



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 11, 2020

Mr. Adrian Diaz
Assistant Engineering Director Automotive Safety Office
Ford Motor Company
330 Town Center Drive
Suite 500/5024
Dearborn, MI 48126

NEF-150DM
20V-262

Subject: Pre-Collision Assist can't be Enabled

Dear Mr. Diaz:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/EXPEDITION/2020
LINCOLN/NAVIGATOR/2020

Mfr's Report Date: May 8, 2020

NHTSA Campaign Number: 20V-262

Components:

ELECTRICAL SYSTEM: INSTRUMENT PANEL
FORWARD COLLISION AVOIDANCE
FORWARD COLLISION AVOIDANCE: AUTOMATIC EMERGENCY BRAKING

Potential Number of Units Affected: 25,081

Problem Description:

Ford Motor Company (Ford) is recalling certain 2020 Ford Expedition and Lincoln Navigator vehicles equipped with camera-only Pre-Collision Assist feature. Vehicles built with the optional radar-plus-camera Pre-Collision Assist system are not affected. Due to incorrect coding of interfacing modules, the Pre-Collision Assist feature is not enabled, and the driver cannot access the menu functions necessary to enable the feature.

Consequence:

If the driver is unaware that the Pre-Collision Assist feature is not enabled, they may rely on a system that is not functional, increasing the risk of a crash or injury.

Remedy:

Ford will notify owners, and dealers will reprogram software for the Body Control Module, Antilock Braking System, Instrument Panel Cluster and Headlamp Control Modules, and reset the Tire Pressure Monitor System, free of charge. The recall is expected to begin May 25, 2020. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20S20.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement