

Part 573 Safety Recall Report

19V-575

Manufacturer Name : Ford Motor Company**Submission Date :** AUG 05, 2019**NHTSA Recall No. :** 19V-575**Manufacturer Recall No. :** 19C06**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 : 13,896

Estimated percentage with defect : 30 %

Vehicle Information :

Vehicle 1 : 2020-2020 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : On the affected vehicles, the MPR cover may be missing or may not be installed. The vehicle may also be in Factory Mode. This affects 13,896 vehicles built within the production date range indicated above.

Ford's team reviewed plant records to determine the population of the affected vehicles. The Ford process is capable of tracing the VINs of the vehicles suspected of leaving the assembly plant with these conditions.

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 : MAR 27, 2019 - JUL 24, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2020 Lincoln Aviator

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : On the affected vehicles, the MPR cover may be missing or may not be installed. The vehicle may also be in Factory Mode. This affects 13,896 vehicles built within the production date range indicated above.

Ford's team reviewed plant records to determine the population of the affected vehicles. The Ford process is capable of tracing the VINs of the vehicles suspected of

leaving the assembly plant with these conditions.

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 : APR 10, 2019 - JUL 24, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : Affected vehicles may have the Manual Park Release (MPR) cover not installed. FMVSS 114 requires the MPR cover to be in place and removable only with a tool. The vehicles may also be in Factory Mode, which disables warning alerts and chimes, and does not display the PRNDL positions and selected gear under certain conditions to reduce battery drain during the production process. FMVSS 102 requires the gear positions and gear selected to be displayed whenever the shifter is not in park.

FMVSS 1 : 114 - Theft protection

FMVSS 2 : 102 - Trans shift lever seq/starter interlock/trans braking effect

Description of the Safety Risk : If the MPR cover is not installed, the MPR lever may be inadvertently actuated, which could result in unintended vehicle movement if the electronic park brake is not applied, increasing the risk of injury or crash.

Description of the Cause : A production process issue may have allowed for vehicles to be shipped without the MPR cover installed and while still in Factory Mode.

Identification of Any Warning that can Occur : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On July 17, 2019, Ford's Customer Quality Indicator System (CQIS) and dealer calls identified six vehicles arriving at dealerships with the IP cluster in Factory Mode. Some of these vehicles had an engaged Manual

Park Release (MPR) and/or missing the MPR cover. A stop-ship was issued on July 19, 2019 to contain suspect vehicles.

On July 29, 2019, Ford's Field Review Committee reviewed the concern and approved a compliance recall action for all affected vehicles.

Ford is aware of one report of an accident occurring during transport, on a vehicle that was previously identified as having an issue with the electronic park brake and had not yet been repaired. The incident resulted in vehicle damage only, and no injuries.

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 inspect for the MPR cover and install it if not attached. The dealer will also verify the instrument cluster is out of Factory Mode and clear any codes that may have been set from the MPR being engaged or the vehicle driven in Factory Mode. 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 : There is no component change with this recall.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production starting July 18, 2019 by ensuring that vehicles had the MPR cover installed and were taken out of Factory Mode prior to shipping.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on August 6, 2019. Mailing of owner notification letters is expected to begin August 19, 2019 and is expected to be completed by August 23, 2019.

Planned Dealer Notification Date : AUG 06, 2019 - AUG 06, 2019

Planned Owner Notification Date : AUG 19, 2019 - AUG 23, 2019

* NR - Not Reported