



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

**1200 New Jersey Avenue SE
Washington, DC 20590**

August 15, 2025

25V518

Tom Single
Ford Motor Company
330 Town Center Drive
Suite 500
Dearborn, MI 48126

Subject: Window Automatic Reversal System Malfunction/FMVSS 118

Dear Tom Single:

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:

LINCOLN/NAUTILUS/2024-2025

Mfr's Report Date: August 08, 2025

NHTSA Campaign Number: 25V518

Components:

VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Potential Number of Units Affected: 102

Problem Description:

Ford Motor Company (Ford) is recalling certain 2024-2025 Lincoln Nautilus vehicles that were repaired incorrectly under recall 24V953. The window automatic reversal system may not react correctly after detecting an obstruction. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 118, "Power-Operated Window Systems."

Consequence:

A closing window may exert excessive force by pinching a driver or passenger before retracting, increasing the risk of injury.

Remedy:

Dealers will update the driver door module (DDM) and the passenger door module (PDM) software, free of charge. Owner notification letters are expected to be mailed on September 15, 2025. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 25C36.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

Involved Component Not Supplied

Provide the part number, name and description of the component(s) involved in this recall as required by 49 USC § 30119 in an amended 573 in the "Involved Components" section through the NHTSA Recalls Portal.

AMENDED 573 REQUIRED.

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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Ford Motor Company's contact for this recall will be Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement

