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Baker, Donna (D.J.)

From: Beaker, Melinda (M.)
Sent: Wednesday, January 09, 2019 11:01 AM
To: Jammoul, Ali (A.); Koesters, Ulrich (U.J.); Matti, Alvin (.); Brown, Todd (T.A.); Brown, Andrew (A.M.); Recker, Darrel (D.A.); Becker, Hans (H.F.)
Cc: Andreassa, Mauro (M.); Baker, Donna (D.J.); Baker, Zachary (Z.); Balk, Erik (E.); Bandoske, Pete (P.F.); Baumeister, Eric (E.); Beaker, Melinda (M.); Bello, Walter (W.); Bialk, Brian (B.J.); Blackburn, Thomas (T.J.); Boehk, Karen (K.S.); Bonnici, Jerry (J.P.); Briggs, Bill (B.); Britton, Eric (E.J.); Brooks, Stuart (S.L.); Bunting, Ross (R.); Cangany, John (J.); Carey, Danielle (D.M.); Catalano, Martino (M.); Chen, Jun-Lon (J.L.); Cooper, Andy (A.H.); Desmet, Susan (S.M.); Dias, Alexandre (A.O.); Dwan, Patrick (P.J.); Edie, Mark (M.D.); Falahee, Thomas (T.M.); Farhat, Ahmad (H.); Frascaroli, Emily (E.E.); Fredal, Joseph (J.G.); Fronckowiak, Todd (T.M.); Gabbert, Michael (M.J.); Garcia San Juan, Angelina (A.); Gonzalez, Lizmar (L.); Green, Jeffrey (J.T.); Gwaltney, Kate (K.E.); Haeri, Ehsan (E.); Hagemans, Robert (R.G.); Hamilton, Steven (S.C.); Hansen, Thayne (T.); Hardy, Elizabeth (E.D.); Holzheuer, Bill (W.P.); Hultman, Paula (R.); Johnson, David (D.J.); Kanwar, Jeeny (J.); Khan, Mohammod (T.); King, Rowland (R.S.); Kizyma, Dave (D.E.); Lilly, Ken (K.A.); Llanos, Jose (J.); Logel, Jay (J.D.); Lovan, Deshawn (D.); Marrocco, Chris (C.); Mason, Mary (M.A.); McClenaghan, Dave (D.); McClenaghan, Dean (D.C.); Mueller, Renee (R.); Nematollahi, Sonya (A.S.); Nolte, Angela (A.); Oswald, Greg (G.G.); Ott, David (D.J.); Parrish, Will (W.F.); Patel, Bharat (B.J.); Philliben, Agnes (.); Pietrzak, Paul (P.J.); Poploskie, Jeannette (J.M.); Pusta, Ionut (I.); Setili, Frank (F.E.); Smith, Fiona (F.K.); Sovoda, Richard (R.P.); Stanley, Daniel (D.J.); Swinkin, Kyle (K.A.); Tuneff, Mark (M.S.); Warwood, Mike (J.M.); Weller, Helen (H.); White, Eric (E.); Wickenheiser, Francis (F.J.); Williams, Trevor (T.G.); Yin, Vivian (Q.)
Subject: FSA Assigned Safety Recall 19S02 - 2019 Nautilus - Steering Wheel Hand On/Off Detection (NA only)

Field Service Action Assigned: Safety Recall 19S02
Reference: 18X80 (For Recall & Service Programs Dept. Use Only)
FRC Date: 7-January-2019
Vehicles Affected: 2019 Nautilus
Concern Description: Steering Wheel Hand On/Off Detection (NA Only)
Supplier Responsible: No
14-D Author: Alvin Matti

The 14D author Alvin Matti, will be responsible for reviewing Prevent Action closure per FAF 03-171 with Todd Brown, and FCSD no later than March 7, 2019.

This review will focus on implementation of Prevent Action (Step 13) requiring evidence of incorporation and overall quality of event including systemic root cause and appropriate prevent action selection to capture lessons learned.

Please contact Rich Sovoda for further information and direction. Provide Rich Sovoda (RSOVODA1) with actual Prevent Action Closure Date (required for campaign metrics) and an electronic copy of the Prevent Action closure review paper. We request that the GCE CPS include the Field Service Action number & root cause information in their Fresh Eyes checklist as appropriate.

Regards,

Melinda Bzaker
FSA Coordinator, N.A.
Recall/Service Programs
(313) 32-23921
mbzaker@ford.com

Never go thru life saying "I should have". If you want to do something - you do it. "If I do it and I fail, I tried. If I do it and I succeed - Better for me!"





Ford Motor Company

(NHTSA ID: 190050221758)

Documents Upload

Uploaded Documents

The following documents are associated with this recall.

Show entries

	Name	Description	PII	Status	Size(kb)	Date	
1	RCMN-190050221758-8520.pdf (19S02 Dealer Bulletin.pdf)	Manufacturer Notices(to Dealers,etc) / NOTES: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S02 Certain 2019 Model Year Nautilus Veh	N	Pending	130	01/16/2019	
2	RDCONL-190050221758-3090.pdf (19S02 - Lincoln Owner Letter.pdf)	Draft Owner Notification Letter(Part 577) / NOTES: 19S02 draft owner letter	N	Pending	119	01/15/2019	

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NOTE: Documents with an "Initial Draft Queued" Status will not be viewable to NHTSA until the corresponding recall has been submitted.

(NHTSA ID: 190050221758)



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

January 15, 2019

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S02**

Certain 2019 Model Year Nautilus Vehicles Equipped with Adaptive Cruise Control
and Adaptive Steering
Power Steering Control Module Reprogramming

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Nautilus	2019	Oakville	September 5, 2018 through November 19, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles may not detect when the driver removes their hands from the steering wheel when using adaptive cruise control with stop and go and lane centering enabled. If this occurs, the driver may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the Power Steering Control Module (PSCM) using Integrated Diagnostic Software (IDS) 112.02 or higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of January 21, 2019. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S02**

Certain 2019 Model Year Nautilus Vehicles Equipped with Adaptive Cruise Control and
Adaptive Steering
Power Steering Control Module Reprogramming

OASIS ACTIVATION

OASIS will be activated on January 15, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through [REDACTED] on January 15, 2019. Owner names and addresses will be available by February 8, 2019.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles, if they keep their hands on the steering wheel while driving. Refer to the owners manual for further information.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S02**

Certain 2019 Model Year Nautilus Vehicles Equipped with Adaptive Cruise Control and
Adaptive Steering
Power Steering Control Module Reprogramming

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07122, 2019 Lincoln Pickup & Delivery Updates.

LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC06196, Lincoln Loyalty Program Announcement for additional details.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 19S02 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S02**

Certain 2019 Model Year Nautilus Vehicles Equipped with Adaptive Cruise Control and
Adaptive Steering

Power Steering Control Module Reprogramming

CLAIMS PREPARATION AND SUBMISSION (continued)

- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07122, 2019 Lincoln Pickup & Delivery Updates for details.
- **Lincoln Client Special Handling:** reference EFC06196, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S02**

Certain 2019 Model Year Nautilus Vehicles Equipped with Adaptive Cruise Control and
Adaptive Steering
Power Steering Control Module Reprogramming

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram PSCM using IDS 112.02 or higher	19S02B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2019 MODEL YEAR NAUTILUS VEHICLES EQUIPPED WITH ADAPTIVE CRUISE CONTROL AND ADAPTIVE STEERING — POWER STEERING CONTROL MODULE REPROGRAMMING

OVERVIEW

Some of the affected vehicles may not detect when the driver removes their hands from the steering wheel when using adaptive cruise control with stop and go and lane centering enabled. If this occurs, the driver may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the Power Steering Control Module (PSCM) using Integrated Diagnostic Software (IDS) 112.02 or higher.

SERVICE PROCEDURE

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

NOTE: Make sure the IDS computer does not enter sleep mode during programming.

2. Reprogram the Power Steering Control Module (PSCM) using Integrated Diagnostic Software (IDS) release 112.02 or higher. Make sure you are connected to the Internet prior to reprogramming.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.



Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.





Ford Motor Company

(NHTSA ID: 190050221758)

Documents Upload

Uploaded Documents

The following documents are associated with this recall.

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	Name	Description	PII	Status	Size(kb)	Date	
1	RMISC-190050221758-2272.pdf (19S02 Media.pdf)	Miscellaneous Document / NOTES: 19S02 media correspondence	N	Pending	84	01/16/2019	
2	RCMN-190050221758-8520.pdf (19S02 Dealer Bulletin.pdf)	Manufacturer Notices(to Dealers,etc) / NOTES: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S02 Certain 2019 Model Year Nautilus Veh	N	Pending	130	01/16/2019	
3	RDCONL-190050221758-3090.pdf (19S02 - Lincoln Owner Letter.pdf)	Draft Owner Notification Letter(Part 577) / NOTES: 19S02 draft owner letter	N	Pending	119	01/15/2019	

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(NHTSA ID: 190050221758)

Ford Media Center

FORD MOTOR COMPANY ISSUES SAFETY RECALL FOR SELECT 2019 LINCOLN NAUTILUS VEHICLES FOR HANDS ON/OFF DETECTION WARNINGS THAT MAY NOT FUNCTION

Jan 15, 2019 | DEARBORN, Mich.

DEARBORN, Mich., Jan. 16, 2019 – Ford Motor Company is issuing a safety recall for certain 2019 Lincoln Nautilus vehicles equipped with lane-centering assist and adaptive front steering because these vehicles may not adequately detect if a driver has his or her hands off the steering wheel. If this occurs, the hands on/off detection system may not alert the driver to place his or her hands back on the steering wheel, which could increase the risk of a crash.

Ford is not aware of any accidents or injuries resulting from this condition.

This action affects approximately 2,700 Lincoln Nautilus vehicles in North America, including 2,276 in the United States and federalized territories and 371 in Canada.

Affected 2019 Lincoln Nautilus vehicles were built at Oakville Assembly Plant, Sept. 5, 2018 to Nov. 19, 2018.

Dealers will update the power steering control module software in affected vehicles. The Ford reference number for this recall is 19S02.

About Ford Motor Company

Ford Motor Company is a global company based in Dearborn, Michigan. The company designs, manufactures, markets and services a full line of Ford cars, trucks, SUVs, electrified vehicles and Lincoln luxury vehicles, provides financial services through Ford Motor Credit Company and is pursuing leadership positions in electrification, autonomous vehicles and mobility solutions. Ford employs approximately 200,000 people worldwide. For more information regarding Ford, its products and Ford Motor Credit Company, please visit www.corporate.ford.com.

(NHTSA ID: 190050221758)

Documents Upload

Uploaded Documents

The following documents are associated with this recall.

Show entries

	Name	Description	PII	Status	Size(kb)	Date	
1	RDCONL-190050221758-3090.pdf (19S02 - Lincoln Owner Letter.pdf)	Draft Owner Notification Letter(Part 577) / NOTES: 19S02 draft owner letter	N	Pending	119	01/15/2019	

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(NHTSA ID: 190050221758)



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

January 2019

*** * * IMPORTANT SAFETY RECALL * * ***

Safety Recall Notice 19S02 / NHTSA Recall XXX-XXX

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

The Lincoln Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

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? Your vehicle is equipped with adaptive cruise control with lane centering as well as adaptive steering. These features include warnings that are intended to detect when the driver's hands are removed from the steering wheel. When using adaptive cruise control with stop and go and lane centering enabled, an issue with the software calibration may prevent the vehicle from warning the driver when their hands are removed from the steering wheel.

What is the risk? Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

What will Lincoln and your dealer do? The Lincoln Motor Company has authorized your dealer to reprogram the power steering control module 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 to schedule a service appointment for Recall 19S02. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

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

Lincoln has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle, if you keep your hands on the steering wheel while driving. Please refer to the owners manual for further information regarding the adaptive cruise control and stop and go features. Lincoln owners of 2017 Model Year or later vehicles affected by this recall have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your dealership, or you can schedule Pickup & Delivery through the Lincoln Way app, if you would like to take advantage of this option.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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 The Lincoln Way 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 **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.Lincolnowner.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.

Can we assist you further? (Continued)

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. Reference NHTSA Safety Recall <xxxxxx>.

Thank you for your attention to this important matter.

The Lincoln Motor Company

DRAFT



DISPOSE of Copies (Black Stamped) by:	2039
RETAIN Record Copy (Red Stamped) Thru:	
Schedule Number:	16.11

Desi Ujkashevic, Global Director
Automotive Safety Office
Sustainability, Environment & Safety Engineering

Fairlane Plaza South, Suite 400
330 Town Center Drive
Dearborn, MI 48126-2738

January 14, 2019

Memo to File

Subject: Ford Motor Company (Ford) Recall No. **19S02** – Certain 2019 model year Lincoln Nautilus vehicles – Steering Wheel Hands On/Off Detection

In accordance with the requirements of 49 CFR Part 573 Defect and Non-Compliance Information Reports, Ford Motor Company will be electronically filing the attached information for voluntary safety recall #19S02, via NHTSA's website at <http://www.safercar.gov>.

Sincerely,

[Redacted Signature]
Desi Ujkashevic
Attachment

Defect/Noncompliance Description

Describe the defect/noncompliance: The Lane Center Assist system in these vehicles may not adequately detect if a driver has their hands off the steering wheel.

Describe the cause: The production variation of the Adaptive Front Steering (AFS) mass offset/inertia and upstream steering friction may apply higher than expected torque to the steering wheel. This torque could be incorrectly interpreted as the driver's hands being on the wheel.

Describe the safety risk: Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

Identify any warning which can precede or occur: None

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.

November – December 2018: Ford Product Development informed the North American Critical Concerns Review Group (CCRG) that during a Ford marketing drive of early production vehicles that an error state was identified where the hands on/off cluster warnings were falsely canceled without the driver putting their hands on the steering wheel. A review of available vehicles showed repeatability on nine of the 15. Further engineering analysis identified that production variability and internal friction within the AFS could result in the system exceeding the calibrated torque threshold used to determine if the driver's hands are on the steering wheel.

On January 7, 2019, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacturer's plan for reimbursement.

Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the Power Steering Control Module software updated. 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.

Describe what distinguishes the remedy component from the recalled component.

The Power Steering Control Module software will be updated to the most recent level (IDS 112.02) that accounts for the variability experienced in production.

Identify the Recall Schedule

Describe the recall schedule for notifications.

Notification to dealers is expected to occur on January 15, 2019. Mailing of owner notification letters is expected to begin January 21, 2019 and is expected to be completed by January 25, 2019.

Planned Dealer Notification Begin Date: 01/15/2019
Planned Dealer Notification End Date: 01/15/2019

Planned Owner Notification Begin Date: 01/21/2019
Planned Owner Notification End Date: 01/25/2019

Manufacturer's identification code for this recall (if applicable): 19S02

Manufacturer Comments to NHTSA Staff

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued.

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

###



Ford Motor Company

Vehicle Report

Transaction ID: 19-00502-21758-10 (Original Report)

Required fields indicated with *

Your report has been submitted. Your Transaction No. is 19-00502-21758-10.

Manufacturer: Ford Motor Company

330 Town Center Drive
Dearborn MI 48126-2738

[Jori Itoh](#)
313-323-7017,

This is a Safety Defect Report.

Vehicle Information

Lincoln Nautilus 2019

* **Model Yr. Start:** 2019
* **Make:** Lincoln
* **Model:** Nautilus

* **Model Yr. End:** 2019

Type: LIGHT VEHICLES

Body Style:

Powertrain:

Production Dates Begin: 09/05/2018
End: 11/19/2018

Descriptive Information:

- Recall vehicles contain a calibration that was introduced into production on 09/05/2018 and taken out of production on 11/19/2018. - 2276 2019 Lincoln Nautilus vehicles are affected. 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.

VIN Range(s): Begin: End:

Number potentially involved: 2276

Estimated percentage of involved with defect: 100%

Defect / Noncompliance Description

For this Defect/Noncompliance:

* **Describe the defect or noncompliance:**

The Lane Center Assist system in these vehicles may not adequately detect if a driver has their hands off the steering wheel.

If a noncompliance, provide the applicable FMVSS:

If applicable, provide any further FMVSS affected:

Describe the cause:

The production variation of the Adaptive Front Steering (AFS) mass offset/inertia and upstream steering friction may apply higher than expected torque to the steering wheel. This torque could be incorrectly interpreted as the driver's hands being on the wheel.

* **Describe the safety risk:**

Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

Identify any warning which can precede or occur:

None.

This Recall affects all vehicles.

If applicable, identify the manufacturer of the defective or noncompliant component. If the manufacturer of the component is unknown, provide the information for the company that supplied the subject component.

Component manufacturer

Company Information

Company Name:

Country:

Address 1:

Address 2:

City:

State:

Zip/Postal Code:

Company Contact Information

First Name:

Last Name:

Position:

Email:

Phone:

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.:

November – December 2018: Ford Product Development informed the North American Critical Concerns Review Group (CCRG) that during a Ford marketing drive of early production vehicles that an error state was identified where the hands on/off cluster warnings were falsely canceled without the driver putting their hands on the steering wheel. A review of available vehicles showed repeatability on nine of the 15. Further engineering analysis identified that production variability and internal friction within the AFS could result in the system exceeding the calibrated torque threshold used to determine if the driver's hands are on the steering wheel. On January 7, 2019, Ford's Field Review Committee reviewed the concern and approved a field action. Ford is not aware of any reports of accident or injury related to this condition.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacturer's plan for reimbursement.

Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the Power Steering Control Module software updated. 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.

Describe what distinguishes the remedy component from the recalled component.

The Power Steering Control Module software will be updated to the most recent level (IDS 112.02) that accounts for the variability experienced in production.

Identify and describe how and when the recall condition was corrected in production.

Recall vehicles contain a calibration that was introduced into production on 09/05/2018 and taken out of production on 11/19/2018.

Identify the Recall Schedule

Describe the recall schedule for notifications.:

Notification to dealers is expected to occur on January 15, 2019. Mailing of owner notification letters is expected to begin January 21, 2019 and is expected to be completed by January 25, 2019.

Planned Dealer Notification Begin Date:	01/15/2019
Planned Dealer Notification End Date:	01/15/2019
Planned Owner Notification Begin Date:	01/21/2019
Planned Owner Notification End Date:	01/25/2019

Manufacturer's identification code for this recall (if applicable):

19S02

Please be reminded that owner notification letters must be mailed no more than 60 days from submission of this report.

Manufacturer Comments to NHTSA Staff

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued. Ford will forward a copy of the notification letters to dealers to the agency when available.

Document Upload

There are 0 documents associated with this report.

Baker, Donna (D.J.)

From: Baker, Donna (D.J.)
Sent: Tuesday, January 29, 2019 11:04 AM
To: 'Kruger, Jennifer (NHTSA)'
Cc: Fronckowiak, Todd (T.M.); Ludington, Julie (J.L.)
Subject: 19S02 Owner Letter

Hello,

As required by Part 577.5 (a), Ford submitted a draft of the initial owner notification letter for safety recall 19S02 on 1/15/2019 for the Agency's review, "no fewer than five (5) Federal Government business days before it intends to begin mailing it to owners." Due to an extended partial government shutdown, the Agency was unable to provide Ford with any feedback on the proposed owner notification letter within the standard Agency review period. In the best interest of safety, Ford will nevertheless proceed with mailing the attached initial notification letter to affected vehicle owners. Ford will provide a copy of the mailed owner notification letter to the Agency via the portal.



19S02 Owner Letter
Initial Draft 01/29/19....

[Donna J. Baker](#)
Ford Motor Company
Automotive Safety Office
dbaker86@ford.com
313-322-9352



Ford Motor Company

(NHTSA ID: 190050221758)

Documents Upload

Uploaded Documents

The following documents are associated with this recall.

Show entries

	Name	Description	PII	Status	Size(kb)	Date
1	RCONL-190050221758-5845.pdf (19S02 Owner Ltr.pdf)	Owner Notification Letter(Part 577) / NOTES: 19S02 owner letter. Mailed January 25, 2019	N	Pending	102	01/29/2019
2	RMISC-190050221758-2272.pdf (19S02 Media.pdf)	Miscellaneous Document / NOTES: 19S02 media correspondence	N	Pending	84	01/16/2019
3	RCMN-190050221758-8520.pdf (19S02 Dealer Bulletin.pdf)	Manufacturer Notices(to Dealers,etc) / NOTES: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S02 Certain 2019 Model Year Nautilus Veh	N	Pending	130	01/16/2019
4	RDCONL-190050221758-3090.pdf (19S02 - Lincoln Owner Letter.pdf)	Draft Owner Notification Letter(Part 577) / NOTES: 19S02 draft owner letter	N	Pending	119	01/15/2019

Showing 1 to 4 of 4 entries

Previous Next

NOTE: Documents with an "Initial Draft Queued" Status will not be viewable to NHTSA until the corresponding recall has been submitted.

(NHTSA ID: 190050221758)



The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121-1904

January 2019

DEARBORN, MI

*** * * IMPORTANT SAFETY RECALL * * ***

Safety Recall Notice 19S02 / NHTSA Recall Pending Assignment

Your Vehicle Identification Number (VIN):

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

The Lincoln Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

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?

Your vehicle is equipped with adaptive cruise control with lane centering as well as adaptive steering. These features include warnings that are intended to detect when the driver's hands are removed from the steering wheel. When using adaptive cruise control with stop and go and lane centering enabled, an issue with the software calibration may prevent the vehicle from warning the driver when their hands are removed from the steering wheel.

What is the risk?

Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

What will Lincoln and your dealer do?

The Lincoln Motor Company has authorized your dealer to reprogram the power steering control module 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 to schedule a service appointment for Recall 19S02. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Lincoln has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle, if you keep your hands on the steering wheel while driving. Please refer to the owner's manual for further information regarding the adaptive cruise control and stop and go features. Lincoln owners have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your dealership, or you can schedule Pickup & Delivery through the Lincoln Way app, if you would like to take advantage of this option.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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

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 The Lincoln Way 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 **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.Lincolnowner.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.

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. NHTSA Safety Recall pending assignment.

Thank you for your attention to this important matter.

The Lincoln Motor Company



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 1, 2019

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

NEF-150JK
19V-031

Subject: Failure of Hands-off the Wheel Alerts

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:

LINCOLN/NAUTILUS/2019

Mfr's Report Date: January 14, 2019

NHTSA Campaign Number: 19V-031

Components:

LANE DEPARTURE: LANE KEEP: STEERING ASSIST

Potential Number of Units Affected: 2,276

Problem Description:

Ford Motor Company (Ford) is recalling certain 2019 Lincoln Nautilus vehicles. The Lane Center Assist system may not adequately detect if a driver has their hands off the steering wheel for a prolonged period of time.

Consequence:

If the system remains active despite the driver not having their hands on the wheel, the driver's inattention may increase the risk of crash.

Remedy:

Ford has notified owners, and dealers will update the Power Steering Control Module software, free of charge. The recall began on January 25, 2019. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 19S02.

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).

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 Ford 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 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 large black rectangular redaction box covering the signature area.

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



Ford Motor Company

(NHTSA ID: 19V031)

Documents Upload

Uploaded Documents

The following documents are associated with this recall.

Show entries

	Name	Description	PII	Status	Size(kb)	Date	
1	RCRN-19V031-6804.pdf (19S02 Renotification.pdf)	Renotification Notice / NOTES: 19S02 renotification. Mailed May 2, 2019	N	Pending	865	07/01/2019	
2	RCONL-190050221758-5845.pdf (19S02 Owner Ltr.pdf)	Owner Notification Letter(Part 577) / NOTES: 19S02 owner letter. Mailed January 25, 2019	N	Received	102	01/29/2019	
3	RMISC-190050221758-2272.pdf (19S02 Media.pdf)	Miscellaneous Document / NOTES: 19S02 media correspondence	N	Received	84	01/16/2019	
4	RCMN-190050221758-8520.pdf (19S02 Dealer Bulletin.pdf)	Manufacturer Notices(to Dealers,etc) / NOTES: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S02 Certain 2019 Model Year Nautilus Veh	N	Received	130	01/16/2019	
5	RDCONL-190050221758-3090.pdf (19S02 - Lincoln Owner Letter.pdf)	Draft Owner Notification Letter(Part 577) / NOTES: 19S02 draft owner letter	N	Received	119	01/15/2019	

Showing 1 to 5 of 5 entries

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NOTE: Documents with an "Initial Draft Queued" Status will not be viewable to NHTSA until the corresponding recall has been submitted.

(NHTSA ID: 19V031)

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

This application works best in IE9 and above and recent versions of Firefox, Chrome and Safari



April, 2019

*** * * IMPORTANT SAFETY RECALL REMINDER * * ***

According to our records, your 2019 Nautilus has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

Recall Number and Description: **19S02 - Power Steering Control Module Reprogramming**

What is the issue? Your vehicle is equipped with adaptive cruise control with lane centering as well as adaptive steering. These features include warnings that are intended to detect when the driver's hands are removed from the steering wheel. When using adaptive cruise control with stop and go and lane centering enabled, an issue with the software calibration may prevent the vehicle from warning the driver when their hands are removed from the steering wheel. Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**. If you wish to contact us through the Internet, our address is: www.Lincolnowner.com.

Thank you for your attention to this very important matter.

Abril de, 2019

*** * * RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD * * ***

SegUR nuestros registros, no se realizaron en sur 2019 Nautilus las reparaciones necesarias correspondientes a la campaña de seguridad. Le solicitamos que realice esta reparación gratuita en su distribuidor local lo antes posible.

Número y descripción de la campaña: **19S02 - Reprogramación del módulo de control de la dirección hidráulica**

¿Cuál es el problema? Su vehículo está equipado con control de crucero adaptivo, con centrado en el carril, así como también dirección adaptiva. Estas funciones incluyen advertencias que están destinadas a detectar cuándo el conductor quita las manos del volante de dirección. Al utilizar el control de crucero adaptivo con paro y arranque y centrado en el carril habilitado, un problema con la calibración del software podría evitar que el vehículo advierta al conductor cuando las manos se han quitado del volante de dirección. Los conductores podrían no recibir las advertencias previstas de manos fuera del volante de dirección, lo cual podría aumentar el riesgo de sufrir un accidente.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes Ford al 1-866-436-7332**. Si desea ponerse en contacto con nosotros a través de Internet, nuestra dirección es: www.Lincolnowner.com.

Gracias por su atenciic en este asunto sumamente importante.

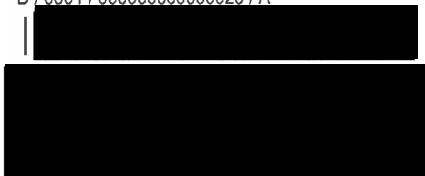


THE LINCOLN MOTOR COMPANY

P.O. BOX 1904
DEARBORN, MI 48121-1904

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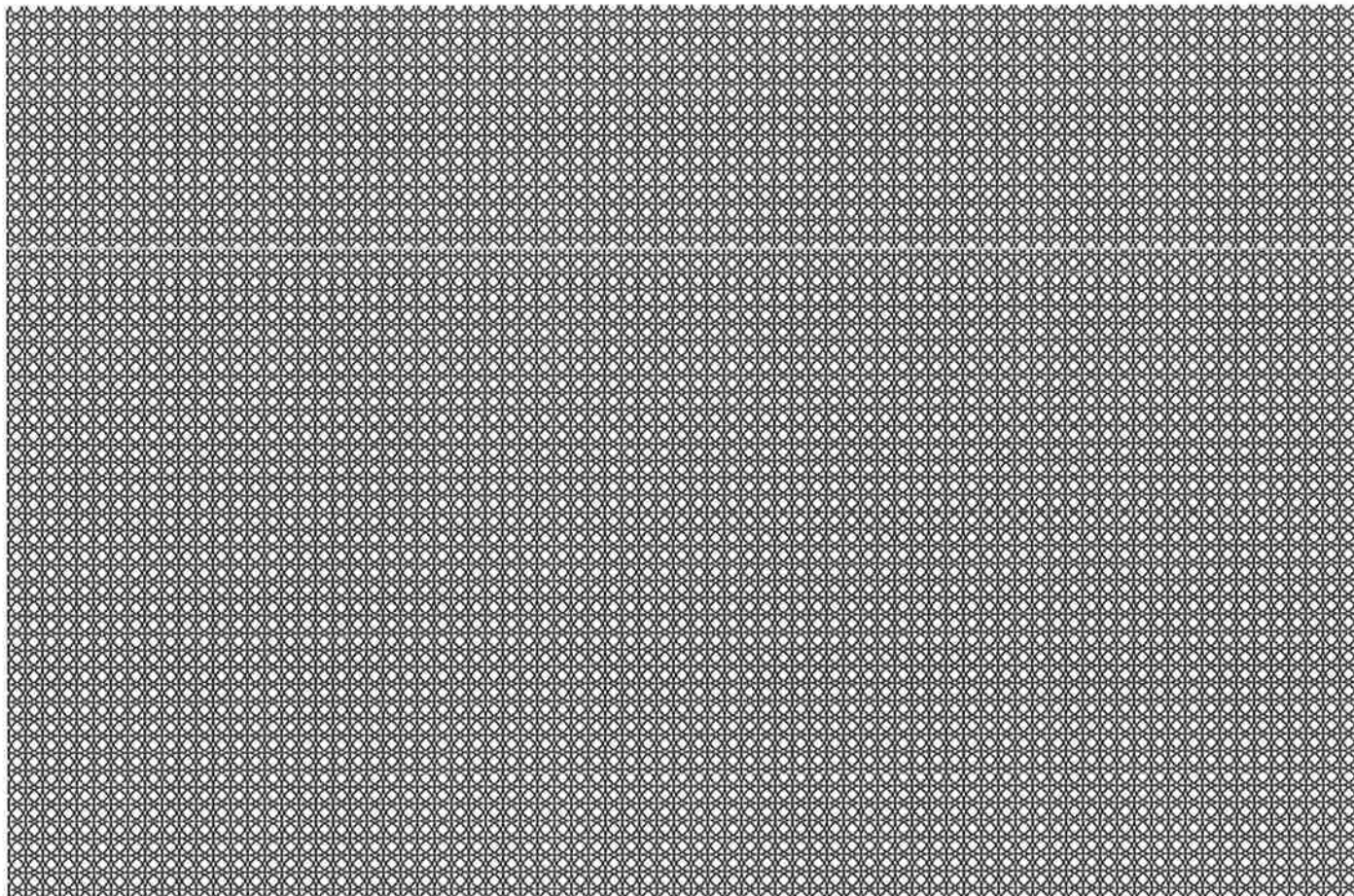


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OPENING INSTRUCTIONS

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OPENING INSTRUCTIONS

▶ REMOVE THESE SIDE EDGES FIRST
THEN FOLD, CREASE AND TEAR THIS STUB ALONG PERFORATION ▶

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THEN FOLD, CREASE AND TEAR THIS STUB ALONG PERFORATION ▶





Ford Motor Company

(NHTSA ID: 19V031)

Documents Upload

Uploaded Documents

The following documents are associated with this recall.

Show entries

	Name	Description	PII	Status	Size(kb)	Date
1	RCRN-19V031-8432.pdf (19S02 Renot May 8 2020.pdf)	Renotification Notice / NOTES: 19S02 renotification. Mailed May 8, 2020	N	Pending	257	05/08/2020
2	RCRN-19V031-6804.pdf (19S02 Renotification.pdf)	Renotification Notice / NOTES: 19S02 renotification. Mailed May 2, 2019	N	Received	865	07/01/2019
3	RCONL-190050221758-5845.pdf (19S02 Owner Ltr.pdf)	Owner Notification Letter(Part 577) / NOTES: 19S02 owner letter. Mailed January 25, 2019	N	Received	102	01/29/2019
4	RMISC-190050221758-2272.pdf (19S02 Media.pdf)	Miscellaneous Document / NOTES: 19S02 media correspondence	N	Received	84	01/16/2019
5	RCMN-190050221758-8520.pdf (19S02 Dealer Bulletin.pdf)	Manufacturer Notices(to Dealers,etc) / NOTES: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S02 Certain 2019 Model Year Nautilus Veh	N	Received	130	01/16/2019
6	RDCONL-190050221758-3090.pdf (19S02 - Lincoln Owner Letter.pdf)	Draft Owner Notification Letter(Part 577) / NOTES: 19S02 draft owner letter	N	Received	119	01/15/2019

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NOTE: Documents with an "Initial Draft Queued" Status will not be viewable to NHTSA until the corresponding recall has been submitted.

(NHTSA ID: 19V031)



Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121-1904

April 2020

***** IMPORTANT SAFETY RECALL REMINDER *****

According to our records, your 2019 Nautilus has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

KEY INFORMATION

- Your vehicle is involved in an important safety recall
- Your safety is important to us. Schedule an appointment to have service procedure completed
- This procedure will be performed free of charge

Recall Number and Description: 19S02 - Power Steering Control Module Reprogramming

What is the Issue? Your vehicle is equipped with adaptive cruise control with lane centering as well as adaptive steering. These features include warnings that are intended to detect when the driver's hands are removed from the steering wheel. When using adaptive cruise control with stop and go and lane centering enabled, an issue with the software calibration may prevent the vehicle from warning the driver when their hands are removed from the steering wheel.

Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

What Are We Asking You To Do? Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance: If you have additional questions, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause 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.

Thank you for your attention to this important matter.

Ford Customer Service Division



Ford Motor Company
División de Servicio al Cliente de Ford
P. O. Box 1904
Dearborn, Michigan 48121

Abril de 2020

***** RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD *****

SegUR nuestros registros, no se realizaron en sur 2019 Nautilus las reparaciones necesarias correspondientes a la campaña de seguridad. Le solicitamos que realice esta reparación gratuita en su distribuidor local lo antes posible.

INFORMACIÓN CLAVE

- Su vehículo ha sido incluido en una importante campaña de seguridad.
- Su seguridad es muy importante para nosotros. Programe una cita para completar el procedimiento de servicio.
- Este procedimiento se llevará a cabo sin costo alguno.
- *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*

Número y descripción de la campaña:

19S02 - Módulo de control de la dirección hidráulica

¿Cuál es el problema?

Su vehículo está equipado con control de cruceo adaptivo, con centrado en el carril, así como también dirección adaptiva. Estas funciones incluyen advertencias que están destinadas a detectar cuándo el conductor quita las manos del volante de dirección. Al utilizar el control de cruceo adaptivo con paro y arranque y centrado en el carril habilitado, un problema con la calibración del software podría evitar que el vehículo advierta al conductor cuando las manos se han quitado del volante de dirección.

Los conductores podrían no recibir las advertencias previstas de manos fuera del volante de dirección, lo cual podría aumentar el riesgo de sufrir un accidente.

¿Qus le solicitamos hacer?

Comuníquese con su distribuidor para programar una cita para completar este importante procedimiento de servicio. Si aún no tiene un distribuidor para realizar el servicio, puede acceder a www.Fordowner.com para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

El propietario del vehículo es responsable de realizar estas acciones de servicio. Ford Motor Company se reserva el derecho de negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la campaña de manera oportuna. Por lo tanto, le solicitamos que realice esta campaña lo antes posible.

Servicio de asistencia:

Si tiene mme preguntas, comununas, con el Centro de Relacio con Clientes de Ford Motor Company al 1-866-436-7332 y uno de nuestros representantes con gusto lo atenderá. Las personas con problemas de audición pueden llamar al 1-800-232-5952 (TDD). El horario de atención es de lunes a viernes, de 8:00 a. m. a 5:00 p. m. (hora local).

Si desea comunicarse con nosotros a travra de Internet, nuestra direcciid es:
www.Fordowner.com.

Si ya realizó esta reparación de seguridad en su distribuidor autorizado, ignore este recordatorio.

Lamentamos cualquier inconveniente causado y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su distribuidor, es ofrecerle servicio y apoyo de alto nivel.

Gracias por su atenciic en este asunto sumamente importante.

Divisiyo de Servicio al Cliente de Ford



Ford Motor Company

(NHTSA ID: 19V031)

Documents Upload

Uploaded Documents

The following documents are associated with this recall.

Show entries

	Name	Description	PII	Status	Size(kb)	Date	
1	RCRN-19V031-3102.pdf (19S02 Renot April 30 2021.pdf)	Renotification Notice / NOTES: 19S02 renotification. Mailed April 30, 2021	N	Pending	158	05/07/2021	
2	RCRN-19V031-8432.pdf (19S02 Renot May 8 2020.pdf)	Renotification Notice / NOTES: 19S02 renotification. Mailed May 8, 2020	N	Received	257	05/08/2020	
3	RCRN-19V031-6804.pdf (19S02 Renotification.pdf)	Renotification Notice / NOTES: 19S02 renotification. Mailed May 2, 2019	N	Received	865	07/01/2019	
4	RCONL-190050221758-5845.pdf (19S02 Owner Ltr.pdf)	Owner Notification Letter(Part 577) / NOTES: 19S02 owner letter. Mailed January 25, 2019	N	Received	102	01/29/2019	
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7	RDCONL-190050221758-3090.pdf (19S02 - Lincoln Owner Letter.pdf)	Draft Owner Notification Letter(Part 577) / NOTES: 19S02 draft owner letter	N	Received	119	01/15/2019	

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NOTE: Documents with an "Initial Draft Queued" Status will not be viewable to NHTSA until the corresponding recall has been submitted.

(NHTSA ID: 19V031)



The Lincoln Motor Company
P.O. Box 1904
Dearborn, Michigan 48121-1904

[Redacted]

April 2021

[Redacted]

***** IMPORTANT SAFETY RECALL REMINDER *****

According to our records, your 2019 Nautilus has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

KEY INFORMATION

- Your vehicle is involved in an important safety recall
- Your safety is important to us. Schedule an appointment to have service procedure completed
- This procedure will be performed free of charge

Recall Number 19S02 - POWER STEERING CONTROL MODULE and Description:

What is the Issue? Your vehicle is equipped with adaptive cruise control with lane centering as well as adaptive steering. These features include warnings that are intended to detect when the driver's hands are removed from the steering wheel. When using adaptive cruise control with stop and go and lane centering enabled, an issue with the software calibration may prevent the vehicle from warning the driver when their hands are removed from the steering wheel.

Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

What Are We Asking You To Do? Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access owner.lincoln.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. The Lincoln Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance: If you have additional questions, please contact the The Lincoln Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: owner.lincoln.com.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause 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.

Thank you for your attention to this important matter.

The Lincoln Motor Company



The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121



Abril de 2021



***** RECORDATORIO DE CAMPAÑA DE SEGURIDAD IMPORTANTE *****

Según nuestros registros, en su 2019 Nautilus no se han realizado las reparaciones necesarias correspondientes a esta campaña de seguridad. Le solicitamos que realice esta reparación gratuita en su distribuidor local lo antes posible.

INFORMACIÓN CLAVE

- Su vehículo ha sido incluido en una importante campaña de seguridad.
- Su seguridad es muy importante para nosotros. Programe una cita para completar el procedimiento de servicio.
- Este procedimiento se llevará a cabo sin costo alguno.
- *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.*

Número y descripción de la campaña:

19S02 - MÓDULO DE CONTROL DE LA DIRECCIÓN HIDRÁULICA

¿Cuál es el problema?

Su vehículo está equipado con control de velocidad de cruce adaptativo, con centrado en el carril, así como también dirección adaptativa. Estas funciones incluyen advertencias que están destinadas a detectar cuándo el conductor quita las manos del volante de dirección. Al utilizar el control de cruce adaptativo con paro y arranque y centrado en el carril habilitado, un problema con la calibración del software podría evitar que el vehículo advierta al conductor cuando las manos se han quitado del volante de dirección.

Los conductores podrían no recibir las advertencias previstas de manos fuera del volante de dirección, lo cual podría aumentar el riesgo de sufrir un accidente.

¿Qué le solicitamos hacer?

Comuníquese con su distribuidor a fin de programar una cita para llevar a cabo este importante procedimiento de servicio. Si aún no tiene un distribuidor para realizar el servicio, puede acceder a owner.lincoln.com para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

El propietario del vehículo es responsable de realizar estas acciones de servicio. The Lincoln Motor Company se reserva el derecho de negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la campaña de manera oportuna. Por lo tanto, le solicitamos que realice esta campaña lo antes posible.

Servicio de asistencia:

Si tiene preguntas, comuníquese con el Centro de Relación con Clientes de The Lincoln Motor Company al 1-866-436-7332 y uno de nuestros representantes con gusto lo atenderá. Las personas con problemas de audición pueden llamar al 1-800-232-5952 (TDD). El horario de atención es de lunes a viernes, de 8:00 a.m. a 5:00 p.m. (hora local).

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es: owner.lincoln.com

Si ya realizó esta reparación en su distribuidor autorizado, ignore este aviso.

Lamentamos cualquier inconveniente causado y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su distribuidor, es ofrecerle servicio y apoyo de alto nivel.

Gracias por su atención en este asunto sumamente importante.

The Lincoln Motor Company

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SSM/TSB/GSB Search --- GOASIS Search

Note: These are messages that are on the GOASIS system that are currently active and can be viewed by dealers or have been deactivated within the last 6 months

Edge 2015.0 (10/2015-) --- (ED) 2019 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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1 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
S	49787	DROWE46	2010-2021 Various vehicles - VREF Related Symptoms	5543**	NA	***	05/10/2021	05/07/2022
				5593**	NA	***	05/10/2021	05/07/2022

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Edge 2015.0 (10/2015-) --- (ED) 2019 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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Edge (CD539N) --- (DQ) 2019 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2009002	KKRAWCZY	2020 Escape/Corsair/Edge/Nautilus - 2.0L EcoBoost - Hesitation And/or Buck/Jerk Without DTCs	5543**	NA	***	09/11/2020	09/11/2030
I	I2012002	JVORE1	IPMA and CCM alignment diagnostics	2221**	NA	***	12/04/2020	12/04/2030
				222138	NA	***	12/04/2020	12/04/2030
I	I2012004	JVORE1	IPMA view concerns	227K**	NA	***	12/07/2020	12/07/2030
I	I2012005	DKENYON8	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	12/10/2020	12/10/2030
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031

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Edge (CD539N) --- (DQ) 2019 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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2 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I1903016	JLAFLEC1	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	10/24/2019	12/09/2020
I	I2010001	JVORE1	IPMA and CCM alignment diagnostics	2221**	NA	***	10/06/2020	12/06/2020
				222138	NA	***	10/06/2020	12/06/2020

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Edge (CD539N) --- (DQ) 2019 2022 NA 2221, 222138, 227K**, 5543**, 5593****

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Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
G	19-7062	SJOHN274	2013-2019 Various Vehicle - Evaporative Emissions Diagnostics	5543**	NA	***	07/29/2019	07/26/2029
G	20-7023	SJOHN274	2008-2020 Ford, Mercury And Lincoln Vehicles - Module Reprograming	5543**	NA	***	03/05/2020	03/04/2030
G	21-7001	JTRELA2	2017-2021 Various Vehicles - Pre-Collision And Collision Avoidance System Supplemental Alignment And Functionality Diagnostics	227K**	NA	***	02/01/2021	01/29/2025
S	48442	SJOHN274	2013-2020 Various Vehicles - Adding/Removing Features Using Programmable Parameters	2221**	NA	***	01/10/2020	08/15/2021
				222138	NA	***	01/10/2020	08/15/2021
S	49427	EBLOMQU3	2019-2020 Edge/Nautilus/Ranger, 2020 Escape, 2020-2021 Corsair/Explorer - 2.0L/2.3L EcoBoost - Lack Of Power With Illuminated MIL - Various DTCs	5543**	NA	***	01/05/2021	10/03/2021
S	49697	EBLOMQU3	2020-2021 Edge/Nautilus - Trailer Disconnected Message With No Trailer Connected - Built On 16-Nov-2020 And Through 23-Dec-2020	227K**	NA	***	03/26/2021	03/25/2025
S	49756	DSTENDAR	2018-2021 Various Vehicles - FDRS Not Showing A Module Listed That Requires Updating	2221**	NA	***	04/28/2021	04/27/2022
				222138	NA	***	04/28/2021	04/27/2022
				227K**	NA	***	04/28/2021	04/27/2022
S	49787	DROWE46	2010-2021 Various vehicles - VREF Related Symptoms	5543**	NA	***	05/10/2021	05/07/2022
				5593**	NA	***	05/10/2021	05/07/2022
S	50040	RTORRE87	2000 - 2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	08/16/2021	08/13/2025
S	50041	RTORRE87	2000-2021 Various Vehicles - Adding/Removing Features Using Programmable Parameters	2221**	NA	***	08/16/2021	08/13/2031
				222138	NA	***	08/16/2021	08/13/2031
S	50127	ZLATOURL	2021 Edge/Nautilus - Multiple Warning Indicators In FordPass/Instrument Panel Cluster (IPC), Some Vehicle Features Inoperative - Gateway Module (GWM) Update	227K**	NA	***	09/17/2021	09/16/2031
S	50171	EBLOMQU3	2019-2021 Edge/Nautilus/Ranger, 2020-2021 Escape/Corsair/Explorer, 2021 Bronco Sport - 2.0L/2.3L EcoBoost - Lack Of Power With Illuminated MIL - Various DTCs	5543**	NA	***	10/04/2021	10/01/2025

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Edge (CD539N) --- (DQ) 2019 2022 NA 2221, 222138, 227K**, 5543**, 5593****

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Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
S	48068	SJOHN274	2013-2019 Various Vehicles - Adding/Removing Features Using Programmable Parameters	2221**	NA	***	07/02/2019	01/09/2020
				222138	NA	***	07/02/2019	01/09/2020
S	48345	EBLOMQU3	2019-2020 Edge/Escape/Nautilus/Corsair - 2.0L Low Coolant, White Smoke From Tailpipe And/Or Illuminated MIL With Various Diagnostic Trouble Codes (DTCs)	5543**	NA	***	11/22/2019	07/09/2020

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Aviator (U611C) --- (TU) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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1 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
S	49787	DROWE46	2010-2021 Various vehicles - VREF Related Symptoms	5543**	NA	***	05/10/2021	05/07/2022
				5593**	NA	***	05/10/2021	05/07/2022

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Aviator (U611C) --- (TU) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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Aviator (U611N) --- (TV) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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4 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I1911017	RTYDA	Start and Stall After ABS Module Replacement-PCM DTC P1595	2221**	NA	***	12/20/2019	12/20/2029
				222138	NA	***	12/20/2019	12/20/2029
I	I2012002	JVORE1	IMPA and CCM alignment diagnostics	2221**	NA	***	12/04/2020	12/04/2030
				222138	NA	***	12/04/2020	12/04/2030
I	I2012005	DKENYON8	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	12/10/2020	12/10/2030
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031

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Aviator (U611N) --- (TV) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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Corsair (CX483) --- (TF) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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12 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
G	21-7001	JTRELA2	2017-2021 Various Vehicles - Pre-Collision And Collision Avoidance System Supplemental Alignment And Functionality Diagnostics	227K**	NA	***	02/01/2021	01/29/2025
S	48441	SJOHN274	2010-2020 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	01/10/2020	05/23/2021
S	48442	SJOHN274	2013-2020 Various Vehicles - Adding/Removing Features Using Programmable Parameters	2221**	NA	***	01/10/2020	08/15/2021
				222138	NA	***	01/10/2020	08/15/2021
S	49427	EBLOMQU3	2019-2020 Edge/Nautilus/Ranger, 2020 Escape, 2020-2021 Corsair/Explorer - 2.0L/2.3L EcoBoost - Lack Of Power With Illuminated MIL - Various DTCs	5543**	NA	***	01/05/2021	10/03/2021
S	49545	JGUDINO	2020 Escape, 2020-2021 Corsair, 2021 Bronco Sport, 2021 Mustang Mach-E Various Warning Messages With Diagnostic Trouble Code (DTC) C1B00:62 In Power Steering Control Module (PSCM)	227K**	NA	***	02/04/2021	02/03/2025
S	49690	JTRELA2	2018-2021 Various Vehicles Module Replacements When Using FDRS	2221**	NA	***	03/25/2021	03/24/2025
				222138	NA	***	03/25/2021	03/24/2025
S	49756	DSTENDAR	2018-2021 Various Vehicles - FDRS Not Showing A Module Listed That Requires Updating	2221**	NA	***	04/28/2021	04/27/2022
				222138	NA	***	04/28/2021	04/27/2022
				227K**	NA	***	04/28/2021	04/27/2022
S	49787	DROWE46	2010-2021 Various vehicles - VREF Related Symptoms	5543**	NA	***	05/10/2021	05/07/2022
				5593**	NA	***	05/10/2021	05/07/2022
S	49819	DROWE46	2010-2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	05/24/2021	08/15/2021
S	50040	RTORRE87	2000 - 2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	08/16/2021	08/13/2025
				2221**	NA	***	08/16/2021	08/13/2031
S	50041	RTORRE87	2000-2021 Various Vehicles - Adding/Removing Features Using Programmable Parameters	2221**	NA	***	08/16/2021	08/13/2031
				222138	NA	***	08/16/2021	08/13/2031
S	50171	EBLOMQU3	2019-2021 Edge/Nautilus/Ranger, 2020-2021 Escape/Corsair/Explorer, 2021 Bronco Sport - 2.0L/2.3L EcoBoost - Lack Of Power With Illuminated MIL - Various DTCs	5543**	NA	***	10/04/2021	10/01/2025

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Corsair (CX483) --- (TF) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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2 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
S	48345	EBLOMQU3	2019-2020 Edge/Escape/Nautilus/Corsair - 2.0L Low Coolant, White Smoke From Tailpipe And/Or Illuminated MIL With Various Diagnostic Trouble Codes (DTCs)	5543**	NA	***	11/22/2019	07/09/2020
S	49373	VJANIUNA	2020 Escape, 2020-2021 Corsair Various Warning Messages With Diagnostic Trouble Code (DTC) C1B00:62 In Power Steering Control Module (PSCM)	227K**	NA	***	12/02/2020	02/03/2021

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Corsair (CX483A) --- (TG) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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2 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2012005	DKENYON8	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	12/10/2020	12/10/2030
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031

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Corsair (CX483A) --- (TG) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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Corsair (CX483A) --- (TG) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
S	49787	DROWE46	2010-2021 Various vehicles - VREF Related Symptoms	5543**	NA	***	05/10/2021	05/07/2022
				5593**	NA	***	05/10/2021	05/07/2022

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Corsair (CX483A) --- (TG) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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Corsair (CX483) --- (TF) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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3 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2009002	KKRAWCZY	2020 Escape/Corsair/Edge/Nautilus - 2.0L EcoBoost - Hesitation And/or Buck/Jerk Without DTCs	5543**	NA	***	09/11/2020	09/11/2030
I	I2012005	DKENYON8	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	12/10/2020	12/10/2030
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031

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Corsair (CX483) --- (TF) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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SSM/TSB/GSB Search --- GOASIS Search

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Escape (CX482) --- (TC) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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8 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
G	21-7001	JTRELA2	2017-2021 Various Vehicles - Pre-Collision And Collision Avoidance System Supplemental Alignment And Functionality Diagnostics	227K**	NA	***	02/01/2021	01/29/2025
S	49427	EBLOMQU3	2019-2020 Edge/Nautilus/Ranger, 2020 Escape, 2020-2021 Corsair/Explorer - 2.0L/2.3L EcoBoost - Lack Of Power With Illuminated MIL - Various DTCs	5543**	NA	***	01/05/2021	10/03/2021
S	49545	JGUDINO	2020 Escape, 2020-2021 Corsair, 2021 Bronco Sport, 2021 Mustang Mach-E Various Warning Messages With Diagnostic Trouble Code (DTC) C1B00:62 In Power Steering Control Module (PSCM)	227K**	NA	***	02/04/2021	02/03/2025
S	49690	JTRELA2	2018-2021 Various Vehicles Module Replacements When Using FDRS	2221**	NA	***	03/25/2021	03/24/2025
				222138	NA	***	03/25/2021	03/24/2025
S	49756	DSTENDAR	2018-2021 Various Vehicles - FDRS Not Showing A Module Listed That Requires Updating	2221**	NA	***	04/28/2021	04/27/2022
				222138	NA	***	04/28/2021	04/27/2022
				227K**	NA	***	04/28/2021	04/27/2022
S	50040	RTORRE87	2000 - 2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	08/16/2021	08/13/2025
S	50041	RTORRE87	2000-2021 Various Vehicles - Adding/Removing Features Using Programmable Parameters	2221**	NA	***	08/16/2021	08/13/2031
				222138	NA	***	08/16/2021	08/13/2031
S	50171	EBLOMQU3	2019-2021 Edge/Nautilus/Ranger, 2020-2021 Escape/Corsair/Explorer, 2021 Bronco Sport - 2.0L/2.3L EcoBoost - Lack Of Power With Illuminated MIL - Various DTCs	5543**	NA	***	10/04/2021	10/01/2025

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Escape (CX482) --- (TC) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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2 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
S	48345	EBLOMQU3	2019-2020 Edge/Escape/Nautilus/Corsair - 2.0L Low Coolant,	5543**	NA	***	11/22/2019	07/09/2020

			White Smoke From Tailpipe And/Or Illuminated MIL With Various Diagnostic Trouble Codes (DTCs)					
S	49373	VJANIUNA	2020 Escape, 2020-2021 Corsair Various Warning Messages With Diagnostic Trouble Code (DTC) C1B00:62 In Power Steering Control Module (PSCM)	227K**	NA	***	12/02/2020	02/03/2021

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ISM Search --- GOASIS Search

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Escape (CX482A) --- (TE) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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2 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2012005	DKENYON8	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	12/10/2020	12/10/2030
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031

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Escape (CX482A) --- (TE) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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Escape (CX482) --- (TC) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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5 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2009002	KKRAWCZY	2020 Escape/Corsair/Edge/Nautilus - 2.0L EcoBoost - Hesitation And/or Buck/Jerk Without DTCs	5543**	NA	***	09/11/2020	09/11/2030
I	I2012002	JVORE1	IPMA and CCM alignment diagnostics	2221**	NA	***	12/04/2020	12/04/2030
				222138	NA	***	12/04/2020	12/04/2030
I	I2012004	JVORE1	IPMA view concerns	227K**	NA	***	12/07/2020	12/07/2030
I	I2012005	DKENYON8	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	12/10/2020	12/10/2030
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031

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Escape (CX482) --- (TC) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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1 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2010001	JVORE1	IPMA and CCM alignment diagnostics	2221**	NA	***	10/06/2020	12/06/2020
				222138	NA	***	10/06/2020	12/06/2020

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Explorer (U625C) --- (TZ) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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2 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2012005	DKENYON8	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	12/10/2020	12/10/2030
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031

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Explorer (U625C) --- (TZ) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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Explorer (U625N) --- (TW) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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8 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	11908012	SPERRY56	2020 Explorer with Unresponsive Lane Centering Steering Wheel Switch	2221**	NA	***	09/12/2019	09/12/2029
				222138	NA	***	09/12/2019	09/12/2029
				227K**	NA	***	09/12/2019	09/12/2029
I	11911017	RTYDA	Start and Stall After ABS Module Replacement-PCM DTC P1595	2221**	NA	***	12/20/2019	12/20/2029
				222138	NA	***	12/20/2019	12/20/2029
I	12008009	DWENZEL5	2020 Police Interceptor Utility - Police Idle Inoperative After BCM Replacement	2221**	NA	***	09/01/2020	09/01/2030
				222138	NA	***	09/01/2020	09/01/2030
I	12012002	JVORE1	IMPA and CCM alignment diagnostics	2221**	NA	***	12/04/2020	12/04/2030
				222138	NA	***	12/04/2020	12/04/2030
I	12012004	JVORE1	IPMA view concerns	227K**	NA	***	12/07/2020	12/07/2030
I	12012005	DKENYON8	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	12/10/2020	12/10/2030
I	12108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031
I	12108011	DKENYON8	2021 Explorer 3.0L GTDI - TCBP/CACT labelling in Wiring diagram	5543**	NA	***	09/01/2021	09/01/2031

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Explorer (U625N) --- (TW) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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2 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	12007006	DWENZEL5	2013-2020 Police Interceptor Utility/Sedan - Police Idle Inoperative After BCM Replacement	2221**	NA	***	07/10/2020	08/31/2020
				222138	NA	***	07/10/2020	08/31/2020
I	12010001	JVORE1	IMPA and CCM alignment diagnostics	2221**	NA	***	10/06/2020	12/06/2020

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Explorer (U625N) --- (TW) 2020 2022 NA 2221, 222138, 227K**, 5543**, 5593****

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Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
G	21-7001	JTRELA2	2017-2021 Various Vehicles - Pre-Collision And Collision Avoidance System Supplemental Alignment And Functionality Diagnostics	227K**	NA	***	02/01/2021	01/29/2025
S	48441	SJOHN274	2010-2020 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	01/10/2020	05/23/2021
S	49427	EBLOMQU3	2019-2020 Edge/Nautilus/Ranger, 2020 Escape, 2020-2021 Corsair/Explorer - 2.0L/2.3L EcoBoost - Lack Of Power With Illuminated MIL - Various DTCs	5543**	NA	***	01/05/2021	10/03/2021
S	49690	JTRELA2	2018-2021 Various Vehicles Module Replacements When Using FDRS	2221**	NA	***	03/25/2021	03/24/2025
				222138	NA	***	03/25/2021	03/24/2025
S	49756	DSTENDAR	2018-2021 Various Vehicles - FDRS Not Showing A Module Listed That Requires Updating	2221**	NA	***	04/28/2021	04/27/2022
				222138	NA	***	04/28/2021	04/27/2022
				227K**	NA	***	04/28/2021	04/27/2022
S	49787	DROWE46	2010-2021 Various vehicles - VREF Related Symptoms	5543**	NA	***	05/10/2021	05/07/2022
				5593**	NA	***	05/10/2021	05/07/2022
S	49819	DROWE46	2010-2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	05/24/2021	08/15/2021
S	50040	RTORRE87	2000 - 2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	08/16/2021	08/13/2025
S	50041	RTORRE87	2000-2021 Various Vehicles - Adding/Removing Features Using Programmable Parameters	2221**	NA	***	08/16/2021	08/13/2031
				222138	NA	***	08/16/2021	08/13/2031
S	50171	EBLOMQU3	2019-2021 Edge/Nautilus/Ranger, 2020-2021 Escape/Corsair/Explorer, 2021 Bronco Sport - 2.0L/2.3L EcoBoost - Lack Of Power With Illuminated MIL - Various DTCs	5543**	NA	***	10/04/2021	10/01/2025
T	20-2217	DWENZEL5	2020 Explorer - 2.3L EcoBoost - Illuminated MIL With DTCs P062C And/Or P2243 - Built On Or Before 02-Dec-2019	5543**	NA	***	06/26/2020	06/25/2040
T	20-2249	DWENZEL5	2020 Explorer/Police Interceptor Utility - 3.3L Hybrid - Harsh Shift/Engagement To DRIVE/REVERSE And/Or Buck/Jerk At Low Speeds - Built On Or Before 17-Jul-2020	5543**	NA	***	07/31/2020	07/30/2040
T	20-2300	DWENZEL5	2020 Police Interceptor Utility 3.3L Duratec - Lack Of Top Speed And/Or Speed Limited To 35 Km/h (19 MPH) In REVERSE	5543**	NA	***	09/02/2020	09/01/2040

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Explorer (U625N) --- (TW) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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3 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
S	49002	DWENZEL5	2020 Explorer 2.3L EcoBoost Various Transmission Concerns Transmission Fluid Cooler Inspection Built On Or Before 10-Jan-2020	5543**	NA	***	07/17/2020	09/16/2020
T	20-2035	DWENZEL5	2020 Explorer - 2.3L EcoBoost - Illuminated MIL With Possible Lack Of Power - DTCs P062C And/Or P2243 - Built On Or Before 19-Jan-2020	5543**	NA	***	02/03/2020	04/27/2020
T	20-2144	DWENZEL5	2020 Police Interceptor Utility 3.3L TiVCT - Speed Limited To Approximately 35 Km/h (19 MPH) In REVERSE	5543**	NA	***	04/27/2020	09/01/2020

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ISM Search --- GOASIS Search

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Bronco Sport (CX430) --- (HD) 2021 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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1 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031

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ISM Search --- OASIS Archives

Note: Archive items have been deactivated and are not visible to the dealers

Bronco Sport (CX430) --- (HD) 2021 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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SSM/TSB/GSB Search --- GOASIS Search

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Bronco Sport (CX430) --- (HD) 2021 2022 NA 2221, 222138, 227K**, 5543**, 5593****

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9 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
S	49496	JGUDINO	2021 Bronco Sport - 1.5L EcoBoost Engine Check Charging System Message And/Or Illuminated MIL - Various DTCs	5543**	NA	***	01/27/2021	07/22/2021
S	49545	JGUDINO	2020 Escape, 2020-2021 Corsair, 2021 Bronco Sport, 2021 Mustang Mach-E Various Warning Messages With Diagnostic Trouble Code (DTC) C1B00:62 In Power Steering Control Module (PSCM)	227K**	NA	***	02/04/2021	02/03/2025
S	49690	JTRELA2	2018-2021 Various Vehicles Module Replacements When Using FDRS	2221**	NA	***	03/25/2021	03/24/2025
				222138	NA	***	03/25/2021	03/24/2025
S	49756	DSTENDAR	2018-2021 Various Vehicles - FDRS Not Showing A Module Listed That Requires Updating	2221**	NA	***	04/28/2021	04/27/2022
				222138	NA	***	04/28/2021	04/27/2022
				227K**	NA	***	04/28/2021	04/27/2022
S	49787	DROWE46	2010-2021 Various vehicles - VREF Related Symptoms	5543**	NA	***	05/10/2021	05/07/2022
				5593**	NA	***	05/10/2021	05/07/2022
S	49976	JGUDINO	2021 Bronco Sport - 1.5L EcoBoost Engine Check Charging System Message And/Or Illuminated MIL With Various DTCs - Built On Or Before 26-Jan-2021	5543**	NA	***	07/23/2021	07/22/2025
S	50040	RTORRE87	2000 - 2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	08/16/2021	08/13/2025
S	50041	RTORRE87	2000-2021 Various Vehicles - Adding/Removing Features Using Programmable Parameters	2221**	NA	***	08/16/2021	08/13/2031
				222138	NA	***	08/16/2021	08/13/2031
S	50171	EBLOMQU3	2019-2021 Edge/Nautilus/Ranger, 2020-2021 Escape/Corsair/Explorer, 2021 Bronco Sport - 2.0L/2.3L EcoBoost - Lack Of Power With Illuminated MIL - Various DTCs	5543**	NA	***	10/04/2021	10/01/2025

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Bronco Sport (CX430) --- (HD) 2021 2022 NA 2221, 222138, 227K**, 5543**, 5593****

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F-150 (P702) --- (FD) 2021 2022 NA 2221, 222138, 227K**, 5543**, 5593****

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4 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	2103/001	DSTENDAR	2021 F-150 - 5.0L - Rough Running On Cold Start With MIL Illuminated And A P3426 In The PCM	5543**	NA	***	03/19/2021	03/19/2031
I	I2012005	DKENYON8	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	12/10/2020	12/10/2030
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031
I	I2109006	RTYDA	2021 F-150, Canada, XTR Package, Rock Crawl Mode Missing	2221**	NA	***	09/13/2021	09/13/2031
				222138	NA	***	09/13/2021	09/13/2031

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ISM Search --- OASIS Archives

Note: Archive items have been deactivated and are not visible to the dealers

F-150 (P702) --- (FD) 2021 2022 NA 2221, 222138, 227K**, 5543**, 5593****

There were not any records for the OASIS Archives Search



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F-150 (P702) --- (FD) 2021 2022 NA 2221, 222138, 227K**, 5543**, 5593****

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16 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
G	20-7124	SJOHN274	2016-2021 F-650/F-750, 2017-2021 F-Super Duty, 2018-2021 F-150 - 6.7L/3.0L Diesel - Generation 2 DEF System	5543**	NA	***	05/13/2021	05/12/2031
G	21-7001	JTRELA2	2017-2021 Various Vehicles - Pre-Collision And Collision Avoidance System Supplemental Alignment And Functionality Diagnostics	227K**	NA	***	02/01/2021	01/29/2025
S	49684	DSTENDAR	2021 F-150 - U3000:49 In The IPMA Will Not Clear	227K**	NA	***	03/22/2021	07/28/2021
S	49690	JTRELA2	2018-2021 Various Vehicles Module Replacements When Using FDRS	2221**	NA	***	03/25/2021	03/24/2025
				222138	NA	***	03/25/2021	03/24/2025
S	49756	DSTENDAR	2018-2021 Various Vehicles - FDRS Not Showing A Module Listed That Requires Updating	2221**	NA	***	04/28/2021	04/27/2022
				222138	NA	***	04/28/2021	04/27/2022
				227K**	NA	***	04/28/2021	04/27/2022
S	49787	DROWE46	2010-2021 Various vehicles - VREF Related Symptoms	5543**	NA	***	05/10/2021	05/07/2022
				5593**	NA	***	05/10/2021	05/07/2022
S	49805	DWENZEL5	2011-2021 Various Vehicles - Diesel Engine - Draining Oil From Exhaust After Turbocharger Replacement	5543**	NA	***	05/18/2021	05/17/2031
S	49819	DROWE46	2010-2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	05/24/2021	08/15/2021
S	49960	DSTENDAR	2021 F-150 - 2.7L EcoBoost - Lack/Loss Of Power With An Illuminated MIL And DTC P0299 In The PCM	5543**	NA	***	07/14/2021	08/16/2021
S	49994	EBAUMEI2	2021 F-150 - Modules On HS2, HS3, HS4, MS CAN Networks Do Not Respond To FDRS	227K**	NA	***	08/02/2021	07/30/2025
				5543**	NA	***	08/02/2021	07/30/2025
				5593**	NA	***	08/02/2021	07/30/2025
S	50040	RTORRE87	2000 - 2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	08/16/2021	08/13/2025
S	50041	RTORRE87	2000-2021 Various Vehicles - Adding/Removing Features Using Programmable Parameters	2221**	NA	***	08/16/2021	08/13/2031
				222138	NA	***	08/16/2021	08/13/2031
S	50073	RTORRE87	2021 F150/Expedition/Navigator - 2.7L/3.5L Engines - Turbocharger Bypass Valve Replacement With Long Block Engine Replacement	5543**	NA	***	08/31/2021	08/30/2031
T	21-2158	DSTENDAR	2021 F-150 - 5.0L - Runs Rough/Hesitation/Lack Of Power/Illuminated MIL With DTCs P0301, P0304, P0306, P0307, P3402, P3426, P3442 And/Or P3450 In PCM	5543**	NA	***	05/18/2021	05/17/2041
T	21-2249	DSTENDAR	2021 F-150/Mustang Mach-E - Various Driver Assistance Feature Concerns And/Or IPMA DTCs U3000:49, U3000:89,	2221**	NA	***	07/29/2021	07/28/2041

			U2107:68, C1001:54 And/Or C1001:78					
				222138	NA	***	07/29/2021	07/28/2041
				227K**	NA	***	07/29/2021	07/28/2041
T	21-2272	DSTENDAR	2021 F-150 - 2.7L EcoBoost - Lack/Loss Of Power With An Illuminated MIL And DTC P0299 In The PCM - Built On Or Before 14-Jun-2021	5543**	NA	***	08/17/2021	08/16/2041

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Note: Archive items have been deactivated and are not visible to the dealers

F-150 (P702) --- (FD) 2021 2022 NA 2221, 222138, 227K**, 5543**, 5593****

There were not any records for the OASIS Archives Search



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Mustang Mach-E (CX727N) --- (GW) 2021 2022 NA 2221, 222138, 227K**, 5543**, 5593****

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7 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
S	49545	JGUDINO	2020 Escape, 2020-2021 Corsair, 2021 Bronco Sport, 2021 Mustang Mach-E Various Warning Messages With Diagnostic Trouble Code (DTC) C1B00:62 In Power Steering Control Module (PSCM)	227K**	NA	***	02/04/2021	02/03/2025
S	49690	JTRELA2	2018-2021 Various Vehicles Module Replacements When Using FDRS	2221**	NA	***	03/25/2021	03/24/2025
				222138	NA	***	03/25/2021	03/24/2025
S	49756	DSTENDAR	2018-2021 Various Vehicles - FDRS Not Showing A Module Listed That Requires Updating	2221**	NA	***	04/28/2021	04/27/2022
				222138	NA	***	04/28/2021	04/27/2022
				227K**	NA	***	04/28/2021	04/27/2022
S	49787	DROWE46	2010-2021 Various vehicles - VREF Related Symptoms	5543**	NA	***	05/10/2021	05/07/2022
				5593**	NA	***	05/10/2021	05/07/2022
S	50040	RTORRE87	2000 - 2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	08/16/2021	08/13/2025
S	50041	RTORRE87	2000-2021 Various Vehicles - Adding/Removing Features Using Programmable Parameters	2221**	NA	***	08/16/2021	08/13/2031
				222138	NA	***	08/16/2021	08/13/2031
T	21-2249	DSTENDAR	2021 F-150/Mustang Mach-E - Various Driver Assistance Feature Concerns And/Or IPMA DTCs U3000:49, U3000:89, U2107:68, C1001:54 And/Or C1001:78	2221**	NA	***	07/29/2021	07/28/2041
				222138	NA	***	07/29/2021	07/28/2041
				227K**	NA	***	07/29/2021	07/28/2041

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Mustang Mach-E (CX727N) --- (GW) 2021 2022 NA 2221, 222138, 227K**, 5543**, 5593****

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ISM Search --- GOASIS Search

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MKX/Nautilus (U540C) --- (ET) 2021 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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1 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031

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MKX/Nautilus (U540C) --- (ET) 2021 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

There were not any records for the OASIS Archives Search



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- SSM/TSB/GSB Word Search
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- Count SSM/TSB/GSB Message Activated per day
- Published SSM/TSB/GSB/ISM Messages
- Monthly SSM/TSB/GSB/ISM Report
- VIN Sample 2007 FWD
- Middle Ware Reports
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- ISM Search by Number
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MKX/Nautilus (U540N) --- (D9) 2021 2022 NA 2221, 222138, 227K**, 5543**, 5593****

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9 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
G	21-7001	JTRELA2	2017-2021 Various Vehicles - Pre-Collision And Collision Avoidance System Supplemental Alignment And Functionality Diagnostics	227K**	NA	***	02/01/2021	01/29/2025
S	49697	EBLOMQU3	2020-2021 Edge/Nautilus - Trailer Disconnected Message With No Trailer Connected - Built On 16-Nov-2020 And Through 23-Dec-2020	227K**	NA	***	03/26/2021	03/25/2025
S	49756	DSTENDAR	2018-2021 Various Vehicles - FDRS Not Showing A Module Listed That Requires Updating	2221**	NA	***	04/28/2021	04/27/2022
				222138	NA	***	04/28/2021	04/27/2022
				227K**	NA	***	04/28/2021	04/27/2022
S	49787	DROWE46	2010-2021 Various vehicles - VREF Related Symptoms	5543**	NA	***	05/10/2021	05/07/2022
				5593**	NA	***	05/10/2021	05/07/2022
S	49819	DROWE46	2010-2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	05/24/2021	08/15/2021
S	50040	RTORRE87	2000 - 2021 Various Vehicles - Errors Caused By Swapping Modules From Like Vehicles Or Ordering Modules Using Another VIN	5543**	NA	***	08/16/2021	08/13/2025
S	50041	RTORRE87	2000-2021 Various Vehicles - Adding/Removing Features Using Programmable Parameters	2221**	NA	***	08/16/2021	08/13/2031
				222138	NA	***	08/16/2021	08/13/2031
S	50127	ZLATOUR	2021 Edge/Nautilus - Multiple Warning Indicators In FordPass/Instrument Panel Cluster (IPC), Some Vehicle Features Inoperative - Gateway Module (GWM) Update	227K**	NA	***	09/17/2021	09/16/2031
S	50171	EBLOMQU3	2019-2021 Edge/Nautilus/Ranger, 2020-2021 Escape/Corsair/Explorer, 2021 Bronco Sport - 2.0L/2.3L EcoBoost - Lack Of Power With Illuminated MIL - Various DTCs	5543**	NA	***	10/04/2021	10/01/2025

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Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2012002	JVORE1	IMPA and CCM alignment diagnostics	2221**	NA	***	12/04/2020	12/04/2030
				222138	NA	***	12/04/2020	12/04/2030
I	I2012004	JVORE1	IPMA view concerns	227K**	NA	***	12/07/2020	12/07/2030
I	I2012005	DKENYON8	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	12/10/2020	12/10/2030
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031

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MKX/Nautilus (U540N) --- (D9) 2021 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

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1 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2010001	JVORE1	IMPA and CCM alignment diagnostics	2221**	NA	***	10/06/2020	12/06/2020
				222138	NA	***	10/06/2020	12/06/2020

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GENERAL SERVICE BULLETIN

Pre-Collision And Collision Avoidance System Supplemental Alignment And Functionality Diagnostics

21-7001
29 January
2021

Model:

Ford
2019-2021 Edge
2020-2021 Escape
2019-2021 Expedition
2020-2021 Explorer
2018-2021 F-150
2017 Fusion
2018-2021 Mustang
2020-2021 Ranger
Lincoln
2020-2021 Aviator
2020-2021 Corsair
2017 Continental
2019-2021 Nautilus
2019-2021 Navigator

Summary

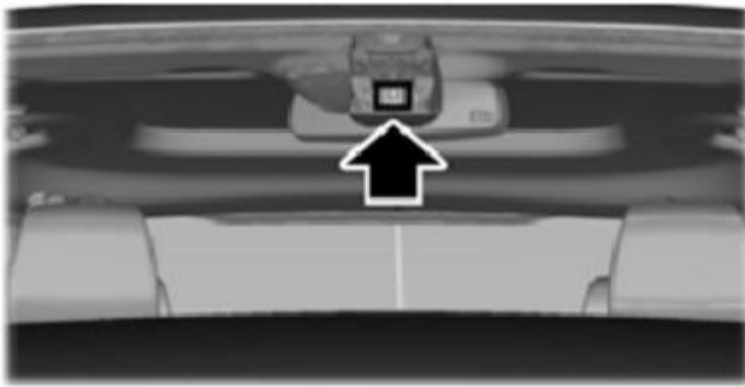
This article is intended to aid in the diagnosis for vehicles with difficulty resolving image processing module A (IPMA) or cruise control module (CCM) alignment and/or functionality concerns. This procedure will aid in identifying things that can interfere with the IPMA and/or CCM alignment and/or functionality.

Service Information

Collision avoidance systems can be a forward windshield camera only IPMA or a combination of IPMA and a CCM. Make sure which system is present on the vehicle so the system evaluation is completed properly.

IPMA (near rear view mirror) forward windshield camera (Figure 1)

Figure 1



E332800

CCM (in the front grille, either visible or behind bumper) RADAR sensor (Figure 2)

Figure 2



E332799

NOTE: Environmental factors such as sun position, glare, moisture, frost, snow, and dust/dirt can interfere with system vision and may cause the system to become inactive with a warning until these items clear.

If the IMPA/CCM alignment procedure is not successful, inspect for the presence of outside factors.

Possible outside factors that may prevent IPMA alignment

1. Diagnostic trouble codes (DTCs) other than C1001:54, C1001:78, C1001:97 present in IPMA or other modules
 - (1). Repair all other DTCs prior to diagnosing or attempting IPMA alignment
2. Unclear road markings
3. Module or circuit concerns
4. Accessories blocking camera view, including but not limited to:
 - (1). Snow plow
 - (2). Winch
 - (3). Bug guard
5. Vehicle ride height – refer to specifications in Workshop Manual (WSM), Section 204-00
 - (1). Vehicle squatting from cargo weight
 - (2). Lift kit
 - (3). Lowering kit
 - (4). Leveling kit

- (5). Incorrect tire size
- (6). Other modifications that affect vehicle ride height or stance
- (7). Incorrect wheel arch measurements input in Interactive Diagnostic System (IDS)/Ford Diagnosis and Repair System (FDRS)

6. Inspect windshield

- (1). If this concern began after a recent windshield replacement, inspect the replacement windshield for imperfections and correct installation
- (2). Aftermarket windshield installed
 - “Carlite” replacement windshield recommended
- (3). Windshield clean
- (4). IPMA lens clean
- (5). Aftermarket tinting or windshield banners/stickers
- (6). Glass distortion can distort the camera’s view and prevent camera alignment and functionality (Figure 3)
- (7). IPMA mounting and/or bracket off-center, not clocked properly or not secured to windshield (Figures 4-5)
- (8). Windshield not installed correctly. Figure 6 shows a windshield that is recessed near the vehicle’s roof, causing the camera to be pitched upward.

Figure 3



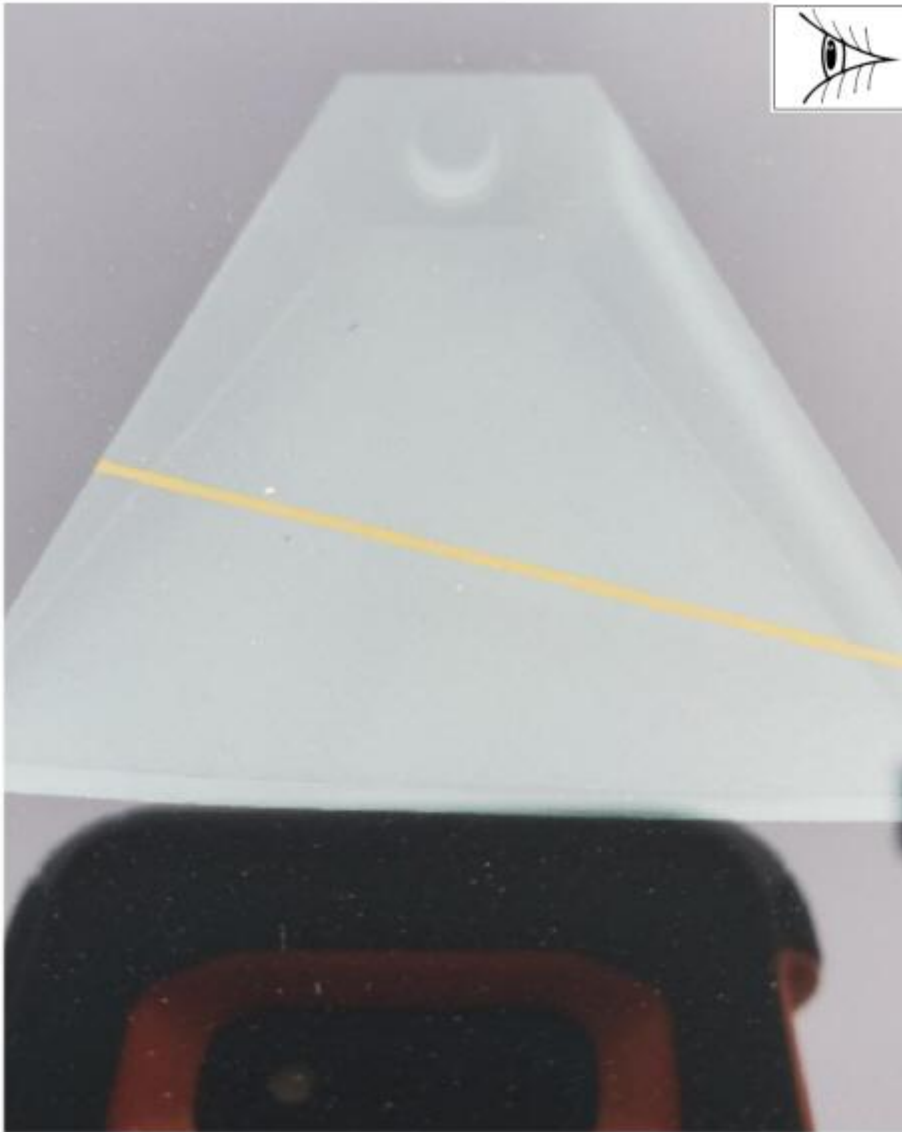
E351764

Figure 4



E351765

Figure 5



E351766

Figure 6



E351767

Possible outside factors that may prevent CCM alignment

1. DTCs present in CCM or other modules
 - (1). Repair all DTCs prior to diagnosing or attempting CCM alignment
2. Module or circuit concerns (usually DTCs would be present)

3. CCM radar blocked – may result in CCM DTC C1A67:97

- (1). Incorrect front license plate/bracket mounting
- (2). Aftermarket or incorrect bumper or grille
- (3). Brush guard installed
- (4). Snow plow or snow plow mounting hardware installed
- (5). CCM mounting hardware bent or damaged or improper CCM mounting

NOTE: Improper CCM mounting may also result in DTCs B142E:78 or B1432:78 in the CCM

- (6). Facia damaged, facia installed incorrectly, or aftermarket facia installed
- (7). CCM alignment is incorrect. Refer WSM, Section 419-03, Cruise Control Radar Alignment.

Figure 7



E351768

Figure 8



E351769

Article Number: 49684
Article Type: S
Author: DSTENDAR
Global Concern Number: 069-2021-0033
Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	03/22/2021	07/28/2021
SA	GUF	03/22/2021	07/28/2021
WD	ABW	03/22/2021	07/28/2021
WD	AFG	03/22/2021	07/28/2021
WD	AGO	03/22/2021	07/28/2021
WD	AIA	03/22/2021	07/28/2021
WD	ANT	03/22/2021	07/28/2021
WD	ARE	03/22/2021	07/28/2021
WD	ATG	03/22/2021	07/28/2021
WD	BDI	03/22/2021	07/28/2021
WD	BEN	03/22/2021	07/28/2021
WD	BFA	03/22/2021	07/28/2021
WD	BHR	03/22/2021	07/28/2021
WD	BHS	03/22/2021	07/28/2021
WD	BLZ	03/22/2021	07/28/2021
WD	BMU	03/22/2021	07/28/2021
WD	BRB	03/22/2021	07/28/2021
WD	CAF	03/22/2021	07/28/2021
WD	CCK	03/22/2021	07/28/2021
WD	CIV	03/22/2021	07/28/2021
WD	CMR	03/22/2021	07/28/2021
WD	COD	03/22/2021	07/28/2021
WD	COG	03/22/2021	07/28/2021
WD	COM	03/22/2021	07/28/2021
WD	CPV	03/22/2021	07/28/2021
WD	CRI	03/22/2021	07/28/2021
WD	CUB	03/22/2021	07/28/2021
WD	CYM	03/22/2021	07/28/2021
WD	DJI	03/22/2021	07/28/2021
WD	DMA	03/22/2021	07/28/2021
WD	DOM	03/22/2021	07/28/2021
WD	ERI	03/22/2021	07/28/2021
WD	ESH	03/22/2021	07/28/2021
WD	ETH	03/22/2021	07/28/2021
WD	GAB	03/22/2021	07/28/2021
WD	GHA	03/22/2021	07/28/2021
WD	GIN	03/22/2021	07/28/2021
WD	GMB	03/22/2021	07/28/2021
WD	GNB	03/22/2021	07/28/2021
WD	GNQ	03/22/2021	07/28/2021
WD	GRD	03/22/2021	07/28/2021
WD	GTM	03/22/2021	07/28/2021
WD	GUY	03/22/2021	07/28/2021
WD	HND	03/22/2021	07/28/2021
WD	HTI	03/22/2021	07/28/2021

WD	IRN	03/22/2021	07/28/2021
WD	IRQ	03/22/2021	07/28/2021
WD	ISR	03/22/2021	07/28/2021
WD	JAM	03/22/2021	07/28/2021
WD	JOR	03/22/2021	07/28/2021
WD	KEN	03/22/2021	07/28/2021
WD	KNA	03/22/2021	07/28/2021
WD	KWT	03/22/2021	07/28/2021
WD	LBN	03/22/2021	07/28/2021
WD	LBR	03/22/2021	07/28/2021
WD	LCA	03/22/2021	07/28/2021
WD	MDG	03/22/2021	07/28/2021
WD	MLI	03/22/2021	07/28/2021
WD	MOZ	03/22/2021	07/28/2021
WD	MRT	03/22/2021	07/28/2021
WD	MSR	03/22/2021	07/28/2021
WD	MTQ	03/22/2021	07/28/2021
WD	MUS	03/22/2021	07/28/2021
WD	MWI	03/22/2021	07/28/2021
WD	MYT	03/22/2021	07/28/2021
WD	NER	03/22/2021	07/28/2021
WD	NGA	03/22/2021	07/28/2021
WD	NIC	03/22/2021	07/28/2021
WD	OMN	03/22/2021	07/28/2021
WD	PAK	03/22/2021	07/28/2021
WD	PAN	03/22/2021	07/28/2021
WD	PRI	03/22/2021	07/28/2021
WD	PSE	03/22/2021	07/28/2021
WD	QAT	03/22/2021	07/28/2021
WD	REU	03/22/2021	07/28/2021
WD	RWA	03/22/2021	07/28/2021
WD	SAU	03/22/2021	07/28/2021
WD	SDN	03/22/2021	07/28/2021
WD	SEN	03/22/2021	07/28/2021
WD	SGS	03/22/2021	07/28/2021
WD	SHN	03/22/2021	07/28/2021
WD	SLE	03/22/2021	07/28/2021
WD	SLV	03/22/2021	07/28/2021
WD	SOM	03/22/2021	07/28/2021
WD	SPM	03/22/2021	07/28/2021
WD	STP	03/22/2021	07/28/2021
WD	SUR	03/22/2021	07/28/2021
WD	SYC	03/22/2021	07/28/2021
WD	SYR	03/22/2021	07/28/2021
WD	TCA	03/22/2021	07/28/2021
WD	TCD	03/22/2021	07/28/2021
WD	TGO	03/22/2021	07/28/2021
WD	TTO	03/22/2021	07/28/2021
WD	TZA	03/22/2021	07/28/2021
WD	UGA	03/22/2021	07/28/2021
WD	UMI	03/22/2021	07/28/2021

WD	VCT	03/22/2021	07/28/2021
WD	VGB	03/22/2021	07/28/2021
WD	VIR	03/22/2021	07/28/2021
WD	YEM	03/22/2021	07/28/2021
WD	ZAR	03/22/2021	07/28/2021
WD	ZMB	03/22/2021	07/28/2021
WD	ZWE	03/22/2021	07/28/2021

Title:

2021 F-150 - U3000:49 In The IPMA Will Not Clear

Text:

Some 2021 F-150 vehicles may exhibit diagnostic trouble code (DTC) U3000:49 stored in the image processing module A (IPMA). This may be due to the learned values in the IPMA not allowing the code to be cleared. To clear the DTC, download and run the IPMA - Reset the Image Processing Module A (IPMA) Learned Values application in Ford Diagnosis and Repair System (FDRS), then run the IPMA - Image Processing Module A (IPMA) Alignment application immediately after. If the U3000:49 is still present after running both applications, continue with normal diagnostics in Pinpoint Test AI in Workshop Manual, Section 419-07.

Vehicles:

2021 F-150 (P702) (FD)

Symptom Code:

U3000

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driver Aides and Information				2****
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic			223***
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic			2230**
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic			223000
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic	Controls		2231**
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic	Controls		223100
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic	Controls	Inoperative	223138
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic	Controls	Loose/Attachment	223142
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic	Performance		2232**
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic	Performance		223200
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic	Performance	Inaccurate	223236
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic	Performance	Inoperative	223238
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic	Not Listed		223Z**
Driver Aides and Information	Blind Spot (BLIS)/Cross Traffic	Not Listed		223Z00
Driver Aides and Information	Warning Indicators/Messages/Chimes			227***
Driver Aides and Information	Warning Indicators/Messages/Chimes			2270**
Driver Aides and Information	Warning Indicators/Messages/Chimes			227000
Driver Aides and Information	Warning Indicators/Messages/Chimes	Collision Avoidance		227A**
Driver Aides and Information	Warning Indicators/Messages/Chimes	Collision Avoidance		227A00
Driver Aides and Information	Warning Indicators/Messages/Chimes	Collision Avoidance	Flashes	227A30
Driver Aides and Information	Warning Indicators/Messages/Chimes	Collision Avoidance	Inoperative	227A38
Driver Aides and Information	Warning Indicators/Messages/Chimes	Collision Avoidance	Stays On	227A68
Driver Aides and Information	Warning Indicators/Messages/Chimes	Lane Departure		227K**
Driver Aides and Information	Warning Indicators/Messages/Chimes	Lane Departure		227K00
Driver Aides and Information	Warning Indicators/Messages/Chimes	Lane Departure	Flashes	227K30
Driver Aides and Information	Warning Indicators/Messages/Chimes	Lane Departure	Inoperative	227K38
Driver Aides and Information	Warning Indicators/Messages/Chimes	Lane Departure	Stays On	227K68
Driver Aides and Information	Warning Indicators/Messages/Chimes	Not Listed		227Z**
Driver Aides and Information	Warning Indicators/Messages/Chimes	Not Listed		227Z00
Driver Aides and Information	Forward Sensing			22B***

Driver Aides and Information	Forward Sensing			22B0**
Driver Aides and Information	Forward Sensing			22B000
Driver Aides and Information	Forward Sensing	Controls		22B1**
Driver Aides and Information	Forward Sensing	Controls		22B100
Driver Aides and Information	Forward Sensing	Controls	Inoperative	22B138
Driver Aides and Information	Forward Sensing	Controls	Loose/Attachment	22B142
Driver Aides and Information	Forward Sensing	Performance		22B2**
Driver Aides and Information	Forward Sensing	Performance		22B200
Driver Aides and Information	Forward Sensing	Performance	Inaccurate	22B236
Driver Aides and Information	Forward Sensing	Performance	Inoperative	22B238
Driver Aides and Information	Forward Sensing	Not Listed		22BZ**
Driver Aides and Information	Forward Sensing	Not Listed		22BZ00
Driver Aides and Information	Exterior Camera			22D***
Driver Aides and Information	Exterior Camera			22D0**
Driver Aides and Information	Exterior Camera			22D000
Driver Aides and Information	Exterior Camera	Performance		22D2**
Driver Aides and Information	Exterior Camera	Performance		22D200
Driver Aides and Information	Exterior Camera	Performance	Appearance	22D203
Driver Aides and Information	Exterior Camera	Performance	Inaccurate	22D236
Driver Aides and Information	Exterior Camera	Performance	Inoperative	22D238
Driver Aides and Information	Exterior Camera	Display		22D3**
Driver Aides and Information	Exterior Camera	Display		22D300
Driver Aides and Information	Exterior Camera	Display	Appearance	22D303
Driver Aides and Information	Exterior Camera	Display	Loose/Attachment	22D342
Driver Aides and Information	Exterior Camera	Not Listed		22DZ**
Driver Aides and Information	Exterior Camera	Not Listed		22DZ00
Driver Aides and Information	Lane Departure/Keep			22F***
Driver Aides and Information	Lane Departure/Keep			22F0**
Driver Aides and Information	Lane Departure/Keep			22F000
Driver Aides and Information	Lane Departure/Keep	Controls		22F1**
Driver Aides and Information	Lane Departure/Keep	Controls		22F100
Driver Aides and Information	Lane Departure/Keep	Controls	Inoperative	22F138
Driver Aides and Information	Lane Departure/Keep	Controls	Loose/Attachment	22F142
Driver Aides and Information	Lane Departure/Keep	Performance		22F2**
Driver Aides and Information	Lane Departure/Keep	Performance		22F200
Driver Aides and Information	Lane Departure/Keep	Performance	Inaccurate	22F236
Driver Aides and Information	Lane Departure/Keep	Performance	Inoperative	22F238
Driver Aides and Information	Lane Departure/Keep	Not Listed		22FZ**
Driver Aides and Information	Lane Departure/Keep	Not Listed		22FZ00

Audit Comments:

Area Code	Geo Sales Area	Comment	Old Date of Deactivation	New Date of Deactivation	CDSID
NA	***	GSMITH LOADED MESSAGE:069-2021-1710::ADD	01/01/1900	03/19/2025	GSMITH
NA	***	THIS MESSAGE WAS SUPERCEDED BY 21-2249	03/19/2025	07/28/2021	GSMITH
SA	GUF	GSMITH LOADED MESSAGE:069-2021-1710::ADD	01/01/1900	03/19/2025	GSMITH
SA	GUF	THIS MESSAGE WAS SUPERCEDED BY 21-2249	03/19/2025	07/28/2021	GSMITH
WD	ABW	GSMITH LOADED MESSAGE:069-2021-1710::ADD	01/01/1900	03/19/2025	GSMITH
WD	ABW	THIS MESSAGE WAS SUPERCEDED BY 21-2249	03/19/2025	07/28/2021	GSMITH
WD	AFG	GSMITH LOADED MESSAGE:069-2021-1710::ADD	01/01/1900	03/19/2025	GSMITH
WD	AFG	THIS MESSAGE WAS SUPERCEDED BY 21-2249	03/19/2025	07/28/2021	GSMITH
WD	AGO	GSMITH LOADED MESSAGE:069-2021-1710::ADD	01/01/1900	03/19/2025	GSMITH
WD	AGO	THIS MESSAGE WAS SUPERCEDED BY 21-2249	03/19/2025	07/28/2021	GSMITH

Global OASIS Search

- SSM/TSB/GSB Search
- SSM/TSB/GSB Search by Number
- SSM/TSB/GSB Message Count
- SSM/TSB/GSB Word Search
- SSM Expiration
- SSM/TSB/GSB Symptom/DTC Codes Search
- Count SSM/TSB/GSB Message Activated per day
- Published SSM/TSB/GSB/ISM Messages
- Monthly SSM/TSB/GSB/ISM Report
- VIN Sample 2007 FWD
- Middle Ware Reports
- FSA Search
- ISM Search
- ISM Search by Number
- Help

ISM Search --- GOASIS Search

Note: These are messages that are on the GOASIS system that are currently active and can be viewed by dealers or have been deactivated within the last 6 months

Aviator (U611C) --- (TU) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

[View Excel](#)

2 Items Found

Article Type	Message Number	Author	Title	Symptom Code	Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
I	I2012005	DKENYON8	Turbocharger Oil Feed Filter locations All Turbocharged Engines	5543**	NA	***	12/10/2020	12/10/2030
I	I2108008	TROWLAN9	Multiple Vehicle Lines - DTC P0124 Along With DTCs for Other VREF Sensors	5543**	NA	CAN	09/01/2021	09/01/2031
					NA	USA	09/01/2021	09/01/2031

[View Excel](#)

ISM Search --- OASIS Archives

Note: Archive items have been deactivated and are not visible to the dealers

Aviator (U611C) --- (TU) 2020 2022 NA 2221**, 222138, 227K**, 5543**, 5593**

There were not any records for the OASIS Archives Search



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David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

January 15, 2019

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S02**

Certain 2019 Model Year Nautilus Vehicles Equipped with Adaptive Cruise Control
and Adaptive Steering
Power Steering Control Module Reprogramming

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Nautilus	2019	Oakville	September 5, 2018 through November 19, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles may not detect when the driver removes their hands from the steering wheel when using adaptive cruise control with stop and go and lane centering enabled. If this occurs, the driver may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the Power Steering Control Module (PSCM) using Integrated Diagnostic Software (IDS) 112.02 or higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of January 21, 2019. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S02**

Certain 2019 Model Year Nautilus Vehicles Equipped with Adaptive Cruise Control and
Adaptive Steering
Power Steering Control Module Reprogramming

OASIS ACTIVATION

OASIS will be activated on January 15, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through [REDACTED] on January 15, 2019. Owner names and addresses will be available by February 8, 2019.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles, if they keep their hands on the steering wheel while driving. Refer to the owners manual for further information.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S02**

Certain 2019 Model Year Nautilus Vehicles Equipped with Adaptive Cruise Control and
Adaptive Steering
Power Steering Control Module Reprogramming

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07122, 2019 Lincoln Pickup & Delivery Updates.

LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC06196, Lincoln Loyalty Program Announcement for additional details.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 19S02 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S02**

Certain 2019 Model Year Nautilus Vehicles Equipped with Adaptive Cruise Control and
Adaptive Steering

Power Steering Control Module Reprogramming

CLAIMS PREPARATION AND SUBMISSION (continued)

- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07122, 2019 Lincoln Pickup & Delivery Updates for details.
- **Lincoln Client Special Handling:** reference EFC06196, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S02**

Certain 2019 Model Year Nautilus Vehicles Equipped with Adaptive Cruise Control and
Adaptive Steering
Power Steering Control Module Reprogramming

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram PSCM using IDS 112.02 or higher	19S02B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2019 MODEL YEAR NAUTILUS VEHICLES EQUIPPED WITH ADAPTIVE CRUISE CONTROL AND ADAPTIVE STEERING — POWER STEERING CONTROL MODULE REPROGRAMMING

OVERVIEW

Some of the affected vehicles may not detect when the driver removes their hands from the steering wheel when using adaptive cruise control with stop and go and lane centering enabled. If this occurs, the driver may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the Power Steering Control Module (PSCM) using Integrated Diagnostic Software (IDS) 112.02 or higher.

SERVICE PROCEDURE

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

NOTE: Make sure the IDS computer does not enter sleep mode during programming.

2. Reprogram the Power Steering Control Module (PSCM) using Integrated Diagnostic Software (IDS) release 112.02 or higher. Make sure you are connected to the Internet prior to reprogramming.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.



Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



Ford Media Center

FORD MOTOR COMPANY ISSUES SAFETY RECALL FOR SELECT 2019 LINCOLN NAUTILUS VEHICLES FOR HANDS ON/OFF DETECTION WARNINGS THAT MAY NOT FUNCTION

Jan 15, 2019 | DEARBORN, Mich.

DEARBORN, Mich., Jan. 16, 2019 – Ford Motor Company is issuing a safety recall for certain 2019 Lincoln Nautilus vehicles equipped with lane-centering assist and adaptive front steering because these vehicles may not adequately detect if a driver has his or her hands off the steering wheel. If this occurs, the hands on/off detection system may not alert the driver to place his or her hands back on the steering wheel, which could increase the risk of a crash.

Ford is not aware of any accidents or injuries resulting from this condition.

This action affects approximately 2,700 Lincoln Nautilus vehicles in North America, including 2,276 in the United States and federalized territories and 371 in Canada.

Affected 2019 Lincoln Nautilus vehicles were built at Oakville Assembly Plant, Sept. 5, 2018 to Nov. 19, 2018.

Dealers will update the power steering control module software in affected vehicles. The Ford reference number for this recall is 19S02.

About Ford Motor Company

Ford Motor Company is a global company based in Dearborn, Michigan. The company designs, manufactures, markets and services a full line of Ford cars, trucks, SUVs, electrified vehicles and Lincoln luxury vehicles, provides financial services through Ford Motor Credit Company and is pursuing leadership positions in electrification, autonomous vehicles and mobility solutions. Ford employs approximately 200,000 people worldwide. For more information regarding Ford, its products and Ford Motor Credit Company, please visit www.corporate.ford.com.



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

January 2019

*** * * IMPORTANT SAFETY RECALL * * ***

Safety Recall Notice 19S02 / NHTSA Recall XXX-XXX

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

The Lincoln Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

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? Your vehicle is equipped with adaptive cruise control with lane centering as well as adaptive steering. These features include warnings that are intended to detect when the driver's hands are removed from the steering wheel. When using adaptive cruise control with stop and go and lane centering enabled, an issue with the software calibration may prevent the vehicle from warning the driver when their hands are removed from the steering wheel.

What is the risk? Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

What will Lincoln and your dealer do? The Lincoln Motor Company has authorized your dealer to reprogram the power steering control module 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 to schedule a service appointment for Recall 19S02. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

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

Lincoln has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle, if you keep your hands on the steering wheel while driving. Please refer to the owners manual for further information regarding the adaptive cruise control and stop and go features. Lincoln owners of 2017 Model Year or later vehicles affected by this recall have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your dealership, or you can schedule Pickup & Delivery through the Lincoln Way app, if you would like to take advantage of this option.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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 The Lincoln Way 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 **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.Lincolnowner.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.

Can we assist you further? (Continued)

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. Reference NHTSA Safety Recall <xxxxxx>.

Thank you for your attention to this important matter.

The Lincoln Motor Company

DRAFT



DISPOSE of Copies (Black Stamped) by:	2039
RETAIN Record Copy (Red Stamped) Thru:	
Schedule Number:	16.11

Desi Ujkashevic, Global Director
Automotive Safety Office
Sustainability, Environment & Safety Engineering

Fairlane Plaza South, Suite 400
330 Town Center Drive
Dearborn, MI 48126-2738

January 14, 2019

Memo to File

Subject: Ford Motor Company (Ford) Recall No. **19S02** – Certain 2019 model year Lincoln Nautilus vehicles – Steering Wheel Hands On/Off Detection

In accordance with the requirements of 49 CFR Part 573 Defect and Non-Compliance Information Reports, Ford Motor Company will be electronically filing the attached information for voluntary safety recall #19S02, via NHTSA's website at <http://www.safercar.gov>.

Sincerely,

[Redacted Signature]
Desi Ujkashevic
Attachment

Defect/Noncompliance Description

Describe the defect/noncompliance: The Lane Center Assist system in these vehicles may not adequately detect if a driver has their hands off the steering wheel.

Describe the cause: The production variation of the Adaptive Front Steering (AFS) mass offset/inertia and upstream steering friction may apply higher than expected torque to the steering wheel. This torque could be incorrectly interpreted as the driver's hands being on the wheel.

Describe the safety risk: Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

Identify any warning which can precede or occur: None

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.

November – December 2018: Ford Product Development informed the North American Critical Concerns Review Group (CCRG) that during a Ford marketing drive of early production vehicles that an error state was identified where the hands on/off cluster warnings were falsely canceled without the driver putting their hands on the steering wheel. A review of available vehicles showed repeatability on nine of the 15. Further engineering analysis identified that production variability and internal friction within the AFS could result in the system exceeding the calibrated torque threshold used to determine if the driver's hands are on the steering wheel.

On January 7, 2019, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacturer's plan for reimbursement.

Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the Power Steering Control Module software updated. 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.

Describe what distinguishes the remedy component from the recalled component.

The Power Steering Control Module software will be updated to the most recent level (IDS 112.02) that accounts for the variability experienced in production.

Identify the Recall Schedule

Describe the recall schedule for notifications.

Notification to dealers is expected to occur on January 15, 2019. Mailing of owner notification letters is expected to begin January 21, 2019 and is expected to be completed by January 25, 2019.

Planned Dealer Notification Begin Date: 01/15/2019
Planned Dealer Notification End Date: 01/15/2019

Planned Owner Notification Begin Date: 01/21/2019
Planned Owner Notification End Date: 01/25/2019

Manufacturer's identification code for this recall (if applicable): 19S02

Manufacturer Comments to NHTSA Staff

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued.

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

###



The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121-1904

January 2019

DEARBORN, MI

*** * * IMPORTANT SAFETY RECALL * * ***

Safety Recall Notice 19S02 / NHTSA Recall Pending Assignment

Your Vehicle Identification Number (VIN):

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

The Lincoln Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

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?

Your vehicle is equipped with adaptive cruise control with lane centering as well as adaptive steering. These features include warnings that are intended to detect when the driver's hands are removed from the steering wheel. When using adaptive cruise control with stop and go and lane centering enabled, an issue with the software calibration may prevent the vehicle from warning the driver when their hands are removed from the steering wheel.

What is the risk?

Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

What will Lincoln and your dealer do?

The Lincoln Motor Company has authorized your dealer to reprogram the power steering control module 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 to schedule a service appointment for Recall 19S02. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Lincoln has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle, if you keep your hands on the steering wheel while driving. Please refer to the owner's manual for further information regarding the adaptive cruise control and stop and go features. Lincoln owners have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your dealership, or you can schedule Pickup & Delivery through the Lincoln Way app, if you would like to take advantage of this option.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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

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 The Lincoln Way 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 **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.Lincolnowner.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.

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. NHTSA Safety Recall pending assignment.

Thank you for your attention to this important matter.

The Lincoln Motor Company



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 1, 2019

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

NEF-150JK
19V-031

Subject: Failure of Hands-off the Wheel Alerts

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:

LINCOLN/NAUTILUS/2019

Mfr's Report Date: January 14, 2019

NHTSA Campaign Number: 19V-031

Components:

LANE DEPARTURE: LANE KEEP: STEERING ASSIST

Potential Number of Units Affected: 2,276

Problem Description:

Ford Motor Company (Ford) is recalling certain 2019 Lincoln Nautilus vehicles. The Lane Center Assist system may not adequately detect if a driver has their hands off the steering wheel for a prolonged period of time.

Consequence:

If the system remains active despite the driver not having their hands on the wheel, the driver's inattention may increase the risk of crash.

Remedy:

Ford has notified owners, and dealers will update the Power Steering Control Module software, free of charge. The recall began on January 25, 2019. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 19S02.

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).

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 Ford 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 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,



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



2LMPJ9JP5KB [REDACTED]

April, 2019

***** IMPORTANT SAFETY RECALL REMINDER *****

According to our records, your 2019 Nautilus has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

Recall Number 19S02 - Power Steering Control Module Reprogramming
and Description:

What is the issue?

Your vehicle is equipped with adaptive cruise control with lane centering as well as adaptive steering. These features include warnings that are intended to detect when the driver's hands are removed from the steering wheel. When using adaptive cruise control with stop and go and lane centering enabled, an issue with the software calibration may prevent the vehicle from warning the driver when their hands are removed from the steering wheel. Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**. If you wish to contact us through the Internet, our address is: www.Lincolnowner.com.

Thank you for your attention to this very important matter.

2LMPJ9JP5KB [REDACTED]

Abril de, 2019

***** RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD *****

SegUR nuestros registros, no se realizaron en sur 2019 Nautilus las reparaciones necesarias correspondientes a la campaña de seguridad. Le solicitamos que realice esta reparación gratuita en su distribuidor local lo antes posible.

Número y descripción de la campaña: 19S02 - Reprogramación del módulo de control de la dirección hidráulica

¿Cuál es el problema?

Su vehículo está equipado con control de crucero adaptivo, con centrado en el carril, así como también dirección adaptiva. Estas funciones incluyen advertencias que están destinadas a detectar cuándo el conductor quita las manos del volante de dirección. Al utilizar el control de crucero adaptivo con paro y arranque y centrado en el carril habilitado, un problema con la calibración del software podría evitar que el vehículo advierta al conductor cuando las manos se han quitado del volante de dirección. Los conductores podrían no recibir las advertencias previstas de manos fuera del volante de dirección, lo cual podría aumentar el riesgo de sufrir un accidente.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes Ford al 1-866-436-7332**. Si desea ponerse en contacto con nosotros a través de Internet, nuestra dirección es: www.Lincolnowner.com.

Gracias por su atenciic en este asunto sumamente importante.



THE LINCOLN MOTOR COMPANY

P.O. BOX 1904
DEARBORN, MI 48121-1904

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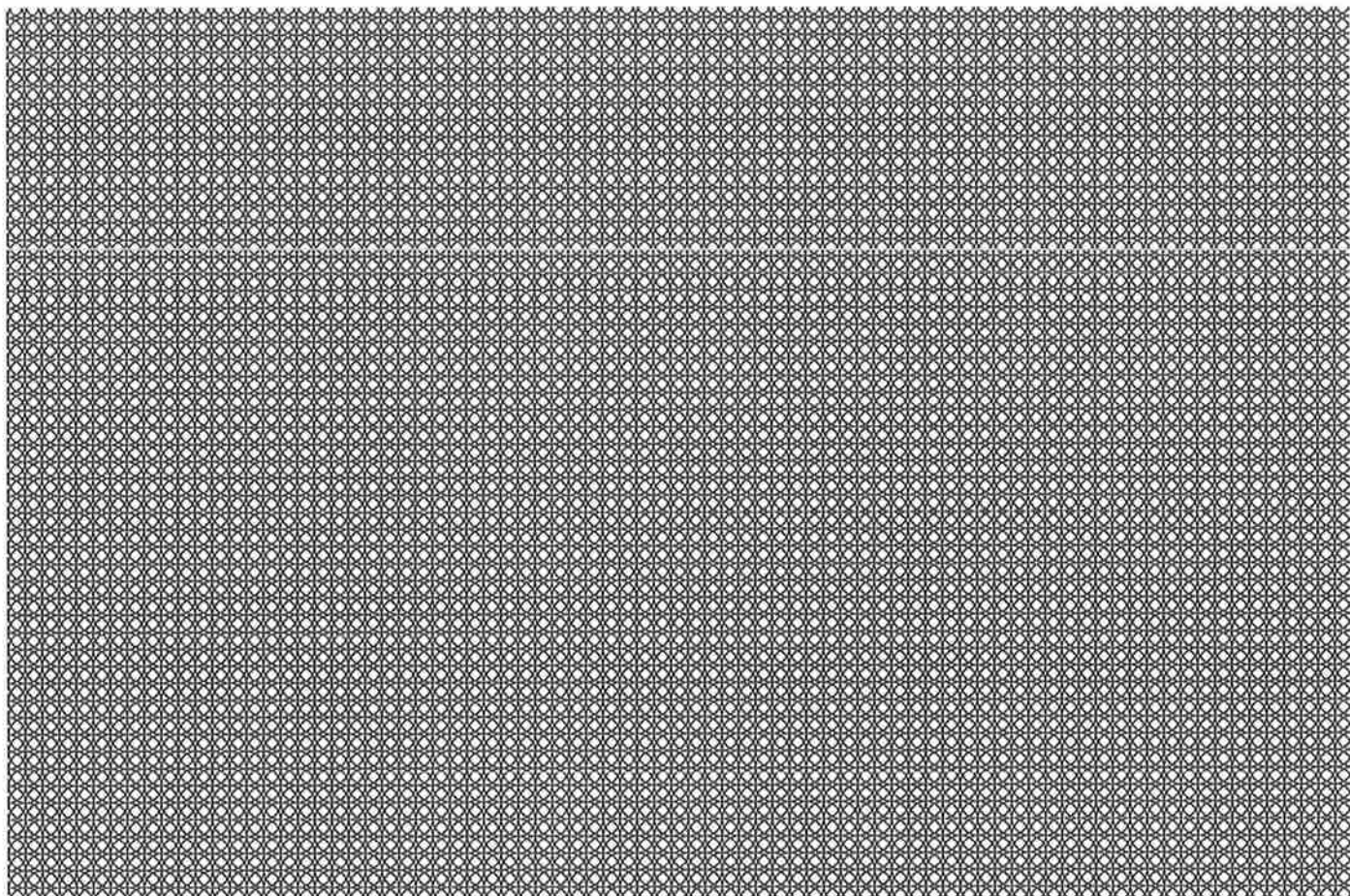


SEE OTHER SIDE FOR
OPENING INSTRUCTIONS

SEE OTHER SIDE FOR
OPENING INSTRUCTIONS

▶ REMOVE THESE SIDE EDGES FIRST
THEN FOLD, CREASE AND TEAR THIS STUB ALONG PERFORATION ▶

▶ REMOVE THESE SIDE EDGES FIRST
THEN FOLD, CREASE AND TEAR THIS STUB ALONG PERFORATION ▶





Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121-1904

April 2020

*** * * IMPORTANT SAFETY RECALL REMINDER * * ***

According to our records, your 2019 Nautilus has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

KEY INFORMATION

- Your vehicle is involved in an important safety recall
- Your safety is important to us. Schedule an appointment to have service procedure completed
- This procedure will be performed free of charge

Recall Number 19S02 - Power Steering Control Module Reprogramming and Description:

What is the Issue? Your vehicle is equipped with adaptive cruise control with lane centering as well as adaptive steering. These features include warnings that are intended to detect when the driver's hands are removed from the steering wheel. When using adaptive cruise control with stop and go and lane centering enabled, an issue with the software calibration may prevent the vehicle from warning the driver when their hands are removed from the steering wheel.

Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

What Are We Asking You To Do? Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance: If you have additional questions, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause 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.

Thank you for your attention to this important matter.

Ford Customer Service Division



Ford Motor Company
División de Servicio al Cliente de Ford
P. O. Box 1904
Dearborn, Michigan 48121

Abril de 2020

***** RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD *****

SegUR nuestros registros, no se realizaron en sur 2019 Nautilus las reparaciones necesarias correspondientes a la campaña de seguridad. Le solicitamos que realice esta reparación gratuita en su distribuidor local lo antes posible.

INFORMACIÓN CLAVE

- Su vehículo ha sido incluido en una importante campaña de seguridad.
- Su seguridad es muy importante para nosotros. Programe una cita para completar el procedimiento de servicio.
- Este procedimiento se llevará a cabo sin costo alguno.
- *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*

Número y descripción de la campaña:

19S02 - Módulo de control de la dirección hidráulica

¿Cuál es el problema?

Su vehículo está equipado con control de cruceo adaptivo, con centrado en el carril, así como también dirección adaptiva. Estas funciones incluyen advertencias que están destinadas a detectar cuándo el conductor quita las manos del volante de dirección. Al utilizar el control de cruceo adaptivo con paro y arranque y centrado en el carril habilitado, un problema con la calibración del software podría evitar que el vehículo advierta al conductor cuando las manos se han quitado del volante de dirección.

Los conductores podrían no recibir las advertencias previstas de manos fuera del volante de dirección, lo cual podría aumentar el riesgo de sufrir un accidente.

¿Qus le solicitamos hacer?

Comuníquese con su distribuidor para programar una cita para completar este importante procedimiento de servicio. Si aún no tiene un distribuidor para realizar el servicio, puede acceder a www.Fordowner.com para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

El propietario del vehículo es responsable de realizar estas acciones de servicio. Ford Motor Company se reserva el derecho de negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la campaña de manera oportuna. Por lo tanto, le solicitamos que realice esta campaña lo antes posible.

Servicio de asistencia:

Si tiene mme preguntas, comununas, con el Centro de Relacio con Clientes de Ford Motor Company al 1-866-436-7332 y uno de nuestros representantes con gusto lo atenderá. Las personas con problemas de audición pueden llamar al 1-800-232-5952 (TDD). El horario de atención es de lunes a viernes, de 8:00 a. m. a 5:00 p. m. (hora local).

Si desea comunicarse con nosotros a travra de Internet, nuestra direcciid es:
www.Fordowner.com.

Si ya realizó esta reparación de seguridad en su distribuidor autorizado, ignore este recordatorio.

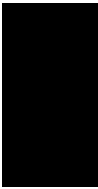
Lamentamos cualquier inconveniente causado y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su distribuidor, es ofrecerle servicio y apoyo de alto nivel.

Gracias por su atenciic en este asunto sumamente importante.

Divisiyo de Servicio al Cliente de Ford



The Lincoln Motor Company
P.O. Box 1904
Dearborn, Michigan 48121-1904



April 2021



***** IMPORTANT SAFETY RECALL REMINDER *****

According to our records, your 2019 Nautilus has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

KEY INFORMATION

- Your vehicle is involved in an important safety recall
- Your safety is important to us. Schedule an appointment to have service procedure completed
- This procedure will be performed free of charge

Recall Number 19S02 - POWER STEERING CONTROL MODULE and Description:

What is the Issue? Your vehicle is equipped with adaptive cruise control with lane centering as well as adaptive steering. These features include warnings that are intended to detect when the driver's hands are removed from the steering wheel. When using adaptive cruise control with stop and go and lane centering enabled, an issue with the software calibration may prevent the vehicle from warning the driver when their hands are removed from the steering wheel.

Drivers may not be alerted by the intended hands-off the wheel warnings, which could increase the risk of a crash.

What Are We Asking You To Do? Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access owner.lincoln.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. The Lincoln Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance: If you have additional questions, please contact the The Lincoln Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: owner.lincoln.com.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause 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.

Thank you for your attention to this important matter.

The Lincoln Motor Company



The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121



Abril de 2021



***** RECORDATORIO DE CAMPAÑA DE SEGURIDAD IMPORTANTE *****

Según nuestros registros, en su 2019 Nautilus no se han realizado las reparaciones necesarias correspondientes a esta campaña de seguridad. Le solicitamos que realice esta reparación gratuita en su distribuidor local lo antes posible.

INFORMACIÓN CLAVE

- Su vehículo ha sido incluido en una importante campaña de seguridad.
- Su seguridad es muy importante para nosotros. Programe una cita para completar el procedimiento de servicio.
- Este procedimiento se llevará a cabo sin costo alguno.
- *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.*

Número y descripción de la campaña:

19S02 - MÓDULO DE CONTROL DE LA DIRECCIÓN HIDRÁULICA

¿Cuál es el problema?

Su vehículo está equipado con control de velocidad de cruce adaptativo, con centrado en el carril, así como también dirección adaptativa. Estas funciones incluyen advertencias que están destinadas a detectar cuándo el conductor quita las manos del volante de dirección. Al utilizar el control de cruce adaptativo con paro y arranque y centrado en el carril habilitado, un problema con la calibración del software podría evitar que el vehículo advierta al conductor cuando las manos se han quitado del volante de dirección.

Los conductores podrían no recibir las advertencias previstas de manos fuera del volante de dirección, lo cual podría aumentar el riesgo de sufrir un accidente.

¿Qué le solicitamos hacer?

Comuníquese con su distribuidor a fin de programar una cita para llevar a cabo este importante procedimiento de servicio. Si aún no tiene un distribuidor para realizar el servicio, puede acceder a owner.lincoln.com para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

El propietario del vehículo es responsable de realizar estas acciones de servicio. The Lincoln Motor Company se reserva el derecho de negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la campaña de manera oportuna. Por lo tanto, le solicitamos que realice esta campaña lo antes posible.

Servicio de asistencia:

Si tiene preguntas, comuníquese con el Centro de Relación con Clientes de The Lincoln Motor Company al 1-866-436-7332 y uno de nuestros representantes con gusto lo atenderá. Las personas con problemas de audición pueden llamar al 1-800-232-5952 (TDD). El horario de atención es de lunes a viernes, de 8:00 a.m. a 5:00 p.m. (hora local).

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es: owner.lincoln.com

Si ya realizó esta reparación en su distribuidor autorizado, ignore este aviso.

Lamentamos cualquier inconveniente causado y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su distribuidor, es ofrecerle servicio y apoyo de alto nivel.

Gracias por su atención en este asunto sumamente importante.

The Lincoln Motor Company



TECHNICAL SERVICE BULLETIN

Various Driver Assistance Feature Concerns And/Or IPMA DTCs U3000:49, U3000:89, U2107:68, C1001:54 And/Or C1001:78

21-2249

28 July 2021

Model:

Ford 2021 F-150
2021 Mustang Mach-E

Issue: Some 2021 F-150 and Mustang Mach-E vehicles may exhibit various driver assistance system warning messages or inoperative features and/or diagnostic trouble codes (DTC) U3000:49, U3000:89, U2107:68, C1001:54 and/or C1001:78. This may be due to software in the image processing module A (IPMA). To correct the condition, follow the Service Procedure to reprogram the IPMA to the latest level.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2021 F-150/Mustang Mach-E
- With or without one or more of the following DTCs in the IPMA:
 - U3000:49
 - U3000:89
 - U2107:68
 - C1001:54
 - C1001:78
- At least one of the following concerns:
 - Front Camera Fault Service Required message
 - Pre-Collision Assist Not Available message
 - Reverse Brake Assist Not Available message
 - Lane-Keeping System Fault Service Required message
 - Collision Warning Not Available message
 - Check Front Park Aid message
 - Check Rear Park Aid message
 - Blind Spot System Fault message
 - Adaptive cruise control inoperative
 - Auto high beams inoperative
 - Traffic sign recognition inoperative
 - Front windshield camera alignment routine fails to complete

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2021 Mustang Mach-E: Retrieve DTCs, Reprogram The IPMA, Perform Alignment Procedures Following The Service Procedures (Do Not Use With Any Other Operations)	212249A	2.4 Hrs.
2021 F-150: Retrieve DTCs, Reprogram The IPMA, Perform Alignment Procedures Following The Service Procedures (Do Not Use With Any Other Operations)	212249B	2.3 Hrs.

Repair/Claim Coding

Causal Part:	14G647

Service Procedure

1. Is only DTC U3000:49 present in the IPMA and does the vehicle also exhibit indications of a low battery voltage condition such as DTC U3003 present in other modules or an engine no crank/no start concern?
 - (1). Yes - this article does not apply. To clear the DTC, download and run the Reset the Image Processing Module A (IPMA) Learned Values application in Ford Diagnosis and Repair System (FDRS). Then run the Image Processing Module A (IPMA) Alignment application immediately after. The IPMA should not be replaced for this condition. Check for OASIS messages for low battery voltage and continue with diagnostics for low battery voltage.
 - (2). No - proceed to Step 2.
2. Is the DTC U2107:68 and/or DTC U3000:89 present, and only after performing an IPMA self-test?
 - (1). Yes - this article does not apply. Clear the DTC and only perform diagnostics for U2107:68 and/or U3000:89 if these DTCs set outside of an IPMA self-test.
 - (2). No - proceed to Step 3.
3. Reprogram the IPMA using the latest FDRS software level.
 - (1). IPMA programming could take up to 2.5 hours, however no technician interaction is needed during programming.
4. Perform the FDRS Image Processing Module A (IPMA) Alignment procedure.
5. Perform the appropriate FDRS camera alignment procedure.
 - (1). For vehicles equipped with 360 degree cameras, perform the IPMA - 360 Degree View Camera Alignment procedure.
 - (2). For all other vehicles, perform the IPMA - Pro Trailer Backup Assist Camera Alignment procedure. This procedure should be performed on all vehicles without 360 degree cameras, even if the vehicle is not equipped with pro trailer backup assist (PTBA).

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.