



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

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

January 17, 2018

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Advance Notice -  
Compliance Recall 18C01**  
Certain 2018 Model Year Expedition and Navigator Vehicles  
Rear Door Modules

**AFFECTED VEHICLES**

| Vehicle    | Model Year | Assembly Plant | Build Dates                                |
|------------|------------|----------------|--|
| Expedition | 2018       | Kentucky Truck | November 27, 2017 through December 9, 2017 |
| Navigator  | 2018       | Kentucky Truck | November 27, 2017 through December 7, 2017 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 118: Power-operated window, partition, and roof panel systems, which requires automatic reversal for power-operated windows when remotely closing the windows. One or both rear door modules (RDMs) may have been built incorrectly, potentially causing them to overheat internally when using the global close feature of the remote key fob. This can prevent automatic reversal when an obstruction is encountered while the window is closing, increasing the risk of injury. If this condition occurs, the window could still move in intervals of 500 milliseconds with manual switch operation. Automatic reversal functions would resume once the control module's internal temperature falls below the thermal protection threshold. There is no fire risk associated with this condition.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this compliance recall. A complete Dealer Bulletin will be provided to dealers by mid-February 2018, when it is anticipated that parts ordering information and repair instructions will be available to support this compliance recall.

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

**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 prior to delivery.**

**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,

A handwritten signature in black ink, appearing to read "D. Johnson". The signature is written in a cursive style with a large initial "D".

David J. Johnson