

Part 573 Safety Recall Report

24V-953

Manufacturer Name : Ford Motor Company**Submission Date :** JAN 17, 2025**NHTSA Recall No. :** 24V-953**Manufacturer Recall No. :** 24C43**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 : 47,818

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2025 Lincoln Nautilus

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recalled Driver Door Module (DDM) and Passenger Door Module (PDM) calibration and configuration was introduced into production on 09/26/2022 and was taken out of production on 11/21/2024.

47,818 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 26, 2022 - NOV 21, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The driver or passenger side windows may not automatically reverse when encountering an object until after exerting an upward force greater than 100 N when using the "global closing" (unattended) feature. Additionally, window reversal distance does not meet the minimum requirement set forth in FMVSS 118 and in some scenarios the front and rear door glass will not reverse when an object is detected.

FMVSS 1 : 118 - Power-operated window systems

FMVSS 2 : NR

Description of the Safety Risk : A window automatic reversal system that exerts an upward force greater than 100 N on an obstacle increases the risk of injury.

Description of the Cause : Door module calibration does not accurately incorporate the North America requirements.

Identification of Any Warning that can Occur : none

Involved Components :

Component Name 1 : Nautilus DDM

Component Description : Driver Door Module

Component Part Number : R2TT-14C637-BE/BF/BG/BJ//BM

Component Name 2 : Nautilus PDM

Component Description : Passenger Door Module

Component Part Number : R2TT-14C639-BE/BF/BG/BJ//BM

Supplier Identification :

Component Manufacturer

Name : Kostal Management Co., Ltd

Address : N. 189 Xingting Road, Jiading District
Shanghai Foreign States 201814

Country : China

Chronology :

On November 20, 2024, Ford's Critical Concern Review Group opened an investigation into a concern related to power window automatic reversal system identified by Ford's North America Engineering team during a routine internal compliance audit test on a production vehicle. This testing identified a concern with the movable glass, which did not reverse as expected in certain scenarios. Ford and its supplier determined that this concern only affects Nautilus vehicles built in China with a unique calibration for the North America market. Ford is not aware of any warranty claims related to this condition.

On December 13, 2024, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any accidents or injuries as a result of this condition.

January 17, 2025 Update: Ford revised the recall schedule for dealer and owner notifications.

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 DDM and PDM calibration and configuration updated to comply with FMVSS 118. There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : The remedy DDM and PDM will include updated calibration and configuration to prevent the driver or passenger side windows from exerting an upward force greater than 100 N in all conditions, as well as meeting the window reversal distance requirements.

Software part numbers:
TBD R2TT-14C637-BS Nautilus DDM
TBD R2TT-14C639-BS Nautilus PDM

Identify How/When Recall Condition was Corrected in Production : Updated DDM and PDM module calibration and configuration will prevent the driver and passenger side windows from exerting an upward force greater than 100 N in all conditions, as well as meeting the window reversal distance requirements.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on January 29, 2025. Mailing of owner notification letters is expected to begin February 5, 2025, and is expected to be completed by February 7, 2025, instructing customers to take their vehicle to a Ford or Lincoln dealer to have the DDM and PDM calibration and configuration updated.

Planned Dealer Notification Date : JAN 29, 2025 - JAN 29, 2025

Planned Owner Notification Date : FEB 05, 2025 - FEB 07, 2025

* NR - Not Reported