

Part 573 Safety Recall Report

24V-725

Manufacturer Name : Ford Motor Company**Submission Date :** SEP 27, 2024**NHTSA Recall No. :** 24V-725**Manufacturer Recall No. :** 24C32**Manufacturer Information :****Population :****Manufacturer Name :** Ford Motor Company**Number of potentially involved :** 761**Address :** 330 Town Center Drive**Estimated percentage with defect :** 100 %

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332**Vehicle Information :****Vehicle 1 :** 2024-2024 Ford F-53 Recreational Stripped Chassis**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :****Power Train :** NR

Descriptive Information : Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. The recalled Instrument Panel Cluster software was introduced into production on 01/08/2024 and was taken out of production on 08/01/2024. The vehicles produced after 08/01/2024 contain updated software.

Affected vehicles are equipped with the high series Instrument Panel Cluster.

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.

606 2024 model year Ford F-53 Recreational Stripped Chassis vehicles are affected.

Production Dates : JAN 08, 2024 - AUG 01, 2024**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential

Vehicle 2 : 2024-2024 Ford F-59 Commercial Stripped Chassis
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style :
Power Train : NR

Descriptive Information : Ford’s team reviewed supplier process and maintenance records to determine the population of affected parts. The recalled Instrument Panel Cluster software was introduced into production on 01/08/2024 and was taken out of production on 08/01/2024. The vehicles produced after 08/01/2024 contain updated software.

Affected vehicles are equipped with the high series Instrument Panel Cluster.

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.

155 2024 model year Ford F-59 Commercial Stripped Chassis vehicles are affected.

Production Dates : JAN 08, 2024 - AUG 01, 2024

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : On the affected vehicles, the transmission gear position display fails to conform, in part, to S3.1.4.1 of Federal Motor Vehicle Safety Standard (FMVSS) No. 102, “Transmission Shift Lever Sequence, Starter Interlock, And Transmission Braking Effect.” The Instrument Panel Cluster (IPC) in affected F53 vehicles displays "PRND421" instead of "PRNDM21." As a result, the “PRND421” display is white and gear position is not highlighted in orange when "4" is selected. Conversely, the IPC in F59 vehicles displays "PRNDM21" instead of "PRND421," and the “PRNDM21” display is white and gear position is not highlighted in orange when "M" is selected. Thus, affected vehicles fail to conform to the requirement to identify shift positions, including the positions in relation to each other and the position selected when the transmission is not in “Park” mode. This issue does not affect the functionality of the transmission gear selection system.

FMVSS 1 : 102 - Trans shift lever seq/starter interlock/trans braking effect
FMVSS 2 : NR

Description of the Safety Risk : If the transmission gear position indicator fails to illuminate, the vehicle will not comply with FMVSS 102 and the driver may be unable to identify the transmission shift position, increasing the risk of a crash.

Description of the Cause : The display types for the transmission gear position indicator on the instrument panel cluster were swapped between the F53 and F59 vehicles due to a mapping error in software configurations.

Identification of Any Warning None
that can Occur :

Involved Components :

Component Name 1 : Software for Instrument Panel Cluster (IPC)

Component Description : Software for High Series Instrument Panel Cluster – F5X

Component Part Number : SU94-14C026-AB

Supplier Identification :

Component Manufacturer

Name : DENSO International America, Inc.

Address : 24777 Denso Drive
Southfield Michigan 48033

Country : United States

Chronology :

On August 08, 2024, an issue pertaining to the transmission gear position display on the digital instrument cluster of 2024 model year F53 Recreational and F59 Commercial Stripped Chassis vehicles equipped with the high series cluster was brought to Ford's Critical Concern Review Group (CCRG) for review. The Instrument Cluster Panel (IPC) supplier had incorrectly mapped the IPC software and therefore swapped the PRNDx indicator displays in the IPC between the F53 and F59 vehicles. The IPC in affected F53 vehicles displays "PRND421" instead of "PRNDM21." As a result, the "PRND421" display is white and gear position is not highlighted in orange when "4" is selected. Conversely, the IPC in F59 vehicles displays "PRNDM21" instead of "PRND421," and the "PRNDM21" display is white and gear position is not highlighted in orange when "M" is selected. This software discrepancy solely affects the shift position display and does not affect the functionality of the transmission gear selection system.

Between August 08, 2024 and September 20, 2024, Ford conducted vehicle evaluations and the CCRG reviewed whether this concern impacted compliance with display requirements of Federal Motor Vehicle Safety Standard (FMVSS) 102. Under FMVSS 102, when the ignition is in a position where the transmission can be shifted or the transmission is not in park, the shift positions including the position in relation to each other and the position selected should be displayed in view of the driver.

As of August 29, 2024, there are no warranty claims, field reports or customer complaints related to this concern.

On September 20, 2024, Ford’s Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any accidents, injuries, or fires attributed 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 Instrument Panel Cluster module updated with the latest software. There will be no charge for this service.
	Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accordance with the recall reimbursement plan on file with NHTSA.
How Remedy Component Differs from Recalled Component :	The Instrument Panel Cluster software (SU94-14C026-AB) will be updated to the latest level. After the cluster software update for F53 vehicles, “PRNDM21” will display on the cluster and the “M” will illuminate in orange when selected. After the cluster software update for F59 vehicles, “PRND421” will display on the cluster and the “4” will illuminate in orange when selected.
Identify How/When Recall Condition was Corrected in Production :	Not required per 49 Part 573.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on September 30, 2024. Mailing of owner notification letters is expected to begin November 18, 2024 and is expected to be completed by November 22, 2024.
Planned Dealer Notification Date :	SEP 30, 2024 - SEP 30, 2024
Planned Owner Notification Date :	NOV 18, 2024 - NOV 22, 2024

* NR - Not Reported