

# Part 573 Safety Recall Report

# 16V-617

**Manufacturer Name :** Ford Motor Company**Submission Date :** AUG 22, 2016**NHTSA Recall No. :** 16V-617**Manufacturer Recall No. :** 16C12**Manufacturer Information :**

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

**Population :**

Number of potentially involved : 17,985

Estimated percentage with defect : NR

**Vehicle Information :**

Vehicle 1 : 2017-2017 Ford Escape

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Affected vehicles are 2017 model year Escape Titanium and SE vehicles equipped with power windows and built between October 5, 2015 and May 12, 2016.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : OCT 05, 2015 - MAY 12, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** The affected vehicles may not conform to the requirements of FMVSS 118, Section 5 (automatic reversal systems) for remote window closing.

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

FMVSS 1 : 118 - Power-operated window systems

FMVSS 2 : NR

**Description of the Safety Risk :** If the window closing force exceeds the regulatory requirement, it could increase the risk of injury.

Description of the Cause : The power window system configuration may exceed the regulatory requirement for remote actuation closing force, increasing the risk of injury.

Identification of Any Warning that can Occur : None.

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

May – June 2016: As part of an unrelated software validation review, Engineering identified that certain parameters of the power window closing system may have been configured for vehicles which are sold in European markets. Engineering initiated a study to investigate the power window auto-reverse performance.

July 2016: The issue was opened in Ford's Critical Concern Review Group (CCRG) for review. Engineering was requested to review the auto-reverse performance on affected vehicles and the regulatory criteria for FMVSS 118. Engineering's analysis found that the range of performance for the auto-reverse feature during remote close did not meet Ford's requirements. Further engineering analysis of this performance indicated that vehicles may not comply with certain FMVSS 118 requirements. On August 15, 2016, Ford's Field Review Committee reviewed the concern and approved a field action.

## Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to update the power window operating system software. There will be no charge for this service.

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

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

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : Notification to dealers is expected to occur on August 23, 2016. Mailing of owner notification letters is expected to begin September 6, 2016 and is expected to be completed by September 9, 2016.

Planned Dealer Notification Date : AUG 23, 2016 - AUG 23, 2016

Planned Owner Notification Date : SEP 06, 2016 - SEP 09, 2016

\* NR - Not Reported