



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

February 4, 2025

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Compliance Recall 24C43**

Certain 2024 - 2025 Model Year Lincoln Nautilus Vehicles  
Driver and Passenger Door Modules Software Update

**AFFECTED VEHICLES**

| Vehicle  | Model Year  | Assembly Plant   | Build Dates                                  |
|----------|-------------|------------------|--|
| Nautilus | 2024 - 2025 | Hangzhou (China) | September 26, 2022 through December 21, 2024 |

US population of affected vehicles: 42,306. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 118 - Power-Operated Window, Partition, and Roof Panel Systems because the power windows may not automatically reverse as required.

The front or rear side windows may not automatically reverse when encountering an object until after exerting an upward force greater than 100 Newtons (N).

This condition may occur either through one-touch up using a window switch (supervised), or through global close using the key fob, or Lincoln Way mobile applications (unsupervised). Additionally, window reversal distance upon encountering an object does not meet the minimum requirement set forth in FMVSS 118, and in some scenarios the front or rear side windows may not reverse when an object is detected. A window automatic reversal system that applies a force greater than 100 N when an obstruction is encountered increases the risk of injury.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this compliance recall.

**A complete Dealer Bulletin will be provided to dealers the 1<sup>st</sup> quarter 2025 when it is anticipated that software, including repair instructions, will be available to support this compliance recall.** For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.**

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.**

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

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