expected to be completed by March 8, 2019.
- Planned Dealer Notification Date: FEB 12, 2019 - FEB 12, 2019
- Planned Owner Notification Date: MAR 04, 2019 - MAR 08, 2019

* NR - Not Reported