



David J. Johnson
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Ford Motor Company
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February 6, 2018

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
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

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect both the driver and passenger side rear door module (RDM) build date codes, and if necessary replace the RDM. 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 February 12, 2018. 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,

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

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on January 17, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists was available through <https://web.fsavinlists.dealerconnection.com> on January 17, 2018. Owner names and addresses will be available by February 27, 2018.

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

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

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.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - Ford vehicles – 3 years or 36,000 miles
 - 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.

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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, from their dealership. For details, reference EFC04786 National Launch of Lincoln Pickup and Delivery New Owner Privileges.

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.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (18C01) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- For 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect both rear door module build date codes, pass	18C01A	0.3 Hours
Inspect both rear door module built dates, replace ONE (1) door module	18C01B	0.3 Hours
Inspect both rear door module built dates, replace TWO (2) door modules	18C01C	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
GN1Z-14B291-C	Rear door module (for both LH and RH doors)	As Required	

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2018 MODEL YEAR EXPEDITION AND NAVIGATOR VEHICLES — REAR DOOR MODULES

OVERVIEW

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.

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SERVICE PROCEDURE

Recommended Tool List:

1/4" Drive Ratchet (Hand and Power Tool)
1/4" Drive 7mm Shallow Socket
1/4" Drive 4" (10 cm) Extension
6" (15 cm) Trim Tool

1. Remove the RH and LH rear door trim panels. Please follow the Workshop Manual (WSM) procedures in Section 501-05.



2. Inspect the RH and LH rear door module build date. See Figure 1. Is the build date between 2017.11.10 and 2017.11.20?

Yes – Replace the affected rear door module(s). Please follow the WSM procedures in Section 419-10.

No – No action required. Reinstall the RH and LH rear door trim panels. Please follow the WSM procedures in Section 501-05.

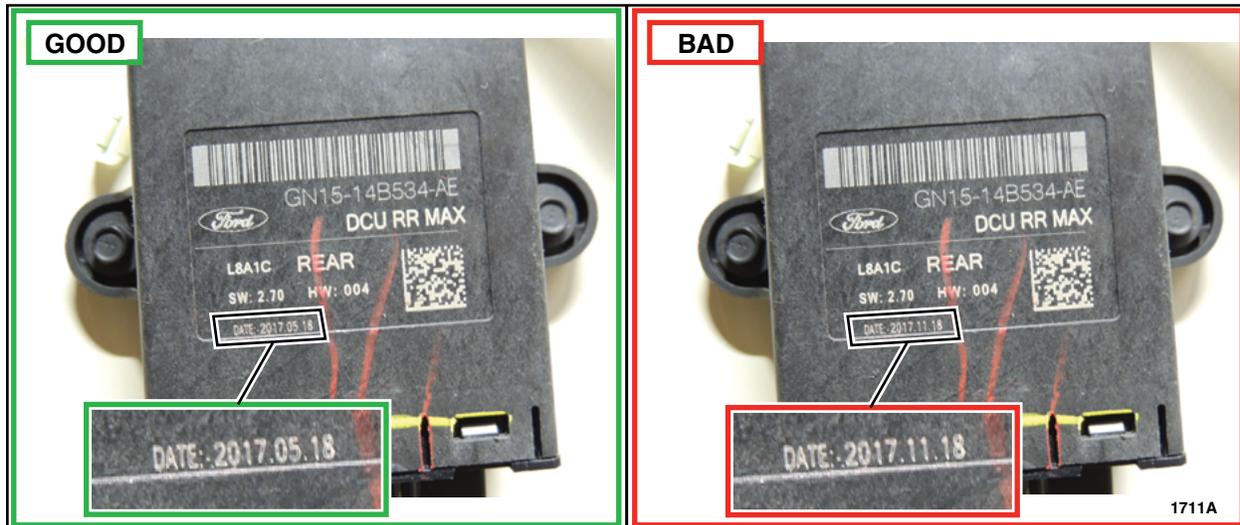


FIGURE 1

