



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 18, 2020

Mr. Adrian Diaz
Assistant Engineering Director Automotive Safety Office
Ford Motor Company
330 Town Center Drive
Suite 500/5024
Dearborn, MI 48126

NEF-150DM
20V-263

Subject: Out Of Park Warning Message and Chime Too Short

Dear Mr. Diaz:

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/EXPEDITION/2019
FORD/MUSTANG/2019-2020

Mfr's Report Date: May 8, 2020

NHTSA Campaign Number: 20V-263

Components:

ELECTRICAL SYSTEM: INSTRUMENT PANEL
POWER TRAIN:AUTOMATIC TRANSMISSION:GEAR POSITION INDICATION (PRNDL)

Potential Number of Units Affected: 10,460

Problem Description:

Ford Motor Company (Ford) is recalling certain 2019 Expedition and 2019-2020 Mustang vehicles. The "Transmission Not In Park" warning message and associated chime duration are shorter than intended.

Consequence:

If the driver exits the vehicle without the transmission being shifted into park, unintended vehicle movement may result, increasing the risk of injury or crash.

Remedy:

Ford will notify owners, and dealers will reprogram the instrument cluster, free of charge. The recall is expected to begin May 25, 2020. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20S21.

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.

We have received Ford's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement