

Part 573 Safety Recall Report

19V-031

Manufacturer Name : Ford Motor Company**Submission Date :** JAN 14, 2019**NHTSA Recall No. :** 19V-031**Manufacturer Recall No. :** 19S02**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 : 2,276

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Lincoln Nautilus

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

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.

Production Dates : SEP 05, 2018 - NOV 19, 2018

VIN Range 1 : Begin : NR

End : NR

 Not sequential**Description of Defect :**

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

FMVSS 1 : NR

FMVSS 2 : NR

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

Description of 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.

Identification of Any Warning that can Occur : None.

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
Country : NR

Chronology :

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.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the 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.

How Remedy Component Differs from 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 How/When 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.

Recall Schedule :

Description of Recall Schedule : 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 Date : JAN 15, 2019 - JAN 15, 2019

Planned Owner Notification Date : JAN 21, 2019 - JAN 25, 2019

* NR - Not Reported