



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 22, 2019

Ms. Cynthia Williams
Ford Motor Company
330 Town Center Drive
Dearborn, MI 48126

NEF-150JK
19V-575

Subject: Vehicles Still in Factory Mode/FMVSS 114/102

Dear Ms. Williams:

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/EXPLORER/2020
LINCOLN/AVIATOR/2020

Mfr's Report Date: August 5, 2019

NHTSA Campaign Number: 19V-575

Components:

ELECTRICAL SYSTEM: INSTRUMENT PANEL
PARKING BRAKE
POWER TRAIN:AUTOMATIC TRANSMISSION:GEAR POSITION INDICATION (PRNDL)

Potential Number of Units Affected: 13,896

Problem Description:

Ford Motor Company (Ford) is recalling certain 2020 Explorer and Lincoln Aviator vehicles. The Manual Park Release (MPR) cover may not be installed. In addition, the vehicles may be in Factory Mode, which disables warning alerts and does not display the transmission gear selected. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) numbers 114, "Theft Prevention" and 102, "Trans Shift Lever Seq/Starter Interlock/Trans Braking Effect."

Consequence:

Without the cover, the MPR lever may be unintentionally moved, allowing the vehicle to roll away. Being in Factory Mode, the vehicle will not display warnings and/or gear selection on the instrument cluster. Both conditions increase the risk of a crash.

Remedy:

Ford will notify owners, and dealers will inspect and, if necessary, install a MPR cover. Dealers will verify the instrument cluster is not in Factory Mode and clear any fault codes, free of charge. The recall is expected to begin in August 2019. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 19C06.

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.

We have received Ford's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

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 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 Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



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