

# Part 573 Safety Recall Report

# 20V-262

**Manufacturer Name :** Ford Motor Company**Submission Date :** MAY 08, 2020**NHTSA Recall No. :** 20V-262**Manufacturer Recall No. :** 20S20**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 : 25,081

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Ford Expedition

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

**Descriptive Information :** This condition only affects Ford Expedition and Lincoln Navigator vehicles equipped with the standard camera-only Pre-Collision Assist system built within the time periods above. Vehicles built with the optional radar-plus-camera Pre-Collision Assist system are not 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.

24,894 Ford Expedition Vehicles are affected

Production Dates : APR 16, 2019 - MAR 20, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2020 Lincoln Navigator

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

**Descriptive Information :** This condition only affects Ford Expedition and Lincoln Navigator vehicles equipped with the standard camera-only Pre-Collision Assist system built within the time periods above. Vehicles built with the optional radar-plus-camera Pre-Collision Assist system are not 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.

187 Lincoln Navigator Vehicles are affected

Production Dates : JUL 19, 2019 - MAR 19, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

**Description of the Defect :** Affected vehicles are equipped with Pre-Collision Assist features that are not functional. The Pre-Collision Assist features include Forward Collision Warning, Dynamic Brake Support, and Automatic Emergency Braking. There is no notification to the driver that these features are not functional.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** An inoperative Pre-Collision Assist System may not detect or reduce the risk or severity of a frontal collision, increasing the risk of an injury or crash if the driver is relying on assistance from the system.

**Description of the Cause :** Incorrect software programming in the modules that control the camera-only version of the Pre-Collision Assist System.

**Identification of Any Warning that can Occur :** None

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

April 2020

On April 16, a concern regarding Ford's Pre-Collision Assist system was brought to Ford's Critical Concern Review Group for review. It was observed that an Expedition's Pre-Collision Assist functions were unavailable in the vehicle's cluster despite the vehicle being built with the features. Investigation found that a coding error during vehicle production had misconfigured modules that control the Pre-Collision Assist system. This coding error prevented the appropriate modules from enabling the Pre-Collision Assist features on the vehicle.

On May 1, 2020, 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 Body Control Module, Antilock Braking System, Instrument Panel Cluster and Headlamp Control Modules reprogrammed with the appropriate software calibration. This reprogramming will also require reset of the Tire Pressure Monitor System. 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 :** A new software calibration to update 2020MY Expedition and Navigator vehicles with camera-only Pre-Collision Assist systems is expected to be released for service concurrent with Ford's planned May 11, 2020 dealer notifications for this action.

**Identify How/When Recall Condition was Corrected in Production :** At the time this issue was identified, the affected vehicle assembly plant had ceased operation due to the COVID-19 matter. Upon resumption of vehicle production, the updated software will be programmed into the vehicles prior to leaving the assembly plant.

## Recall Schedule :

**Description of Recall Schedule :** Notification to dealers is expected to occur on May 11, 2020. Mailing of owner notification letters is expected to begin May 25, 2020 and is expected to be completed by May 29, 2020.

**Planned Dealer Notification Date :** MAY 11, 2020 - MAY 11, 2020

**Planned Owner Notification Date :** MAY 25, 2020 - MAY 29, 2020

\* NR - Not Reported