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**From:** Jadhav, Nitesh (N.C.) [njadhav@ford.com]  
**Sent:** 11/1/2023 9:13:15 PM  
**To:** Brown, Jerry (J.R.) [jbrown25@ford.com]  
**CC:** Chasca, Jim (JRCII.) [jchasca@ford.com]; DeSmet, Edward (E.J.) [edesmet@ford.com]  
**Subject:** TRG Prep: 2018-2019 Expedition Faulty Seat Belt Retractor/ Inadvertent Deployment [REDACTED]  
**Attachments:** CCRG\_draft\_seatbelt\_pretensioner\_Awareness\_TRG\_[REDACTED]\_Nov\_01\_2023.pdf

Hello Jerry,

Sending the presentation file from today's TRG.

Thank you,  
Best Regards,  
Nitesh  
[REDACTED]

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**From:** Jadhav, Nitesh (N.C.)  
**Sent:** Wednesday, November 1, 2023 12:32 PM  
**To:** Hultman, Paula (R.) <prieden@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Chasca, Jim (JRCII.) <jchasca@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>  
**Cc:** Beyer, Laura (L.D.) <lbeyer4@ford.com>  
**Subject:** RE: TRG Prep: 2018-2019 Expedition Faulty Seat Belt Retractor/ Inadvertent Deployment [REDACTED]

Few updates to the deck based on input from Laura.

Best Regards,  
Nitesh  
[REDACTED]

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**From:** Jadhav, Nitesh (N.C.) <njadhav@ford.com>  
**Sent:** Wednesday, November 1, 2023 9:44 AM  
**To:** Hultman, Paula (R.) <prieden@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Chasca, Jim (JRCII.) <jchasca@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>  
**Cc:** Beyer, Laura (L.D.) <lbeyer4@ford.com>  
**Subject:** RE: TRG Prep: 2018-2019 Expedition Faulty Seat Belt Retractor/ Inadvertent Deployment [REDACTED]

Hello Jim & Team,

Sharing the TRG deck for [REDACTED] Will cover only first 10 slides from the deck in TRG.

Rest is backup in case there are questions.

Thank you,  
Best Regards,  
Nitesh  
[REDACTED]

-----Original Appointment-----

**From:** Hultman, Paula (R.) <prieden@ford.com>



# 2018-2022MY Expedition/ Navigator Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment CCRG [REDACTED]

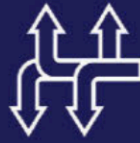
Awareness TRG – Joint Customer Sat/ Safety – Review  
Nov 01, 2023



Turn Around  
Automotive Operations

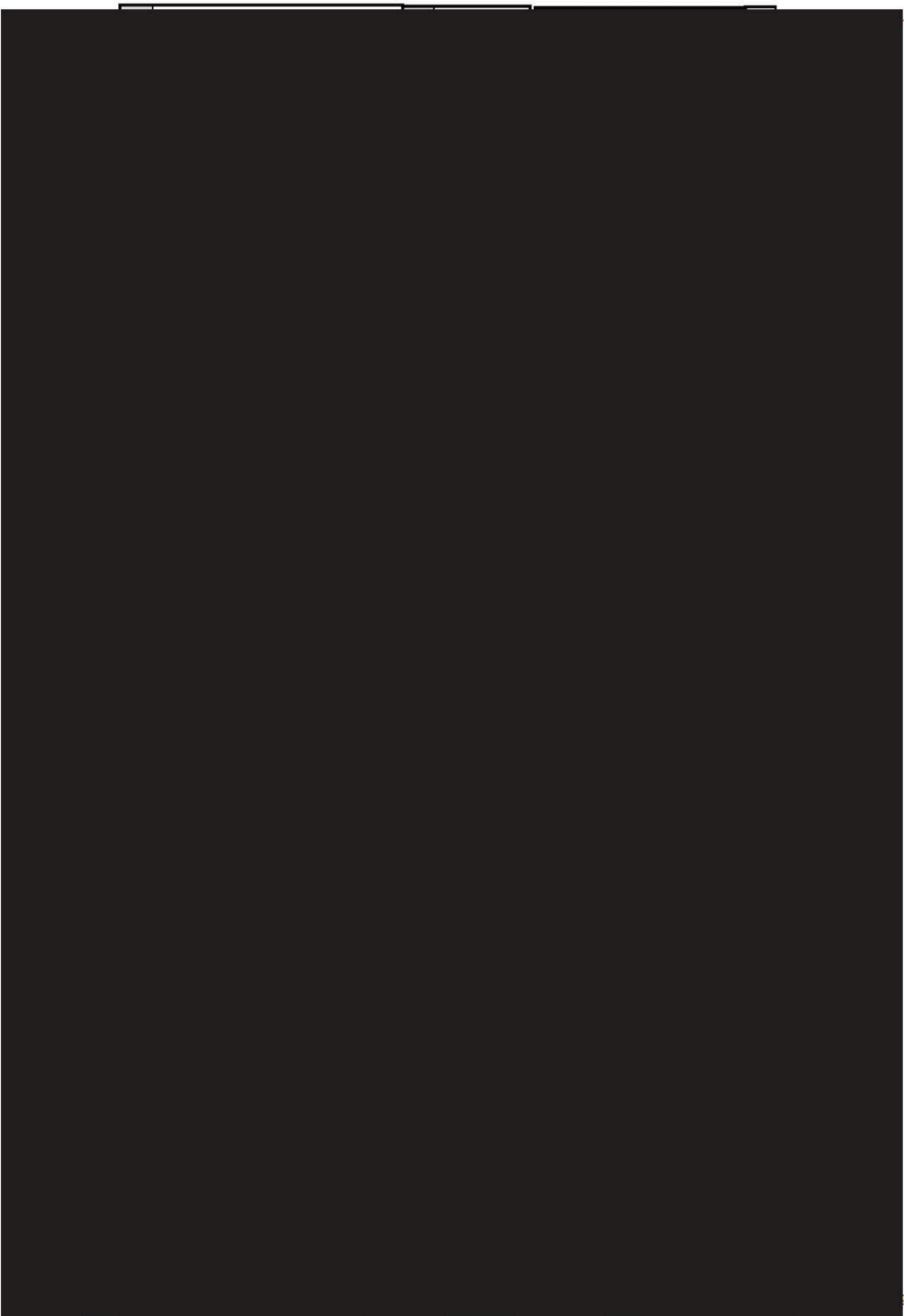


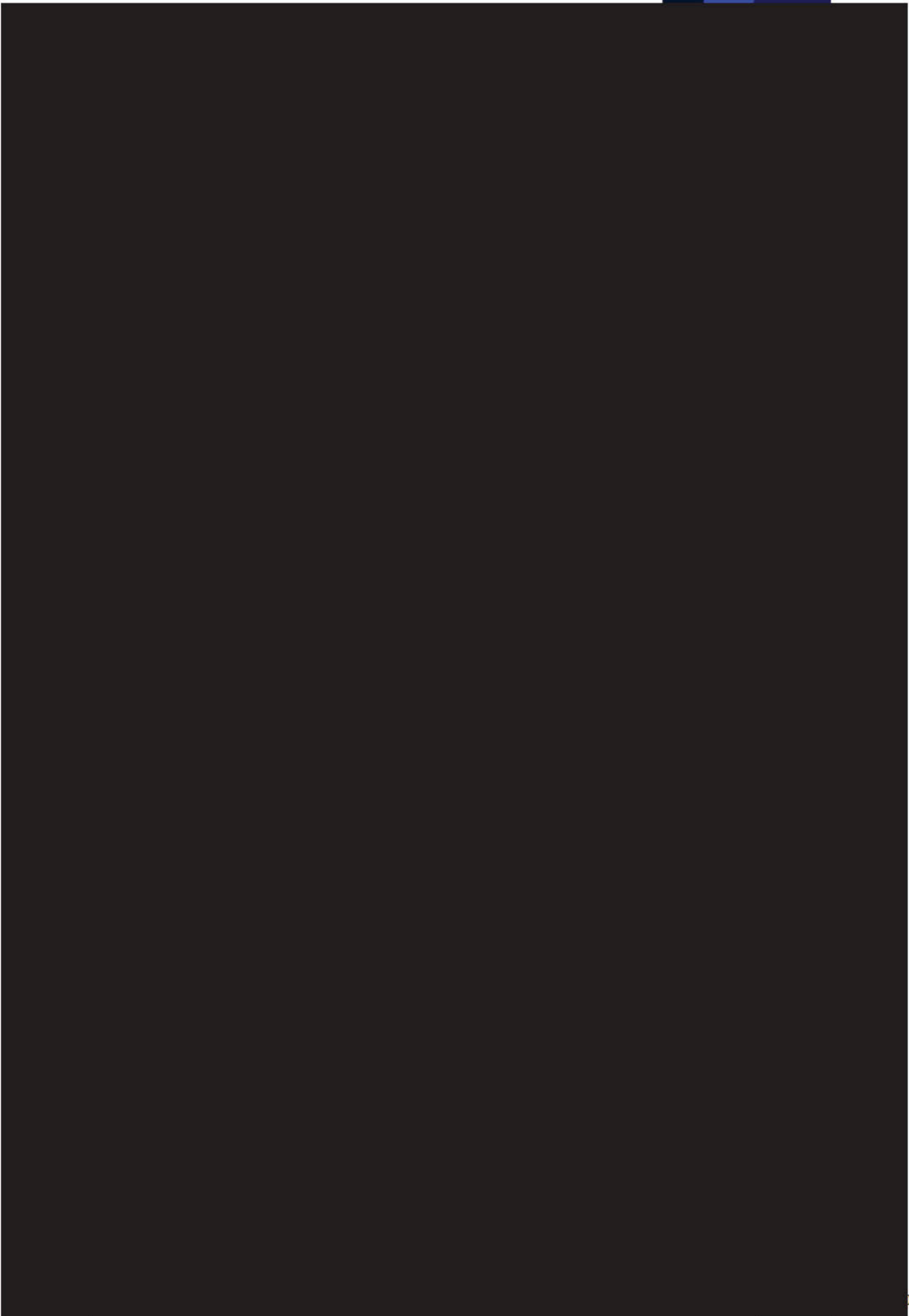
Modernize  
Everywhere



Disrupt  
Ourselves





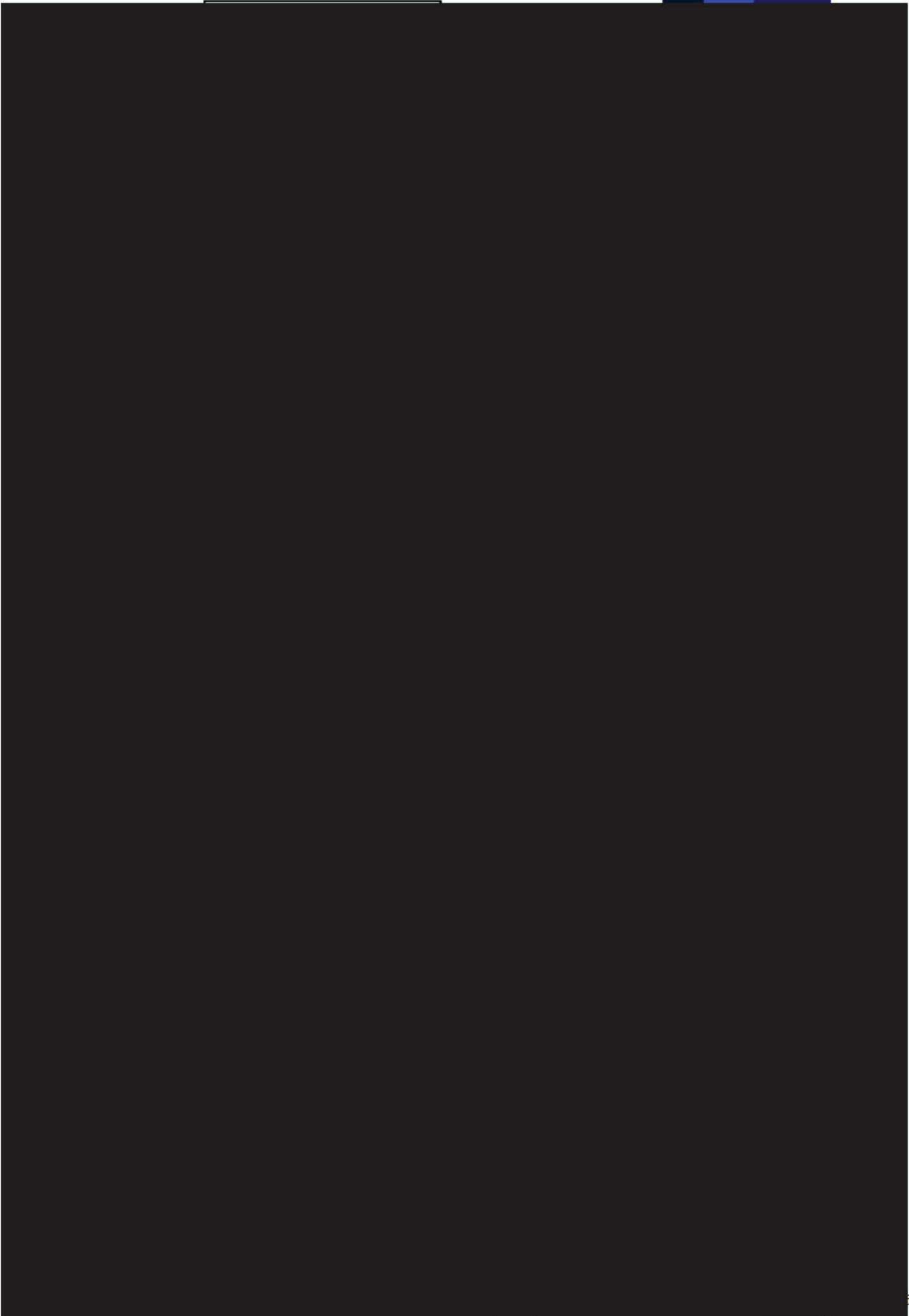




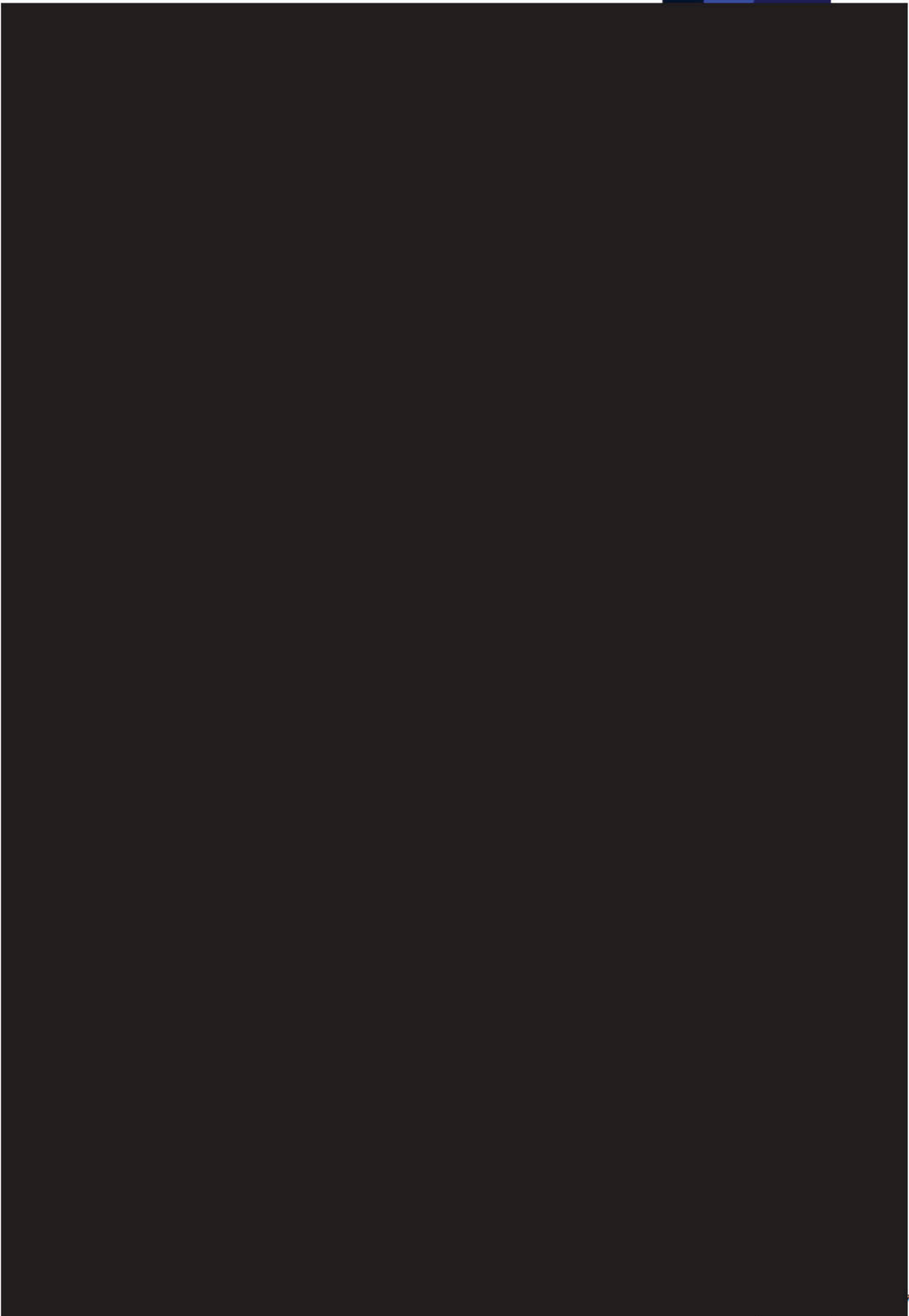




[REDACTED]



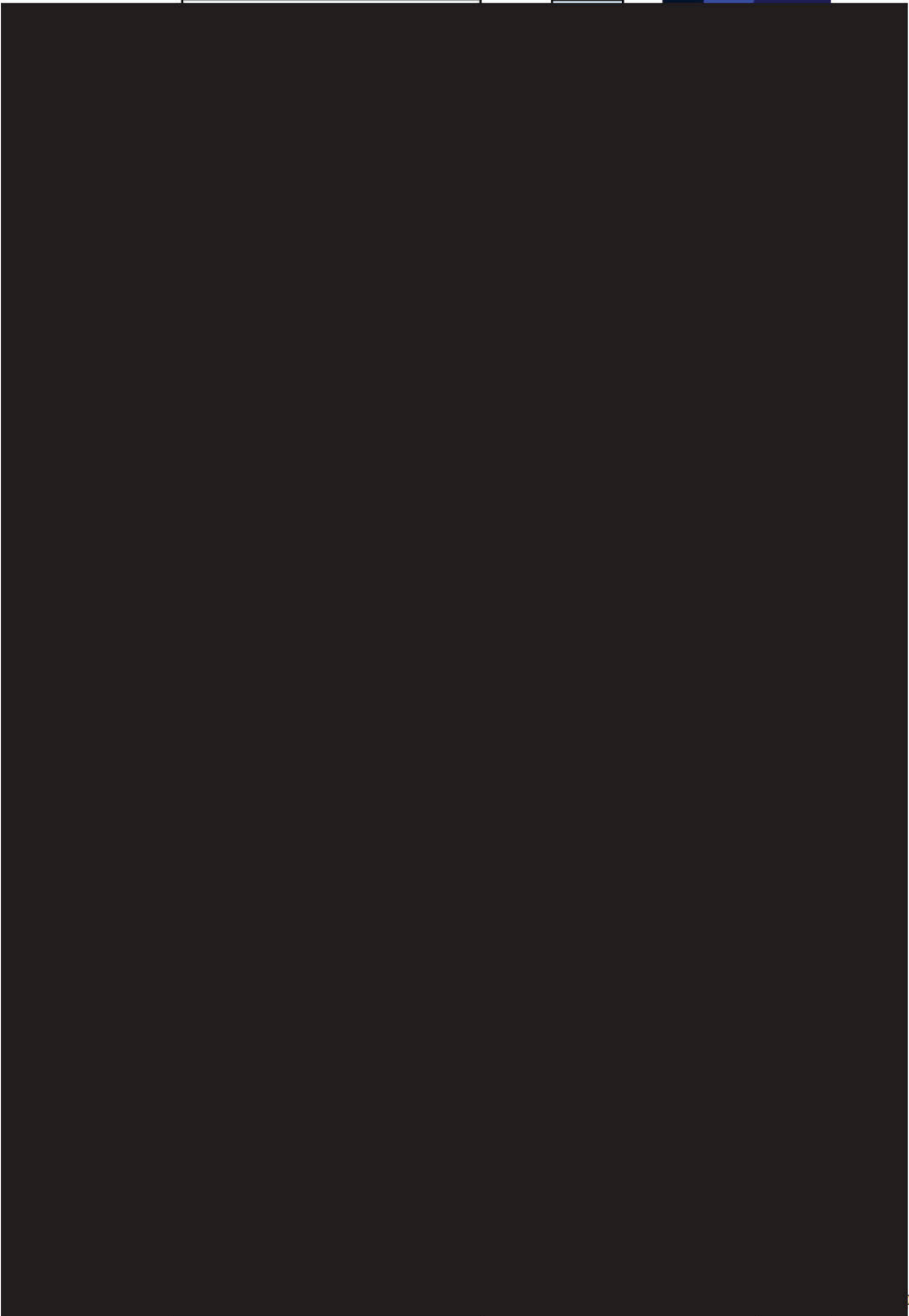
REDACTED FOR PRIVILEGE



# Additional Field Data Plots – Oct 20, 2023





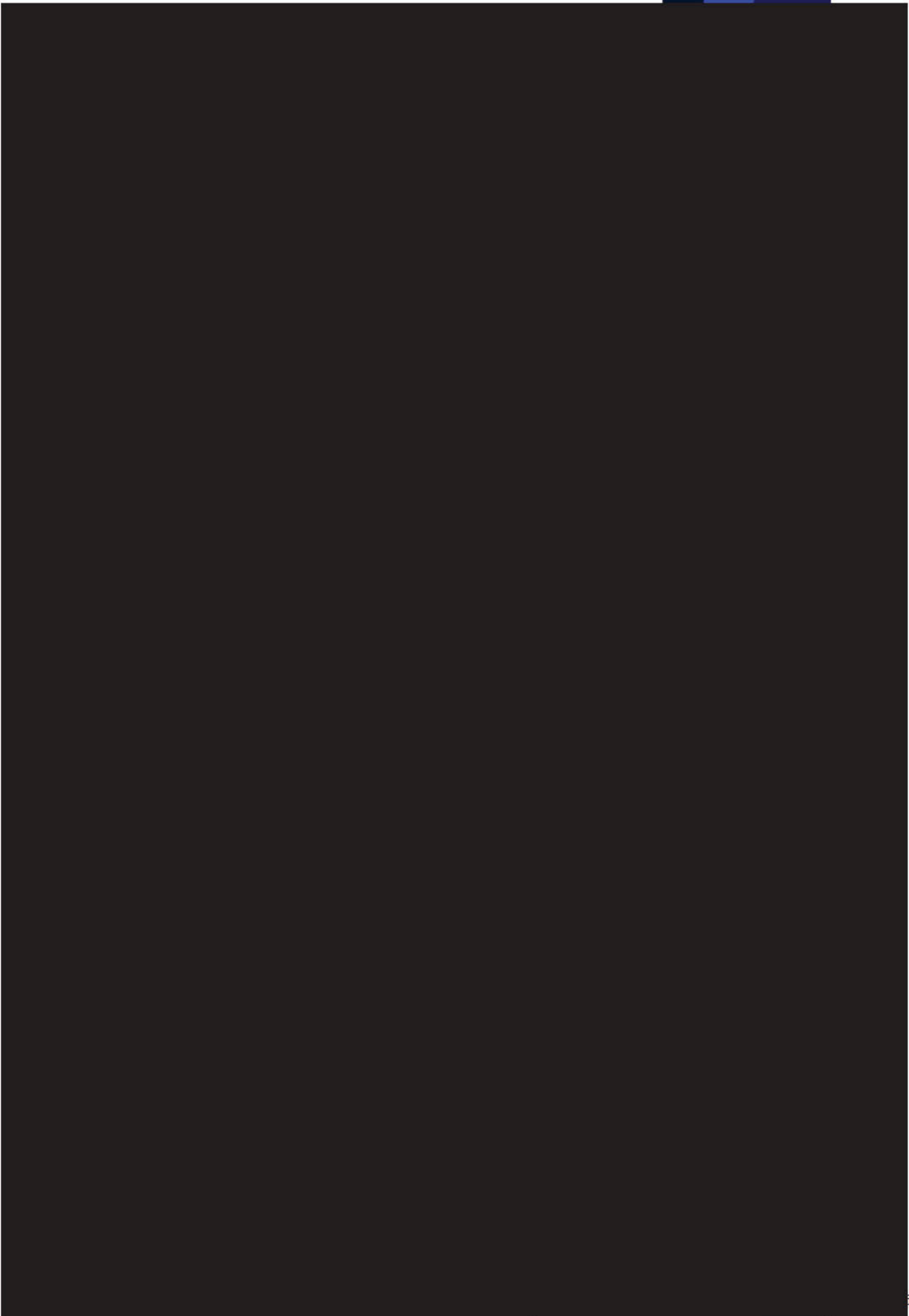














VOQs – Oct 25, 2023



# VOQ Customer Verbatims – Oct 25, 2023, search



#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim	Technician Comment
1	11543359	1FMJK1MT6KE [REDACTED]	5 mph	03-Jun-2019 (suspect time-window)	30-Aug-2023	18-Sep-2023	??	??	AZ	Pretensioner in driver's seatbelt went off without warning while driving 5 mph on smooth residential street.	??
2	11541165	5LMJJ2LT9KE [REDACTED]	0 mph	01-Mar-2019 (suspect time-window)	26-Aug-2023	04-Sep-2023	04-Oct-2023	46,519	TX	The contact stated while the vehicle was stopped, the front passenger's side seat belt pretensioner exploded. The passenger suffered minor injuries to the chest area but did not seek medical attention.	Replace the right front seatbelt retractor
3	11539945	1FMJK1LTXKE [REDACTED]	0 mph	19-Oct-2018 (suspect time-window)	21-Aug-2023	28-Aug-2023	??	??	TX	Got into the car, and started it before I put my seatbelt on the seat belt tensioner exploded on just the drivers side. Now the seatbelt will not release.	??
4	11539513	1FMJK1KT4KE [REDACTED]	0 mph	10-Dec-2018 (suspect time-window)	18-Aug-2023	28-Aug-2023	22-Aug-2023	89,770	TX	I was getting into my car to drive out of my drive way. Put on my seatbelt (driver side). Started to put it in drive then I heard a loud pop, then it felt like something hit my chest. I could smell a slight burning smell. After recovering from the pain I opened the door to try to see what happened. We notice the driver side seatbelt would not retract and was loose.	GCCT/ FMC360 claim for financial assistance requested by Customer for seatbelt repair.  Request was approved
5	11539423	1FMJK1MT5KE [REDACTED]	40 mph	28-Oct-2018 (suspect time-window)	10-Aug-2023	28-Aug-2023	??	69,000	TX	While his wife was driving at 40 mph, she heard a loud abnormal noise and began to feel pressure on her chest due to the seat belt. The driver stated the air bag warning light was illuminated for a couple of days before the incident. The driver continued driving to her destination and after parking the vehicle she noticed the front driver-side seat was extremely tight but was able to unlatch and exit the vehicle. The driver did not	??

# VOQ Customer Verbatims – Oct 25, 2023, search



#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim	Technician Comments
6	11536777	1FMJU1LT8KE [REDACTED]	0 mph	17-Mar-2019 (suspect time-window)	24-Jul-2023	14-Aug-2023	26-Jul-2023	70,564	FL	Were completely stopped at a red traffic. A loud shotgun or explosive sound filled the vehicle. I got hit with something in the chest that felt like a punch or a kick, knocking me out of breath. But my wife only heard the extremely loud noise. I was clutching my chest in pain as I thought I was shot. We smelled gun powder. My driver's seatbelt was stuck in the retracted position. Ford mechanic determined there was a factory short in the air bag circuit, which caused the seatbelt tensioner charge to explode. ....It turned out the kick in the chest was the seatbelt retracting 4 inches pulling me back in the seat.	Performed air bag diagnosis code b007e, ....Found drivers seat belt retractor deployed, checked for voltage on circuits cr188 and rr188, found 2.3 volts on circuit, traced harness for shorts, removed center console and disconnected air bag module, short to voltage disappeared, short in module caused pretensioner deployment...
7	11527614	1FMJK1KT6KE [REDACTED]	0 mph (default)	20-Feb-2019 (suspect time-window)	18-Jun-2023	26-Jun-2023	26-Jun-2023	53,015	FL	When turning into a parking lot and putting the brakes on, the explosive charge in the seat belt went off with painful compression of the chest by the seat belt in the drivers seat. The air bag did not inflate. I was able to get the seat belt off my chest, but it was fixed by the mechanism and would not extend for use after that.	Code b007e:13:8b rcm drivers seat belt pretensioner c deployment control. ...Install new retractor. ....Replaced left front seat belt retractor assembly. ....
8	11544664	1FMJU1LT8KE [REDACTED]	0 mph	17-Mar-2019 (suspect time-window)	24-Jul-2023	25-Sep-2023	26-Jul-2023	70,564	FL	I reported this incident once already and since then 2 more 2019 For Expedition had the exact same issue. The seatbelt tensioner charge blew up for no reason while vehicle was stopped and running. This is a very dangerous problem as I almost heart attack, I thought I was shot. Please investigate this and don't wash it under the rug. To this day i'm afraid of driving my expedition fo fear of it happening again.	



# VOQ Customer Verbatims – Oct 25, 2023, search

#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim	Technician Comments
9	11538544	1FMJU1KT7K[REDACTED]	0 mph	19-Oct-2018 (suspect time-window)	25-Jul-2023	21-Aug-2023		54,454	TX	The vehicle was parked when we heard a loud popping noise. I then saw white powder and smelled a horrible smell. Upon inspection the passenger seat side panel had popped open. It seemed like an airbag had deployed. I had a restraint indicator light on at that point. It was taken to a Ford dealership where they told me it couldn't have been an airbag it was just a faulty seatbelt sensor. Which by the way there was a recall for that exact thing on the 2020 but, not the 2019 so 750\$ later.. they're going to fix it.	
10	11550493	1FMJU1HT9K[REDACTED]	75-80 mph	15-Jan-2019 (suspect time-window)	13-Oct-2023	23-Oct-2023		72,000	AZ	The contact owns a 2019 Ford Expedition. The contact stated that while driving at approximately 75-80MPH, she heard a loud popping sound and noticed that the front driver's side seat belt had exploded. The contact stated that the front driver's side seat belt failed to retract. The air bag warning light illuminated. The vehicle was taken to the dealer where it was diagnosed that the seat belt pretensioner was faulty and needed to be replaced. The vehicle was repaired; however, the contact was then informed by the dealer that the failure might occur with the other seat belts. The contact was concerned for her safety while operating the vehicle. The manufacturer was notified of the failure, but no assistance was provided. The failure mileage was approximately 72,000.	

# VOQ Customer Verbatims – Oct 25, 2023, search

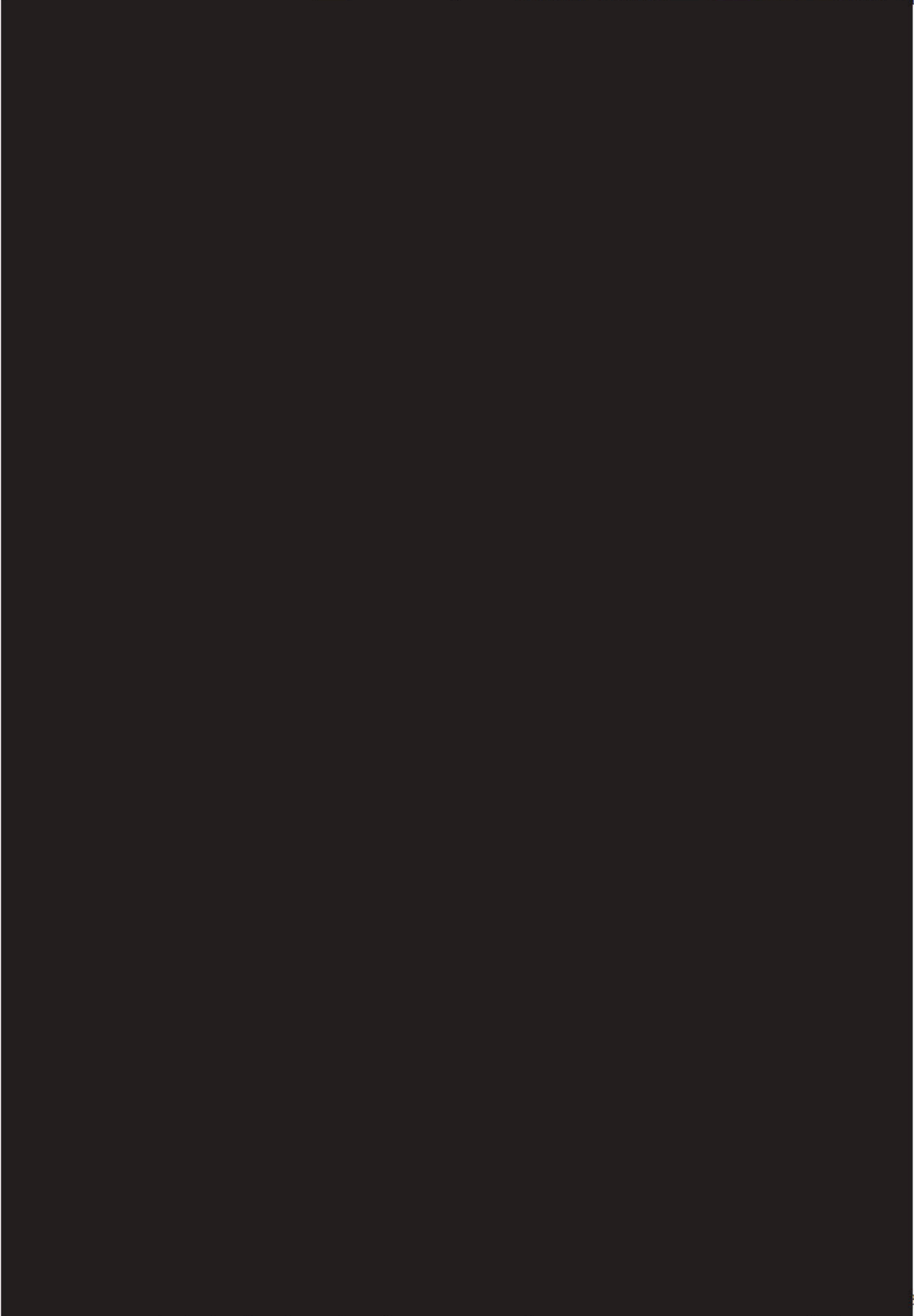


#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim
11	11548577	1FMJU1KT4KE [REDACTED]		18-Oct-2018 (suspect time-window)	06-Sep-2023	16-Oct-2023		72,000	TX	The contact owns a 2019 Ford Expedition. The contact stated that after the vehicle was shifted into park, the seat belt was removed, and the contact heard a loud popping sound then the front driver's side air bag inadvertently deployed. As a result of the failure, the seat belt retracted and burned the contact hand. No medical attention was required. The air bag warning light and the seat belt warning light illuminated. No medical attention was required. The vehicle was towed to the dealer where it was diagnosed that the seat belt retractor pretensioner failed and the seat belt retractor pretensioner and air bag needed to be replaced. The vehicle had not been repaired. The manufacturer was notified of the failure and a case was opened and the contact was advised to contact the NHTSA Hotline. The failure mileage was approximately 72,000.
12	11542745	1FMJU1JT [REDACTED]							TX	Vehicle parked and had just been started. Went to put on dvr seatbelt and a loud explosion happened to my left and the seatbelt shoulder strap was pulled out of my fingers. The driver seatbelt pretensioner activated without a collision and the cab filled with smoke. Vehicle has never been in a collision, ever had a restraint malfunction, is the original OEM safety component, and hasn't been serviced/replaced for a seatbelt/airbag issue. Now, the air bag light is activated and the seatbelt is tightly fully retracted to the pillar so tight it can't be moved at all. Access to the onboard computer can verify all the above info. Dealership stated there was an activation of the pretensioned charge on the driver seatbelt resulting in the belt fully retracting and the seatbelt no longer functioning. 2nd 2019 Ford Expedition they have seen this week with the same mishap. If this would have deployed at highway speeds, a driver may have been started due to the loud explosion in the cab and lost control of the vehicle (I was parked). Smoke immediately entered the occupant compartment. The seat belt retracted so quickly/tightly, injury to one's chest would have occurred.

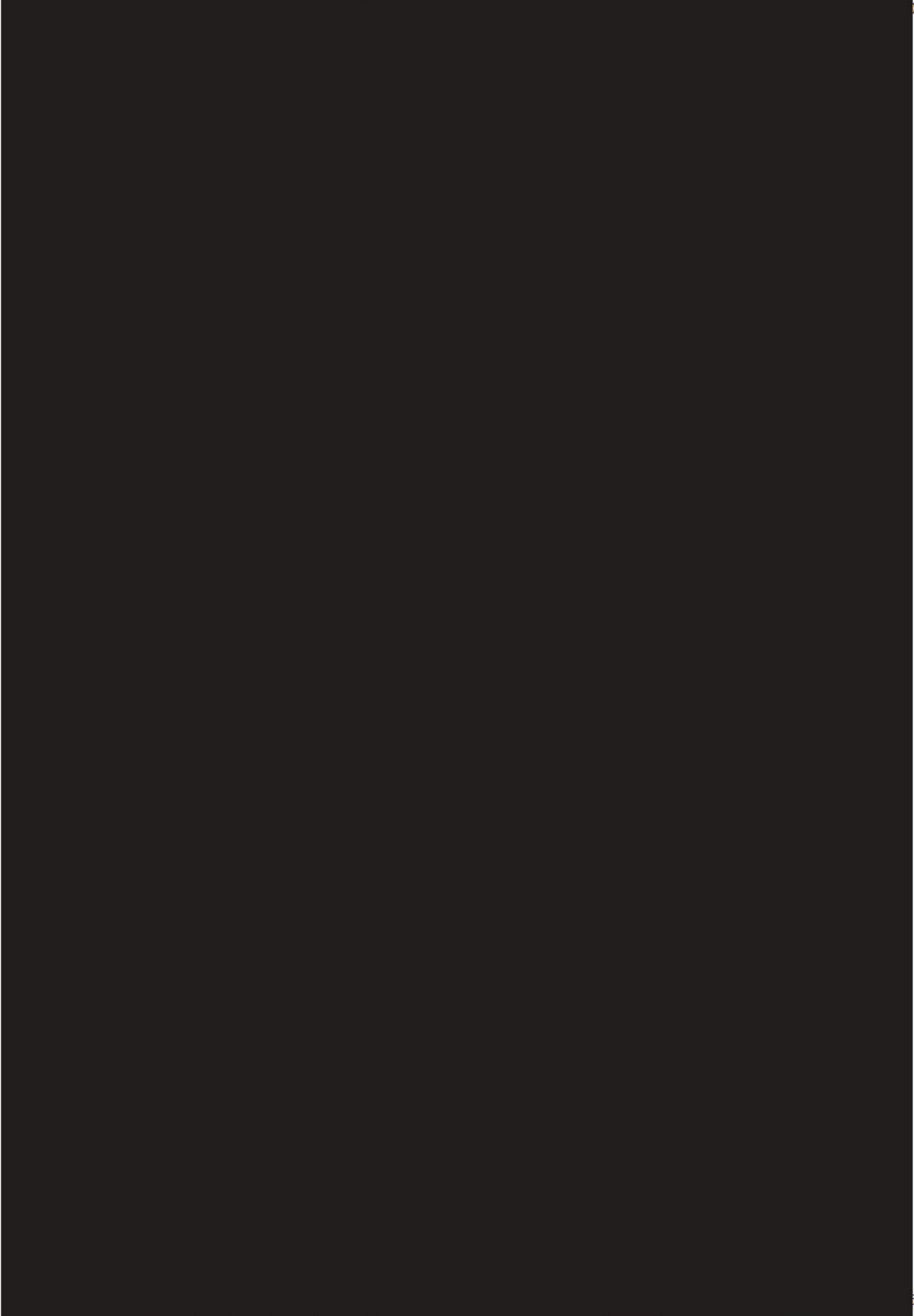
CONFIDENTIAL BUSINESS INFORMATION

# Appendix / Back-Up

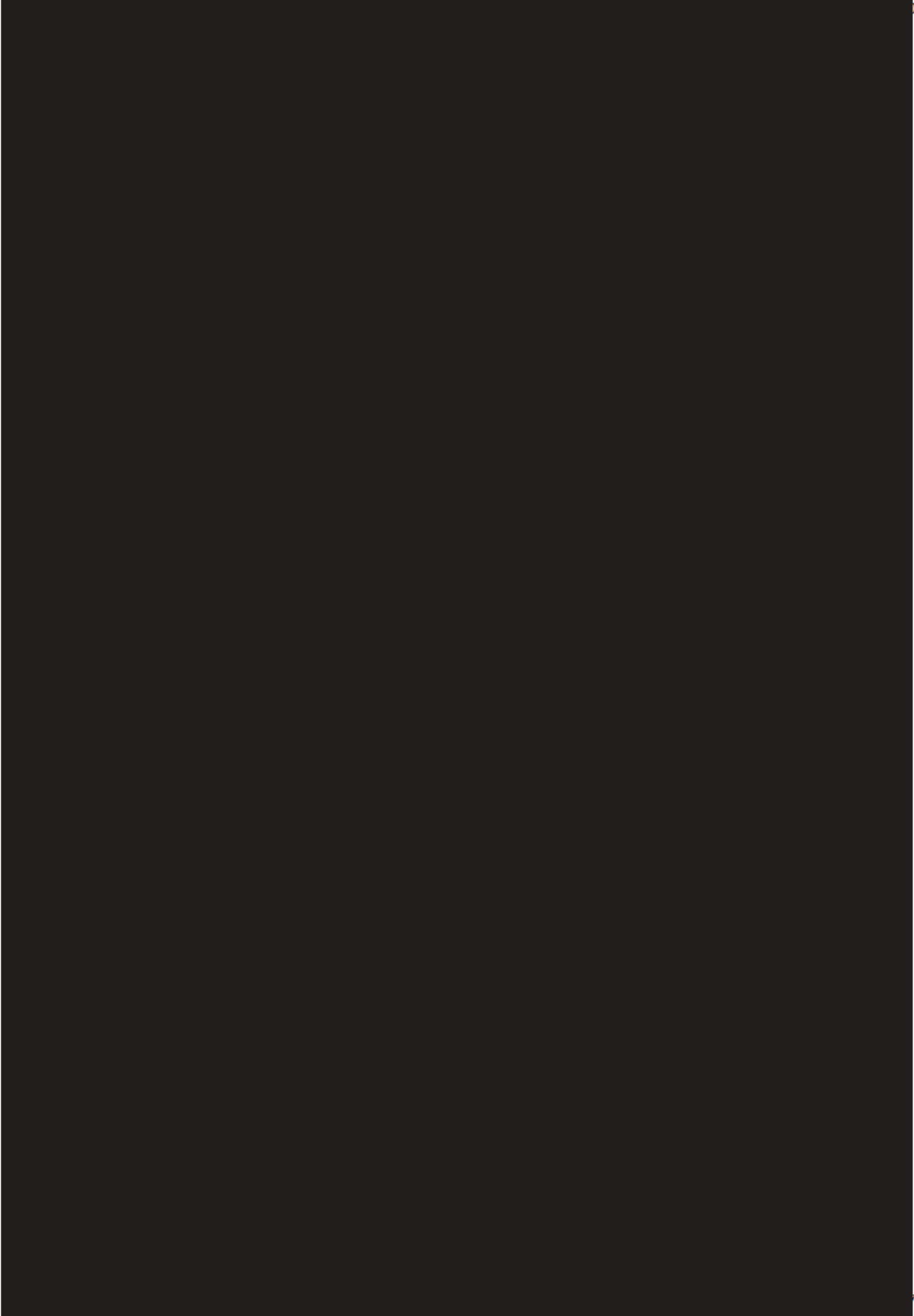
The Ford logo, rendered in its signature script font, is positioned in the bottom right corner of the dark blue background.

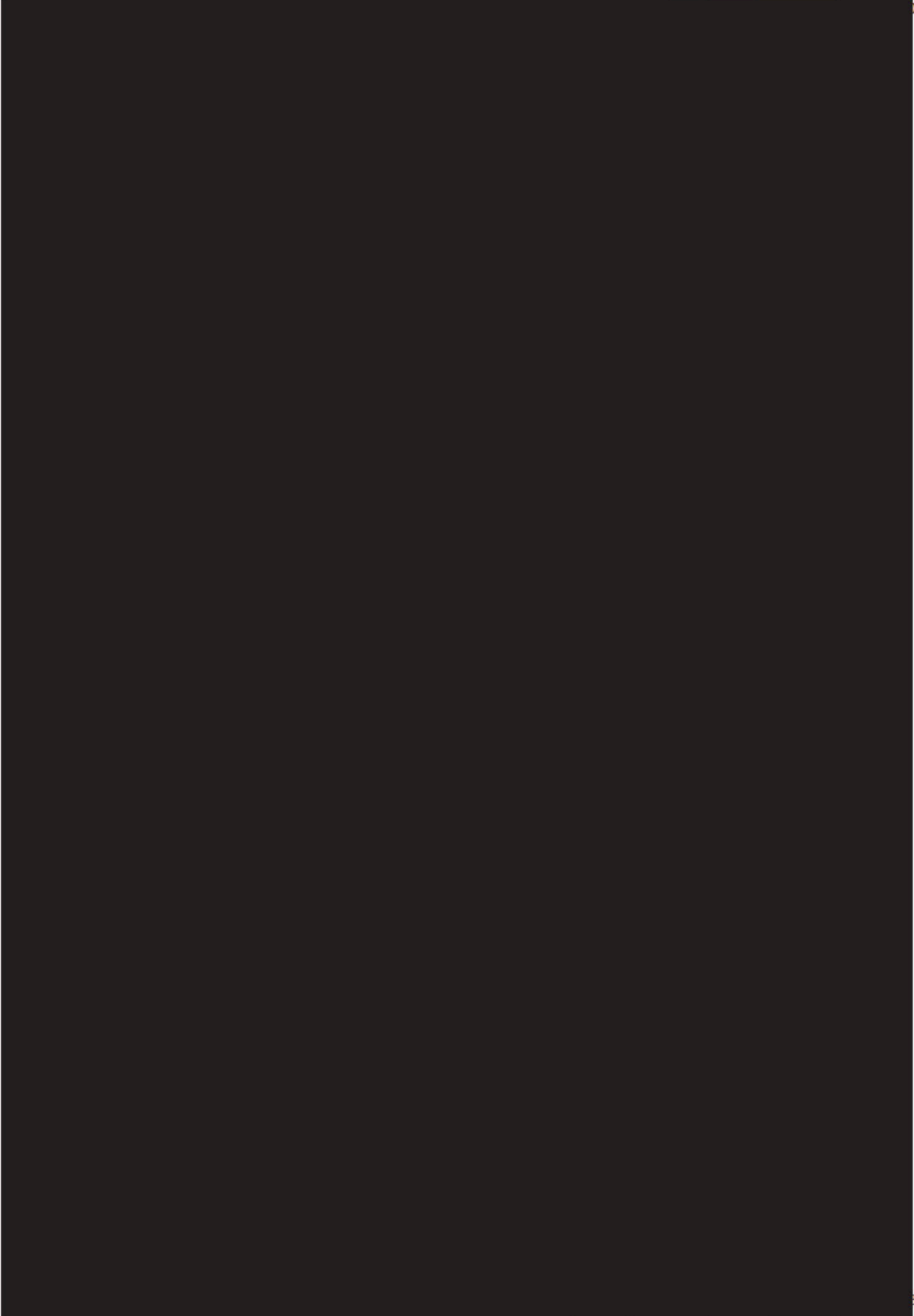


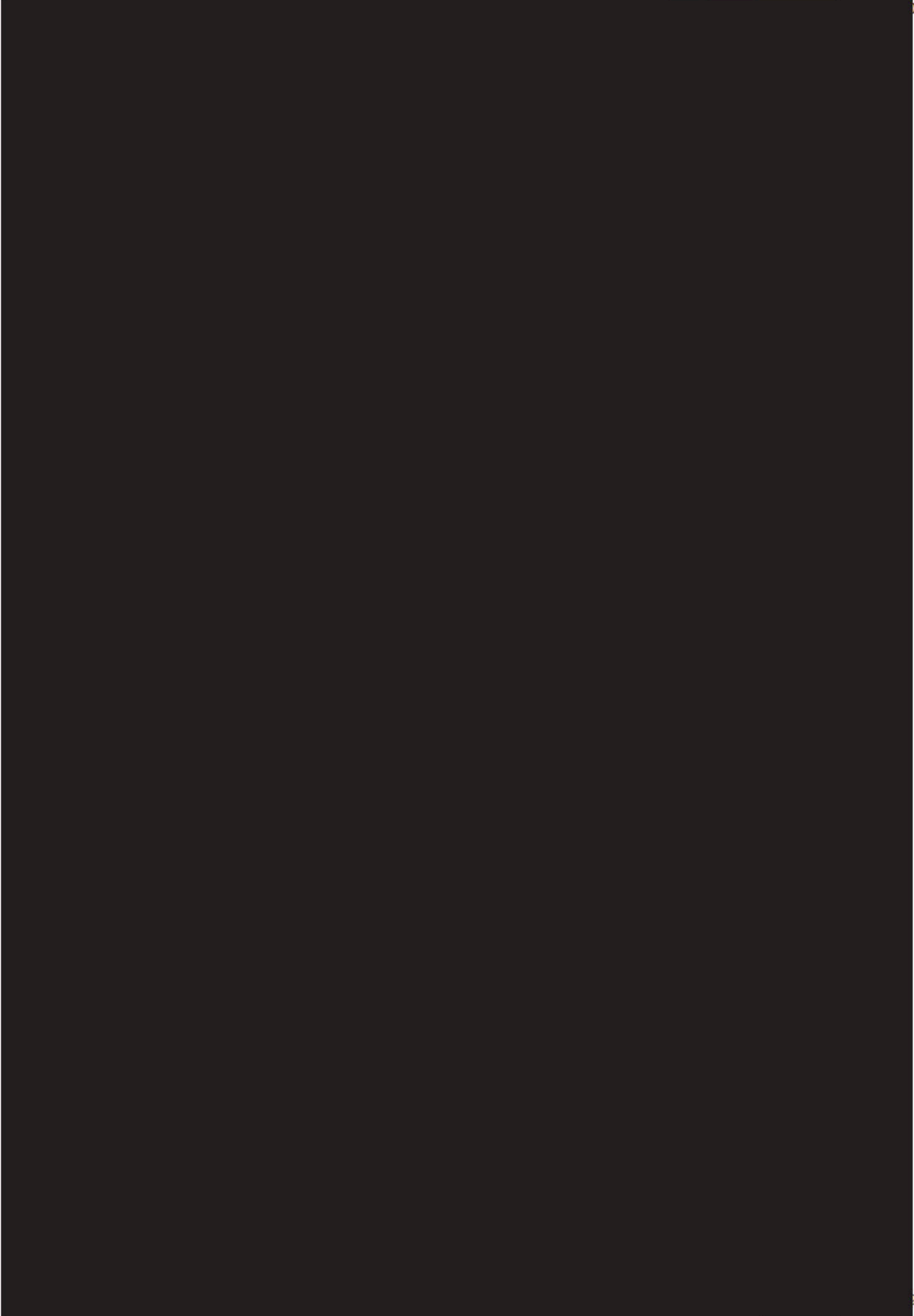


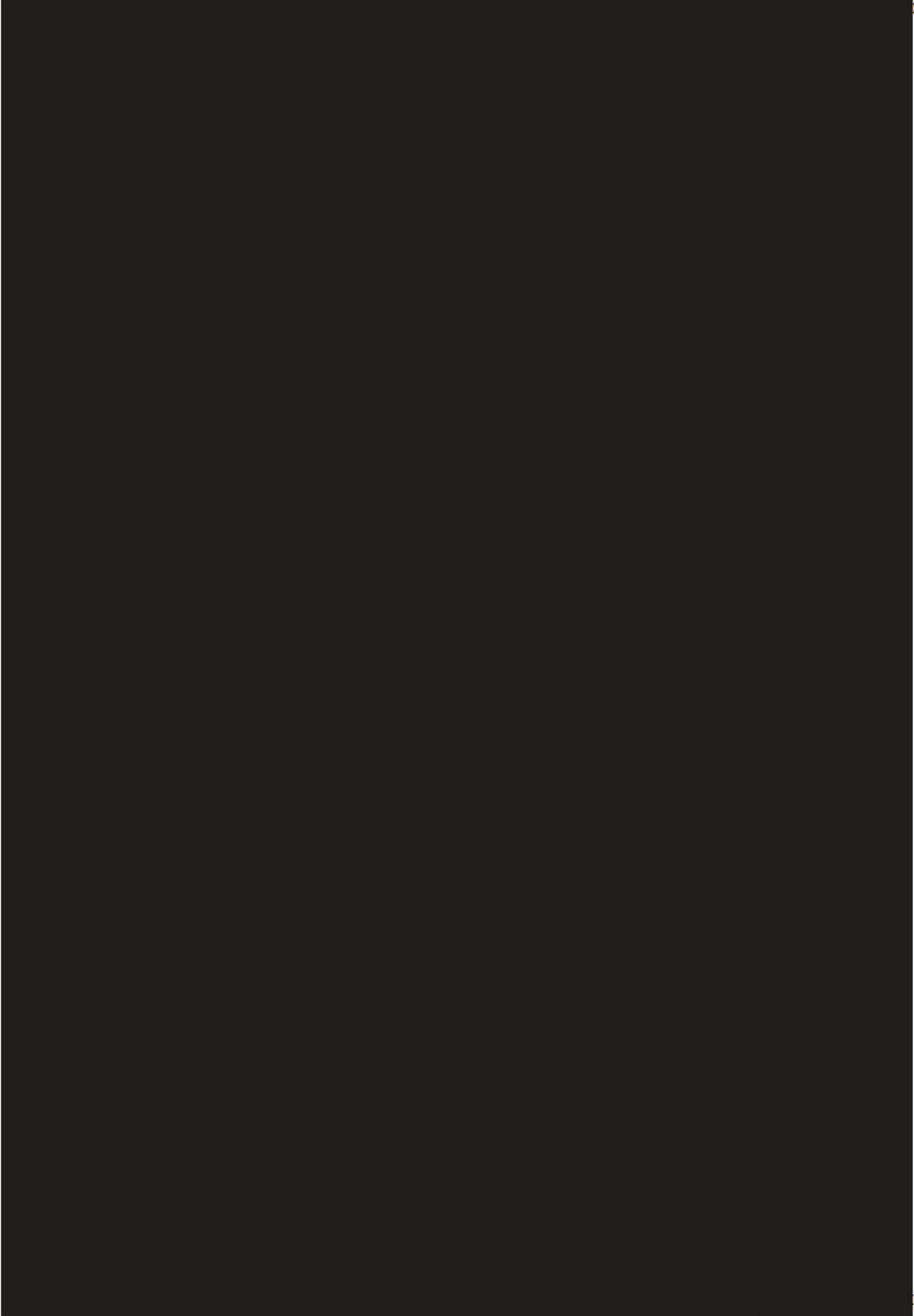


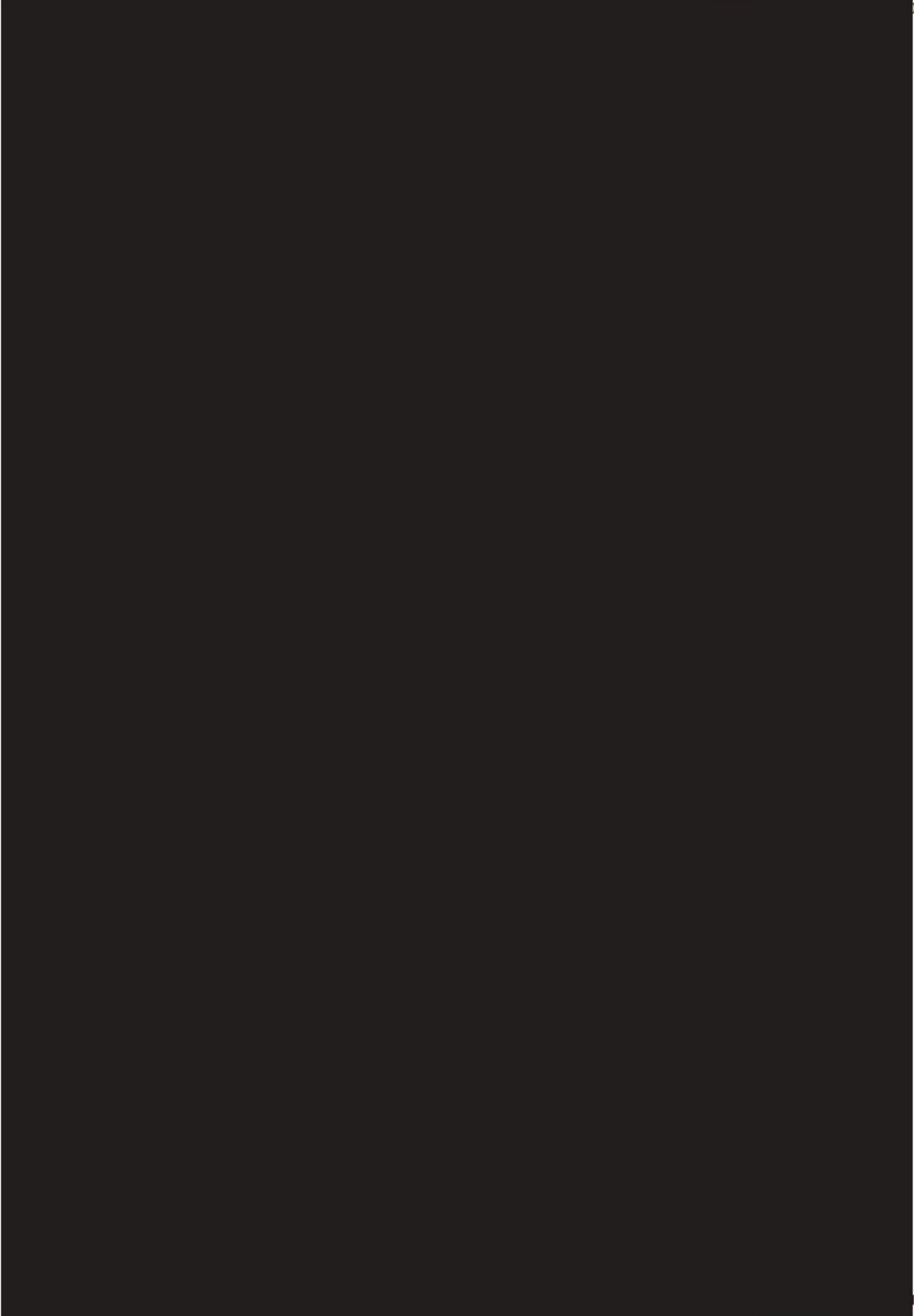


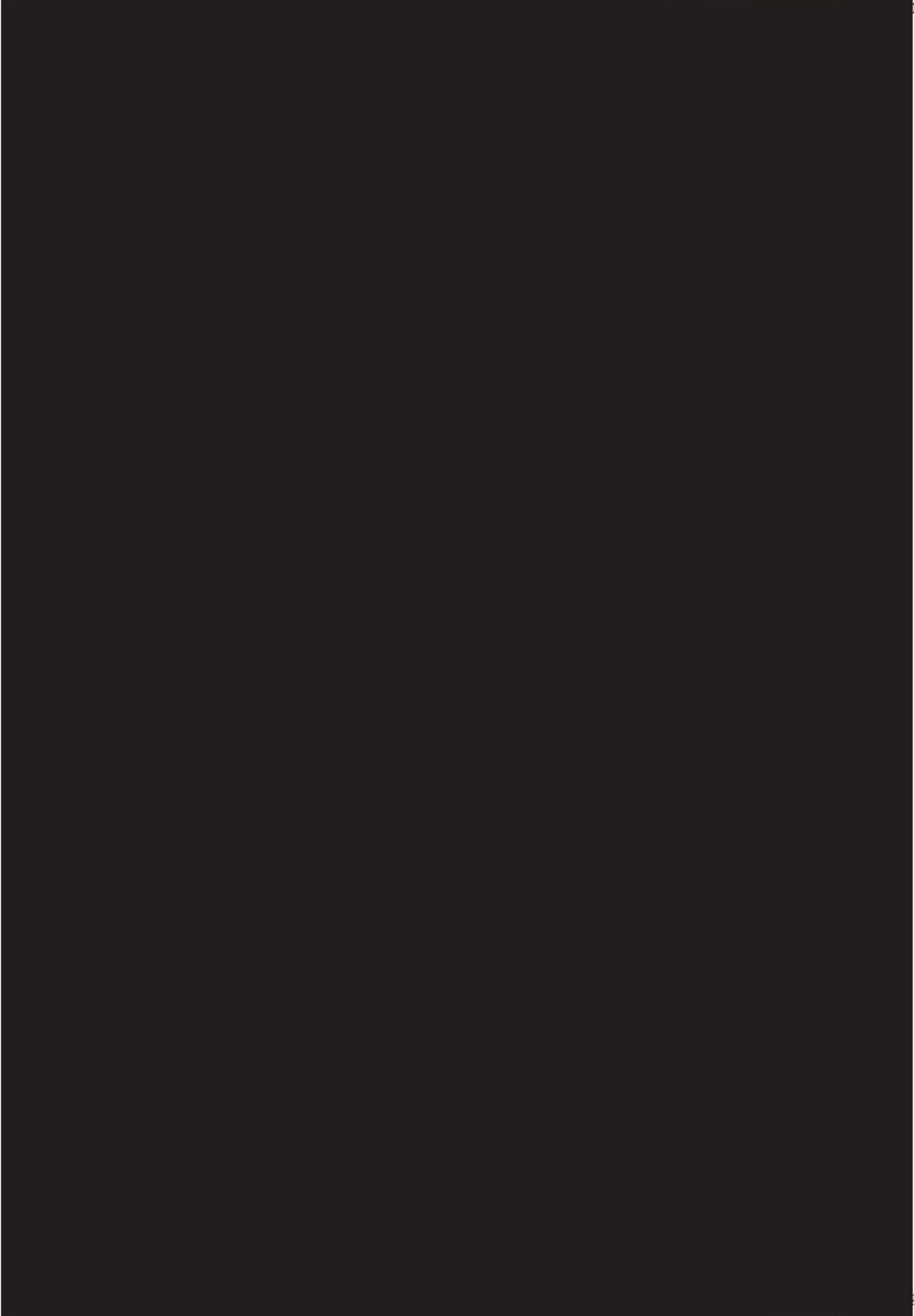


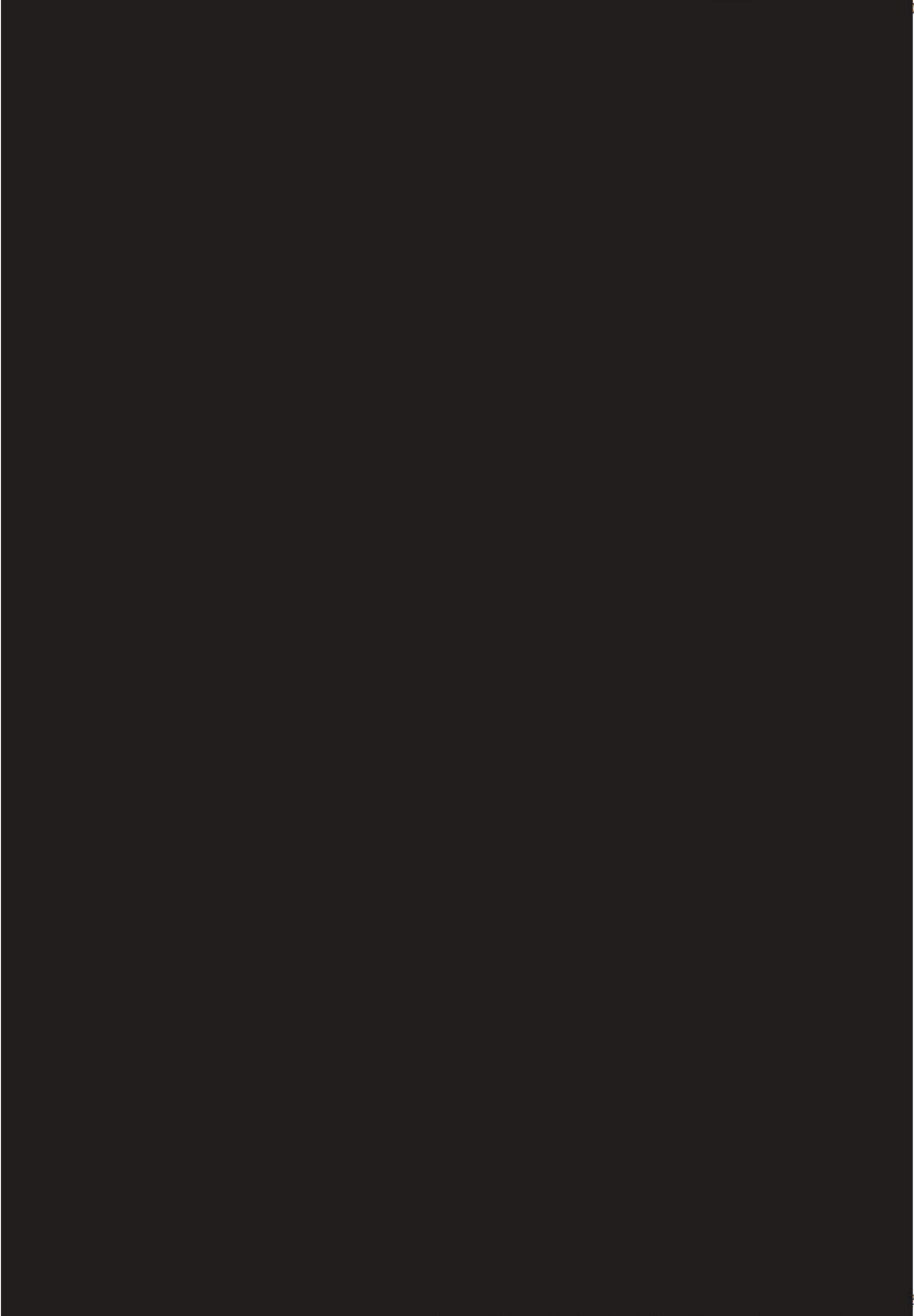










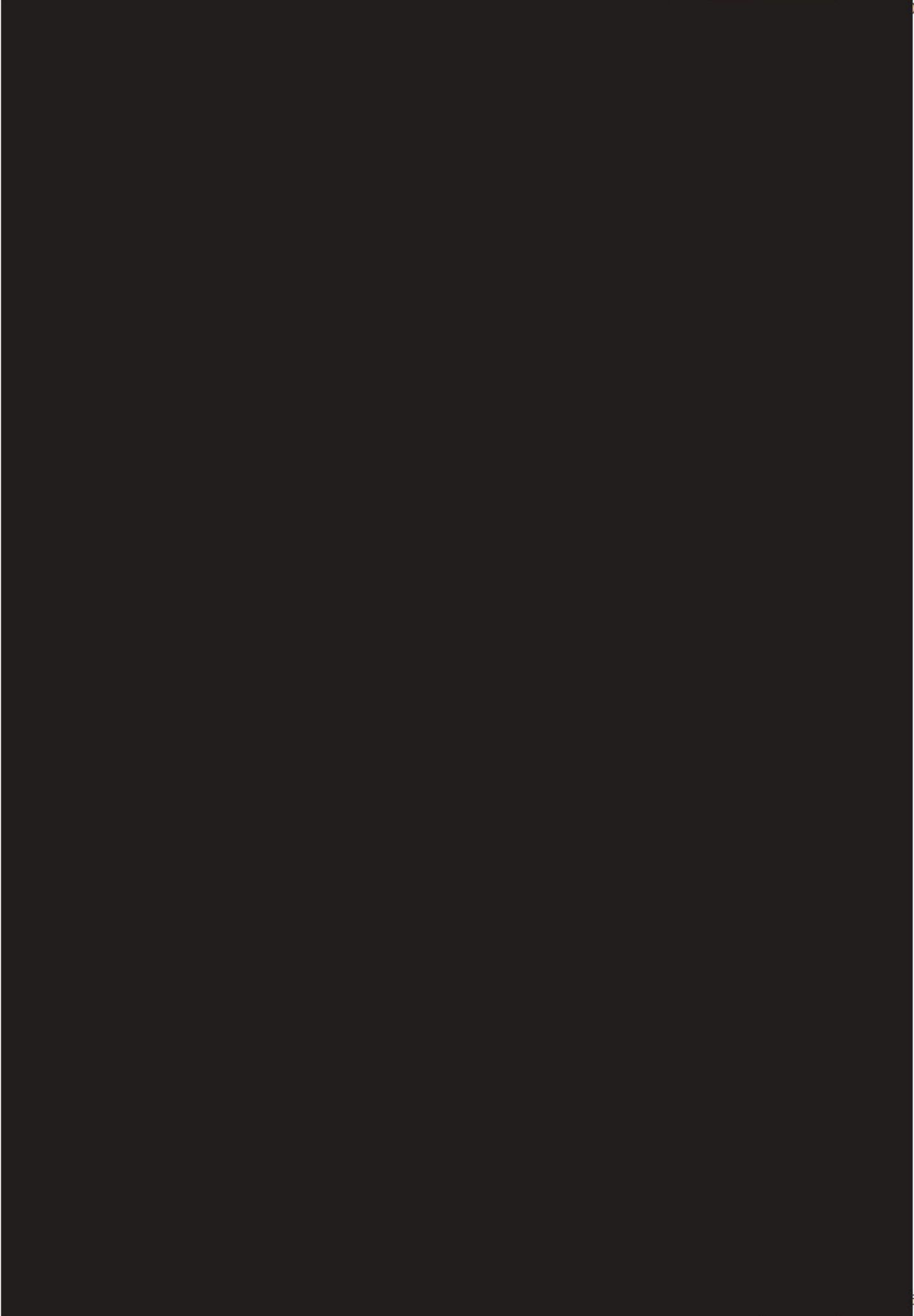


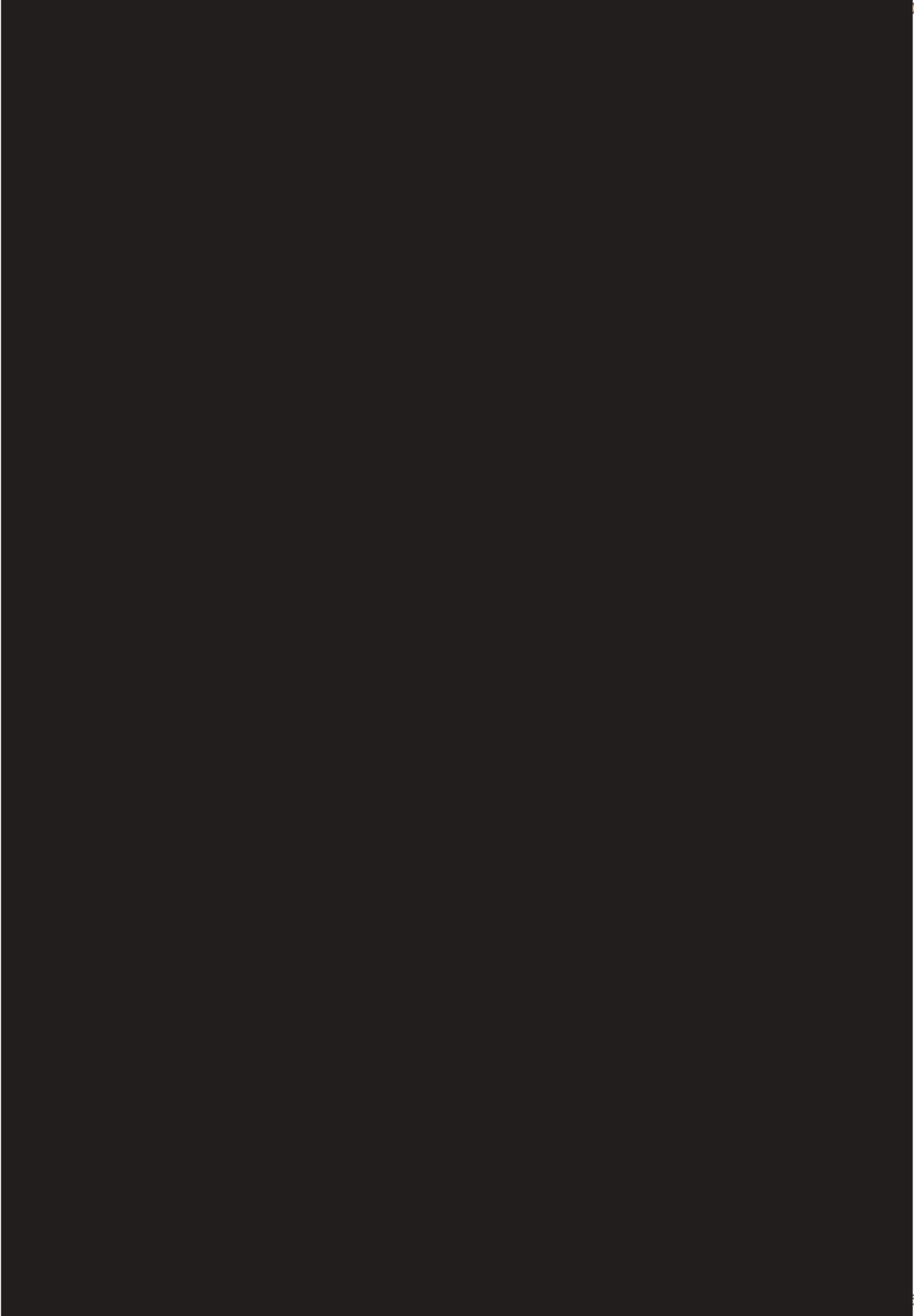
# Retractor Pretensioners Alleged Inadvertent Deployments – 33 cases as of Jan 18, 2023

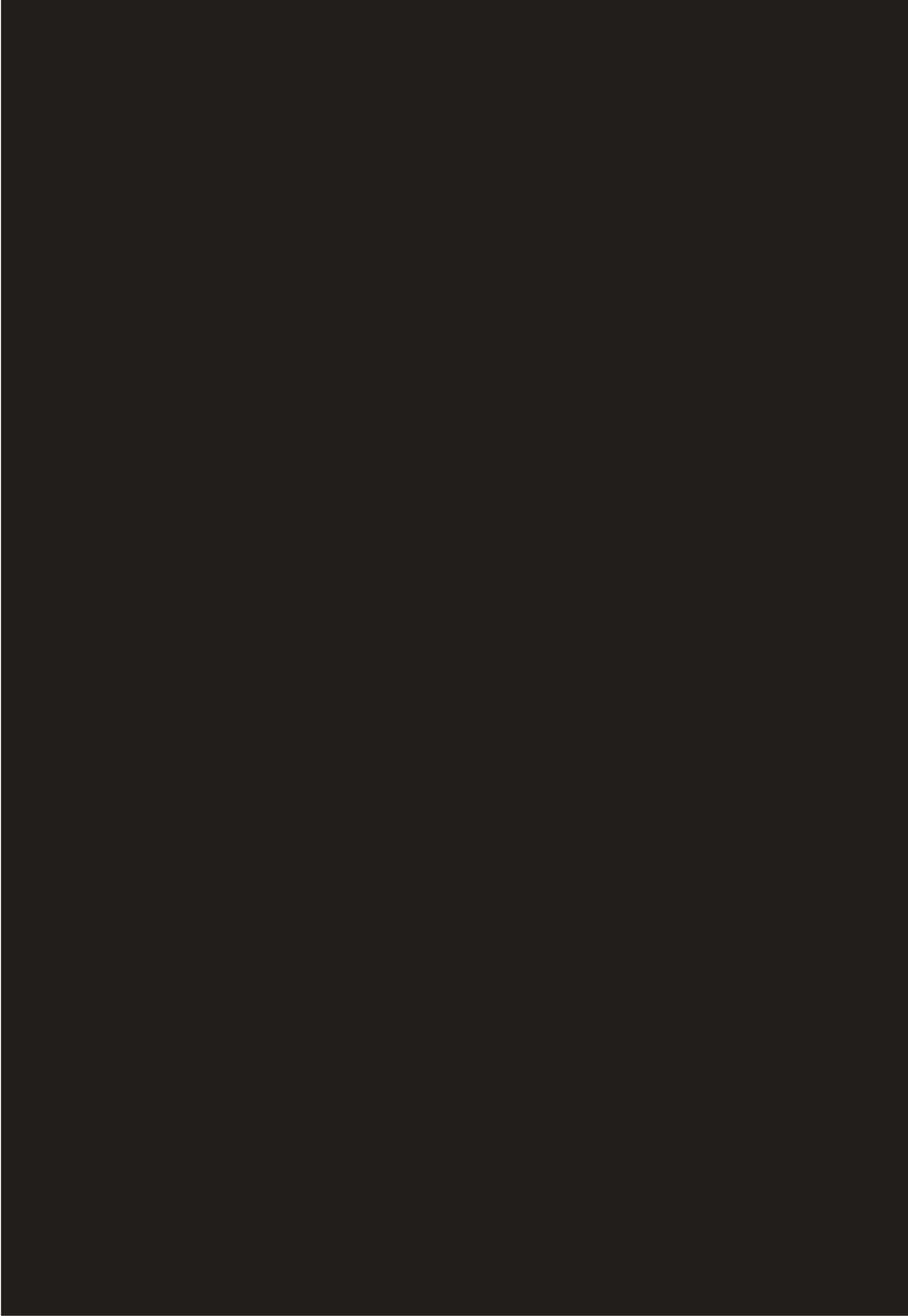


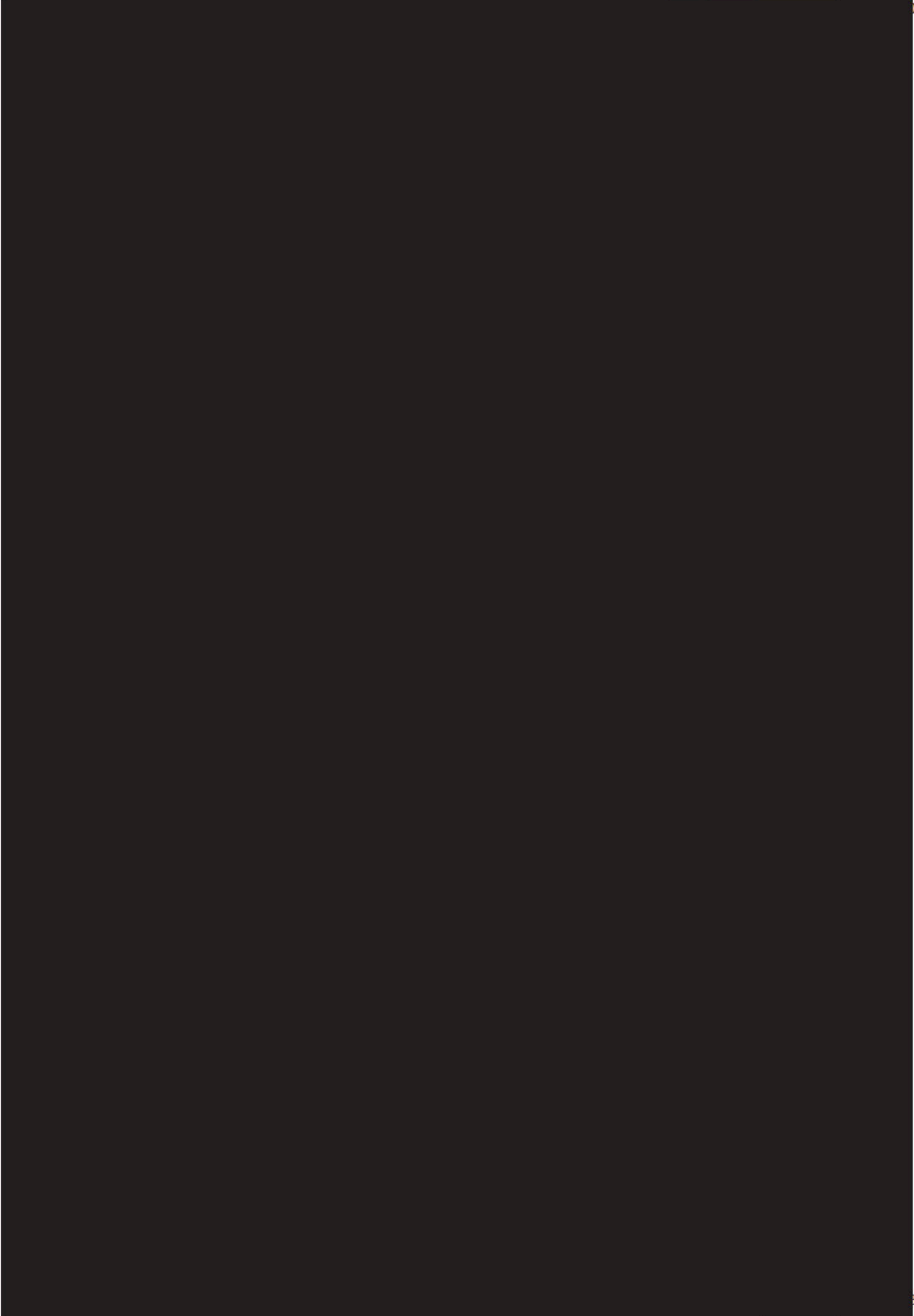
#	VIN #	Vehicle	Trim Series	Transmission	Interior	MY	Driver Deployed?	Passenger Deployed?	RCM received by Ford?	LH Pretensioners received by ZF?	RH Pretensioner received by ZF?	Seatbelt Production Date	Vehicle Production Date	Repair Date	TIS (Months)	Mileage	Region Sold in
1	1FMJU1MT6K6	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-		Y	Y	6-Mar-19	20-Mar-19	20-Jun-21	27	17187	United Arab Emirates (ARE)
2	1FMJU1MT8K6	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-		Y	Y	6-Feb-19	21-Feb-19	14-Aug-21	30	22984	United Arab Emirates (ARE)
3	1FMJU1JT1K6	Expedition	XLT	4x4	Activex Seats	2019	x	-		Y		19-Dec-18	16-Jan-19	16-Aug-21	31	19658	United Arab Emirates (ARE)
4	1FMJU1JT3K6	Expedition	XLT	4x4	Activex Seats	2019	x	-	Y	Y	Y	9-Jan-19	22-Jan-19	30-Aug-21	31	7507	United Arab Emirates (ARE)
5	1FMJU1JT5K6	Expedition	XLT	4x4	Cloth Seats	2019	-	x			Y	25-Jan-19	14-Feb-19	28-Jun-21	29	12520	Saudi Arabia (SAU)
6	1FMJU1JT2K6	Expedition	XLT	4x4	Cloth Seats	2019	-	x			Y	2-Feb-19	16-Feb-19	28-Jun-21	28	43535	Saudi Arabia (SAU)
7	1FMJU1KT4K6	Expedition	Limited	4x2	Leather Trim Seats	2019	-	x			Y		27-Nov-18	2-Jul-21	31	21114	Arizona, USA
8	1FMJU1JT9K6	Expedition	XLT	4x4	Activex Seats	2019	-	x			Y	15-Feb-19	27-Feb-19	22-Apr-22	38	21147	United Arab Emirates (ARE)
9	1FMJU1MT5K6	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-		Y	Y	15-Mar-19	24-Mar-19	15-Apr-22	19	53909	United Arab Emirates (ARE)
10	1FMJU1MT1K6	Expedition	Platinum	4x4	Leather Trim Seats	2019	-	x		Y		9-Jan-19	23-Jan-19	9-May-22	40	23167	United Arab Emirates (ARE)
11	5LMJ2TT6K6	Navigator	Black Label	4x4	Yacht Club Theme	2019	-	x		Y	Y	21-Feb-19	17-Apr-19	22-May-22	37	41735	United Arab Emirates (ARE)
12	5LMJ3JT5K6	Navigator	Select	4x4	Capuccino	2019	x	-		Y	Y	6-Feb-19	18-Feb-19	6-Jun-22	40	31433	United Arab Emirates (ARE)
13	5LMJ3JT3K6	Navigator	Select	4x4	Ebony	2019	x	-					19-Nov-18	8-Jun-22	43	31433	United Arab Emirates (ARE)
14	1FMJK1JT6K6	Expedition	XLT	4x4	Activex Seats	2019	-	x					4 Jun-19	8-Jun-22	36	49651	Phoenix, Arizona, USA
15	1FMJU1MT6K6	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-					17-Apr-19	30-Jun-22	39	50494	Gilbert, Arizona, USA
16	1FMJK1MTXK6	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-	Y	Y	Y	20-Mar-19	23-Apr-19	26-Jul-22	39		Arizona, USA
17	5LMJ2LT2K6	Navigator	Reserve	4x4	Capuccino	2019	-	x	Y		Y	24-Jan-19	1-Feb-19	26-Jul-22	42	64445	Arizona, USA
18	5LMJ2LT5J6	Navigator	Reserve	4x4	Ebony	2018	-	x		Y	Y		11-Sep-18	24-Aug-22	42	53291	United Arab Emirates (ARE)
19	5LMJ2TT5K6	Navigator	Black Label	4x4	Destination Theme	2019	x	-		Y	Y		23-Feb-19	17-Jul-22	26	27929	United Arab Emirates (ARE)
20	5LMJ2LT8K6	Navigator	Reserve	4x4	Capuccino	2019	x	-		Y	Y		6-Nov-18	31-Jul-22	40	45235	United Arab Emirates (ARE)
21	1FMJU1KT1K6	Expedition	Limited	4x2	Leather Trim Seats	2019	-	x					15-Feb-19	15-Aug-22	37	40490	Arizona, USA
22	5LMJ3LT7K6	Navigator	Reserve	4x4	Ebony	2019	-	x					29-Nov-18	16-Aug-22	44	49621	Florida, USA
23	5LMJ3JT4J6	Navigator	Select	4x4	Ebony	2018	-	x		Y	Y		14-Sep-18	10-Aug-22	39	34904	United Arab Emirates (ARE)
24	1FMJU1JT5K6	Expedition	XLT	4x4	Activex Seats	2019	x	-	Y				5-Mar-19	29-Aug-22	39	26400	United Arab Emirates (ARE)
25	5LMJ2LT3K6	Navigator	Reserve	4x4	Ebony Russet	2019	x	-	Y	Y	Y		17-Oct-18	25-Aug-22	46	50615	Phoenix, Arizona, USA
26	5LMJ2LT4K6	Navigator	Platinum	4x4	Capuccino	2019	x	-		Y	Y		24-Jan-19	5-Sep-22	40	27854	United Arab Emirates (ARE)
27	1FMJU1KTXK6	Expedition	Limited	4x2	MD Stone Leather Trim Seats	2019		x					26-May-19	24-Aug-22	28	49116	Arizona, USA
28	1FMJU2AT6K6	Expedition	Limited	4x4	Ebony Leather Trim Seats	2019		x					7-Mar-19	3-Aug-22	30	21359	Arizona, USA
29	1FMJU1KTXK6	Expedition	Limited	4x2	Ebony Leather Trim Seats	2019		x					21-Mar-19	1-Sep-22	41	54269	Arizona, USA
30	1FMJU2ATXK6	Expedition	Limited	4x4	Ebony Leather Trim Seats	2019	x						22-Feb-19	6-Sep-22	39	39457	Arizona, USA
31	1FMJK1MT6K6	Expedition	Platinum	4x4	Medium Ceramic Leather Trim Seats	2019		x					24-Feb-19	29-Sep-22	40	25708	Arizona, USA
32	1FMJK1MT6K6	Expedition	Platinum	4x4	Ebony Leather Trim Seats	2019		x					28-Jan-19	30-Sep-22	42	43526	Arizona, USA
33	1FMJU1JT3K6	Expedition	XLT	4x4	Med Stone Activex Seat	2019	x						12-Jan-19	29-Oct-22	42	22926	Saudi Arabia (SAU)

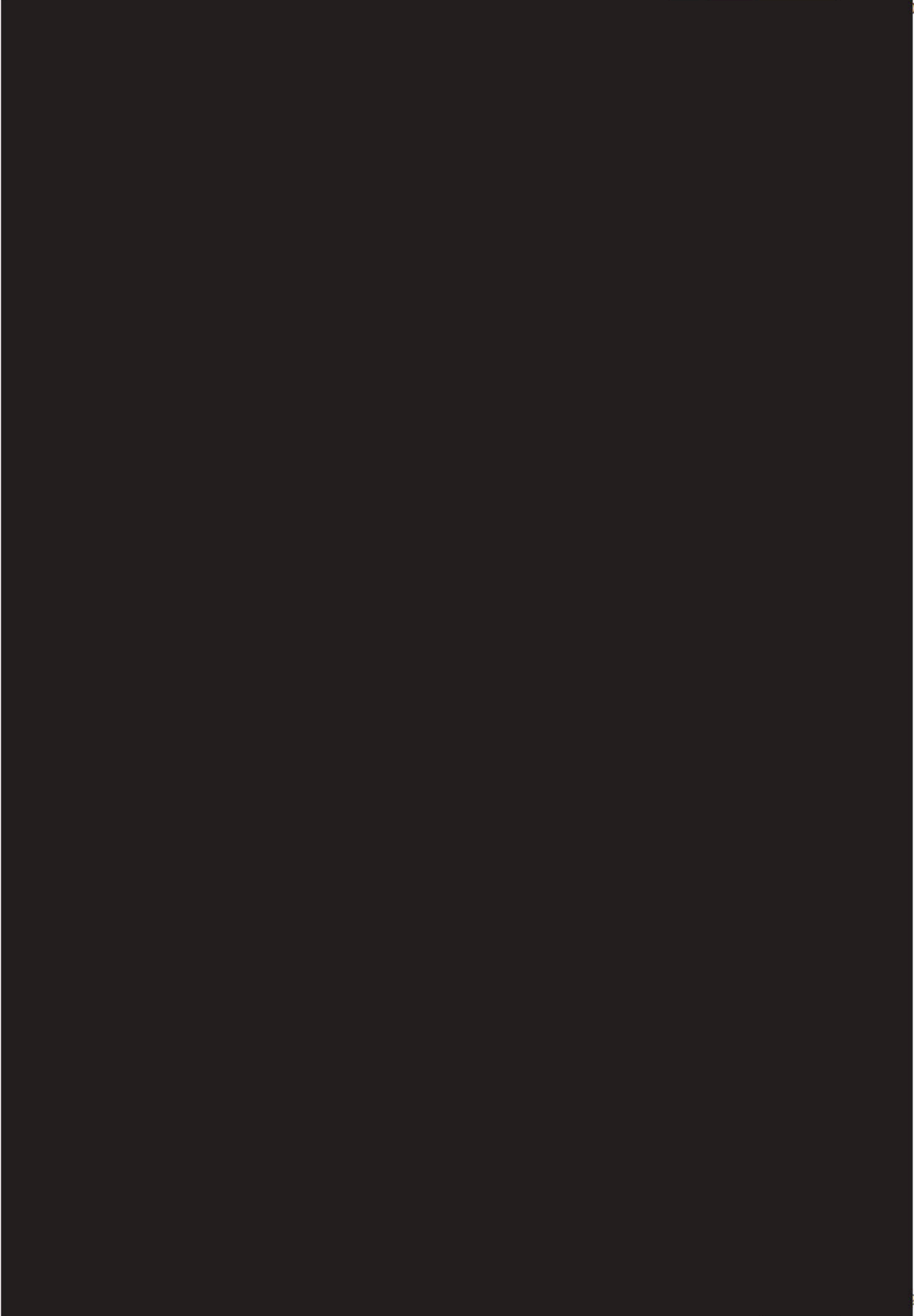
PE23-021 004624 RC

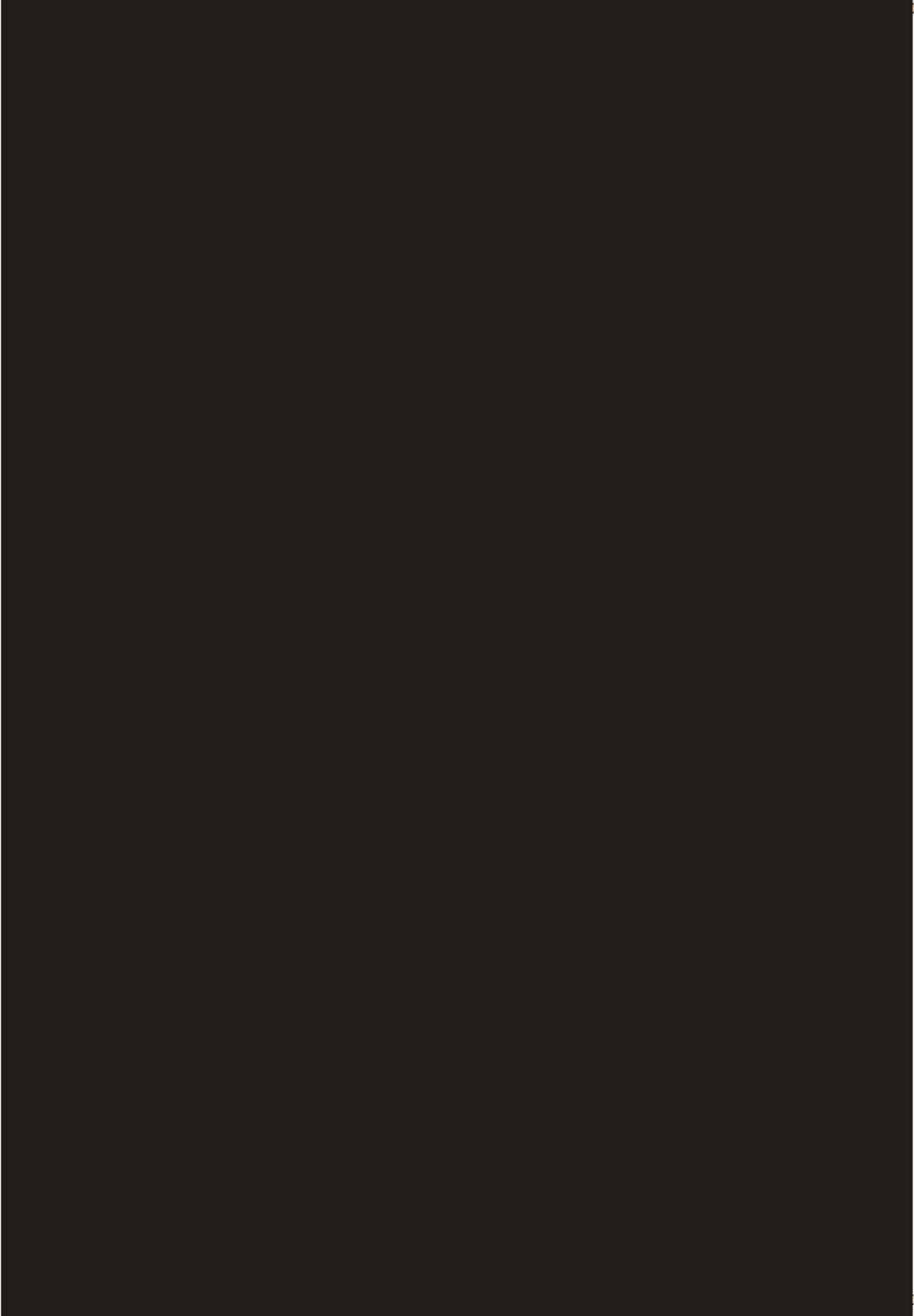


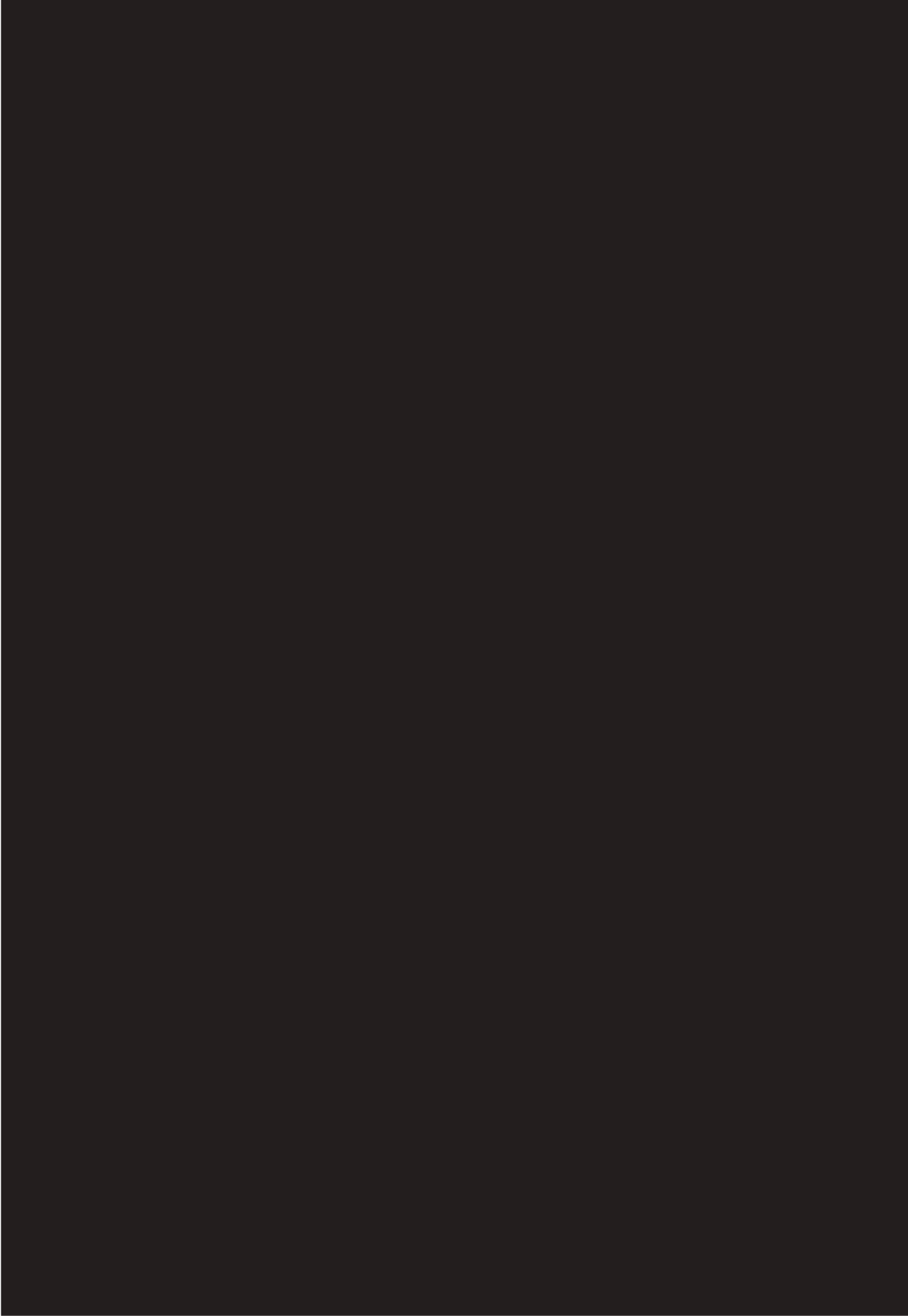


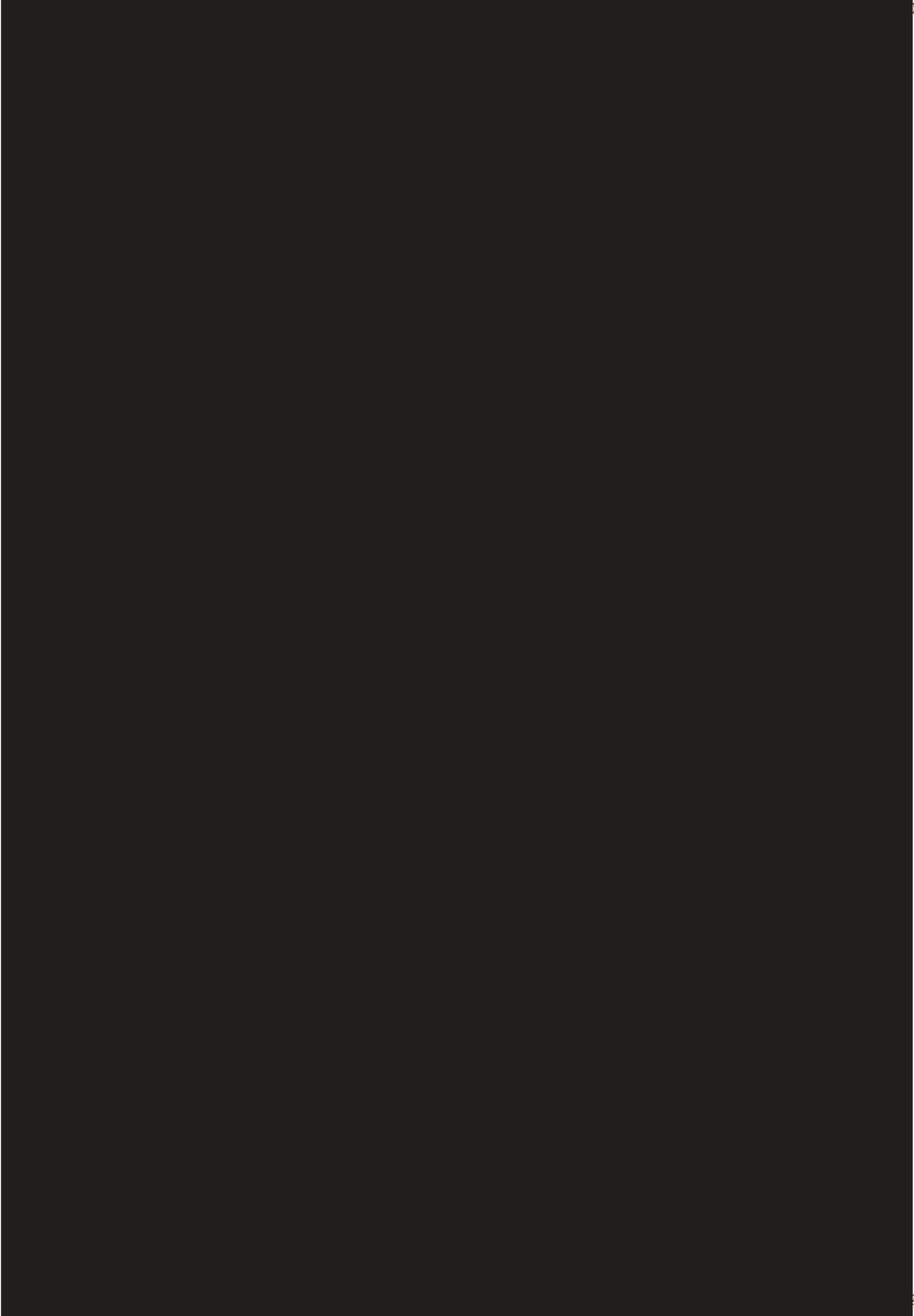


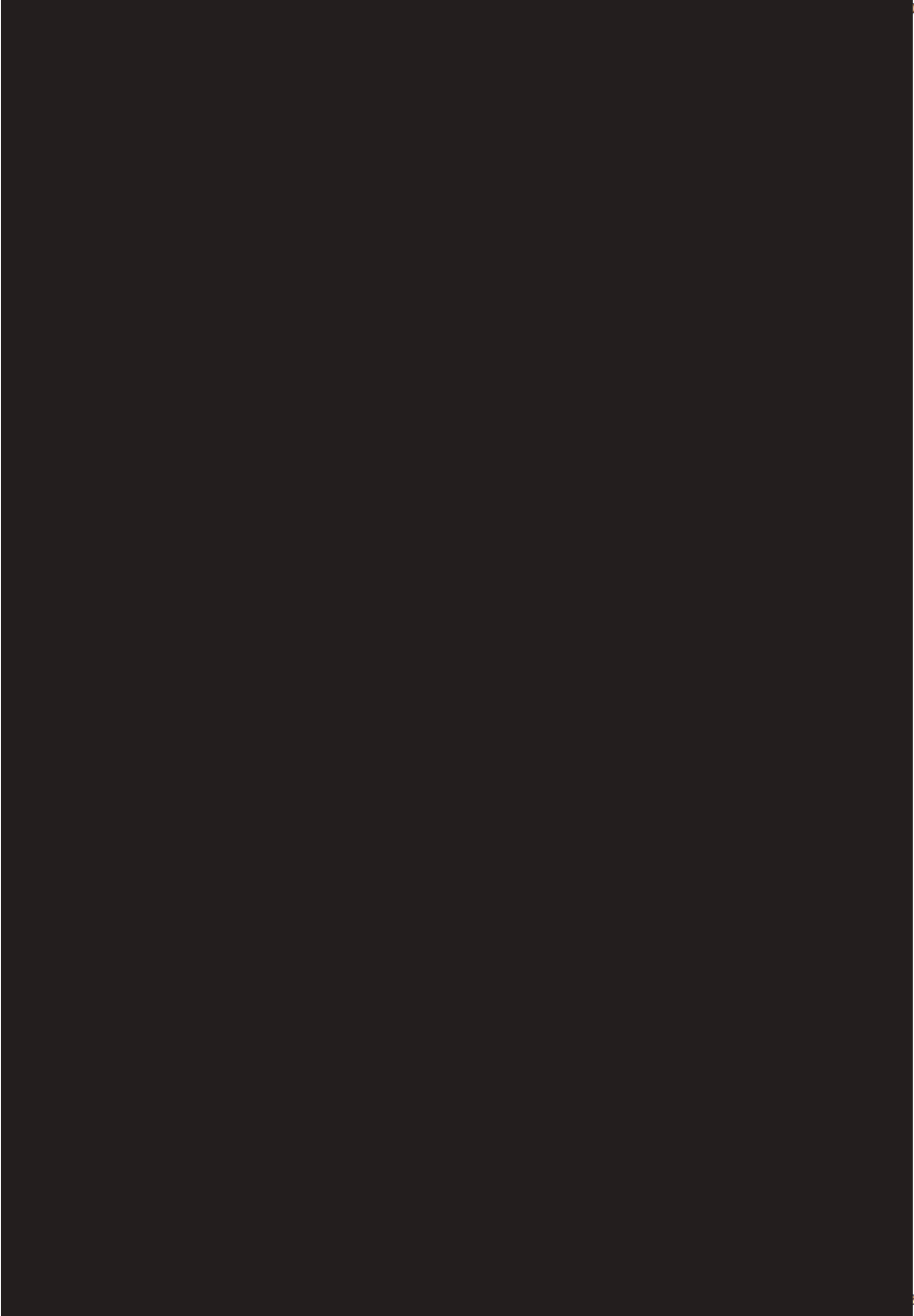


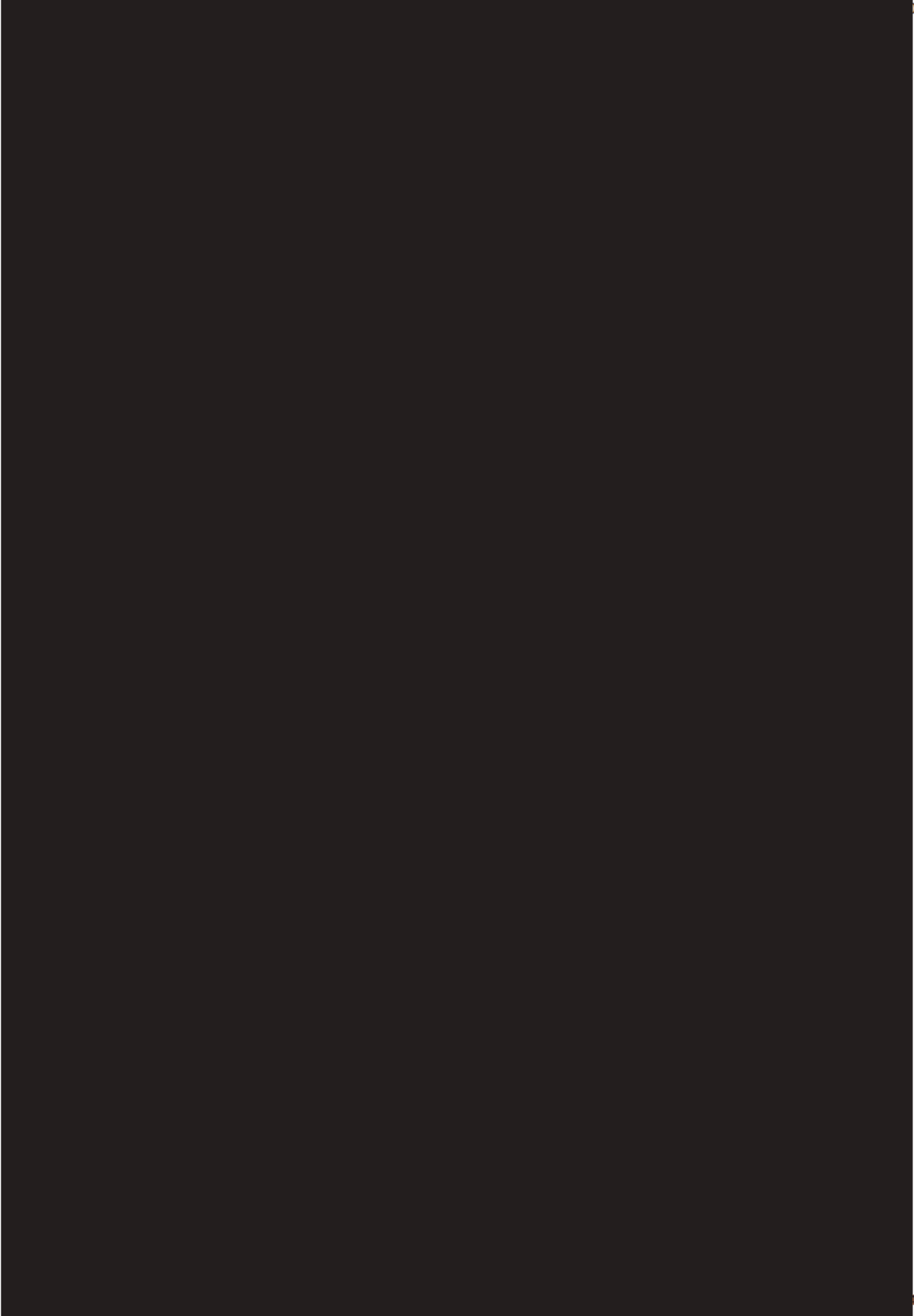


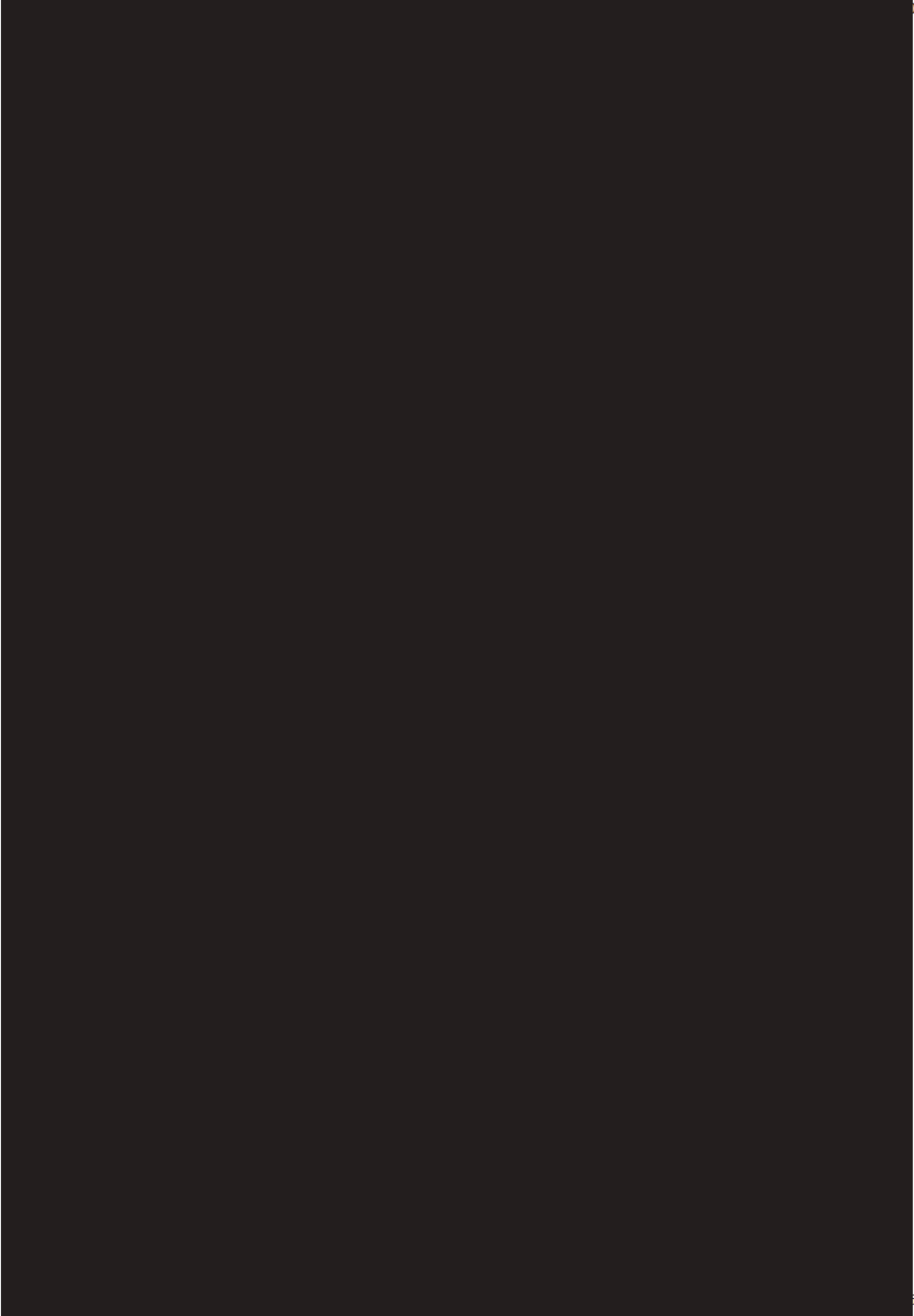


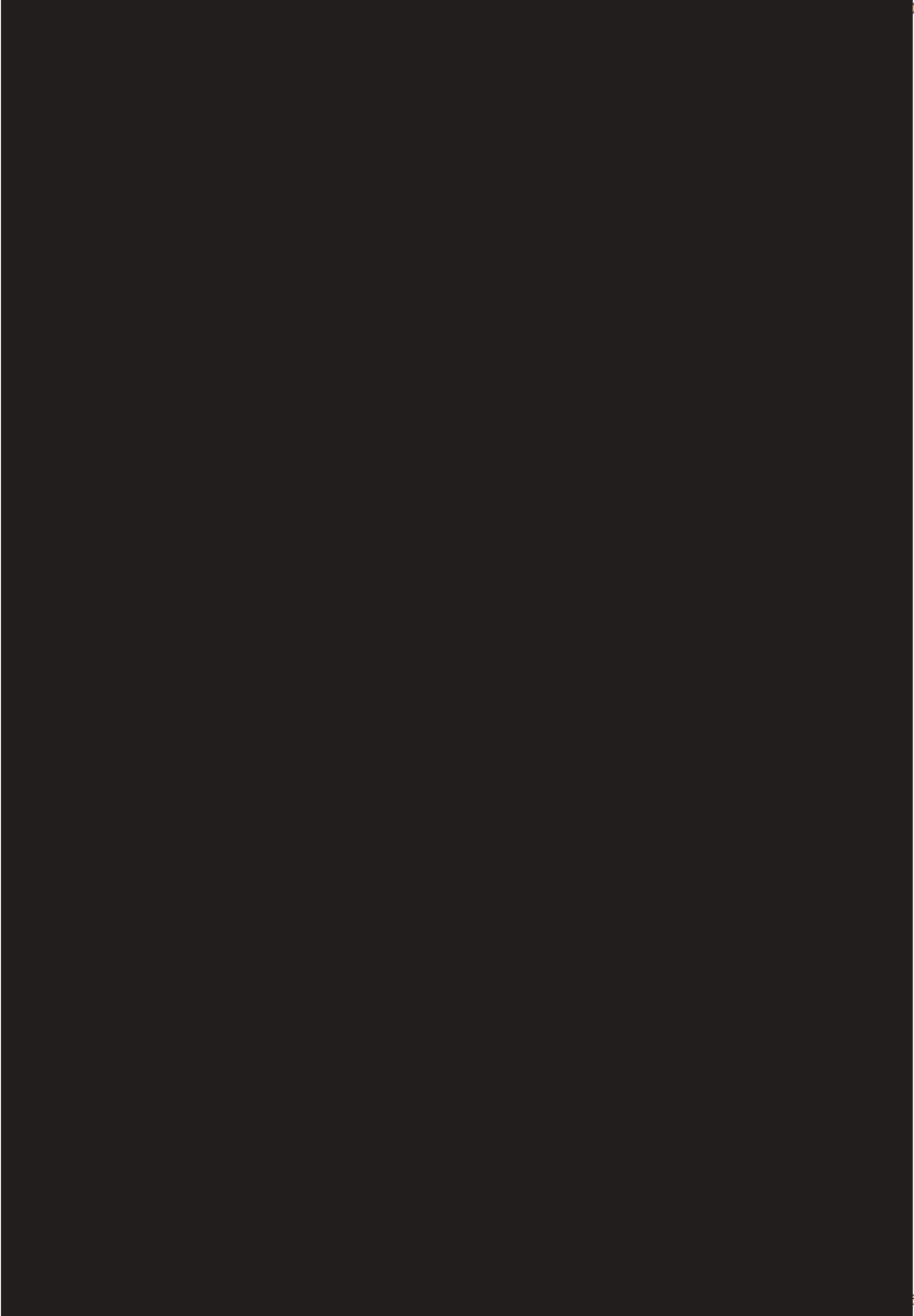


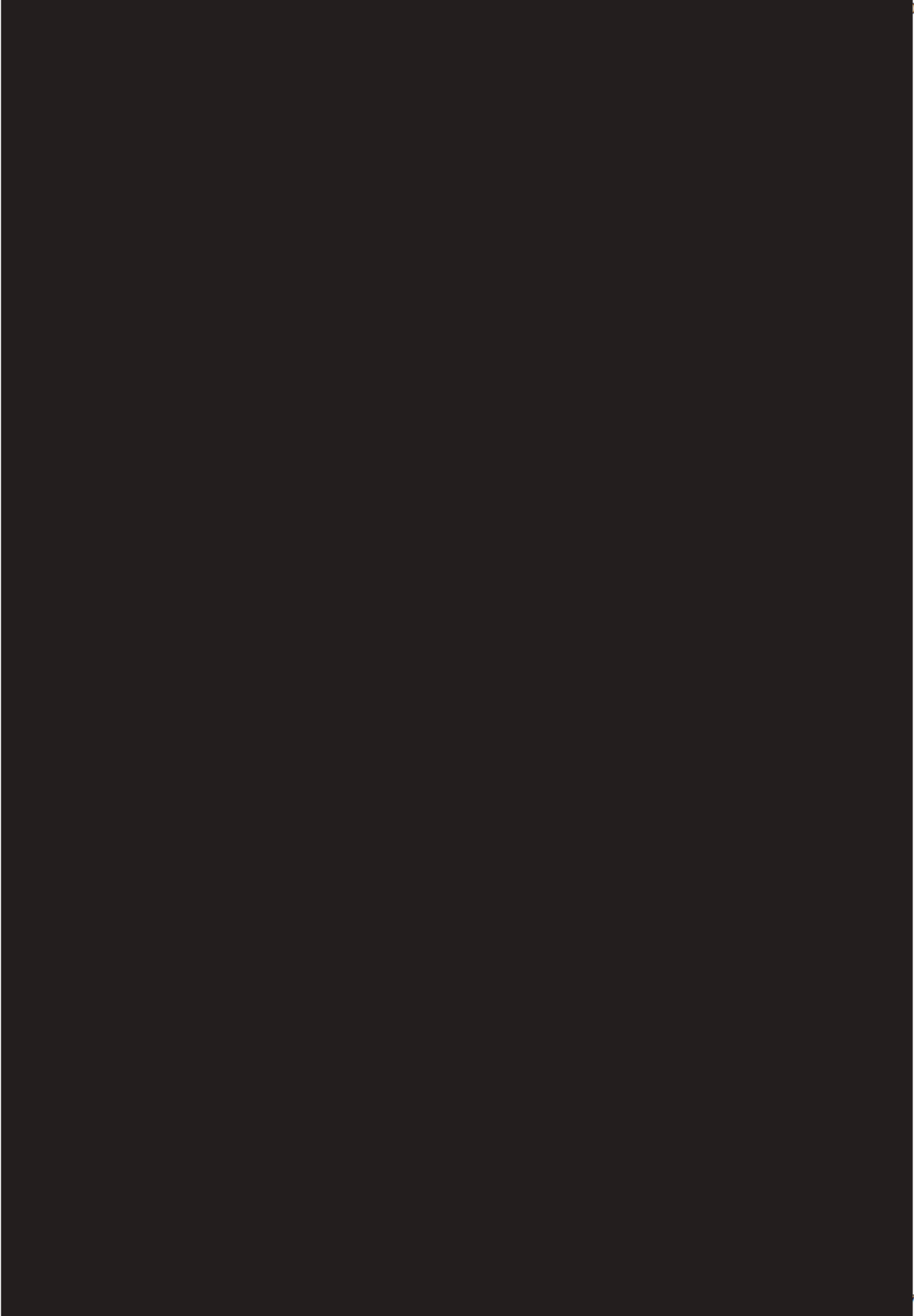


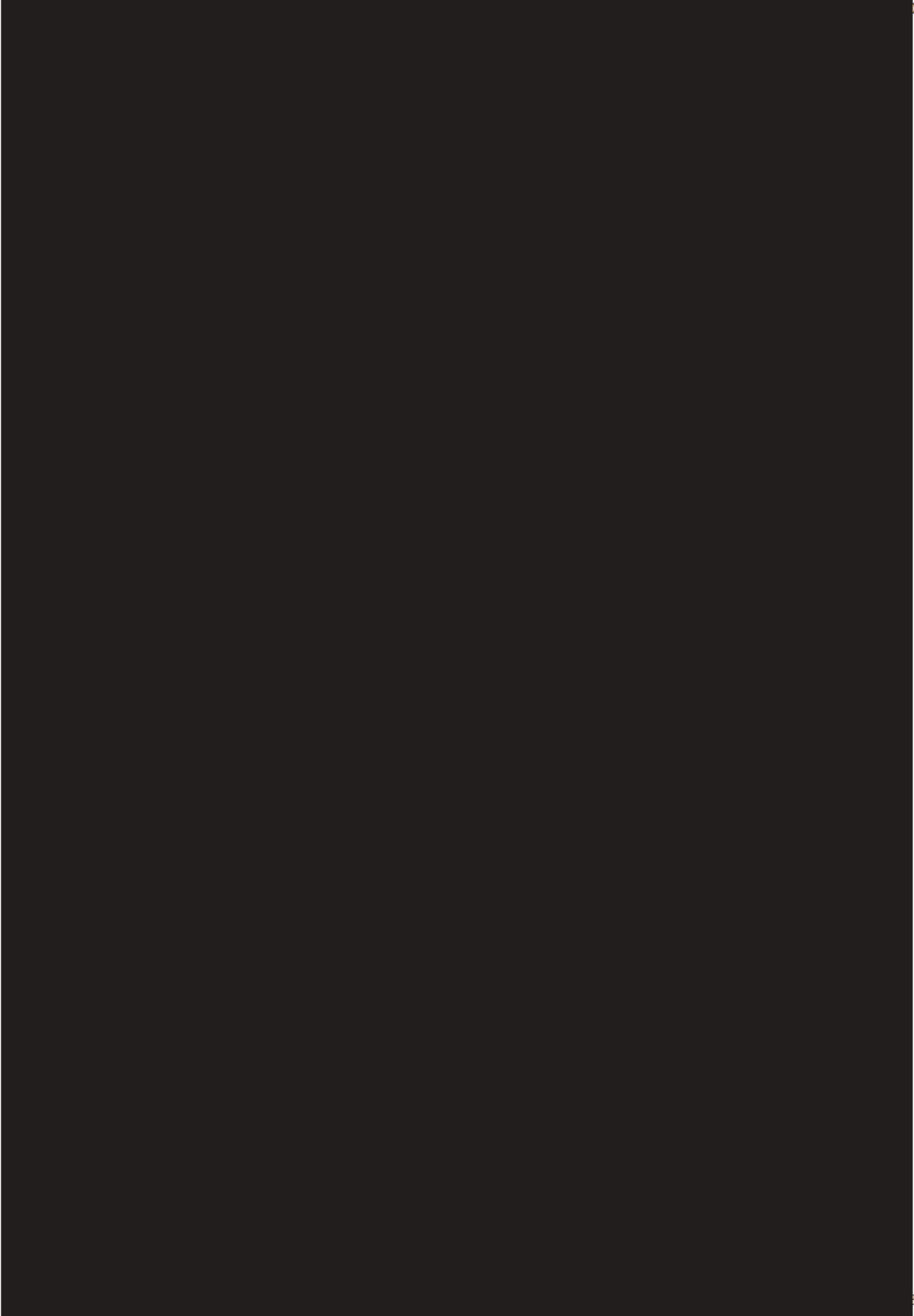


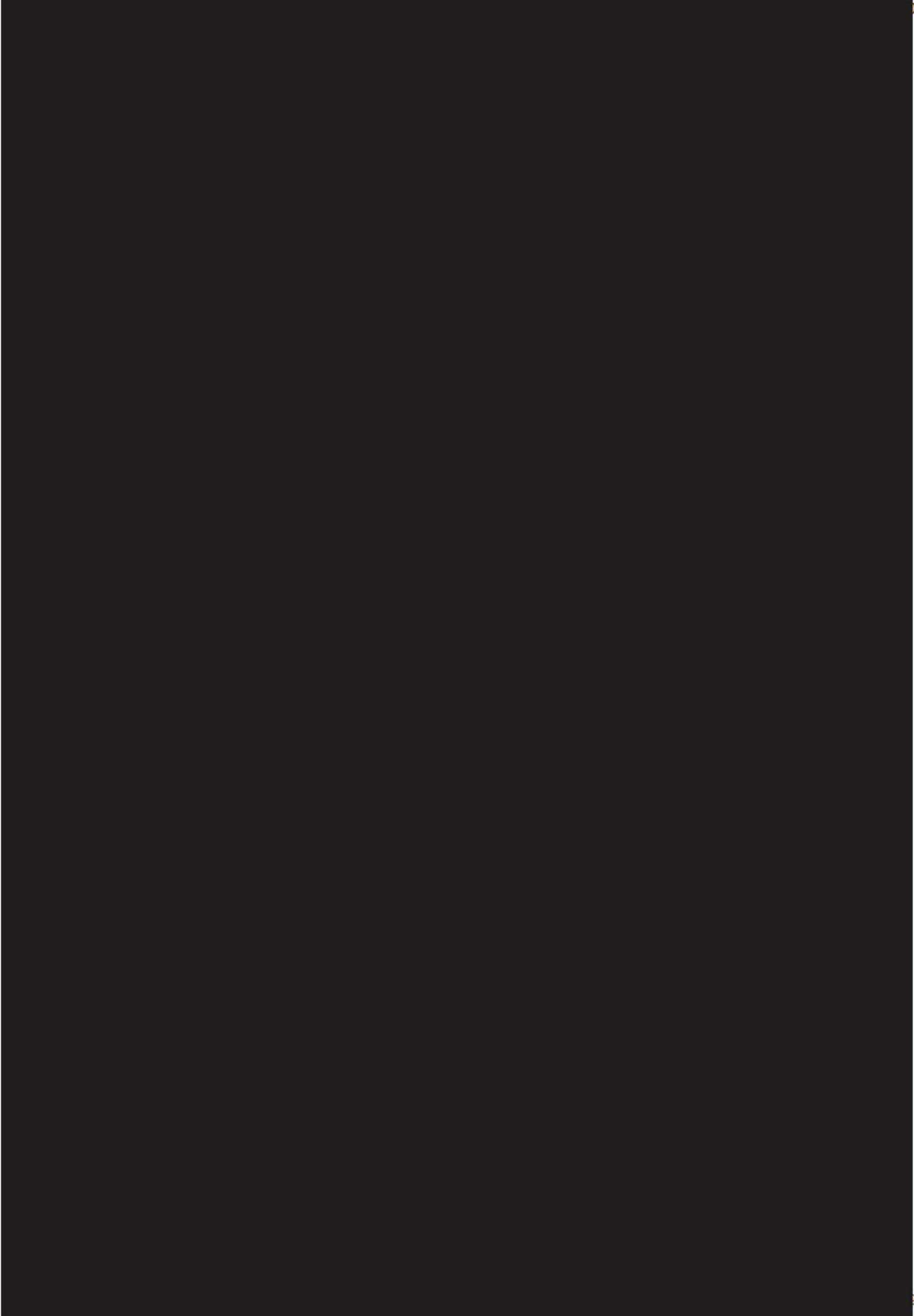


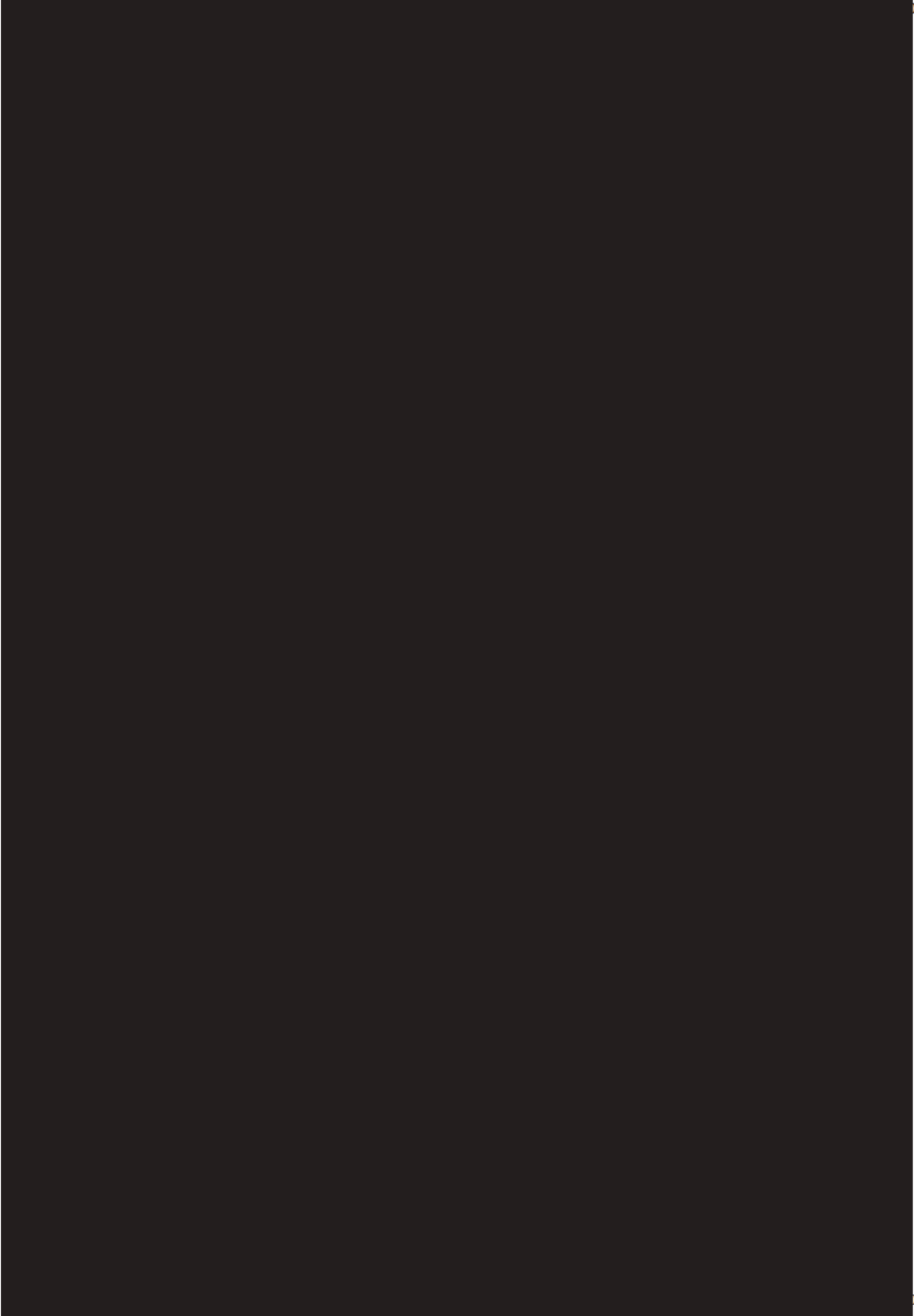


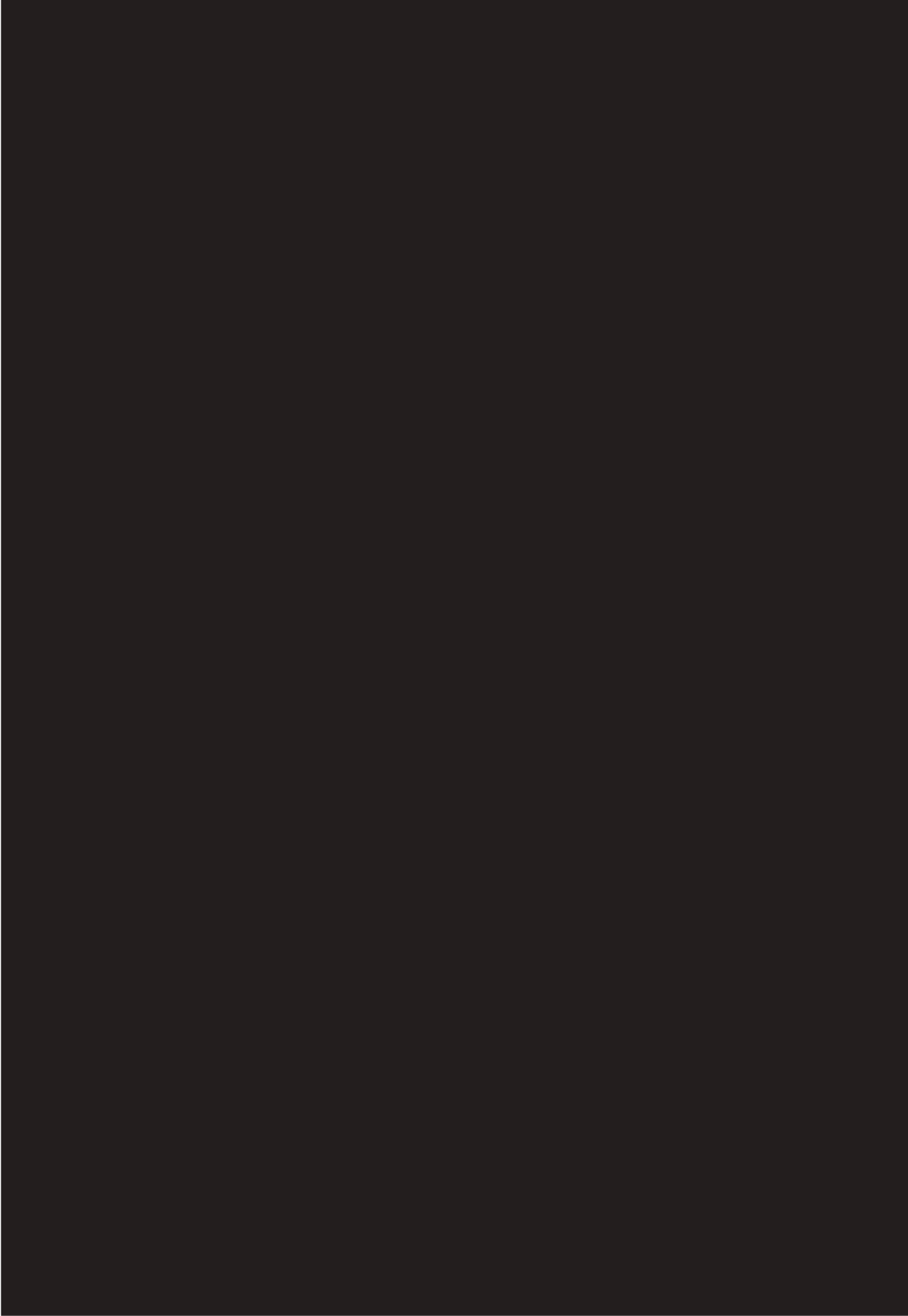


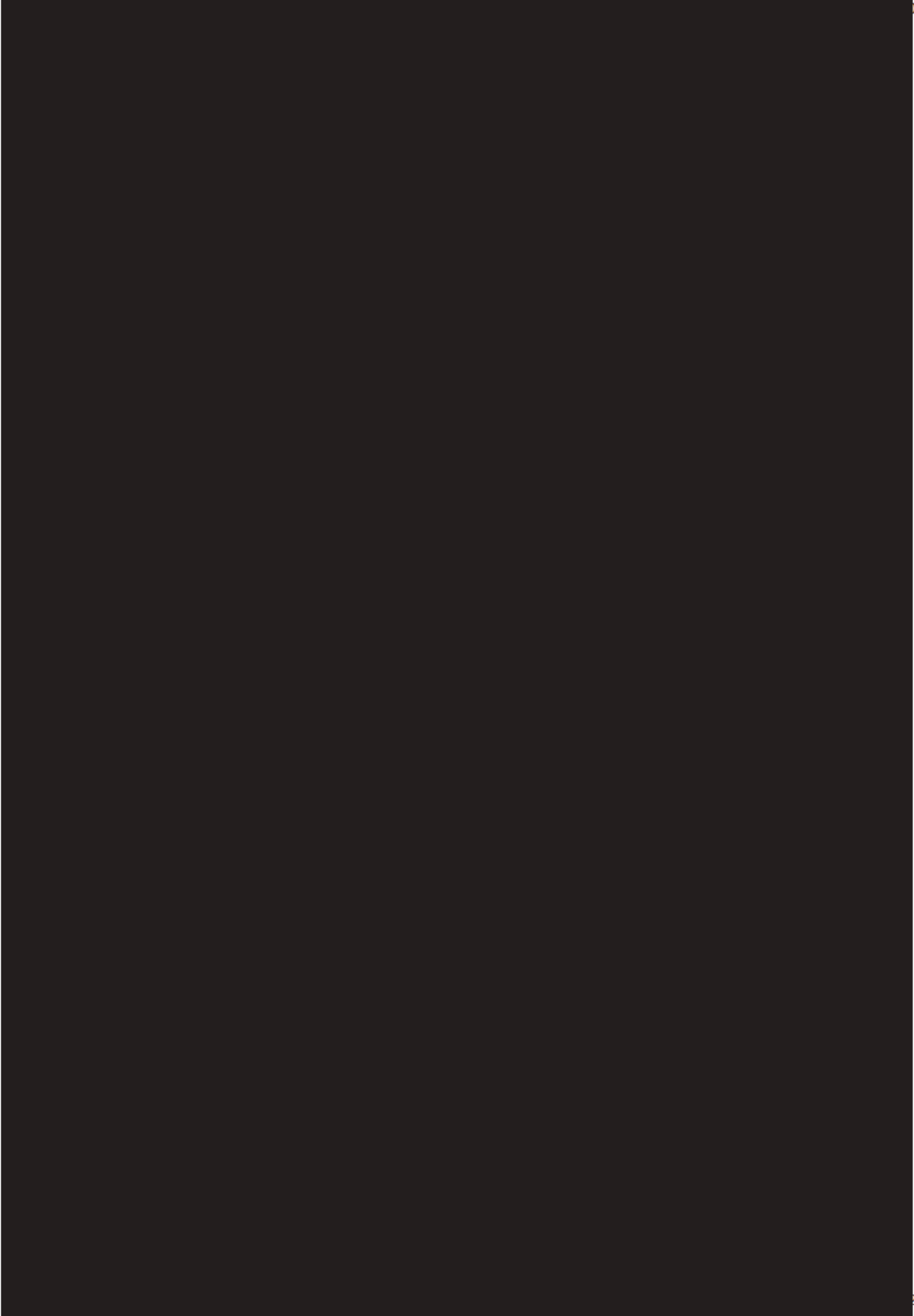


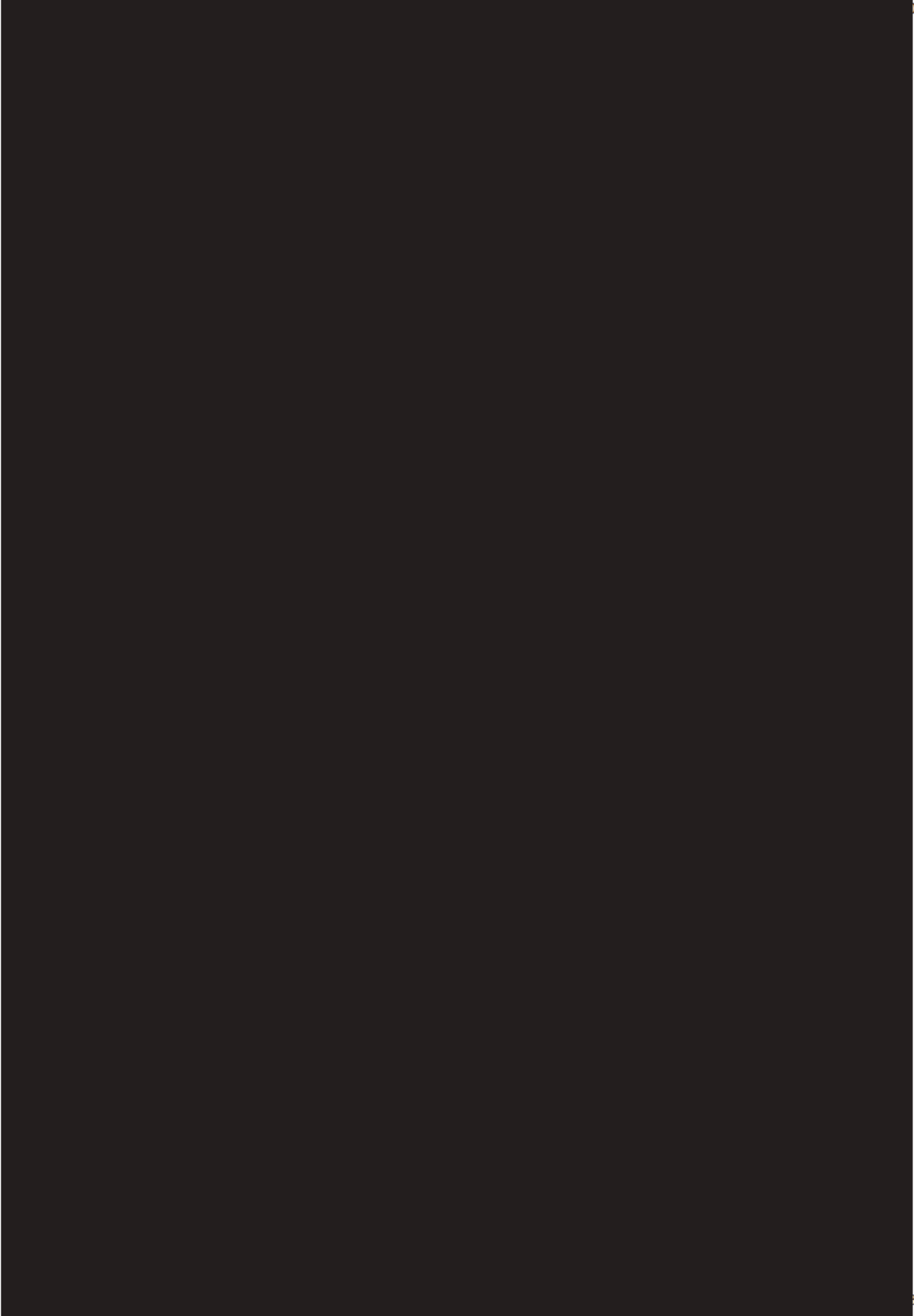


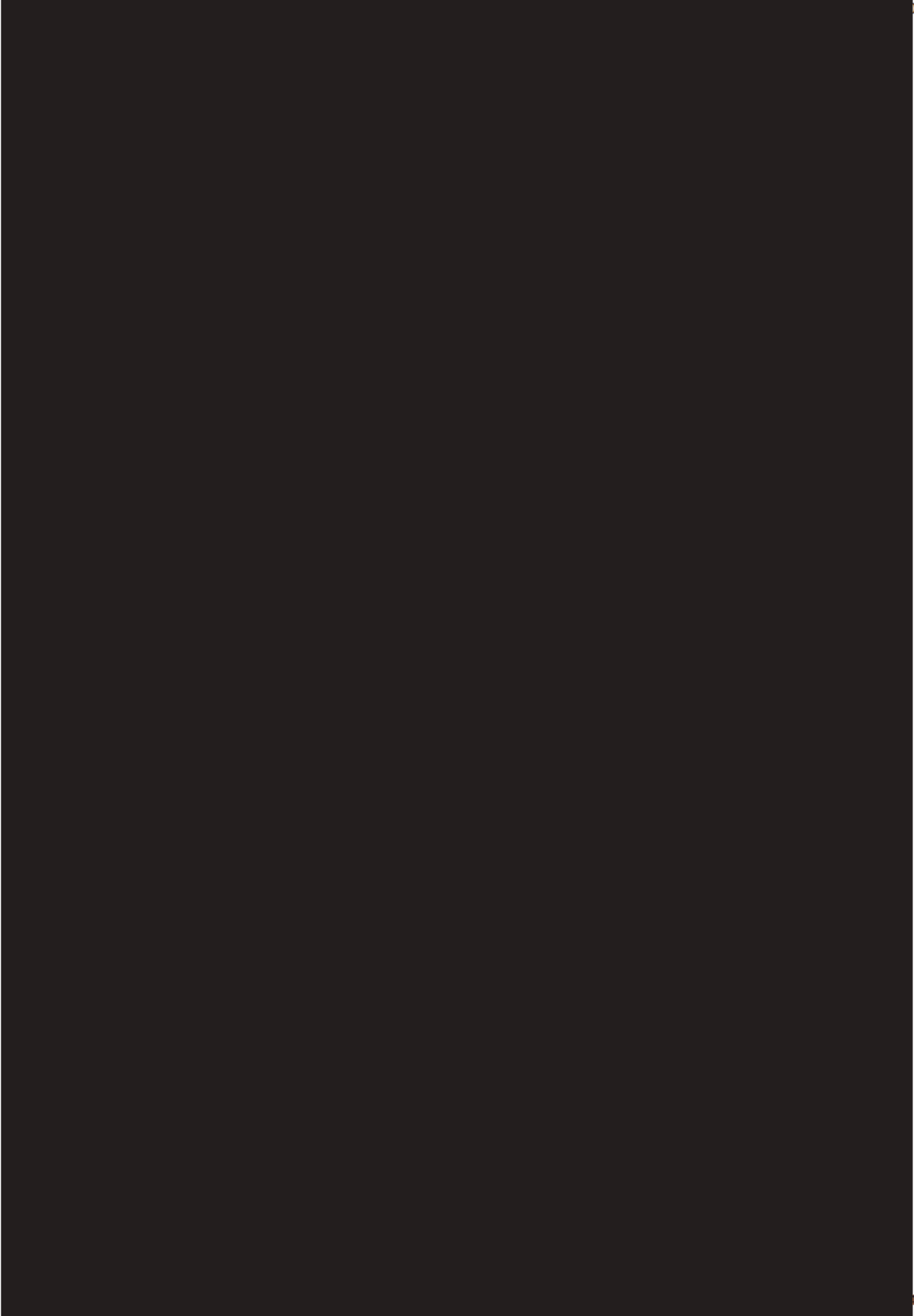














2018-2022MY Expedition/ Navigator

Seatbelt Retractor Pretensioner  
CCRG – [REDACTED]

ASO EMM Review  
Jan 18, 2023



Turn Around  
Automotive Operations

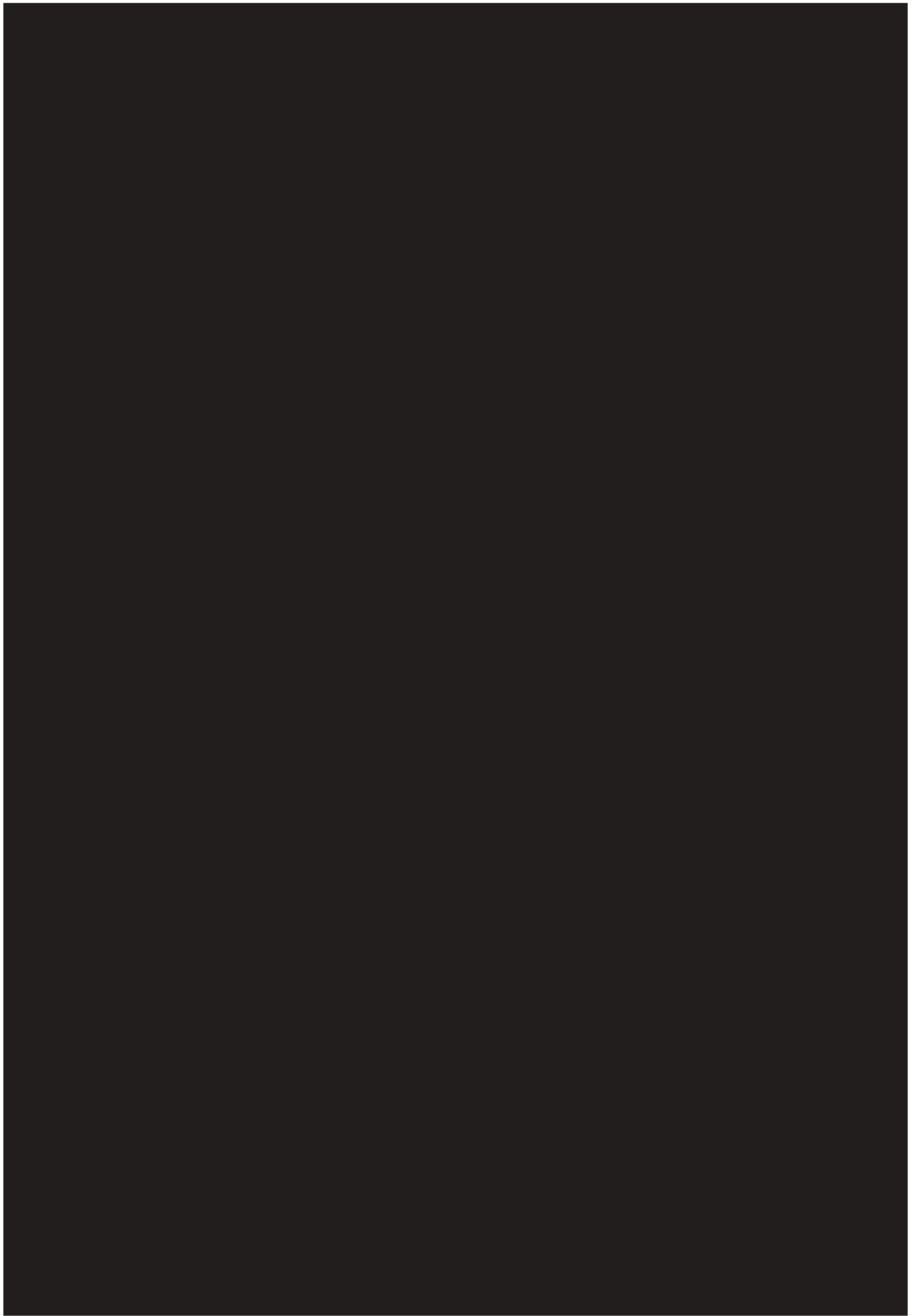


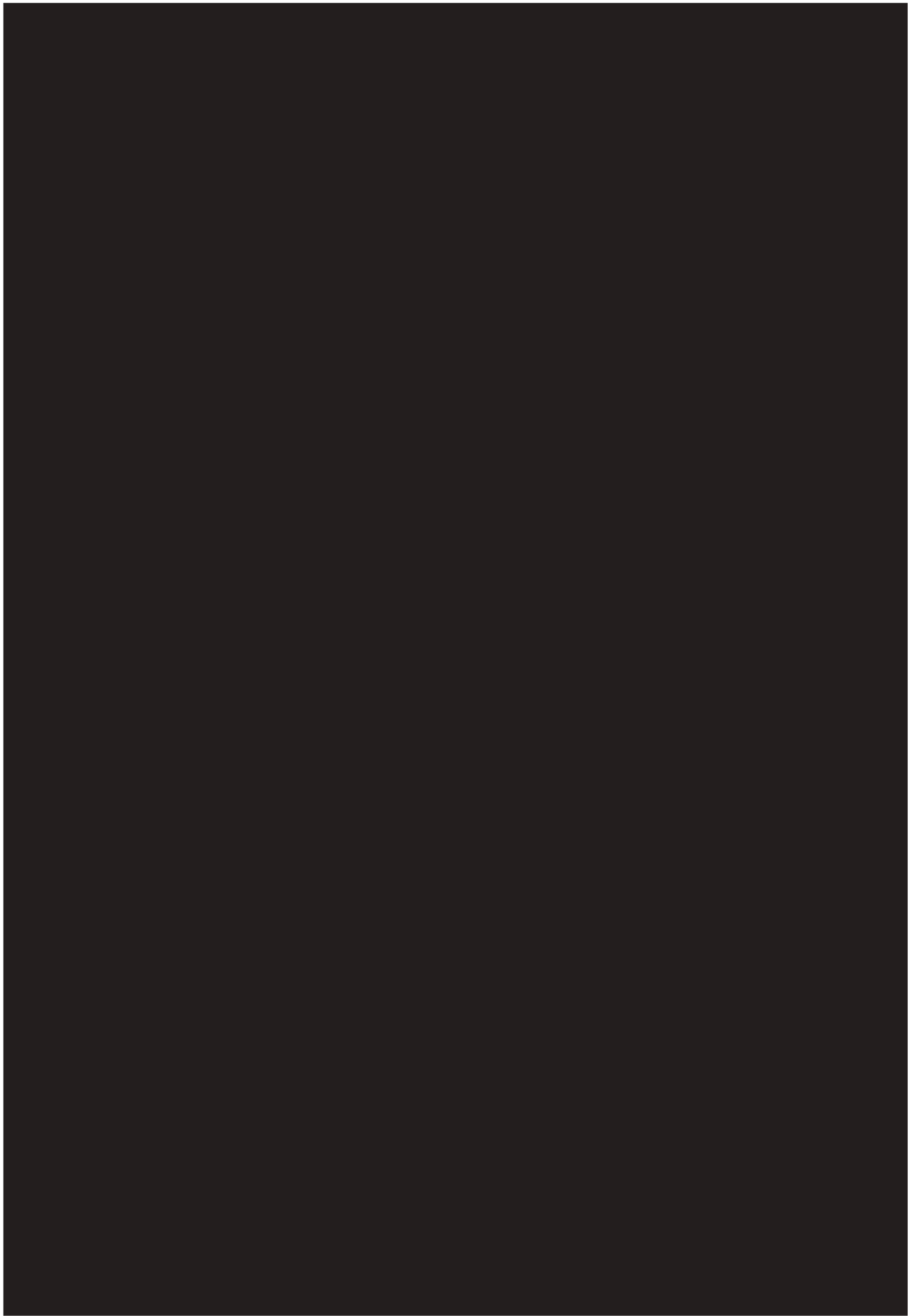
Modernize  
Everywhere

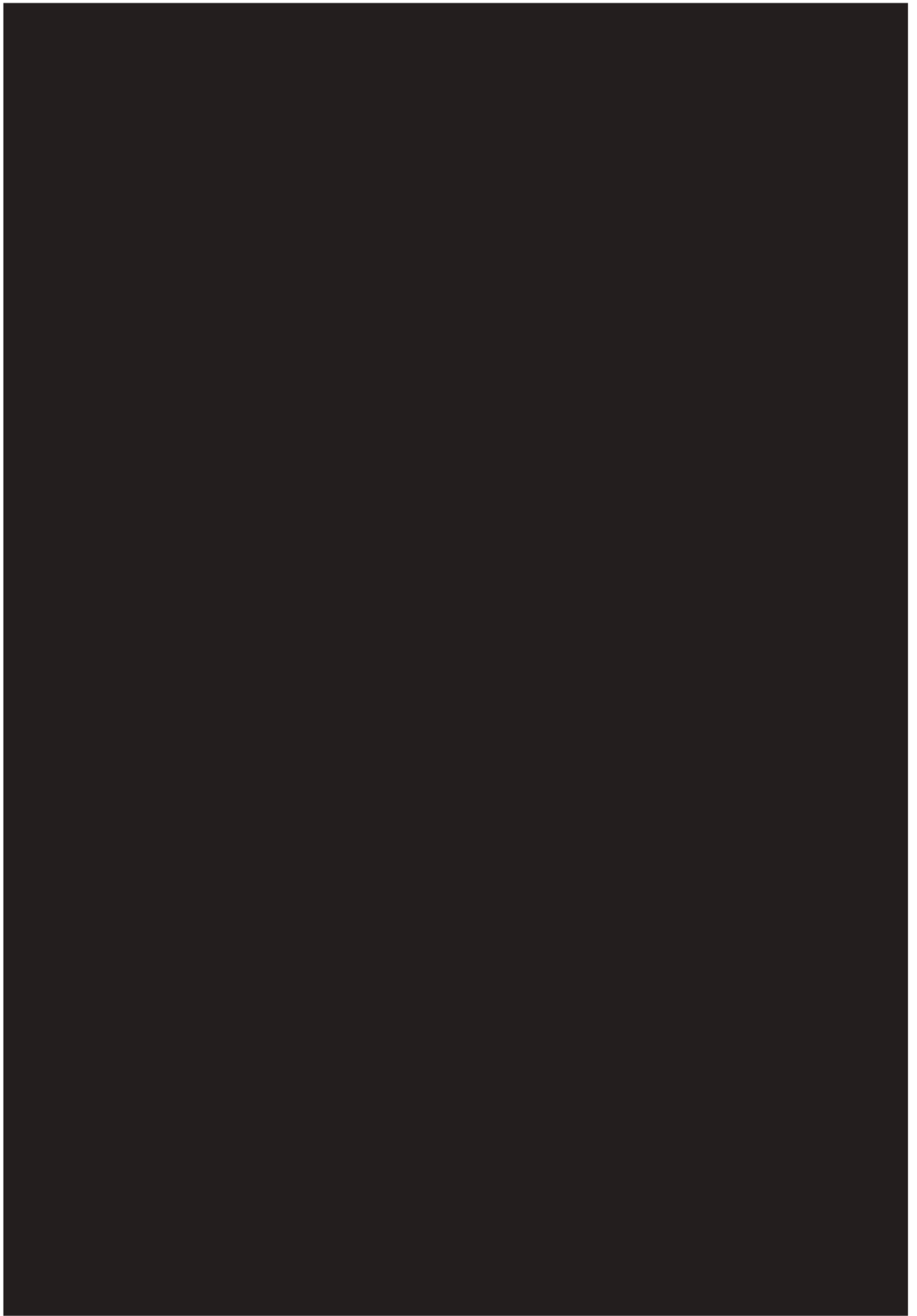


Disrupt  
Ourselves



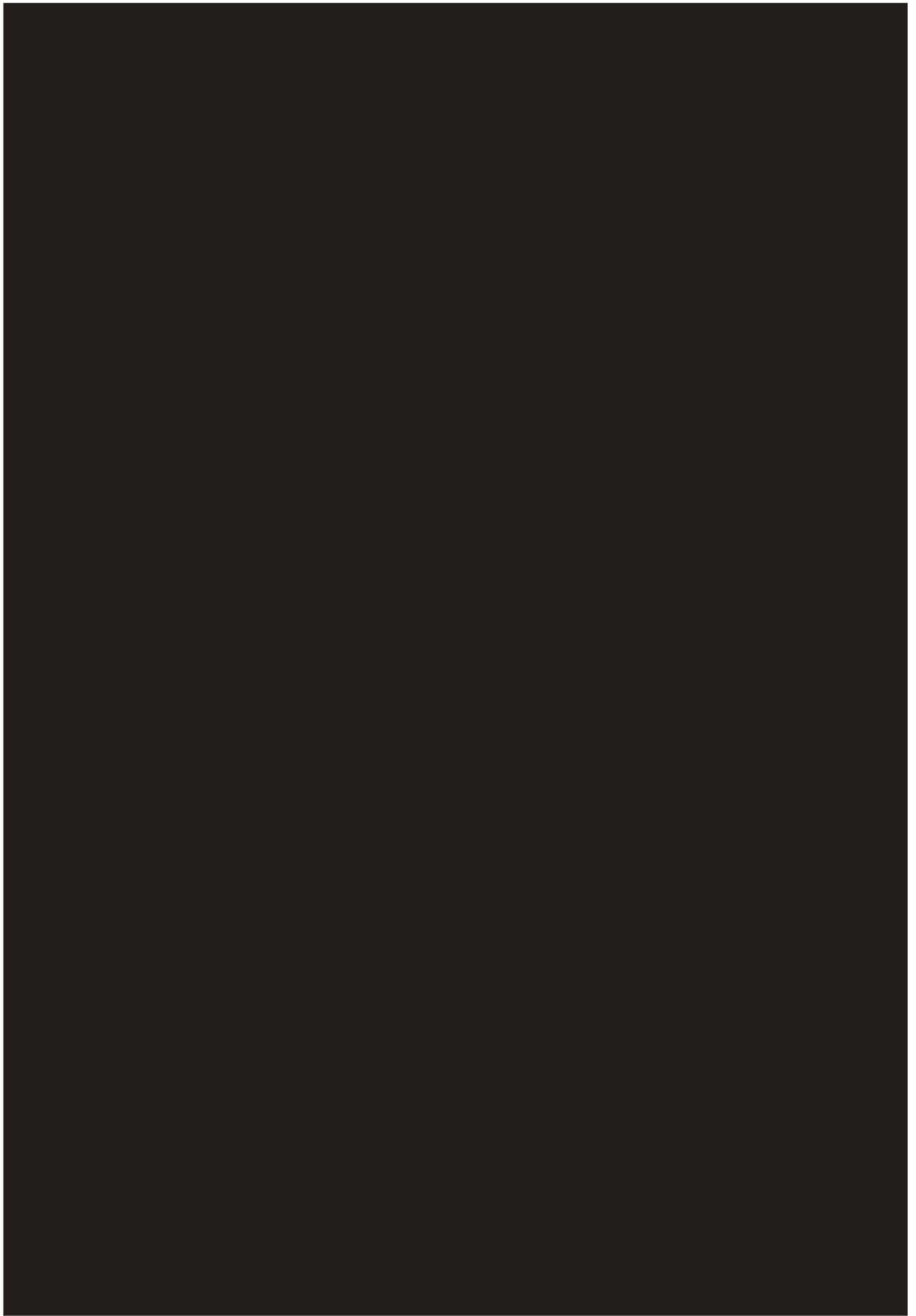


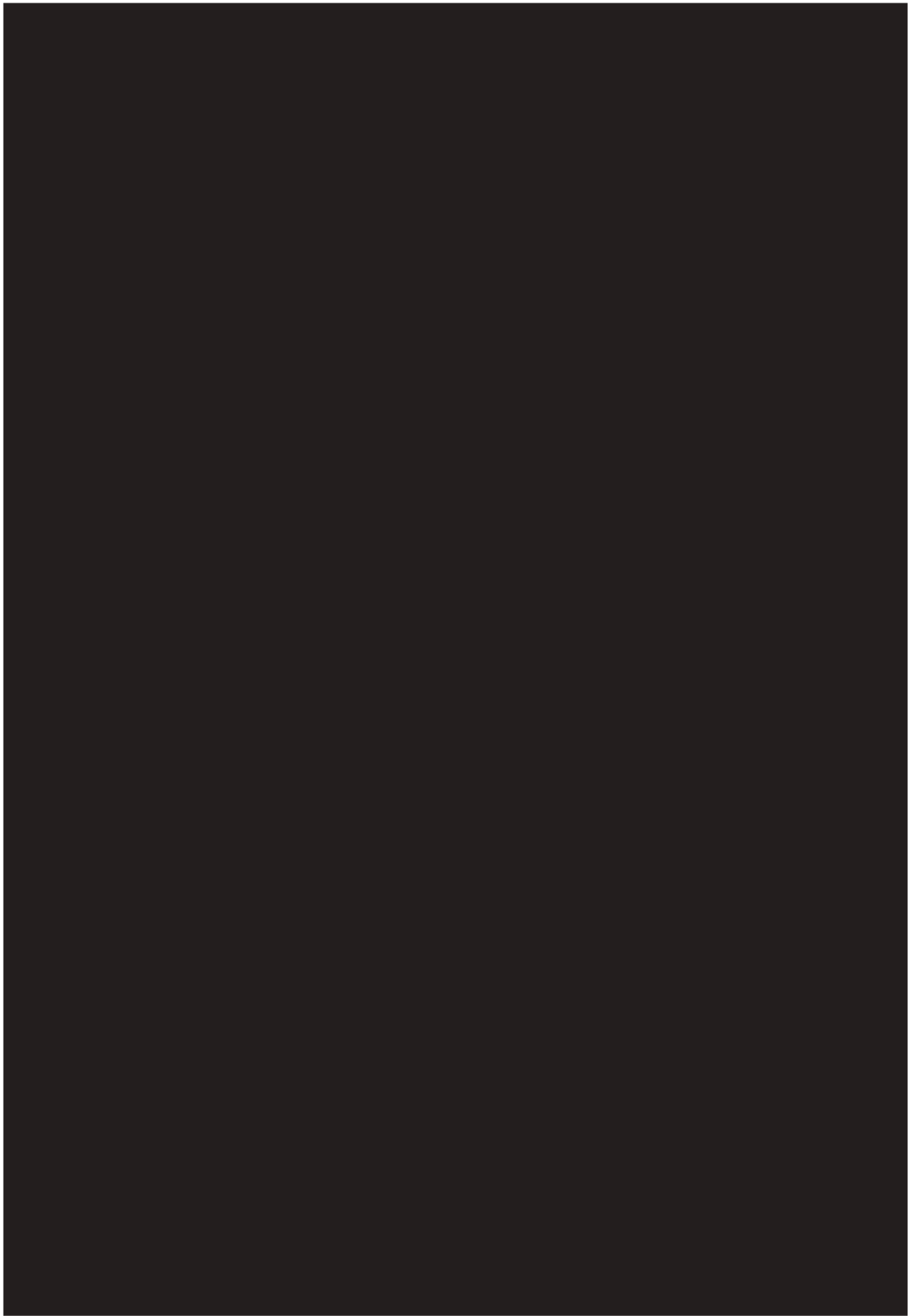


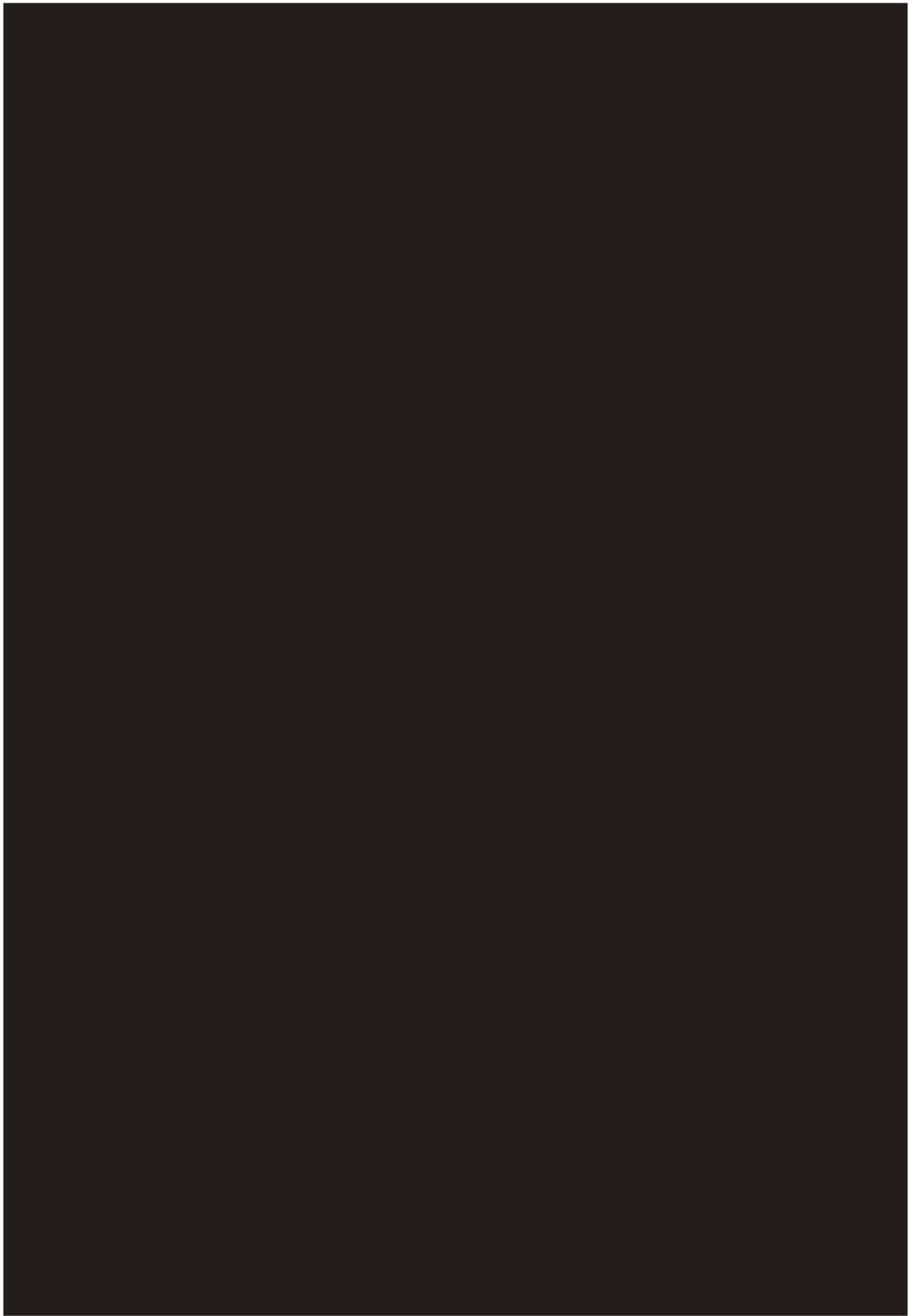




## Back-up

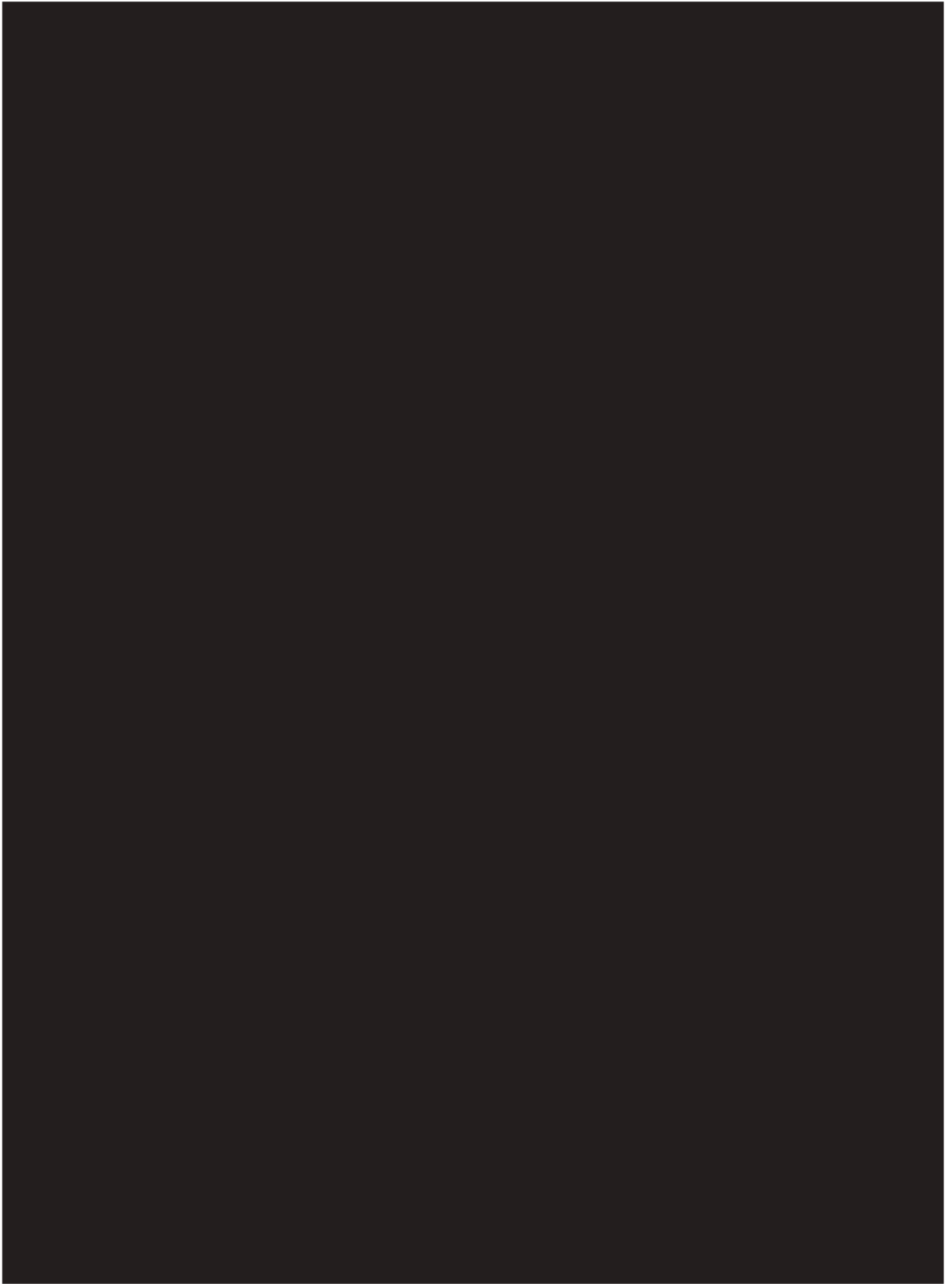






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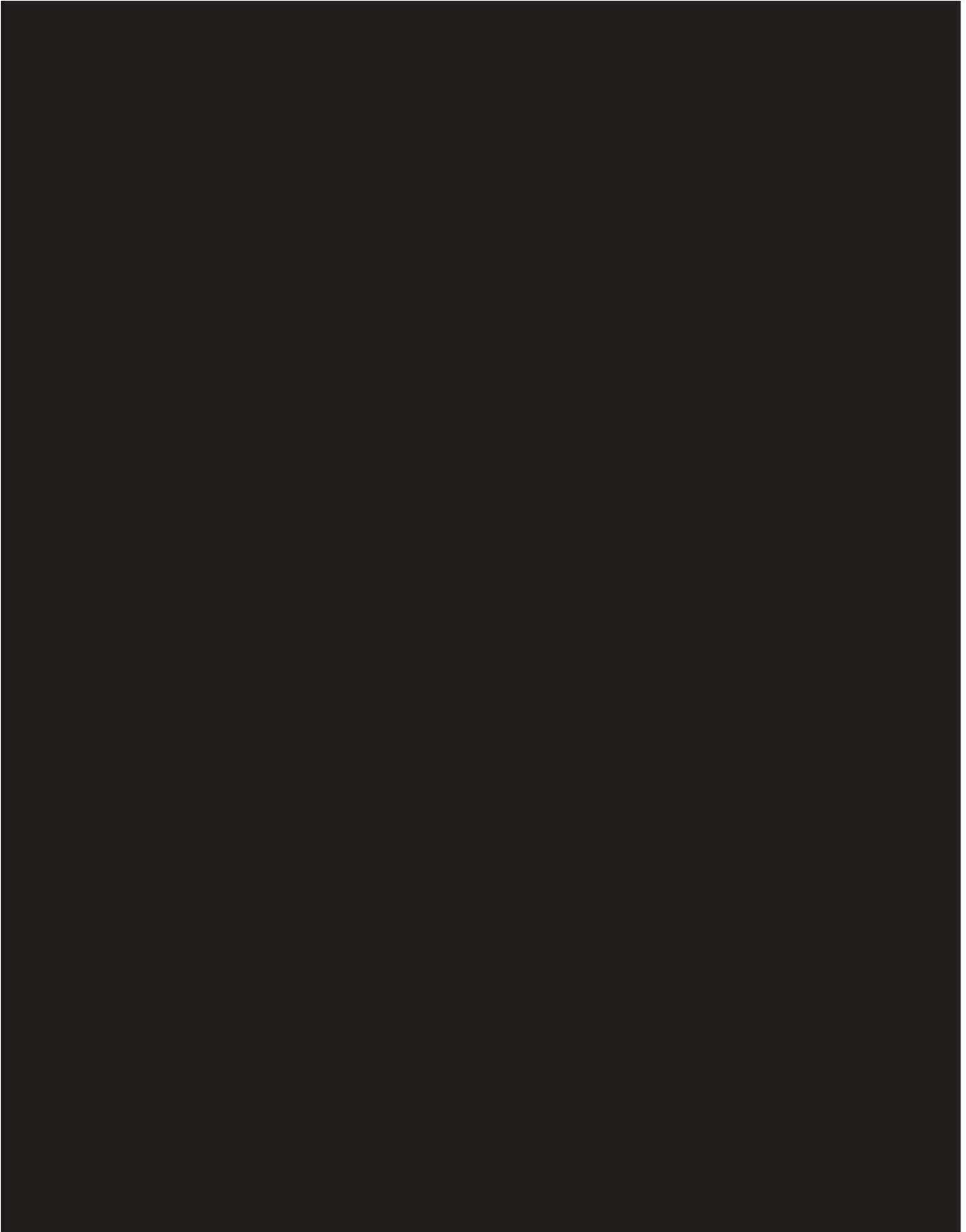


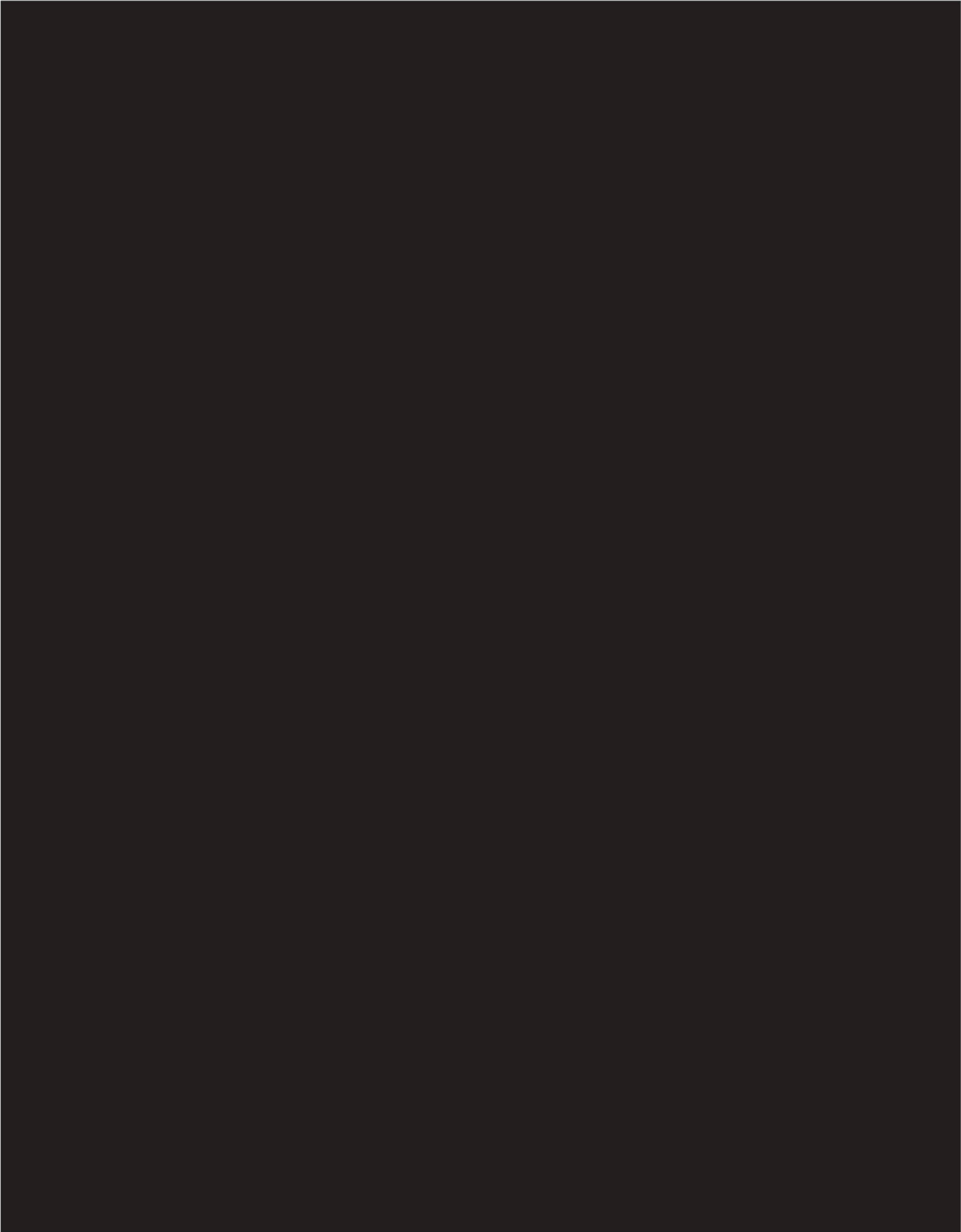


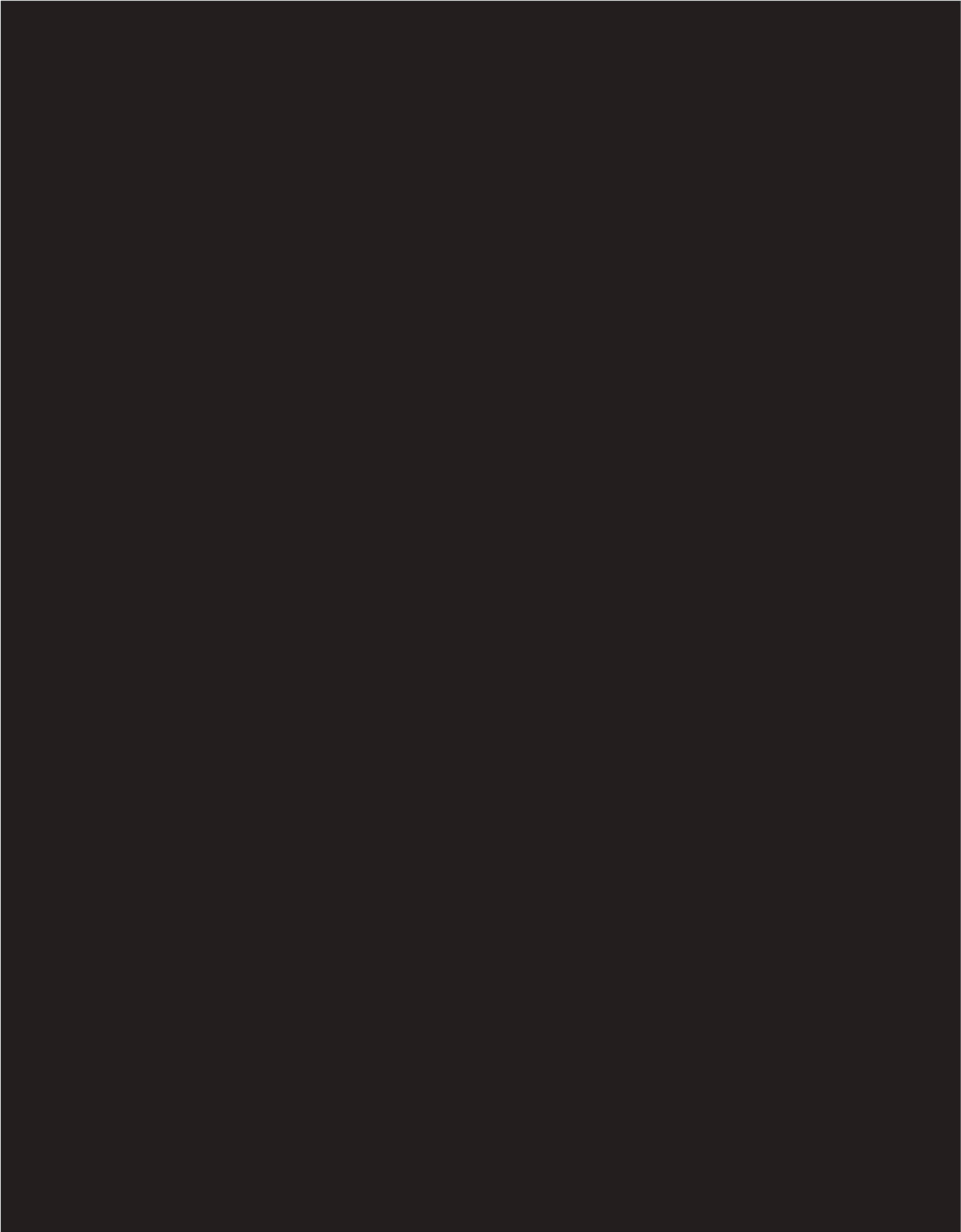
2018-2022MY Expedition/ Navigator  
Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment  
CCRG – [REDACTED]

ASO EMM Review  
Oct 19, 2023









# VOQ Customer Verbatims – Oct 13, 2023, search

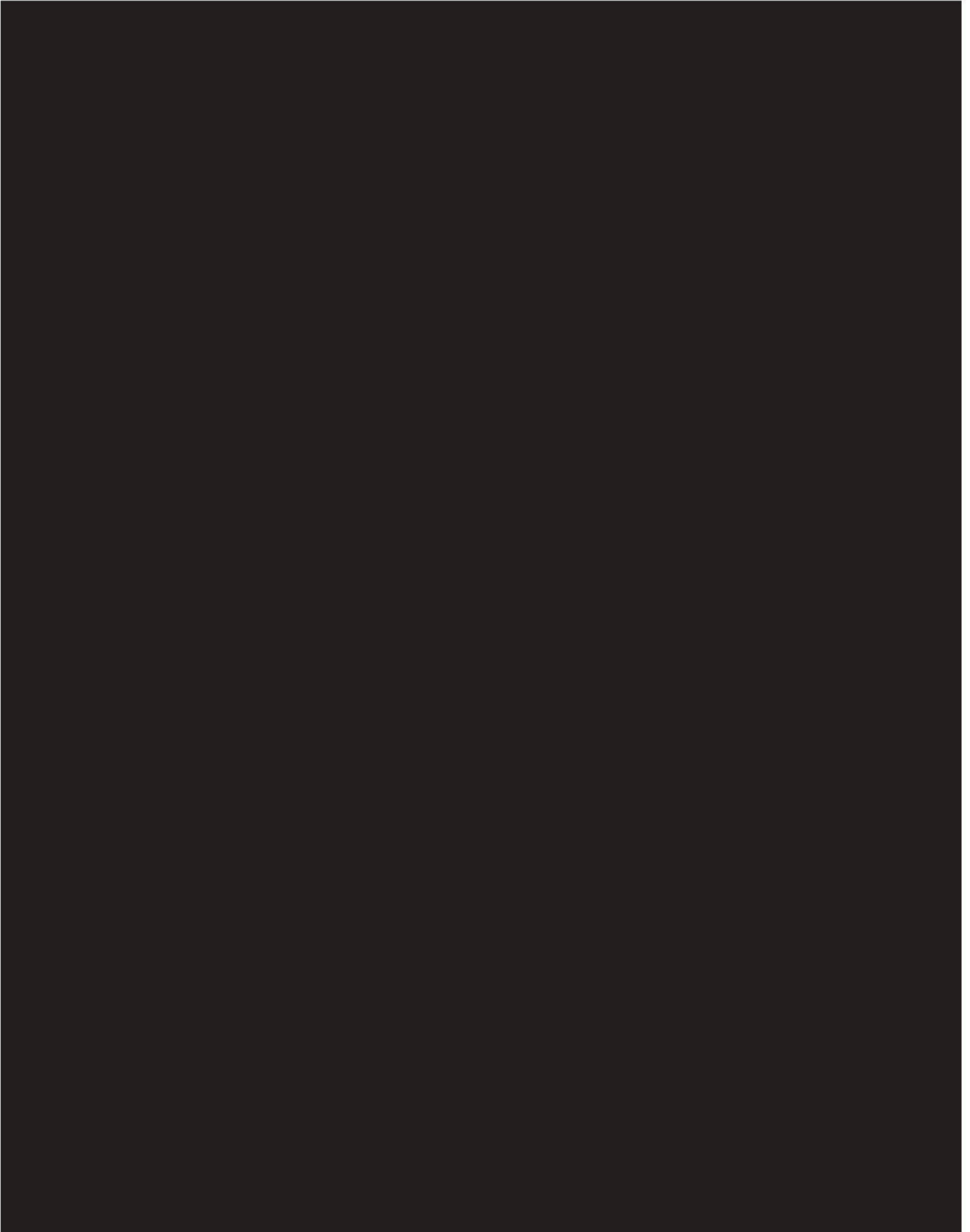


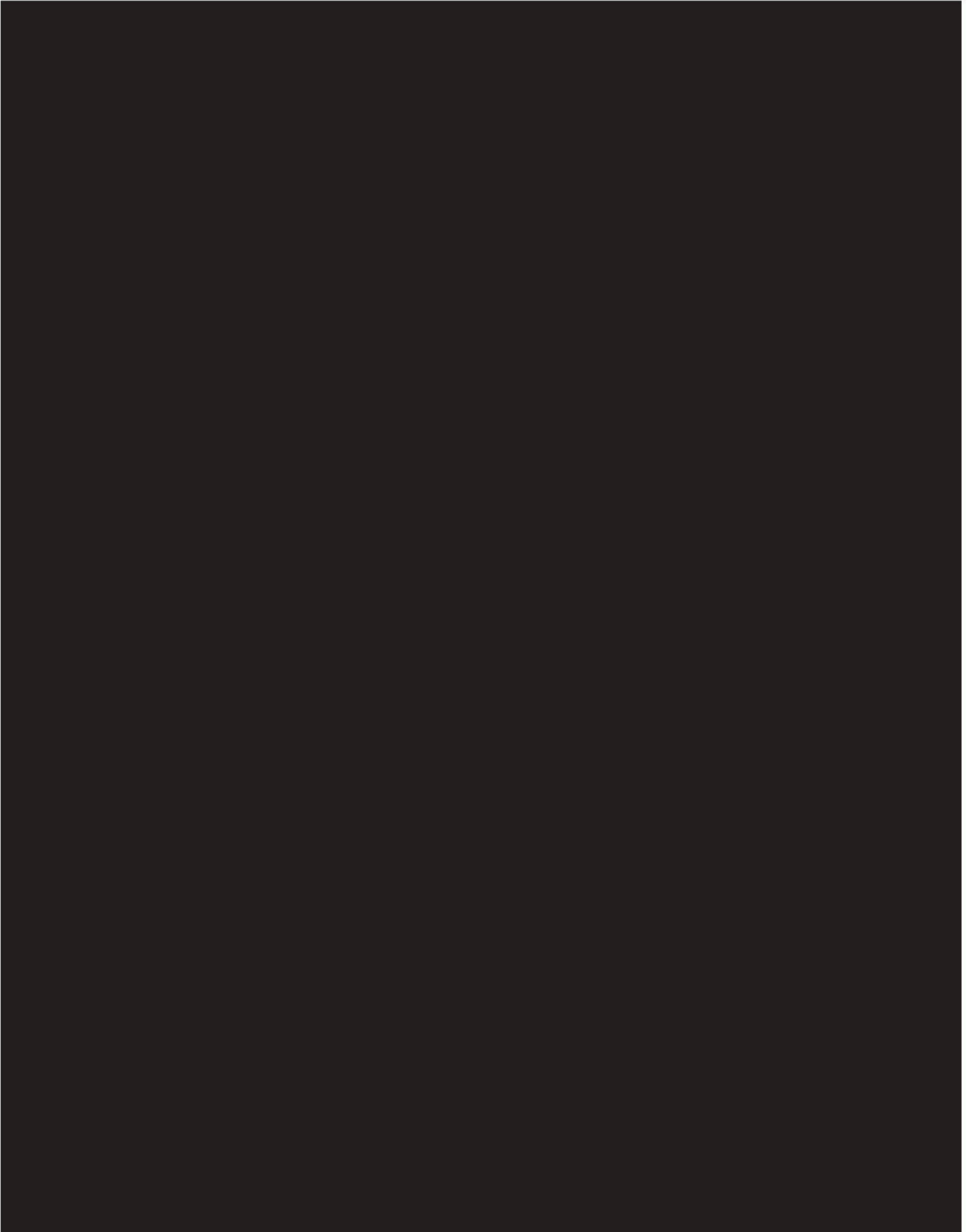
#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim	Technician Comments
1	11543359	1FMJK1MT9KE [REDACTED]	5 mph	03-Jun-2019 (suspect time-window)	30-Aug-2023	18-Sep-2023	??	??	AZ	Pretensioner in driver's seatbelt went off without warning while driving 5 mph on smooth residential street.	??
2	11541165	5LMJ2LT9KE [REDACTED]	0 mph	01-Mar-2019 (suspect time-window)	26-Aug-2023	04-Sep-2023	04-Oct-2023	46,519	TX	The contact stated while the vehicle was stopped, the front passenger's side seat belt pretensioner exploded. The passenger suffered minor injuries to the chest area but did not seek medical attention.	Replace the right front seatbelt retractor
3	11539945	1FMJK1LT9KE [REDACTED]	0 mph	19-Oct-2018 (suspect time-window)	21-Aug-2023	28-Aug-2023	??	??	TX	Got into the car, and started it before I put my seatbelt on the seat belt tensioner exploded on just the drivers side. Now the seatbelt will not release.	??
4	11539513	1FMJK1KT4KE [REDACTED]	0 mph	10-Dec-2018 (suspect time-window)	16-Aug-2023	28-Aug-2023	22-Aug-2023	89,770	TX	I was getting into my car to drive out of my drive way. Put on my seatbelt (driver side). Started to put it in drive then I heard a loud pop, then it felt like something hit my chest. I could smell a slight burning smell. After recovering from the pain I opened the door to try to see what happened. We notice the driver side seatbelt would not retract and was loose.	GCCT/ FMC360 claim for financial assistance requested by Customer for seatbelt repair. Request was approved
5	11539423	1FMJK1MT9KE [REDACTED]	40 mph	28-Oct-2018 (suspect time-window)	10-Aug-2023	28-Aug-2023	??	60,000	TX	While his wife was driving at 40 mph, she heard a loud abnormal noise and began to feel pressure on her chest due to the seat belt. The driver stated the air bag warning light was illuminated for a couple of days before the incident. The driver continued driving to her destination and after parking the vehicle she noticed the front driver-side seat was extremely tight but was able to unlatch and exit the vehicle. The driver did not	??

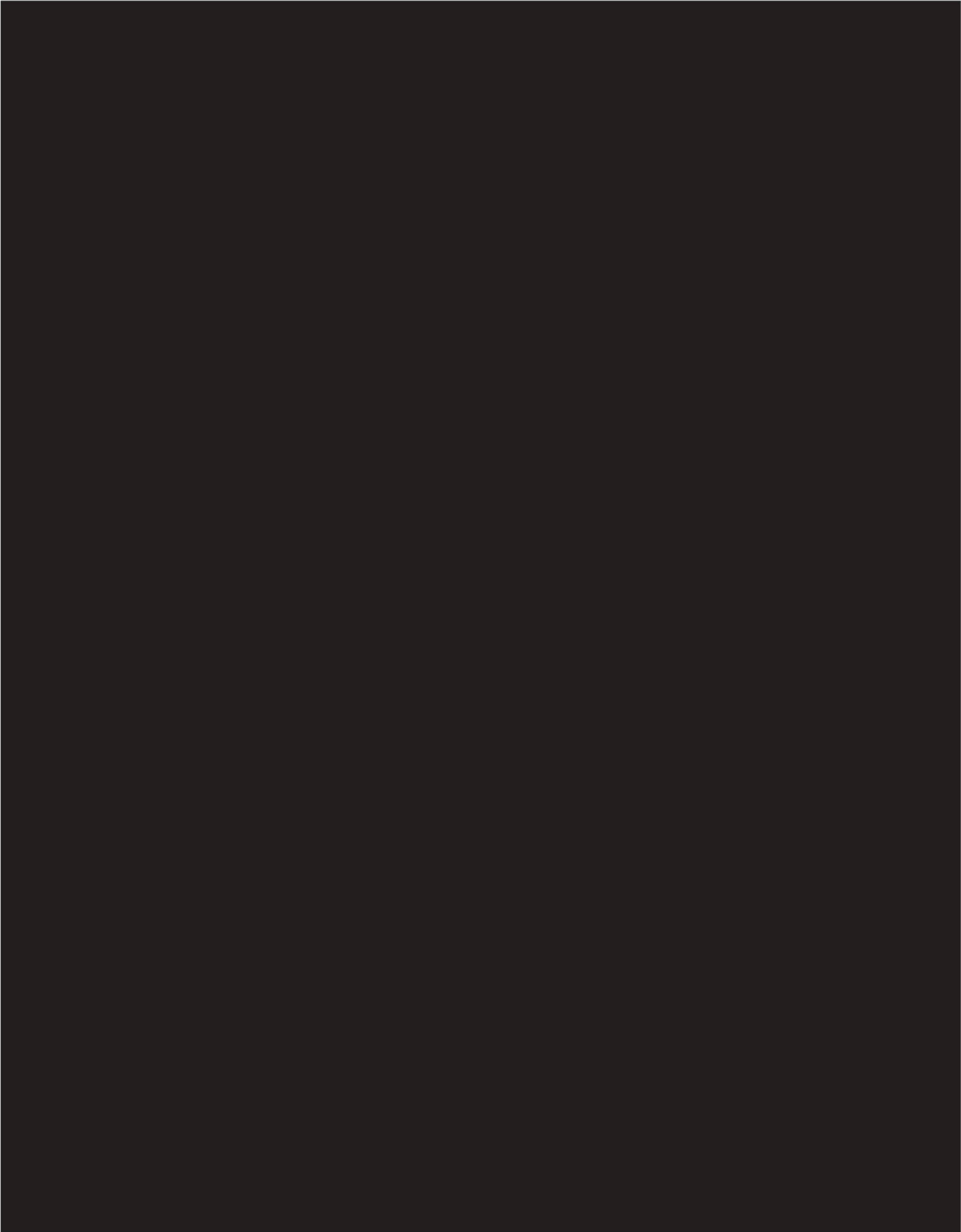
VOQ Customer Verbatims – Oct 13, 2023, search

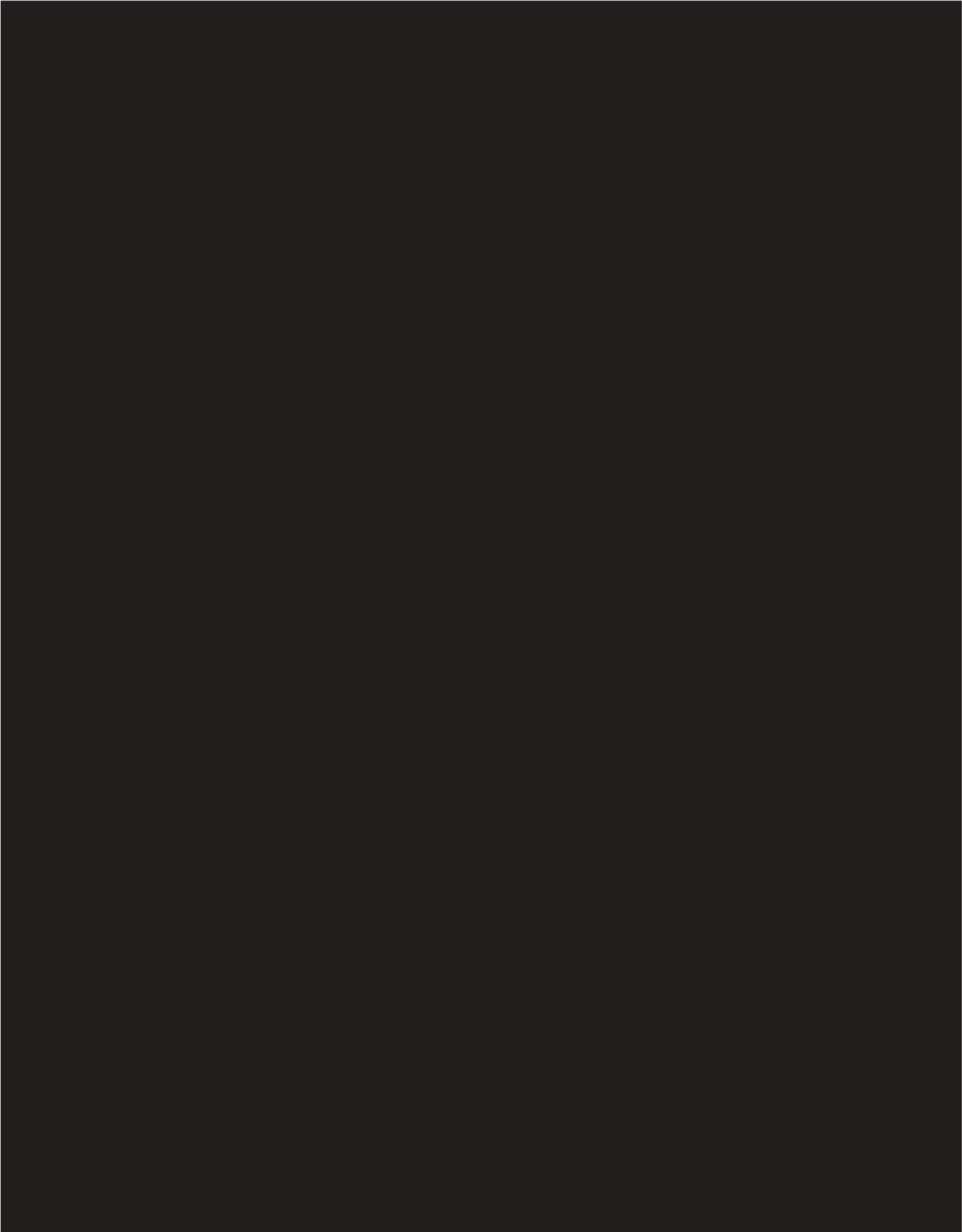


#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim	Technician Comments
6	11536777	1FMJU1LT6KE [REDACTED]	0 mph	17-Mar-2019 (suspect time-window)	24-Jul-2023	14-Aug-2023	26-Jul-2023	70,607	FL	<p>Were completely stopped at a red traffic. A loud shotgun or explosive sound filled the vehicle. I got hit with something in the chest that felt like a punch or a kick, knocking me out of breath. But my wife only heard the extremely loud noise. I was clutching my chest in pain as I thought I was shot. We smelled gun powder. My driver's seatbelt was stuck in the retracted position. Ford mechanic determined there was a factory short in the air bag circuit, which caused the seatbelt tensioner charge to explode. .... It turned out the kick in the chest was the seatbelt retracting 4 inches pulling me back in the seat.</p>	<p>Performed air bag diagnosis code b007e, .... Found drivers seat belt retractor deployed, checked for voltage on circuits cr188 and r188, found 2.3 volts on circuit, traced harness for shorts, removed center console and disconnected air bag module, short to voltage disappeared, short in module caused pretensioner deployment. ....</p>
7	11527614	1FMJK1KT6KE [REDACTED]	0 mph (default)	20-Feb-2019 (suspect time-window)	18-Jun-2023	26-Jun-2023	26-Jun-2023	53,015	FL	<p>When turning into a parking lot and putting the brakes on, the explosive charge in the seat belt went off with painful compression of the chest by the seat belt in the drivers seat. The air bag did not inflate. I was able to get the seat belt off my chest, but it was fixed by the mechanism and would not extend for use after that.</p>	<p>Code b007e:13:8b rcm drivers seat belt pretensioner c deployment control. .... Install new retractor. .... Replaced left front seat belt retractor assembly. ....</p>



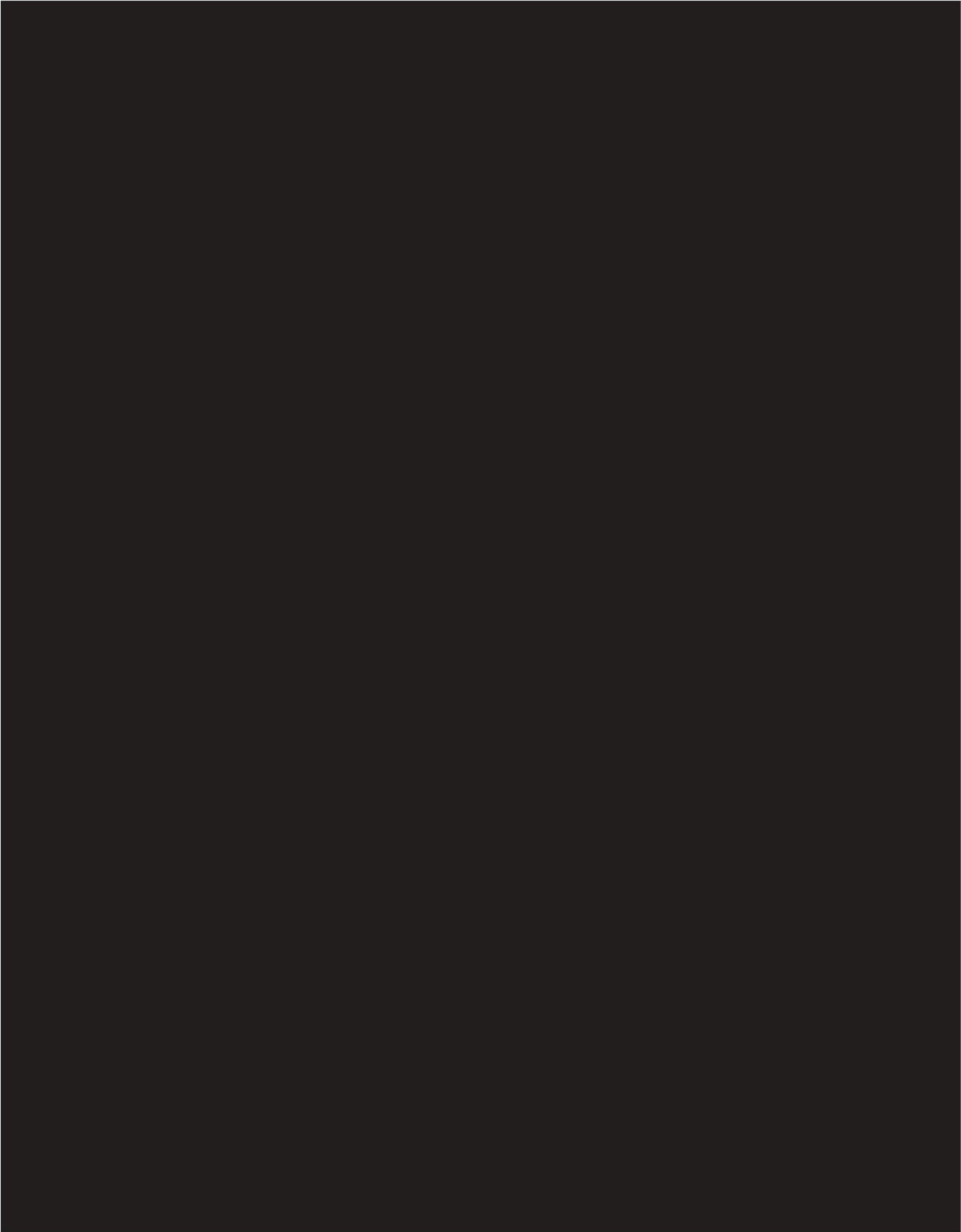


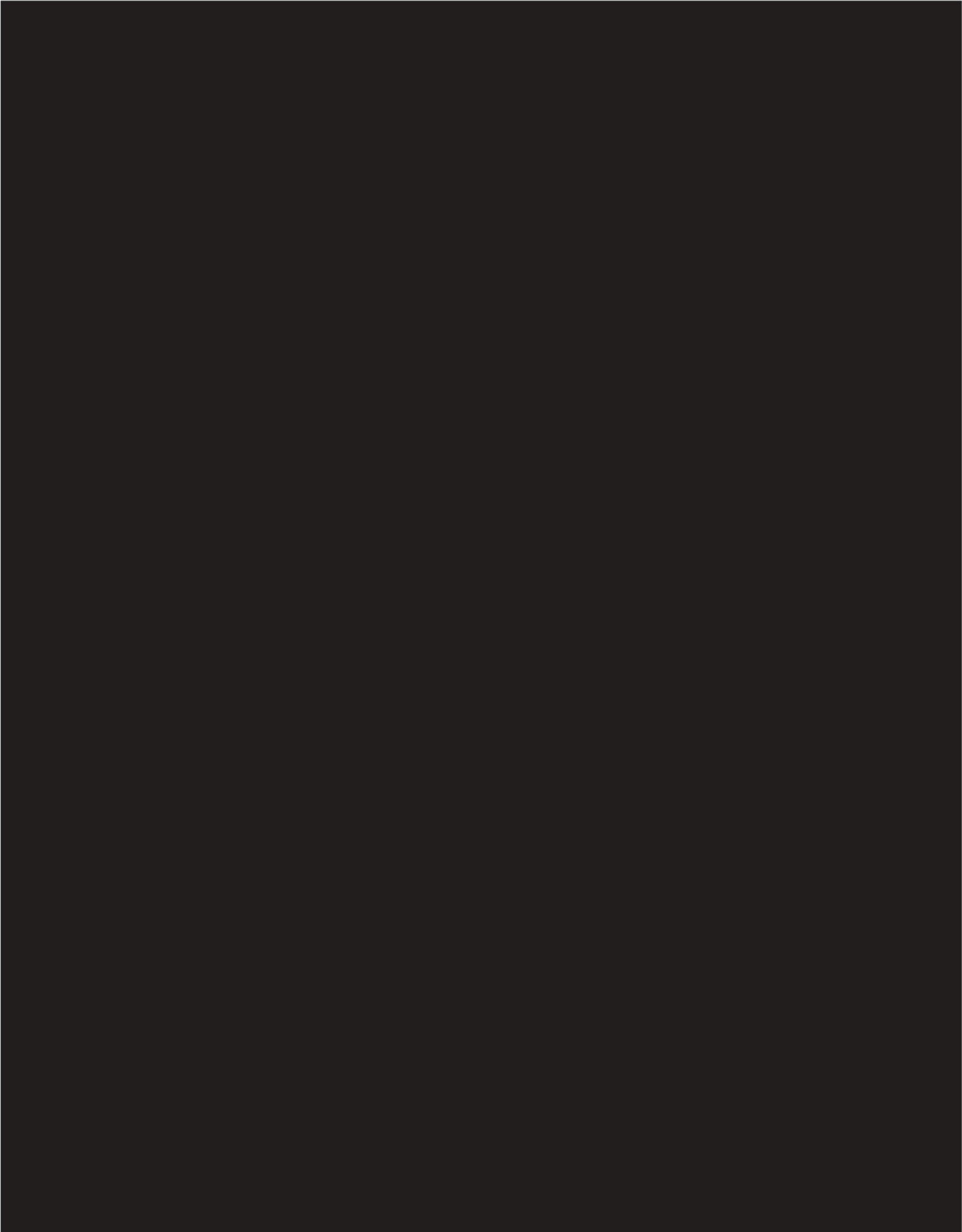


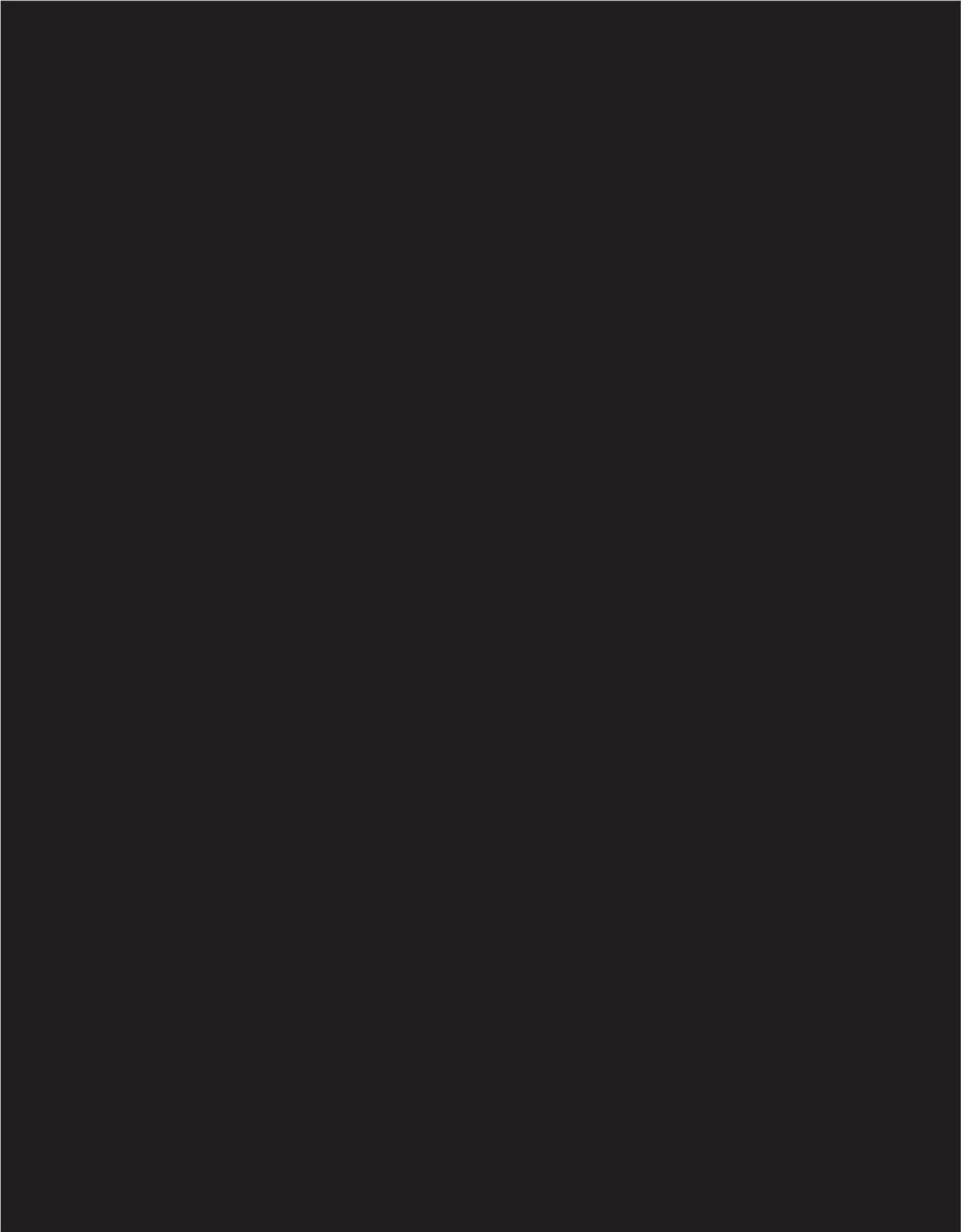


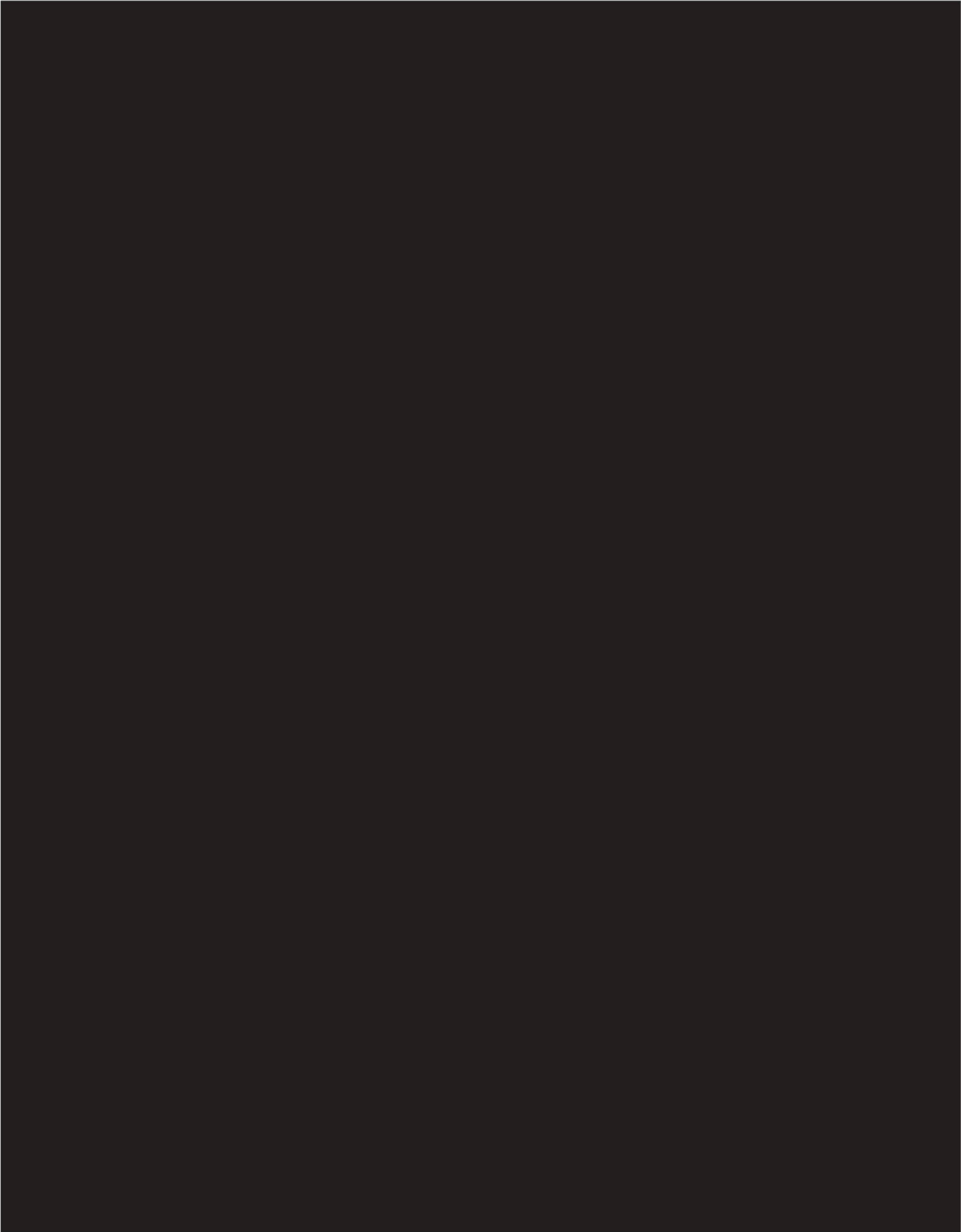
CDR Search – Sep 08, 2023

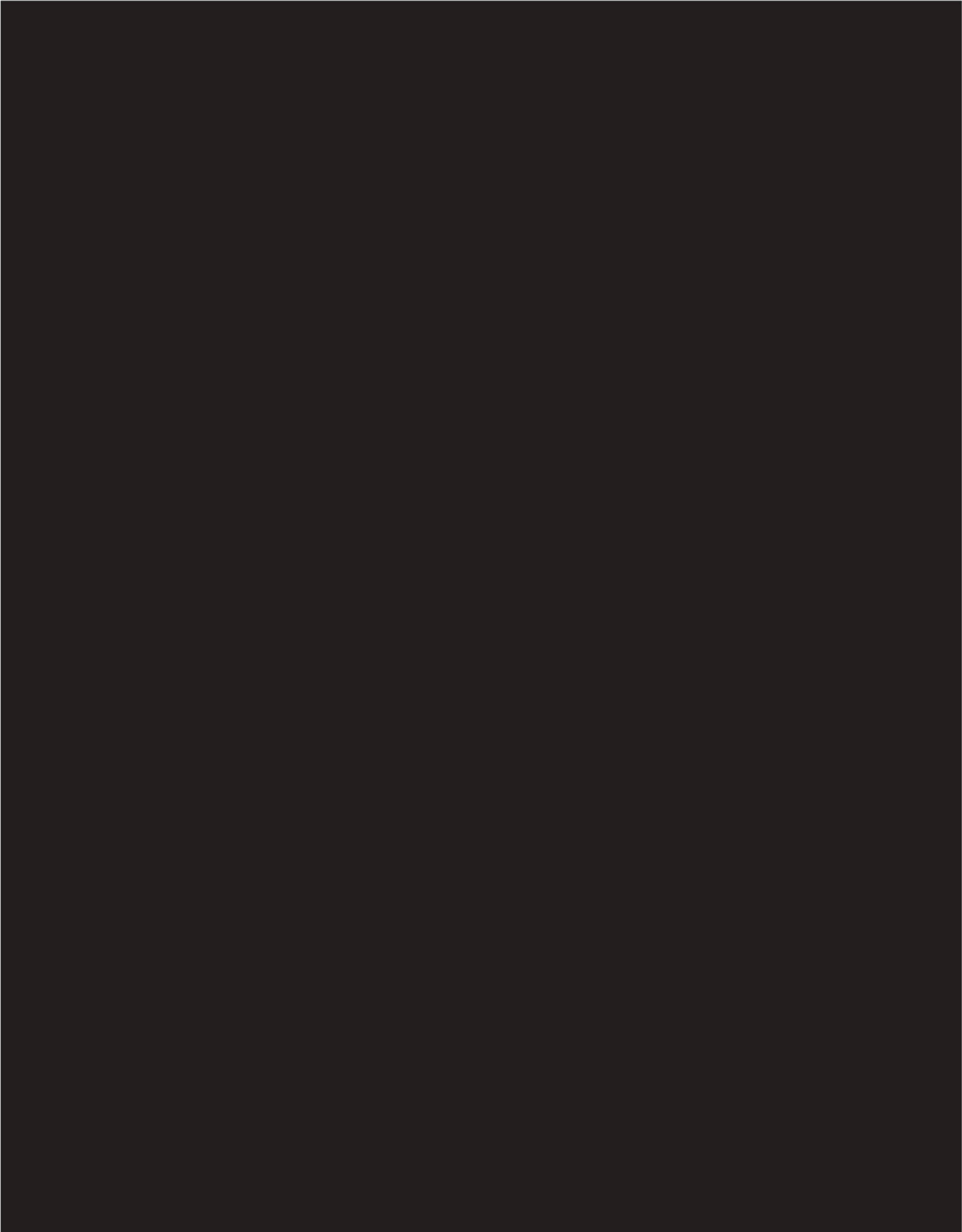
The Ford logo, consisting of the word "Ford" in a white, stylized script font, is positioned in the bottom right corner of the dark blue header area.

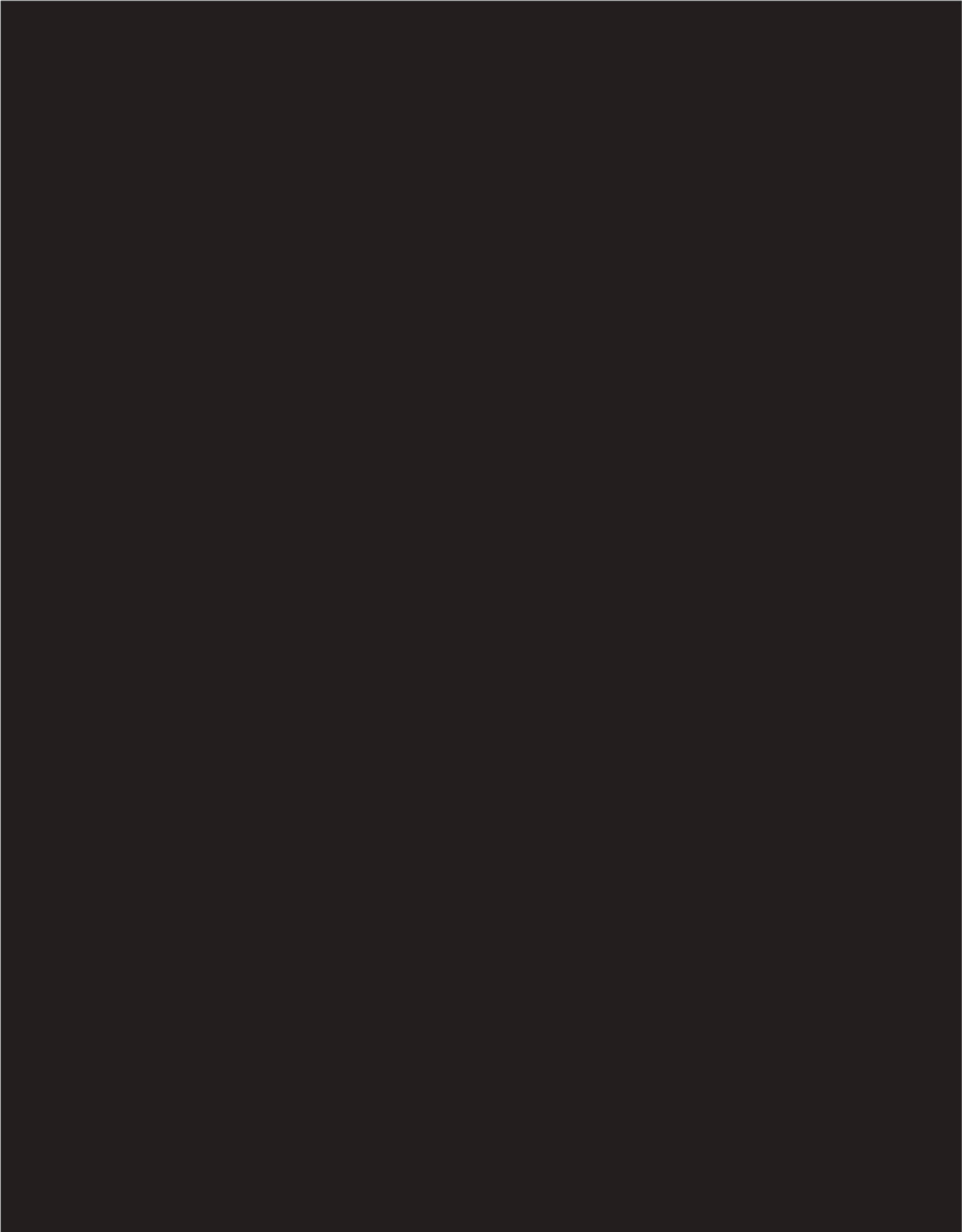






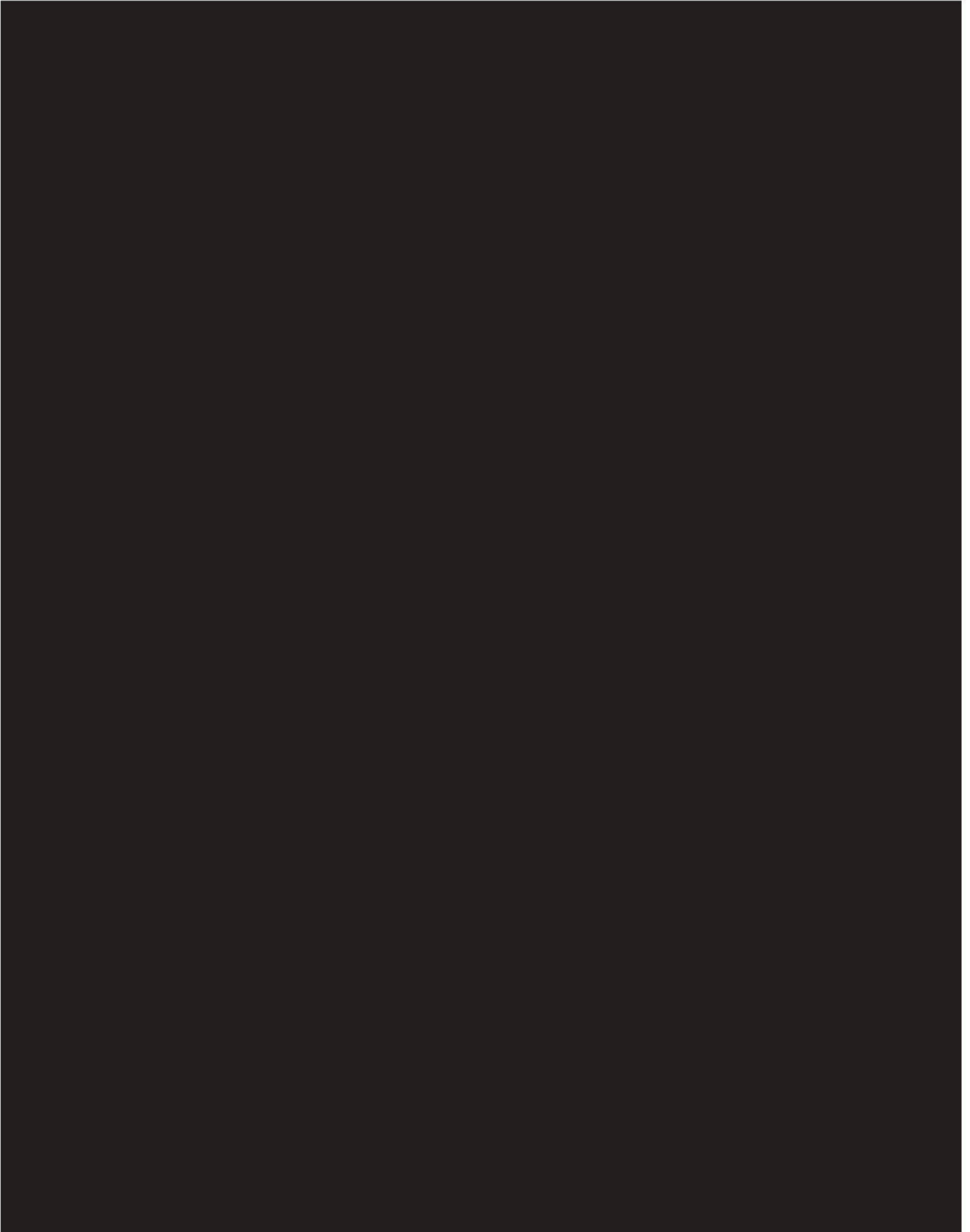


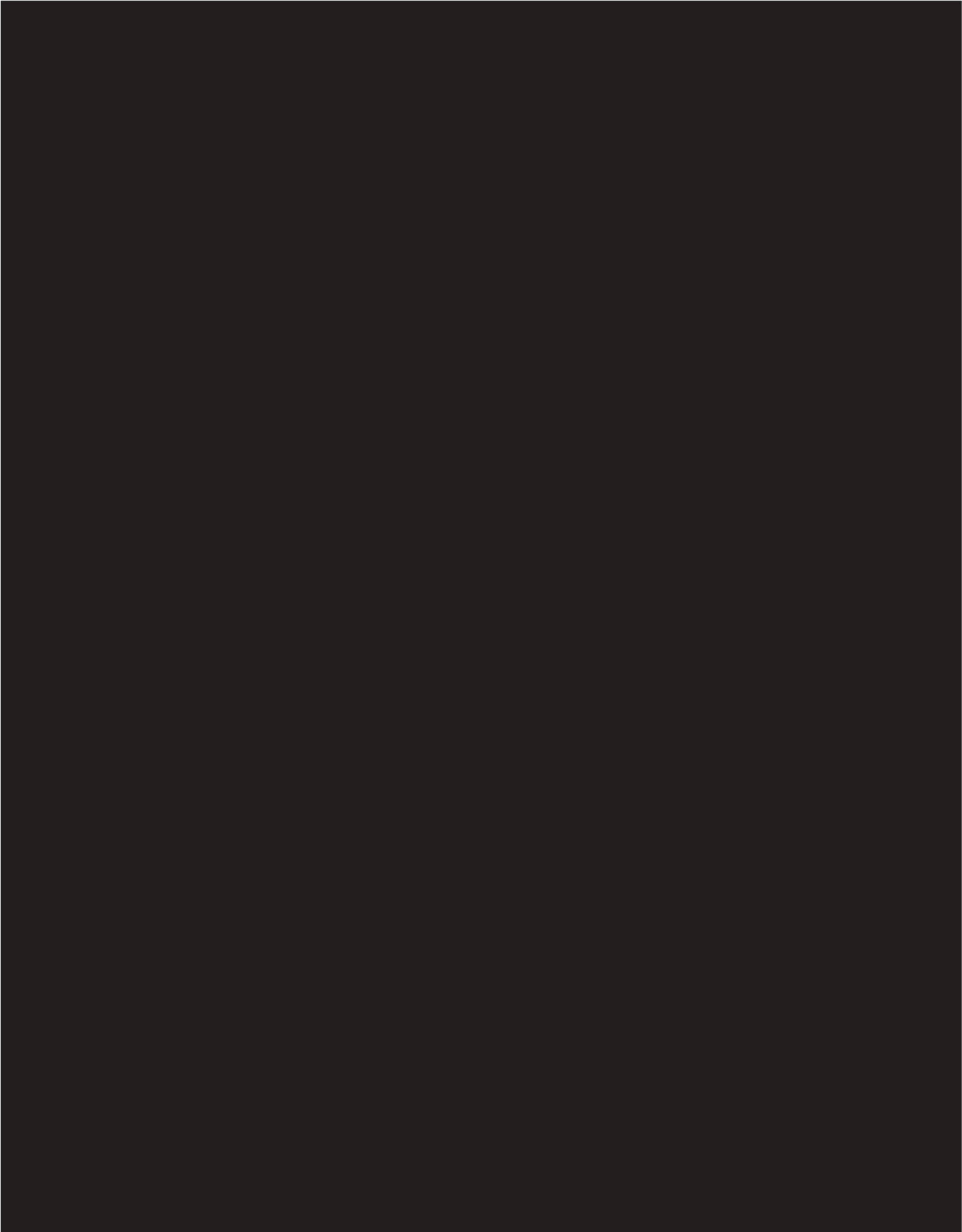


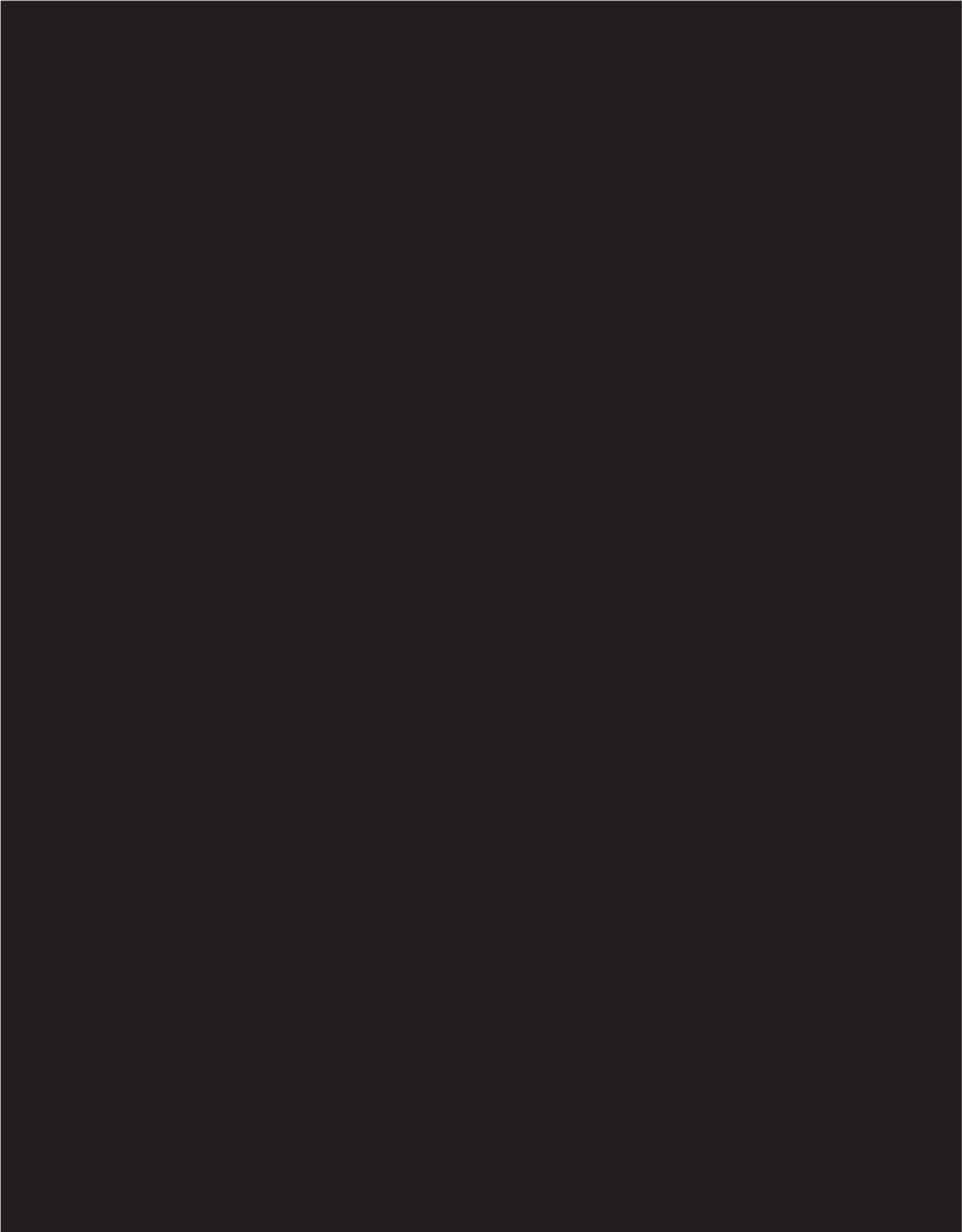


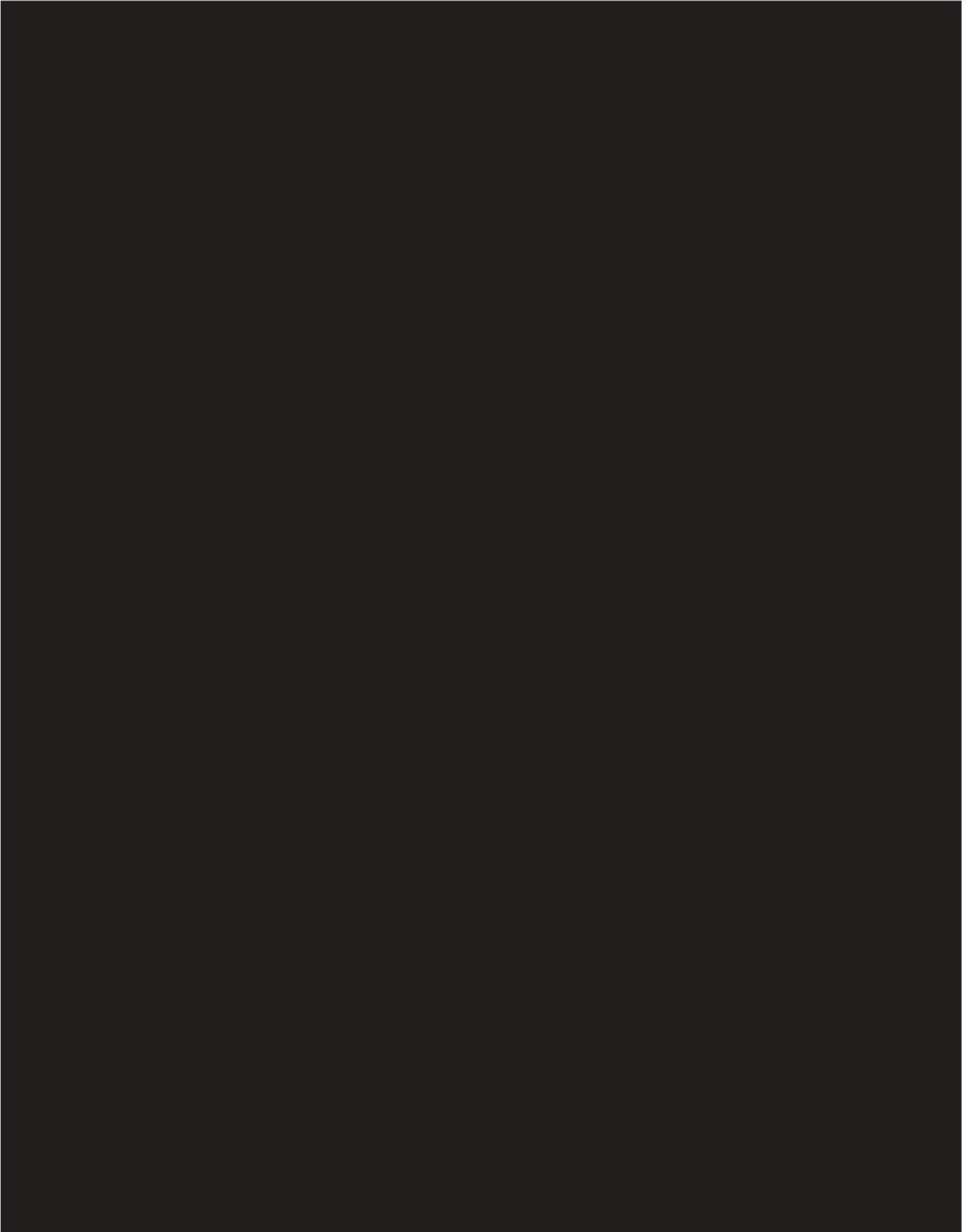
# Appendix / Back-Up

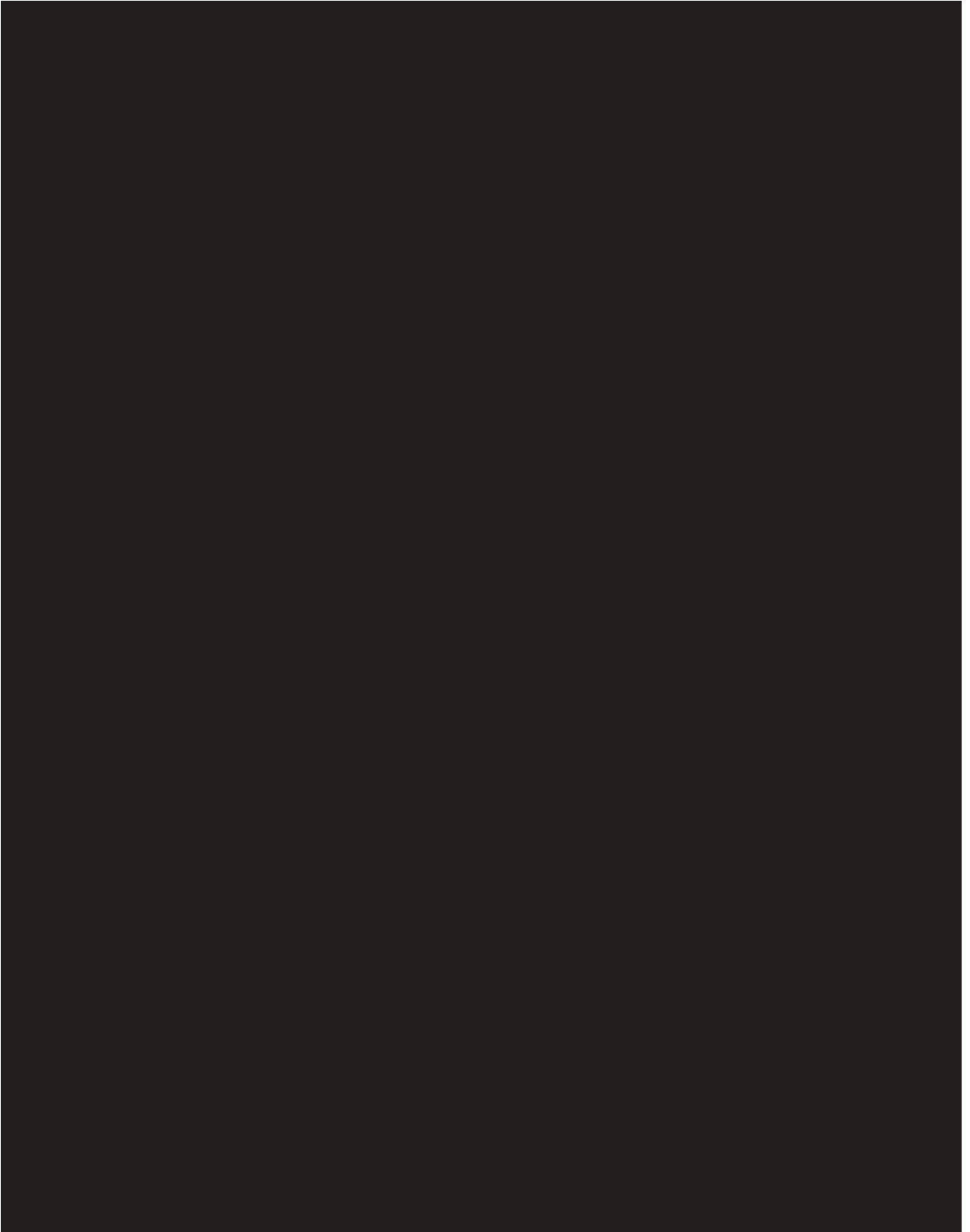
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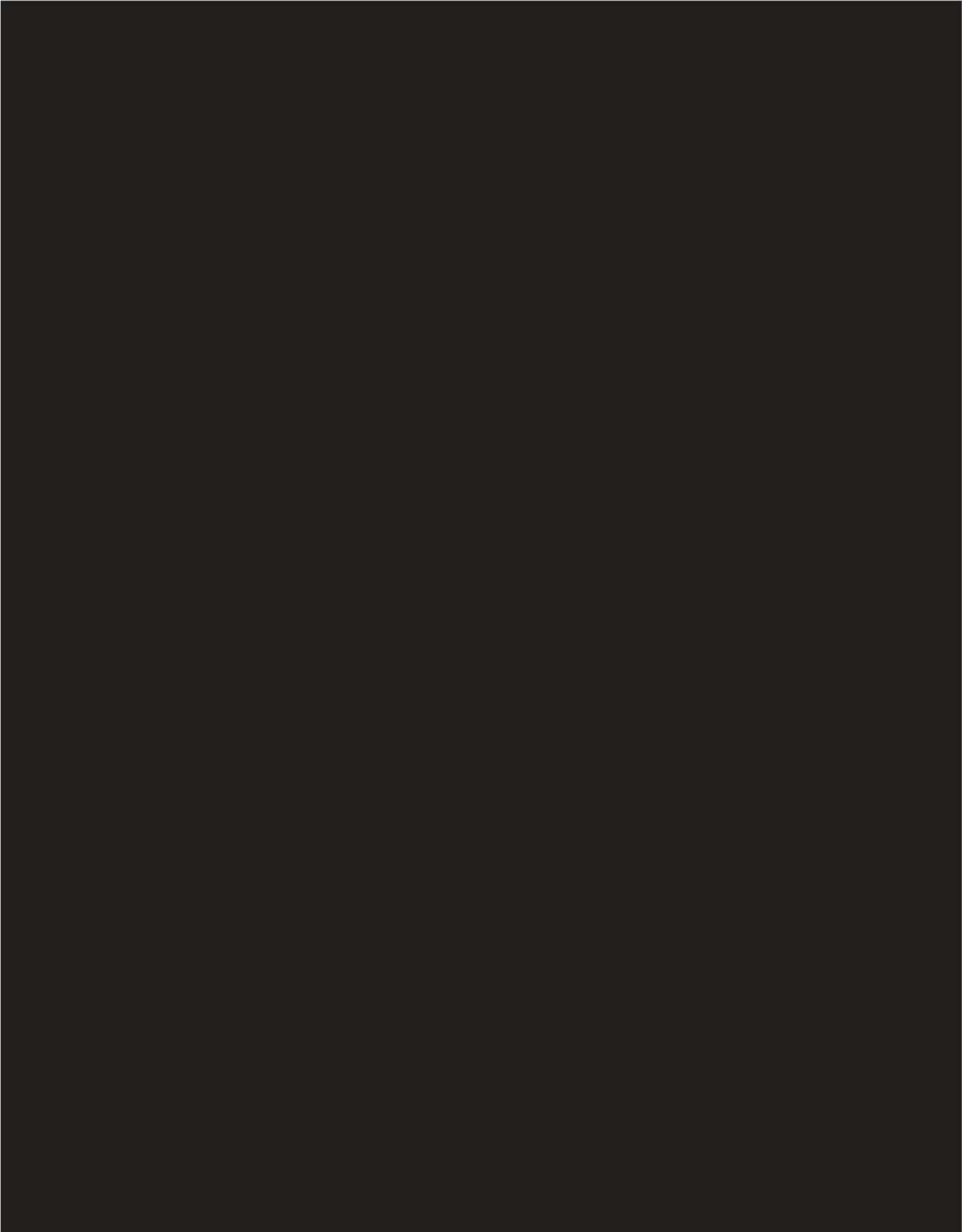


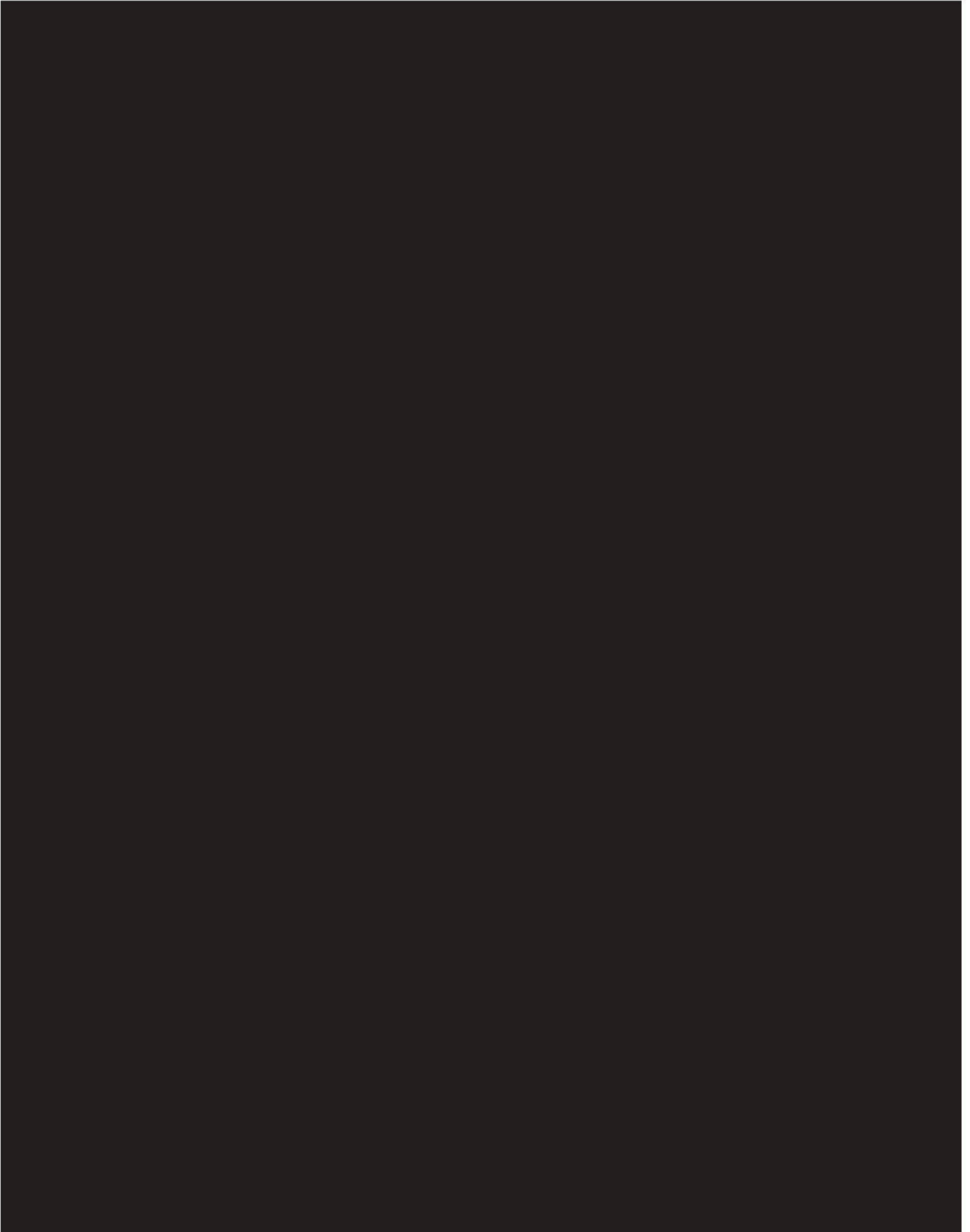


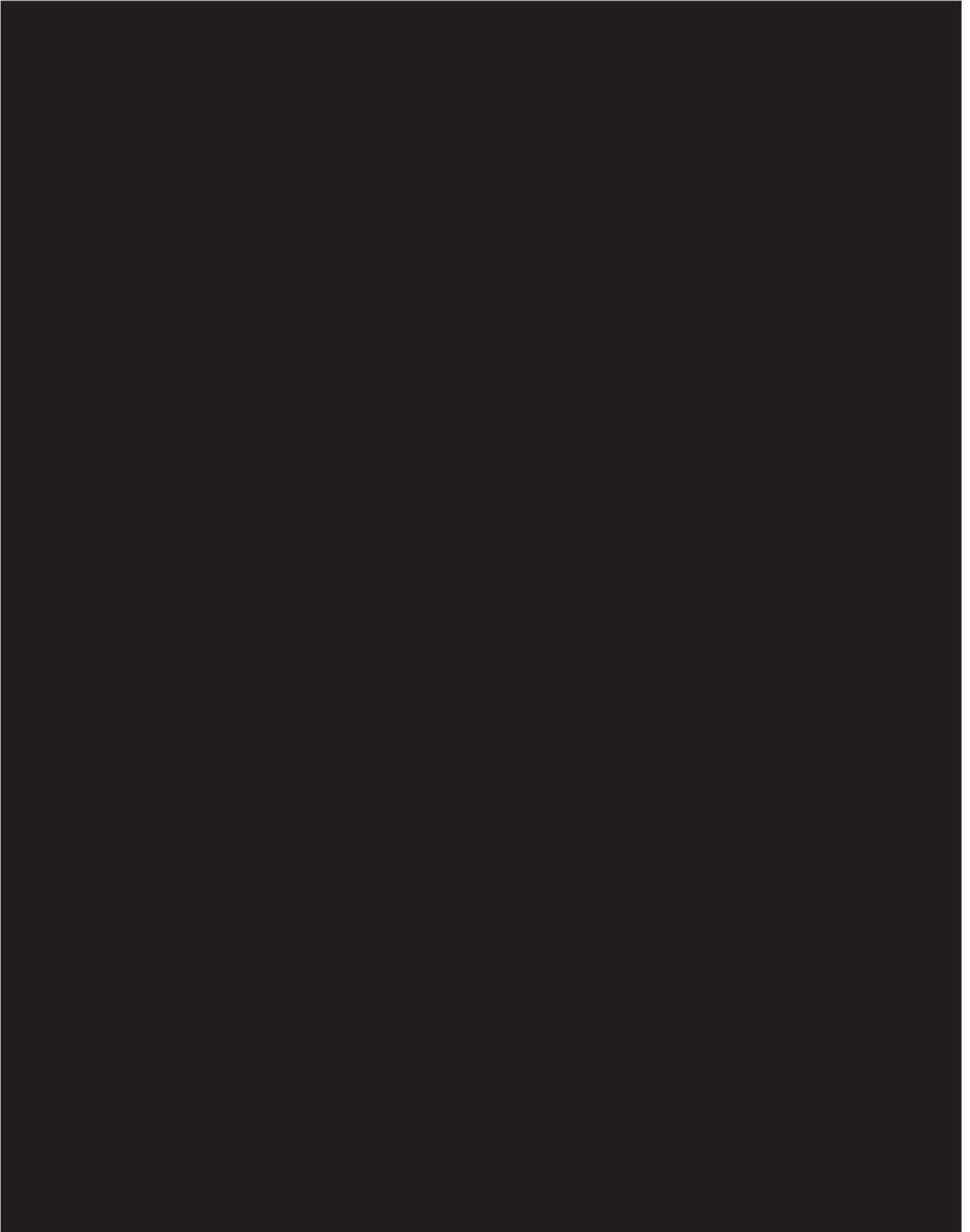






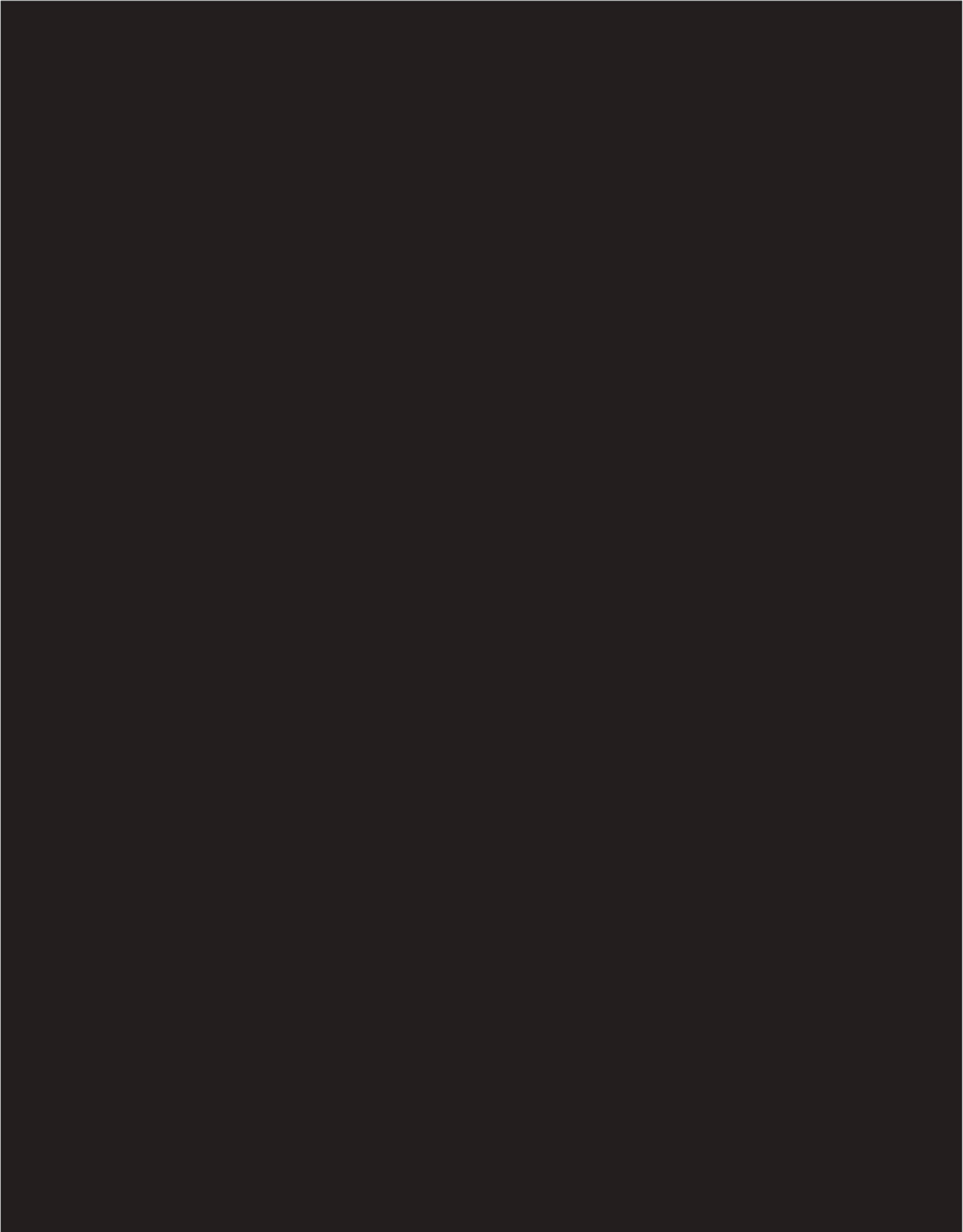


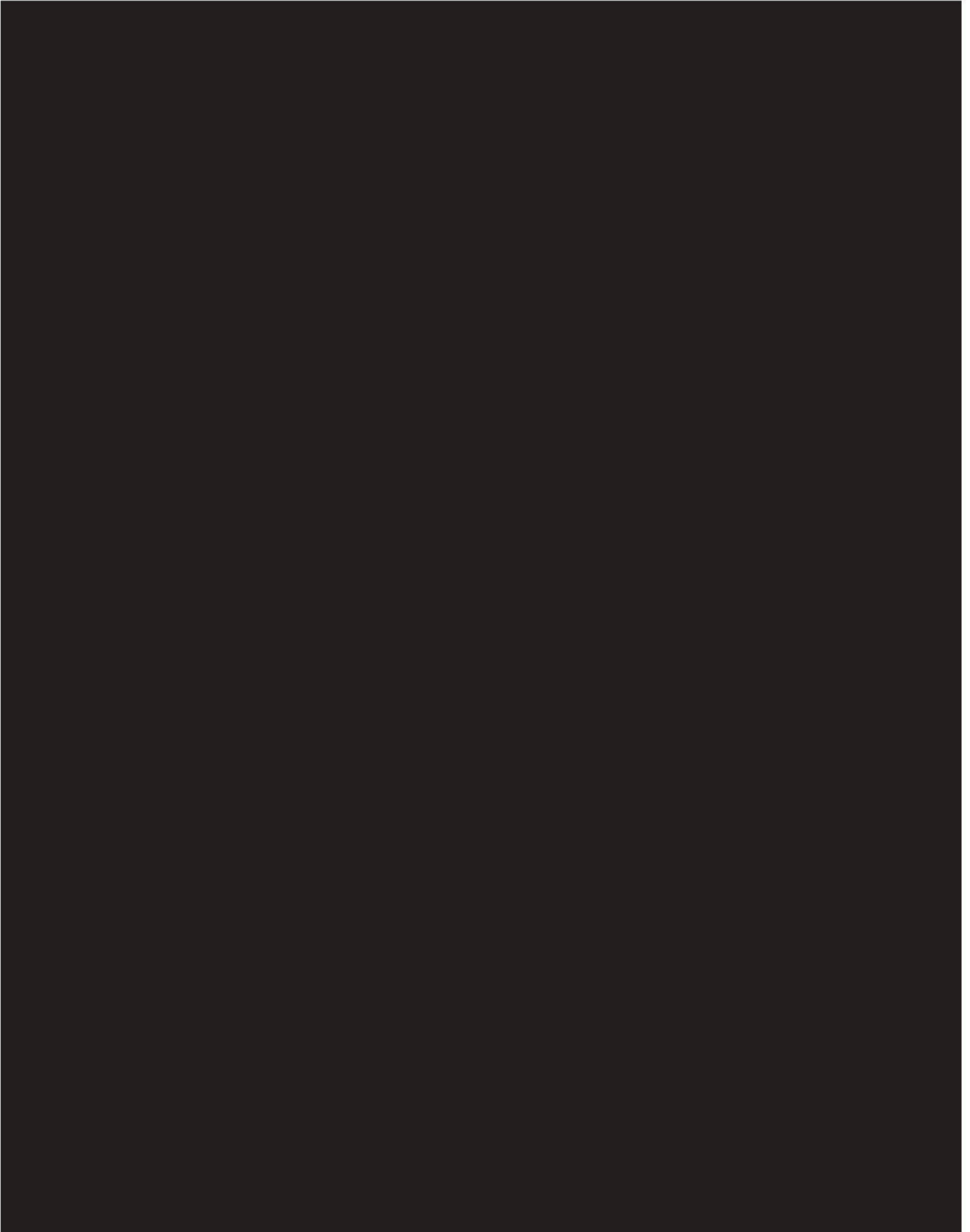





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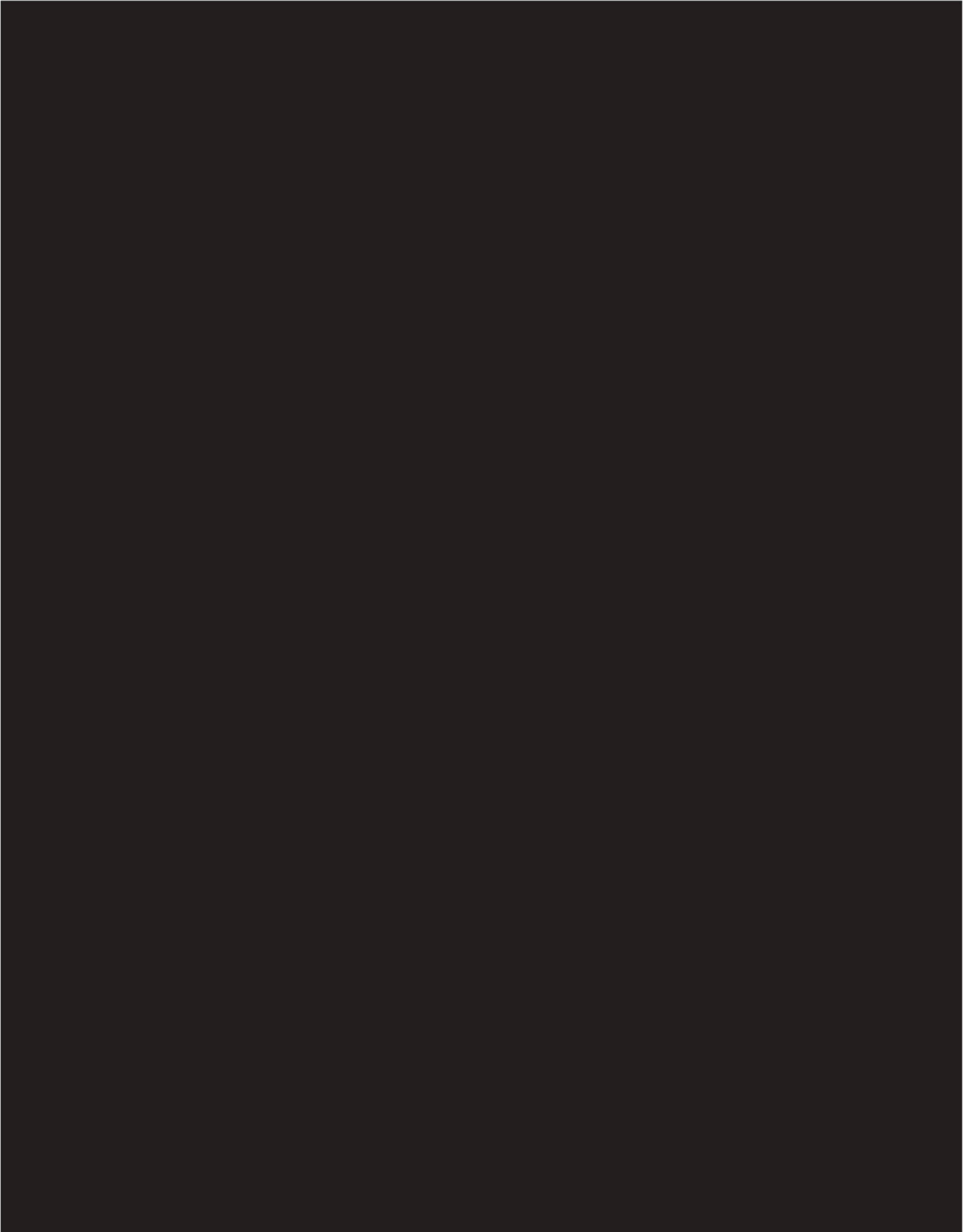


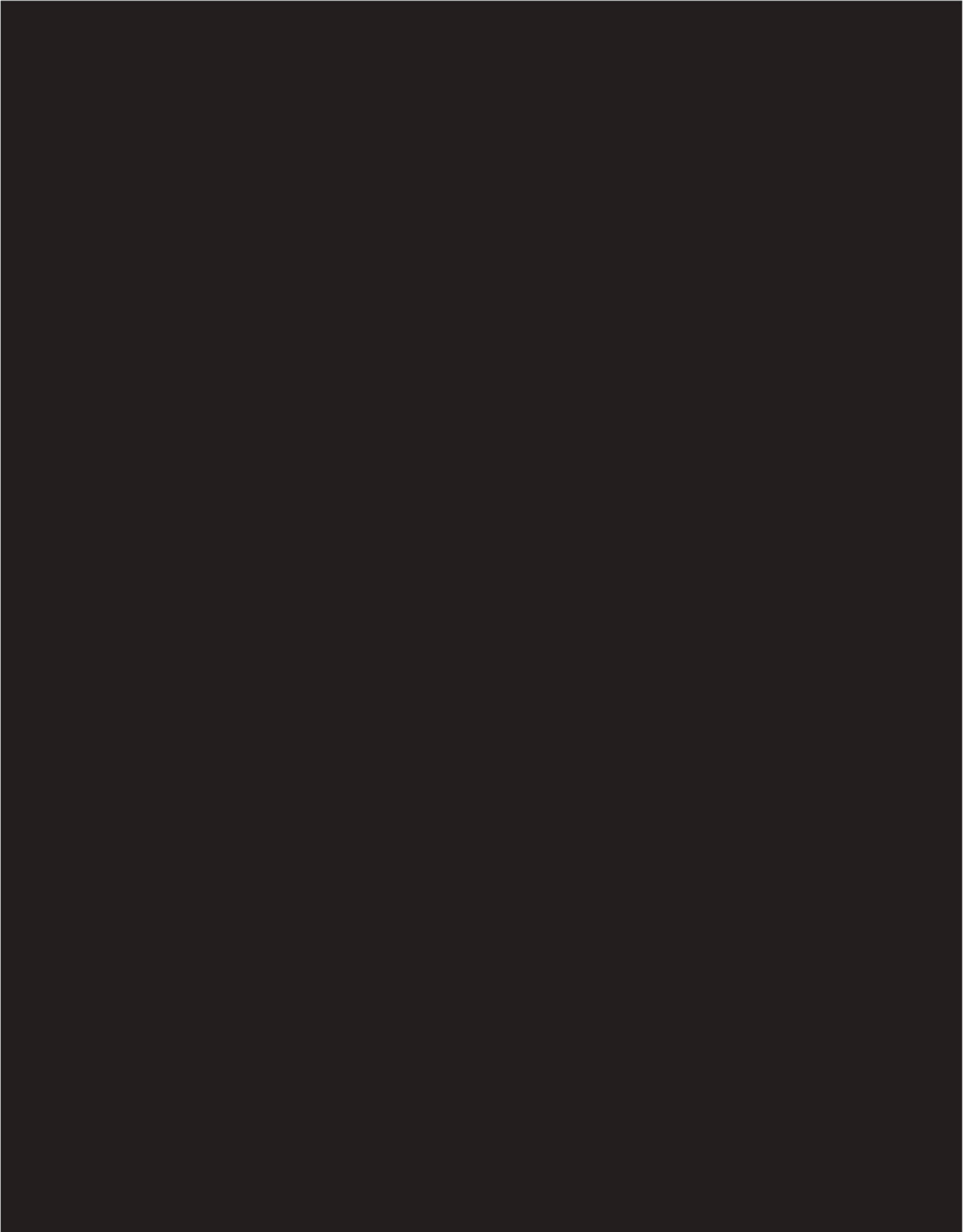


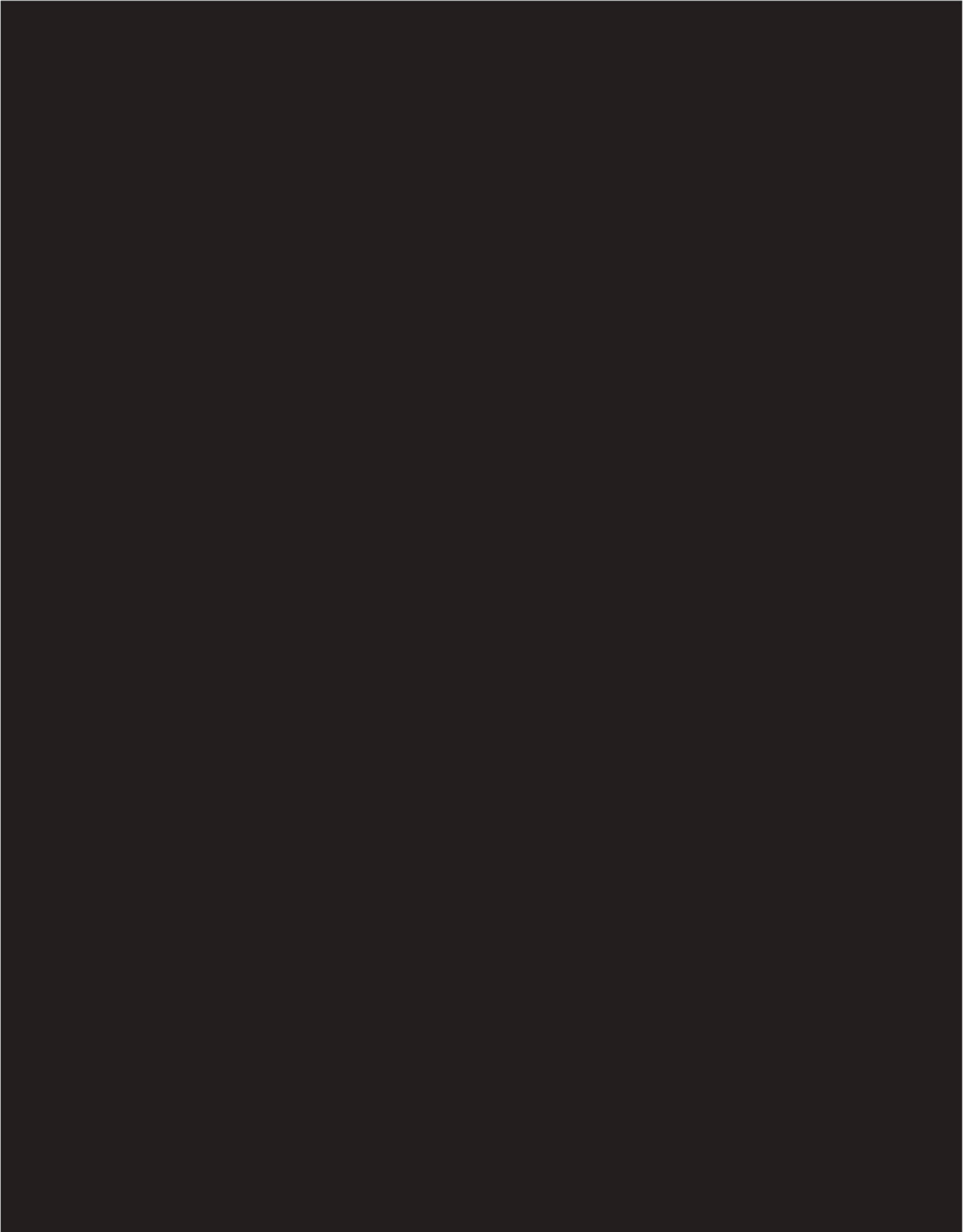
Retractor Pretensioners Alleged Inadvertent Deployments - 33 cases as of Jan 18, 2023

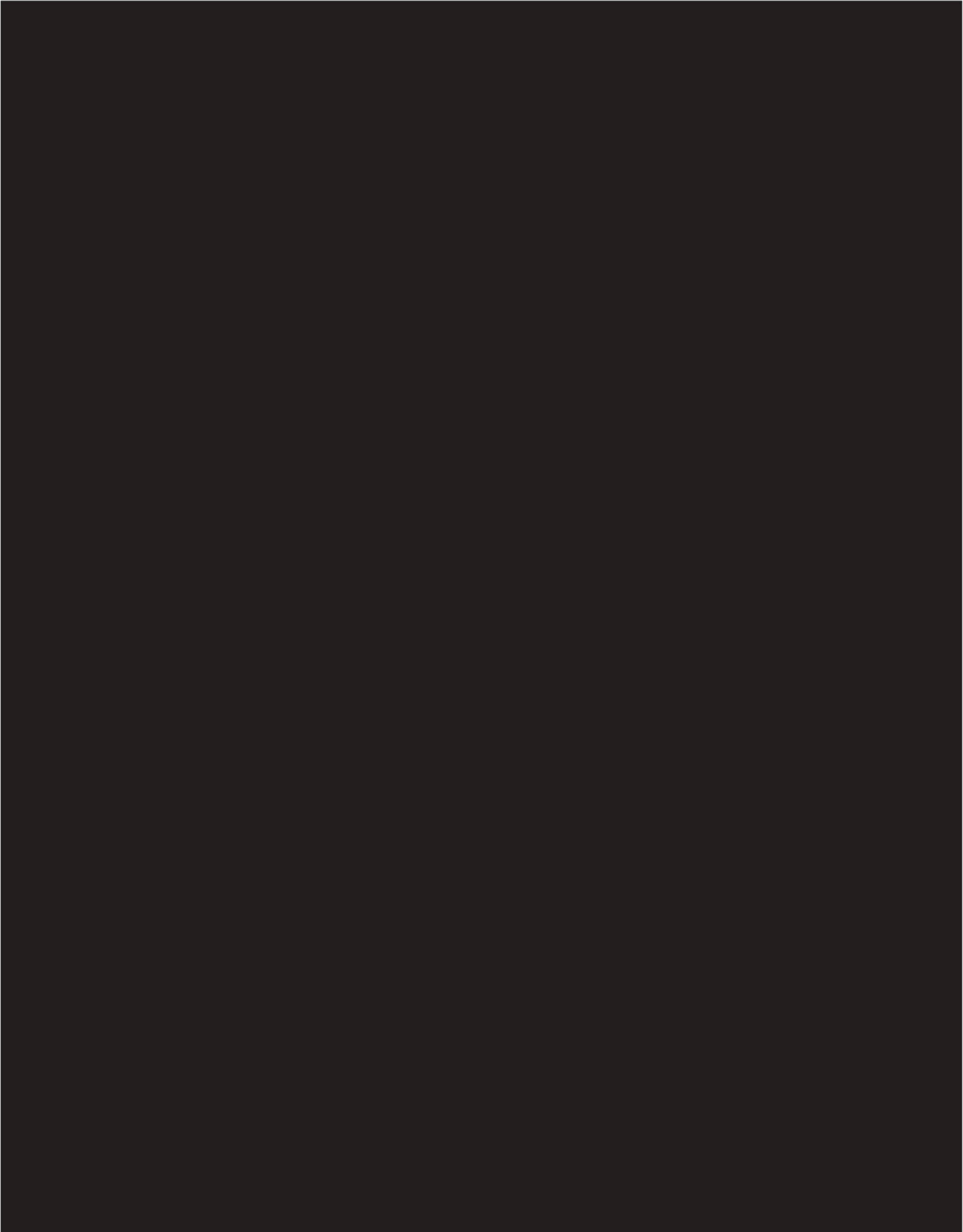


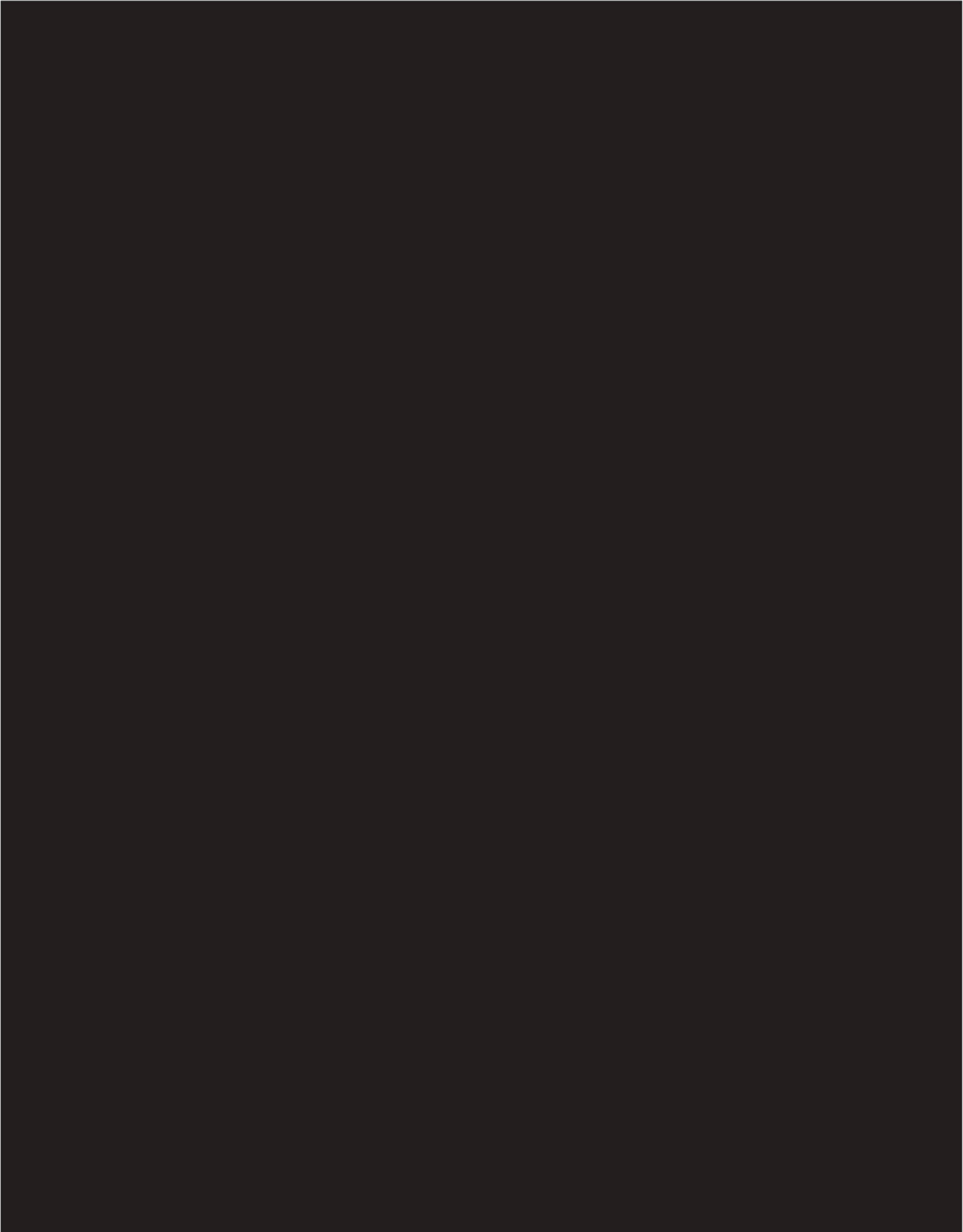
#	VIN #	Vehicle	Trim Series	Transmission	Interior	MY	Driver Deployed	Passenger Deployed	RCM received by Ford?	LH Pretensioner received by ZF?	RH Pretensioner received by ZF?	Setback Production Date	Vehicle Production Date	Repair Date	TIS Months	Mileage	Region Sold in
1	1FAAU1M19G0	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-	Y	Y	8-Mar-19	20-Mar-19	20-Jun-21	27	17187	United Arab Emirates (ARE)
2	1FAAU1M19S0	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-	Y	Y	8-Feb-19	21-Feb-19	14-Aug-21	30	22684	United Arab Emirates (ARE)
3	1FAAU1J17K0	Expedition	XLT	4x4	Activex Seats	2019	x	-	-	Y	Y	18-Dec-19	18-Jan-19	18-Aug-21	31	19858	United Arab Emirates (ARE)
4	1FAAU1J17K0	Expedition	XLT	4x4	Activex Seats	2019	x	-	Y	Y	Y	8-Jan-19	22-Jan-19	30-Aug-21	31	7507	United Arab Emirates (ARE)
5	1FAAU1J17K0	Expedition	XLT	4x4	Club Seats	2019	-	x	-	Y	Y	26-Jan-19	14-Feb-19	28-Jun-21	28	12820	Saudi Arabia (SAU)
6	1FAAU1J17K0	Expedition	XLT	4x4	Club Seats	2019	-	x	-	Y	Y	2-Feb-19	18-Feb-19	28-Jun-21	28	43535	Saudi Arabia (SAU)
7	1FAAU1K10K0	Expedition	Limited	4x2	Leather Trim Seats	2019	-	x	-	Y	Y	27-Nov-18	2-Jul-21		31	21114	Arizona, USA
8	1FAAU1J17K0	Expedition	XLT	4x4	Activex Seats	2019	-	x	-	Y	Y	15-Feb-19	27-Feb-19	23-Apr-22	38	21147	United Arab Emirates (ARE)
9	1FAAU1M19G0	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-	Y	Y	15-Mar-19	24-Mar-19	15-Apr-22	19	53908	United Arab Emirates (ARE)
10	1FAAU1M19G0	Expedition	Platinum	4x4	Leather Trim Seats	2019	-	x	-	Y	Y	8-Jan-19	29-Jan-19	9-May-22	40	25187	United Arab Emirates (ARE)
11	1SMAU2T18K0	Navigator	Black Label	4x4	Yacht Club Theme	2019	-	x	-	Y	Y	21-Feb-19	17-Apr-19	22-May-22	37	41735	United Arab Emirates (ARE)
12	1SMAU3J19K0	Navigator	Select	4x4	Cappuccino	2019	x	-	-	Y	Y	8-Feb-19	18-Feb-19	8-Jun-22	40	31433	United Arab Emirates (ARE)
13	1SMAU3J19K0	Navigator	Select	4x4	Ebony	2019	x	-	-	Y	Y		18-Nov-18	6-Jun-22	43	31433	United Arab Emirates (ARE)
14	1FAUK1J17K0	Expedition	XLT	4x4	Activex Seats	2019	-	x	-				4-Jan-19	8-Jun-22	36	49851	Phoenix, Arizona, USA
15	1FAAU1M19G0	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-	Y	Y	17-Apr-19	30-Jun-22	36	50494	Gilbert, Arizona, USA	
16	1FAUK1M10K0	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-	Y	Y	Y	20-Mar-19	29-Apr-19	26-Jul-22	39		Arizona, USA
17	1SMAU2T18K0	Navigator	Reserve	4x4	Cappuccino	2019	-	x	Y	Y	Y	24-Jan-19	1-Feb-19	25-Jul-22	42	64445	Arizona, USA
18	1SMAU2L18K0	Navigator	Reserve	4x4	Ebony	2018	-	x	-	Y	Y	11-Sep-18	24-Aug-22	42	53291	United Arab Emirates (ARE)	
19	1SMAU2T18K0	Navigator	Black Label	4x4	Destination Theme	2019	x	-	-	Y	Y	29-Feb-19	17-Jul-22	28	27828	United Arab Emirates (ARE)	
20	1SMAU2L19K0	Navigator	Reserve	4x4	Cappuccino	2019	x	-	-	Y	Y	6-Nov-18	21-Jul-22	40	49230	United Arab Emirates (ARE)	
21	1FAAU1K10K0	Expedition	Limited	4x2	Leather Trim Seats	2019	-	x	-			15-Feb-19	15-Aug-22	37	40490	Arizona, USA	
22	1SMAU2L19K0	Navigator	Reserve	4x4	Ebony	2019	-	x	-			29-Nov-18	16-Aug-22	44	49621	Florida, USA	
23	1SMAU3J19K0	Navigator	Select	4x4	Ebony	2019	-	x	-	Y	Y	14-Sep-18	10-Aug-22	38	34004	United Arab Emirates (ARE)	
24	1FAAU1J17K0	Expedition	XLT	4x4	Activex Seats	2019	x	-	Y	Y	Y	5-Mar-19	28-Aug-22	39	26400	United Arab Emirates (ARE)	
25	1SMAU2L19K0	Navigator	Reserve	4x4	Ebony Russet	2019	x	-	Y	Y	Y	17-Oct-18	25-Aug-22	46	50615	Phoenix, Arizona, USA	
26	1SMAU2L19K0	Navigator	Platinum	4x4	Cappuccino	2019	x	-	-	Y	Y	24-Jan-18	5-Sep-22	40	27854	United Arab Emirates (ARE)	
27	1FAAU1K10K0	Expedition	Limited	4x2	Mid Stone Leather Trim Seats	2019	-	x	-			26-May-19	24-Aug-22	28	49116	Arizona, USA	
28	1FAU2AT8K0	Expedition	Limited	4x4	Ebony Leather Trim Seats	2019	-	x	-			7-Mar-19	3-Aug-22	30	21358	Arizona, USA	
29	1FAAU1K10K0	Expedition	Limited	4x2	Ebony Leather Trim Seats	2019	-	x	-			21-Mar-19	1-Sep-22	41	54289	Arizona, USA	
30	1FAU2AT0K0	Expedition	Limited	4x4	Ebony Leather Trim Seats	2019	x	-	-			22-Feb-19	6-Sep-22	38	38457	Arizona, USA	
31	1FAUK1M19K0	Expedition	Platinum	4x4	Medium Cosmetic Leather Trim Seats	2019	-	x	-			24-Feb-19	28-Sep-22	40	25708	Arizona, USA	
32	1FAUK1M19K0	Expedition	Platinum	4x4	Ebony Leather Trim Seats	2019	-	x	-			28-Jan-19	30-Sep-22	42	43526	Arizona, USA	
33	1FAAU1J17K0	Expedition	XLT	4x4	Mid Stone Activex Seat	2019	x	-	-			12-Jan-19	29-Oct-22	42	22928	Saudi Arabia (SAU)	

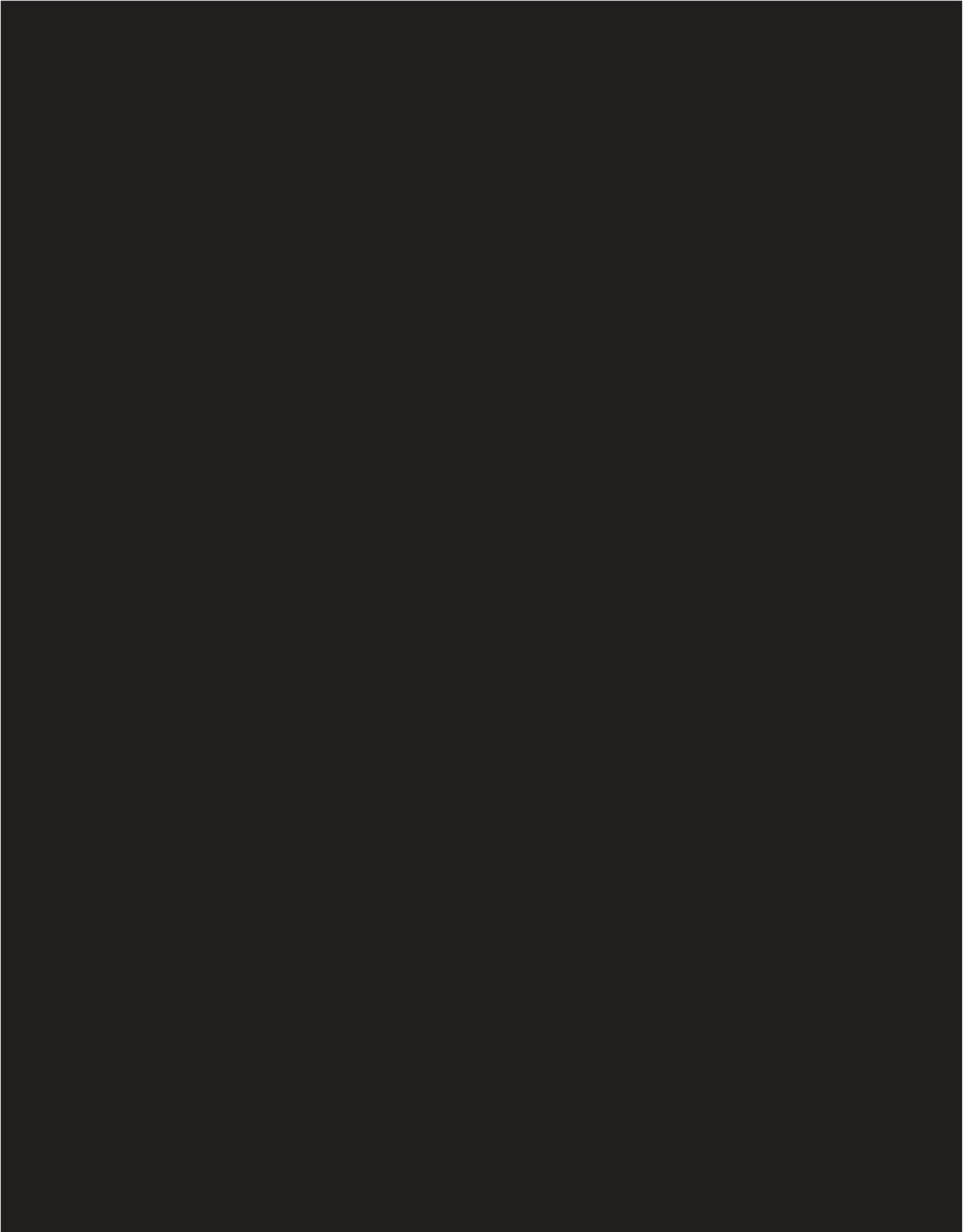


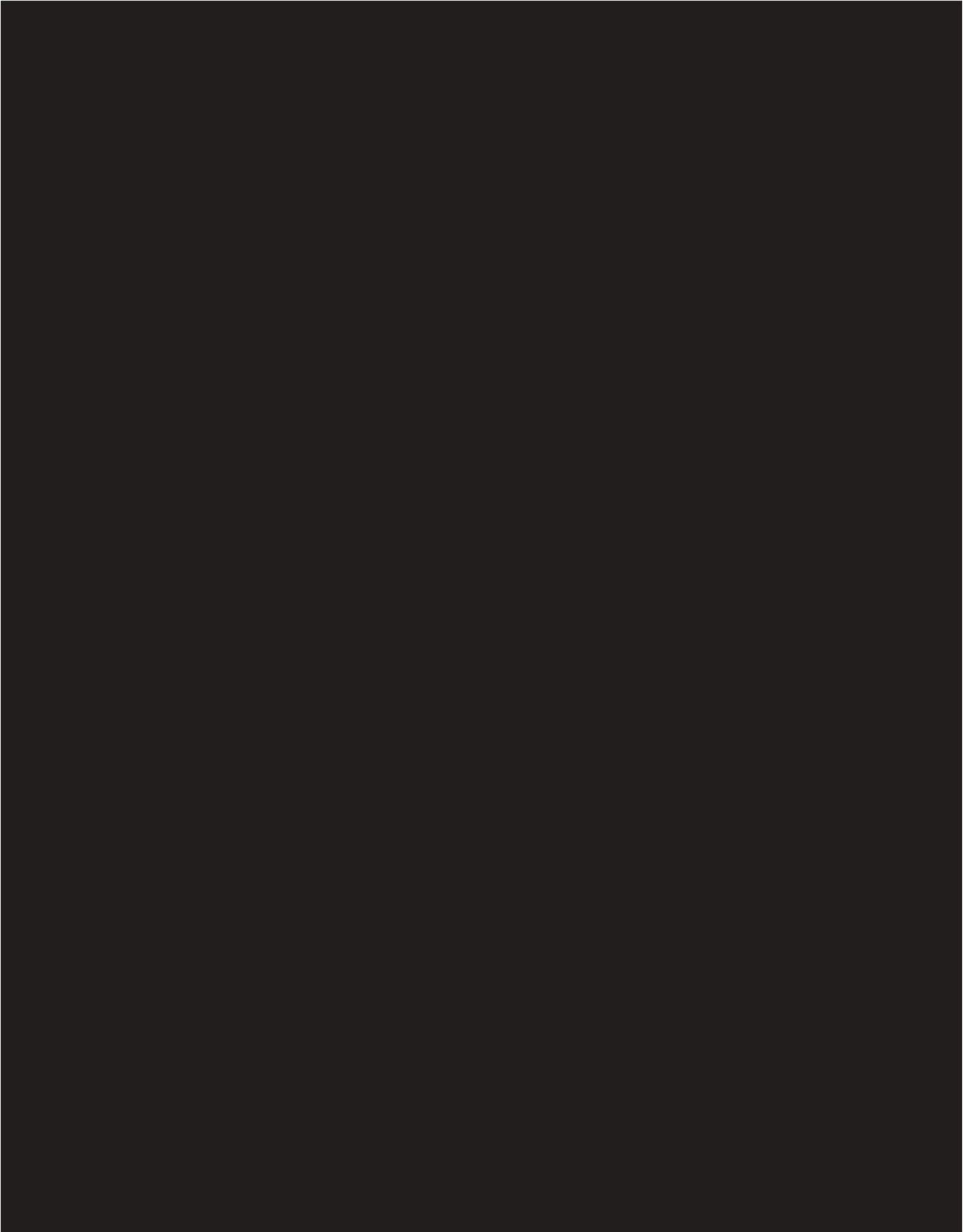


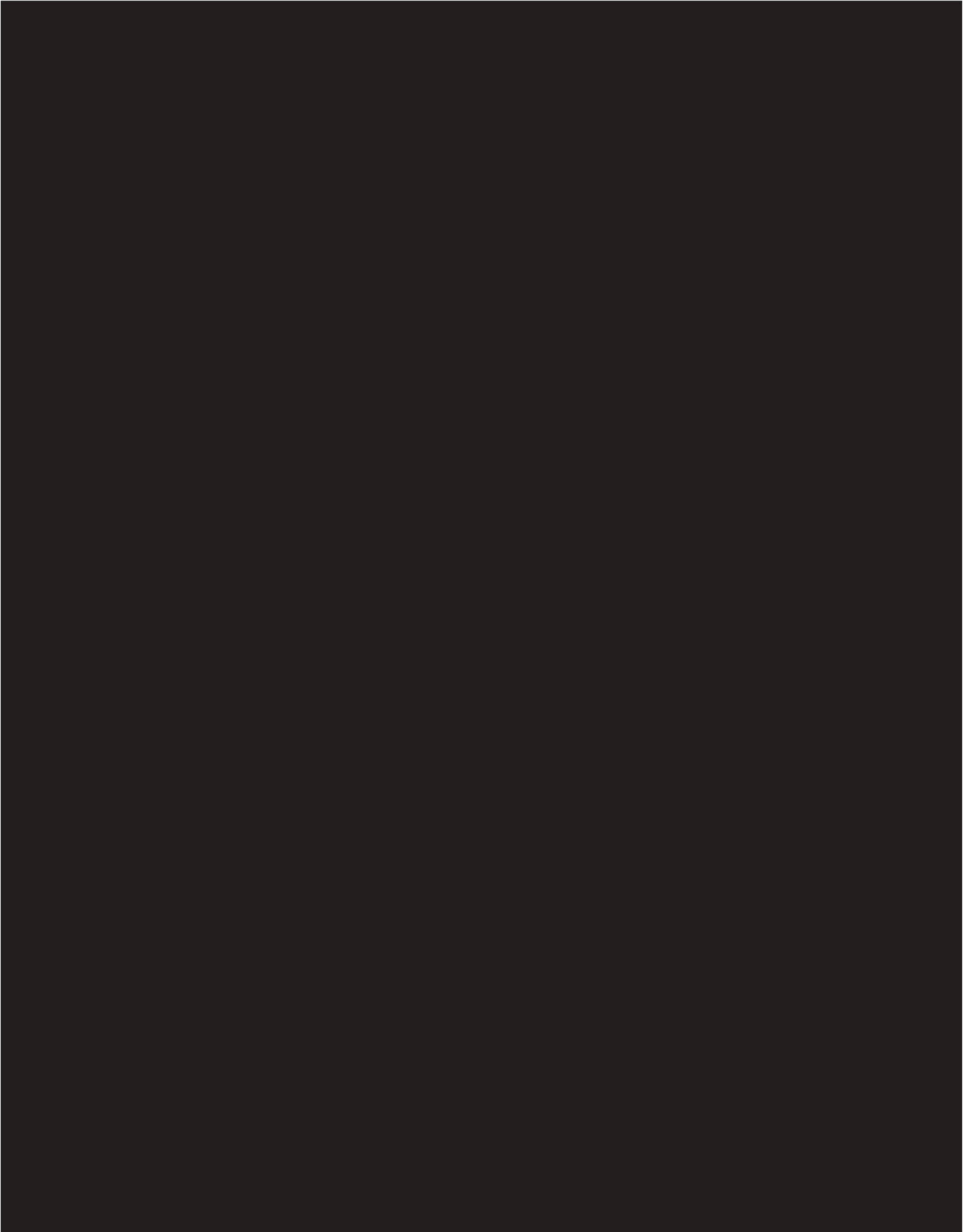


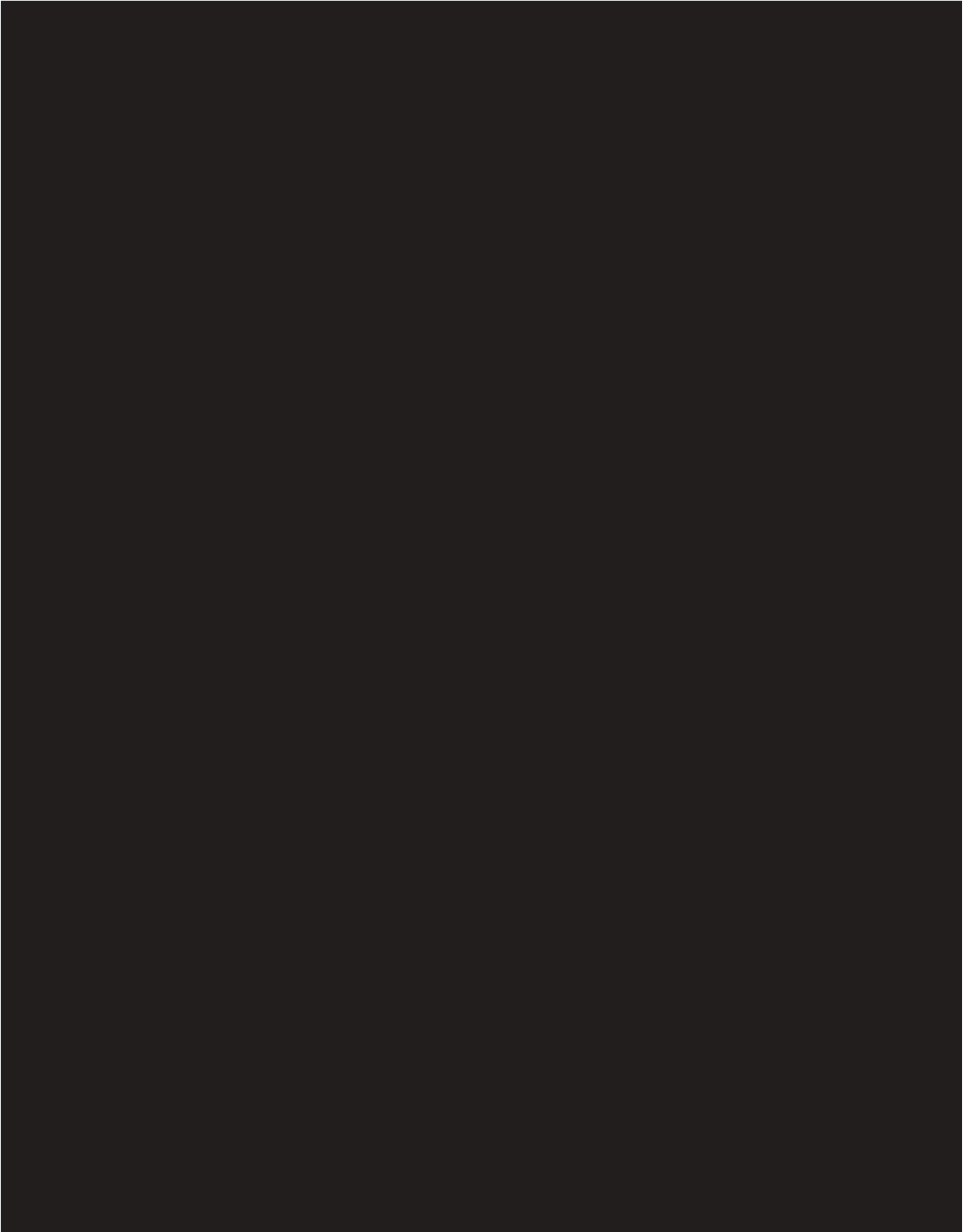


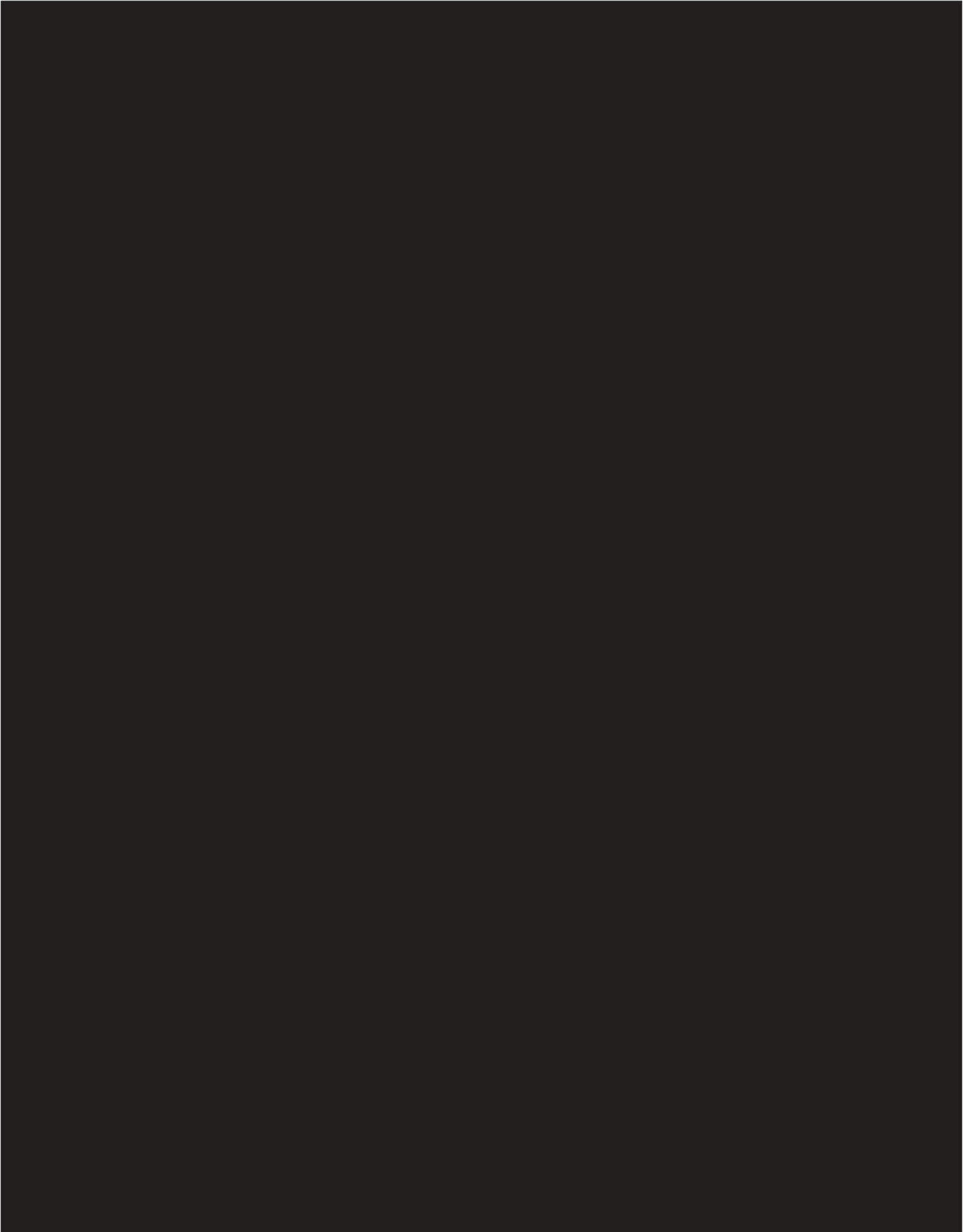


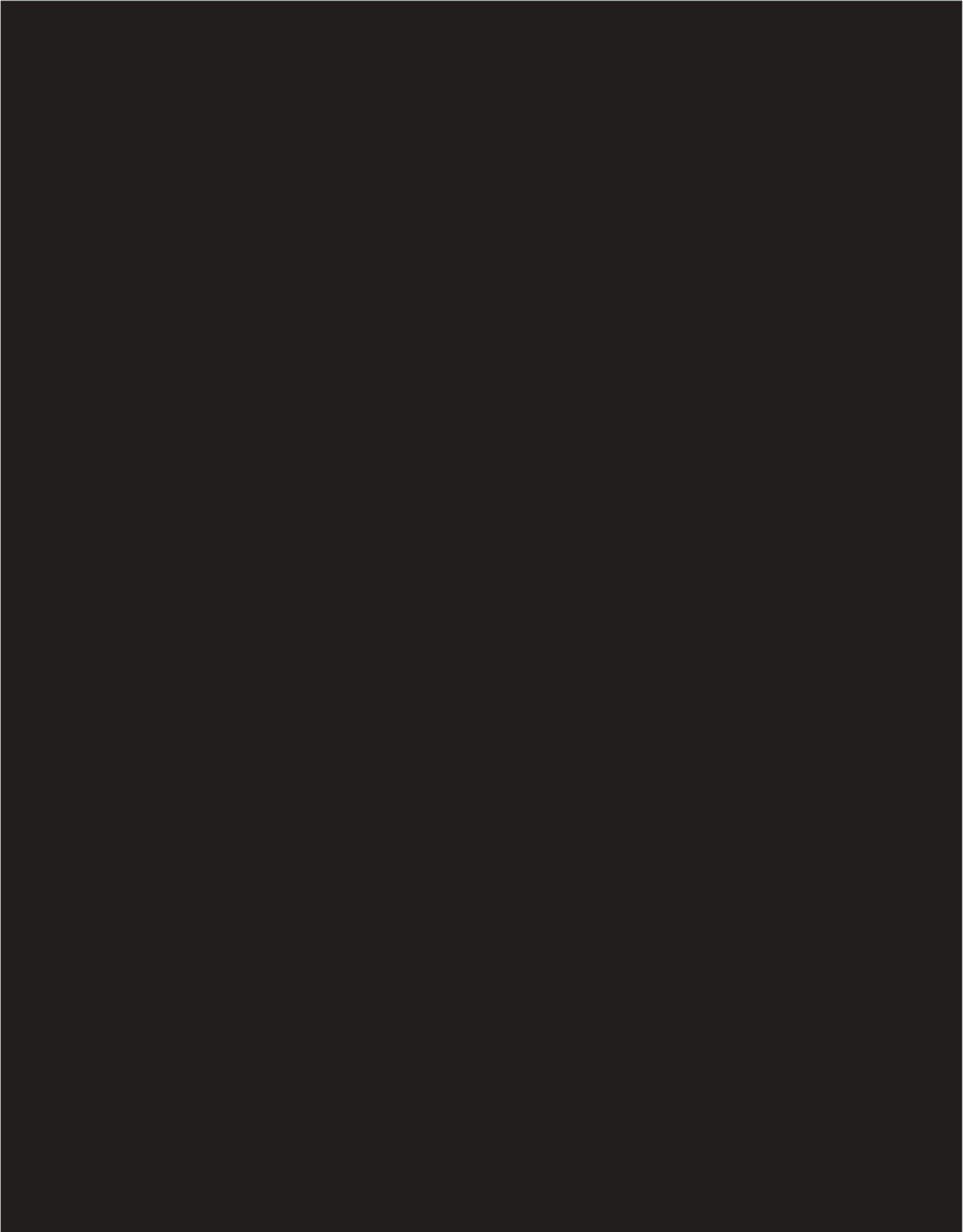


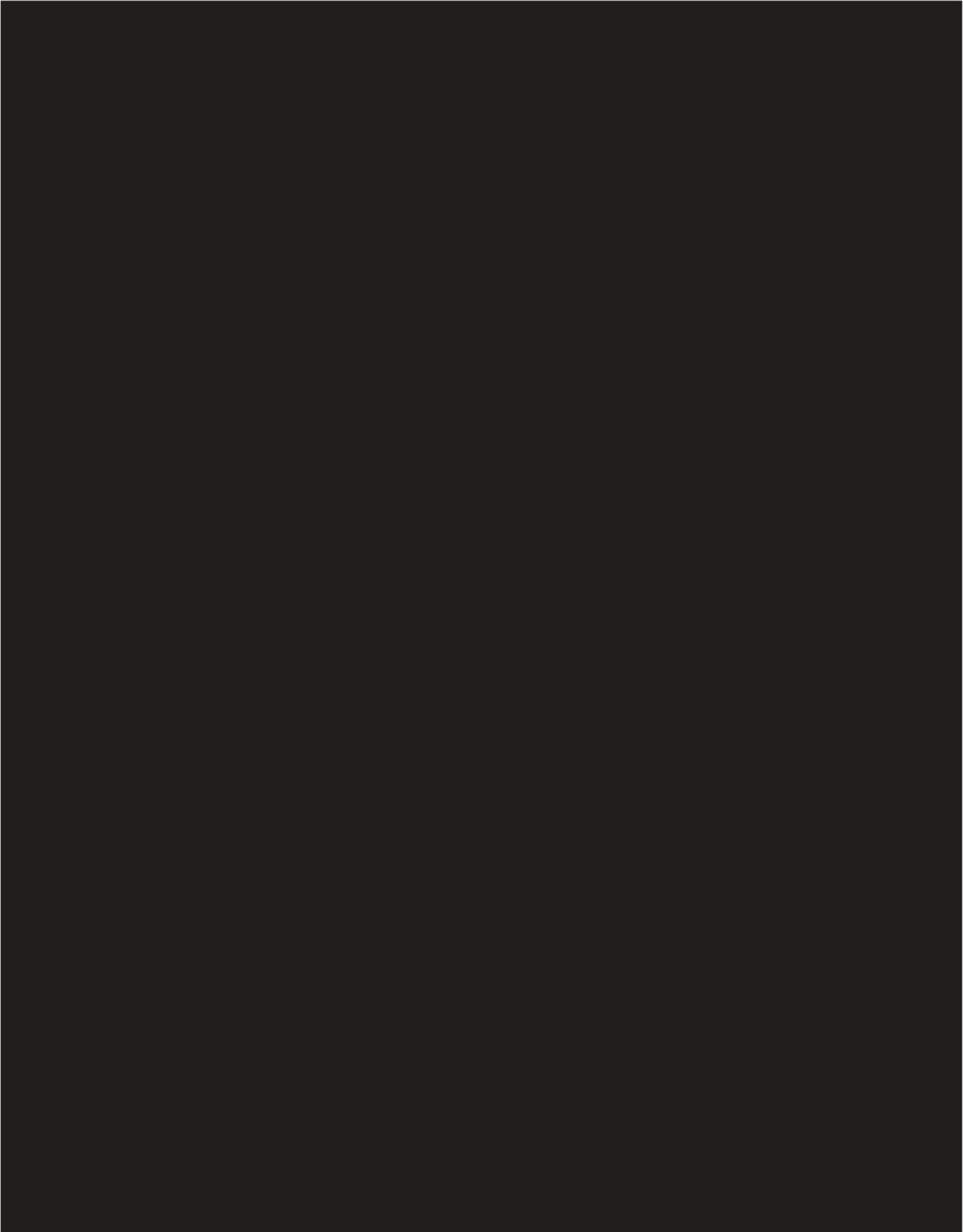


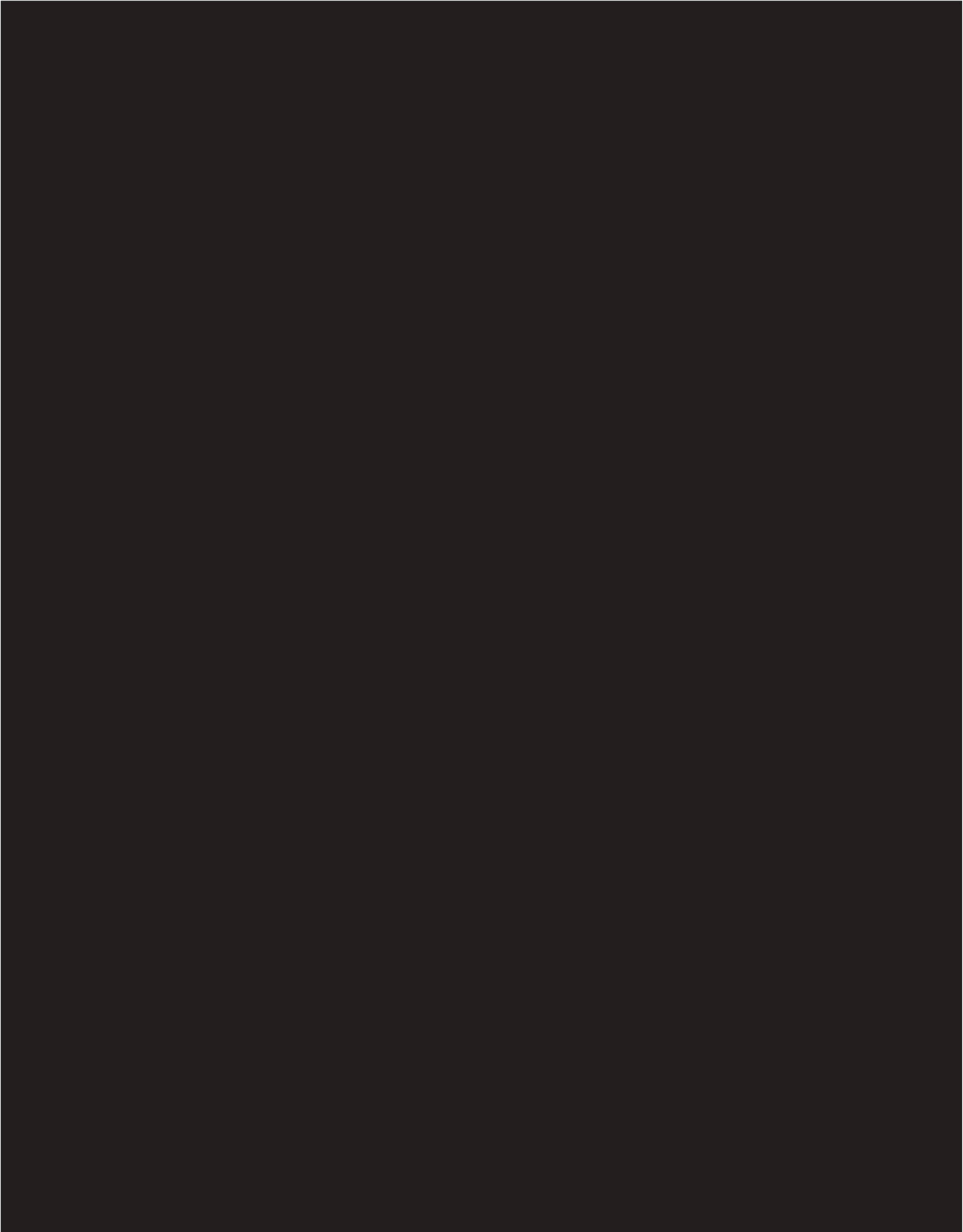


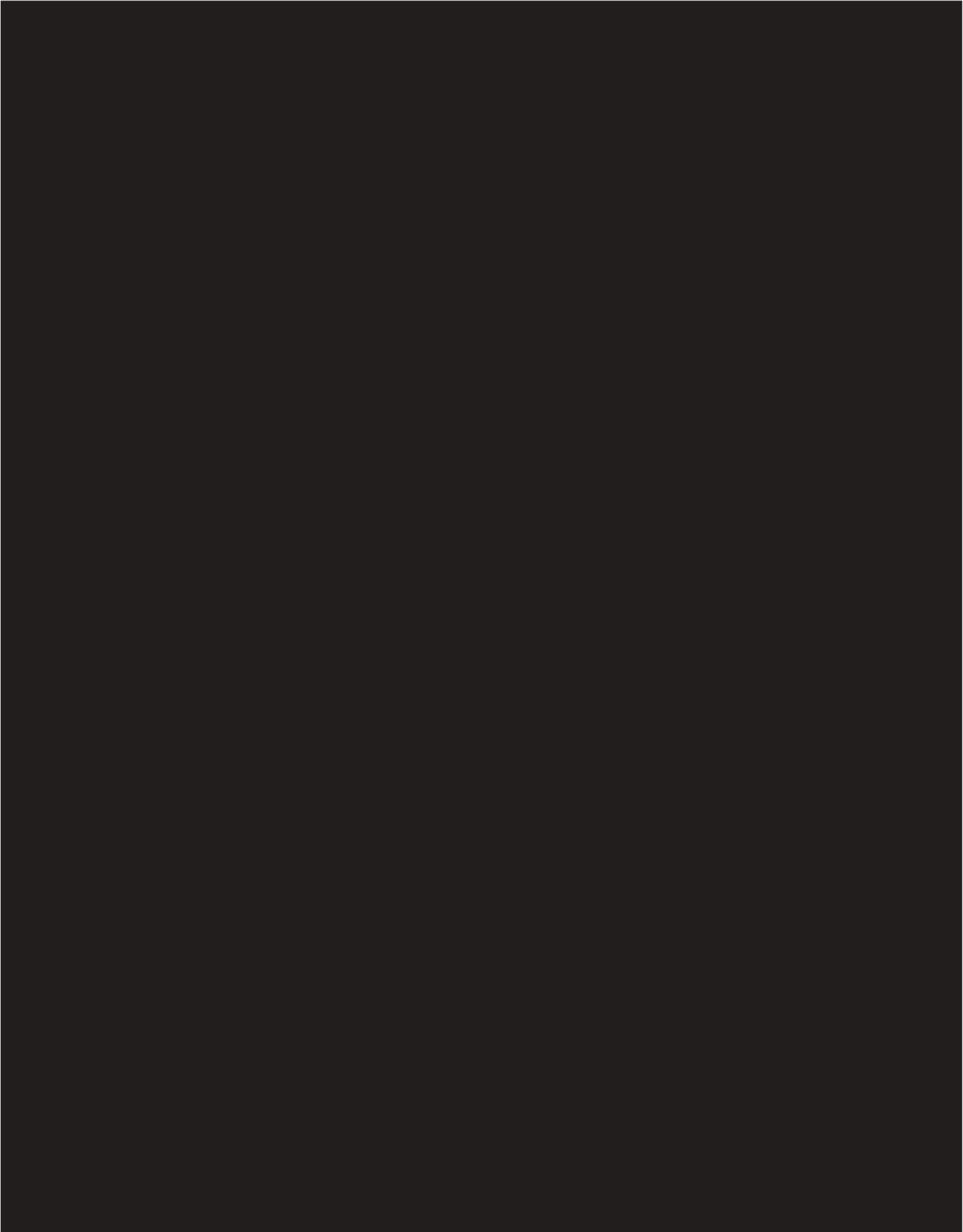


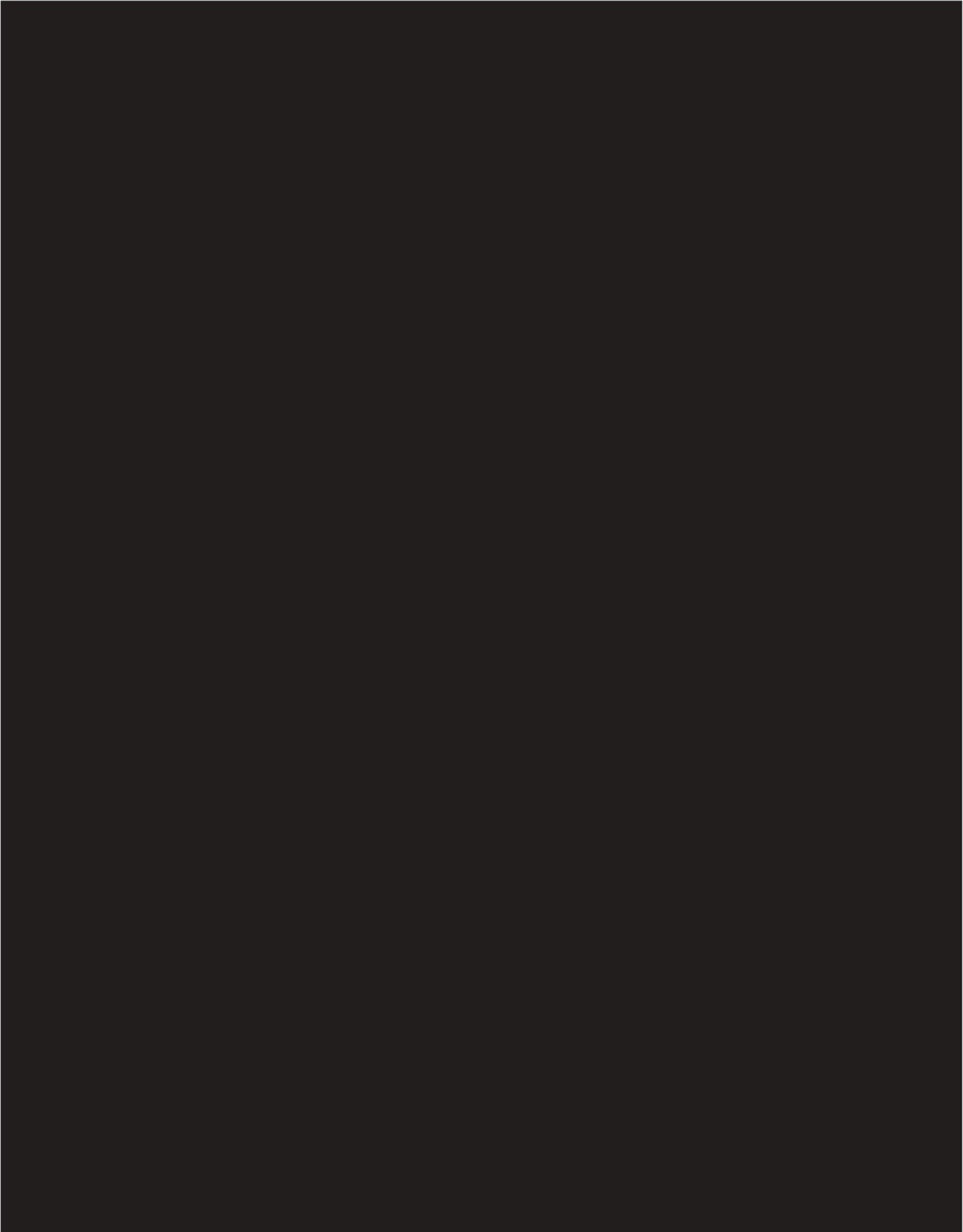


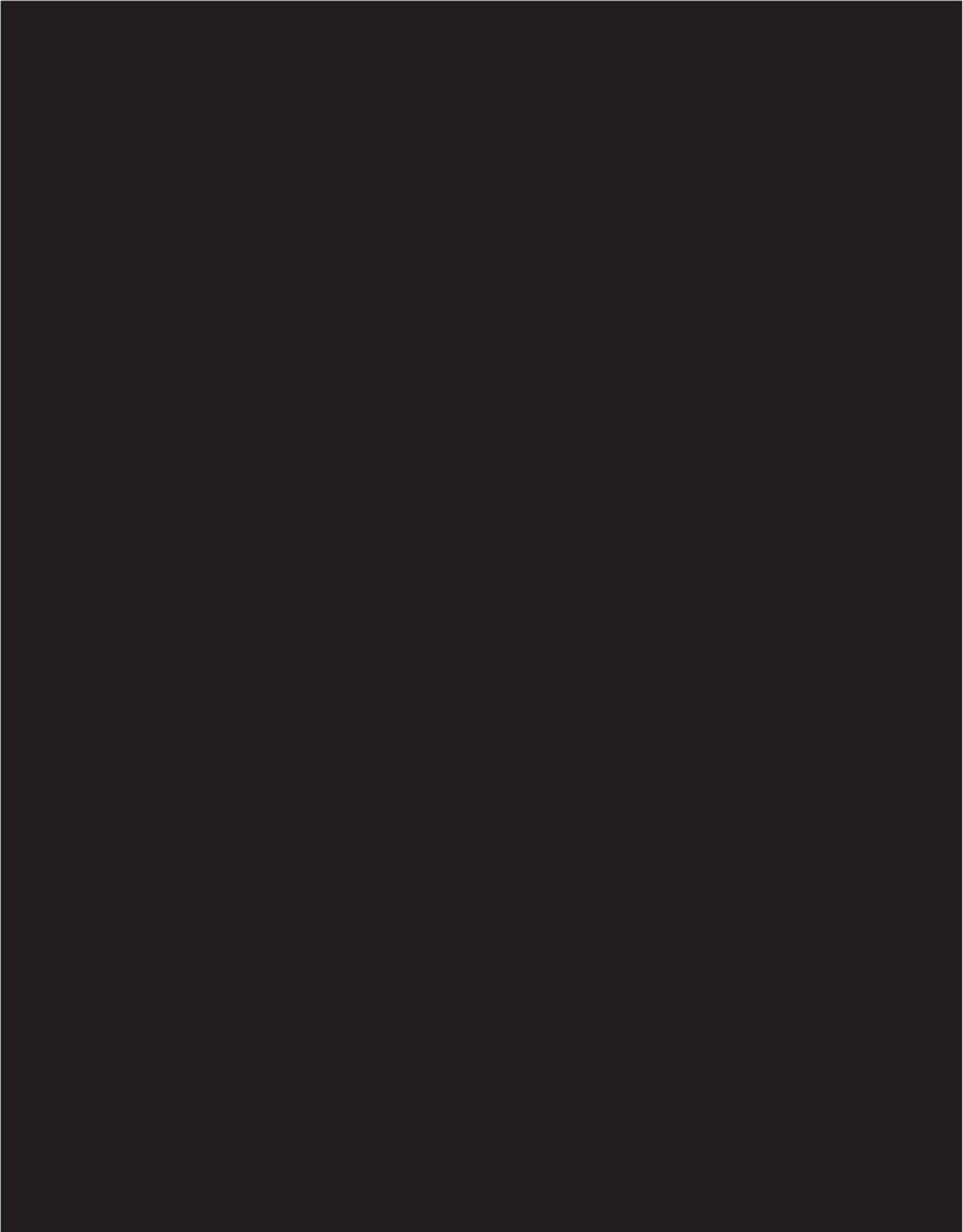


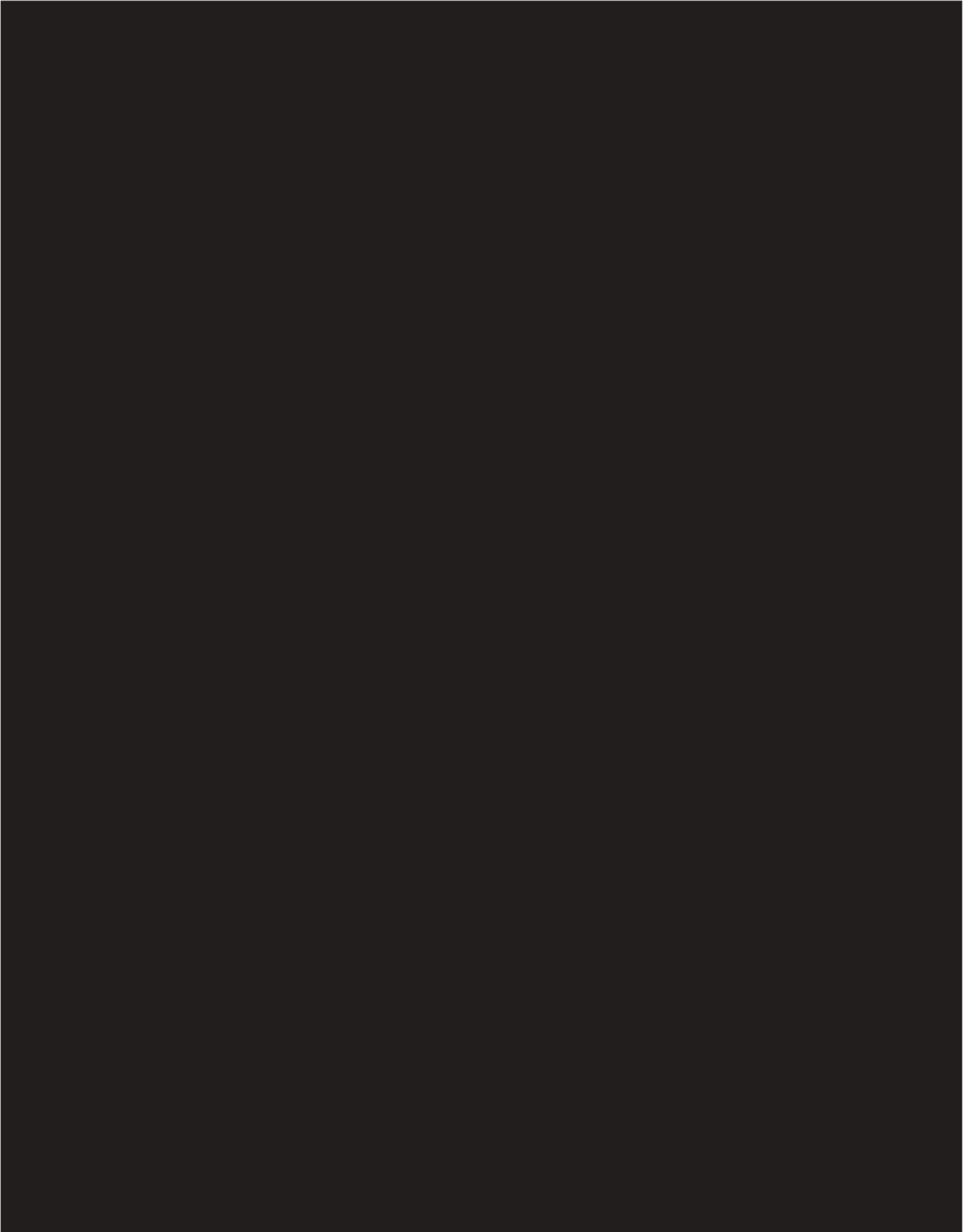


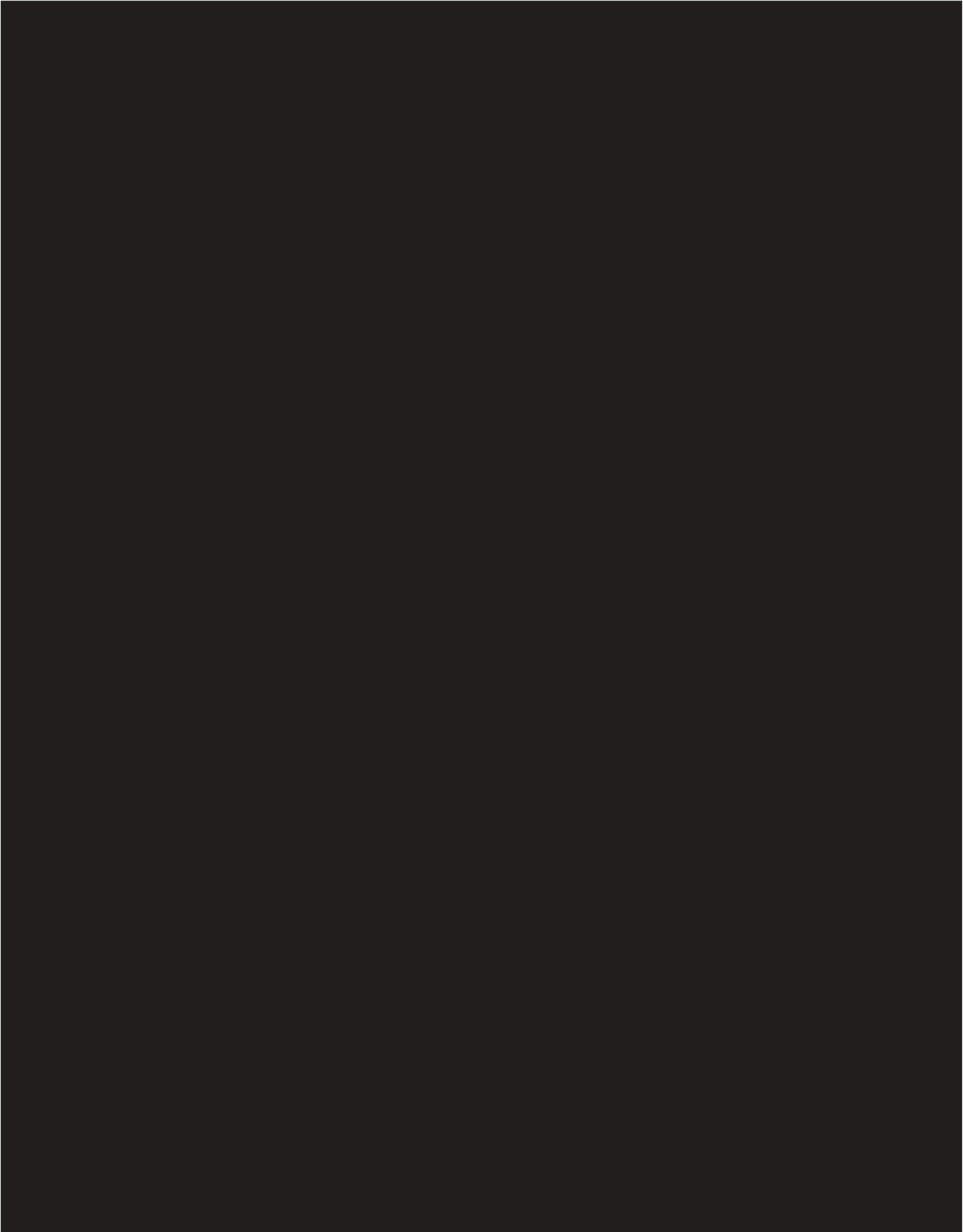


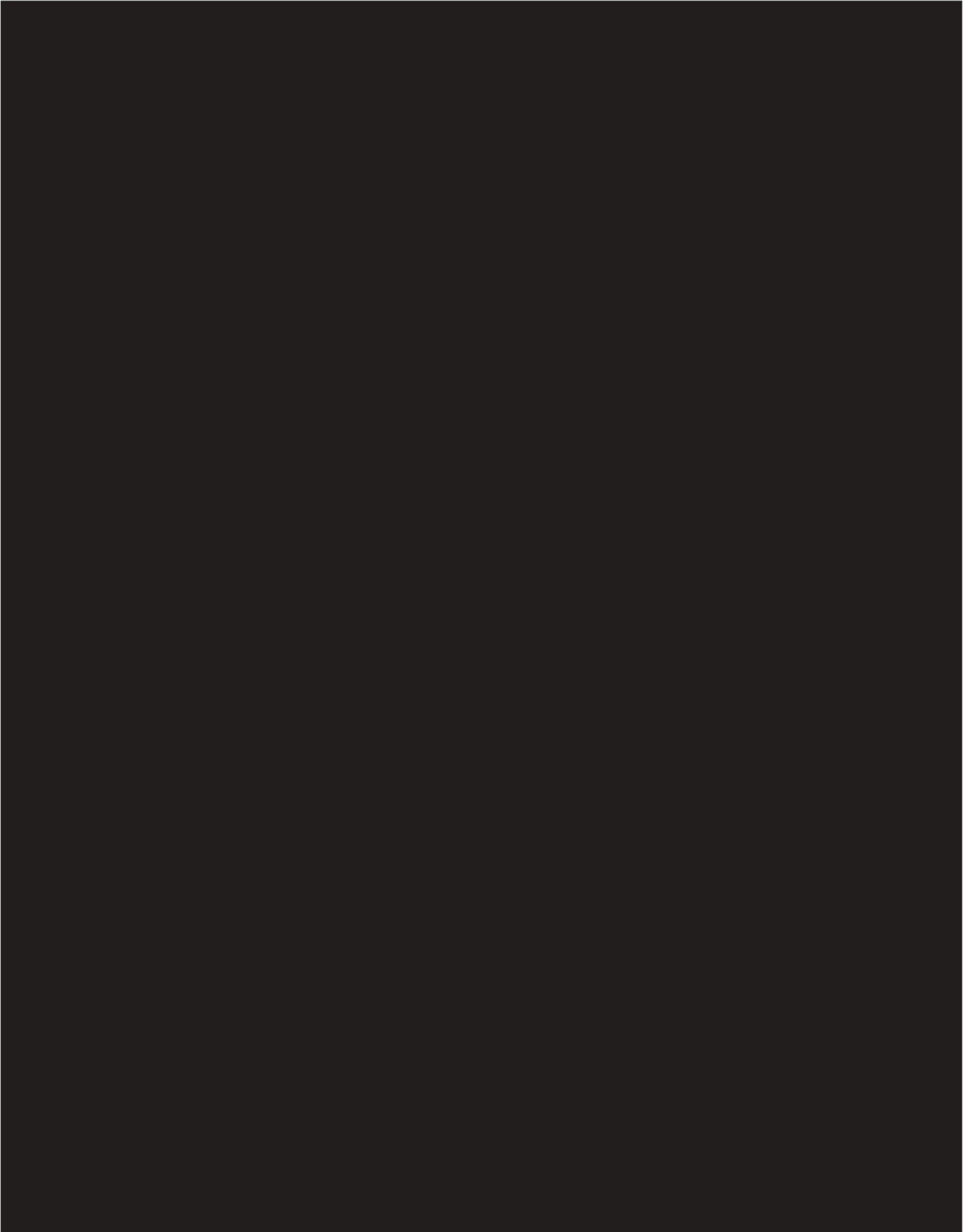


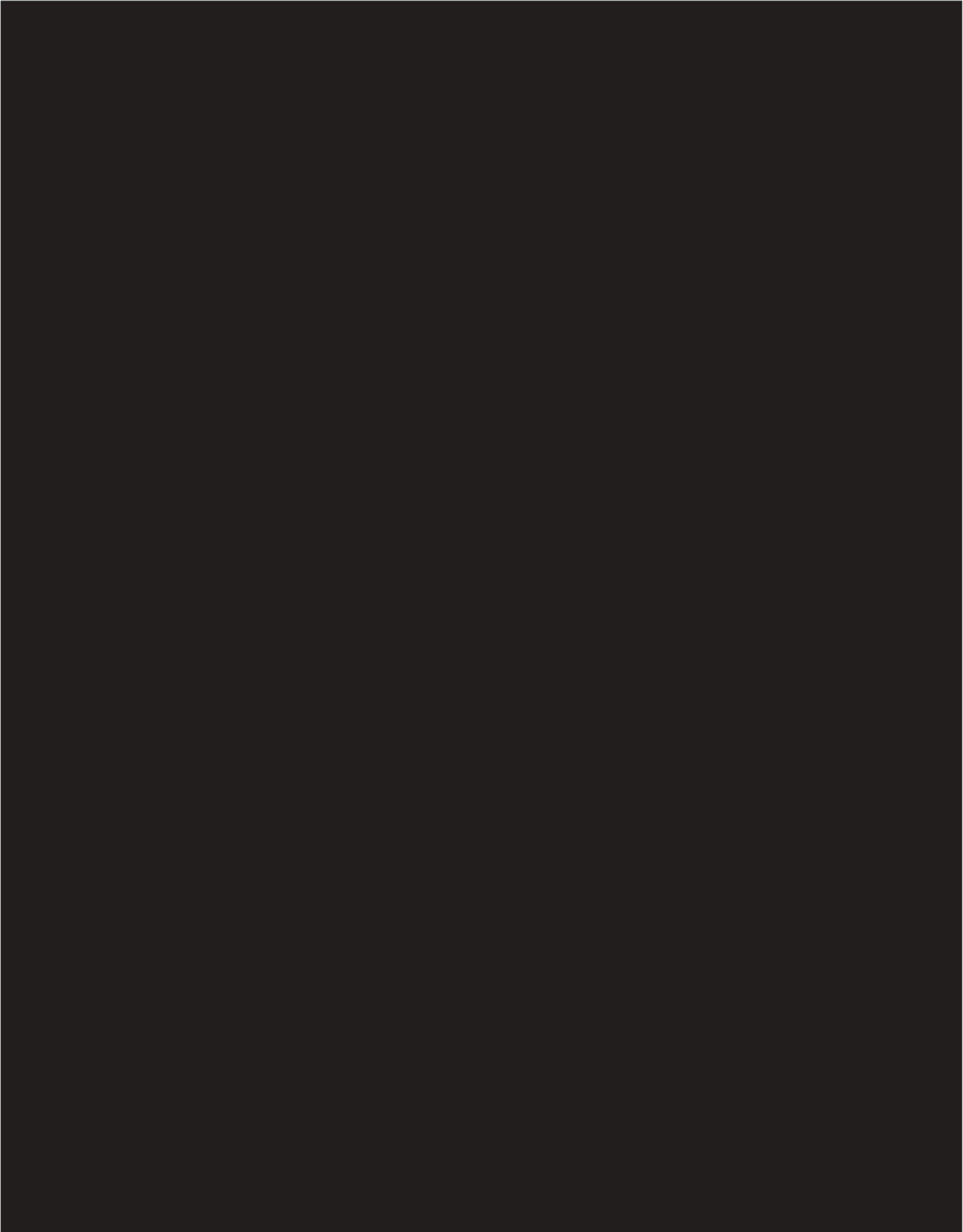












2018-2022MY Expedition/ Navigator  
Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment  
CCRG – [REDACTED]

Awareness TRG Review  
Jan 25, 2023



Turn Around  
Automotive Operations

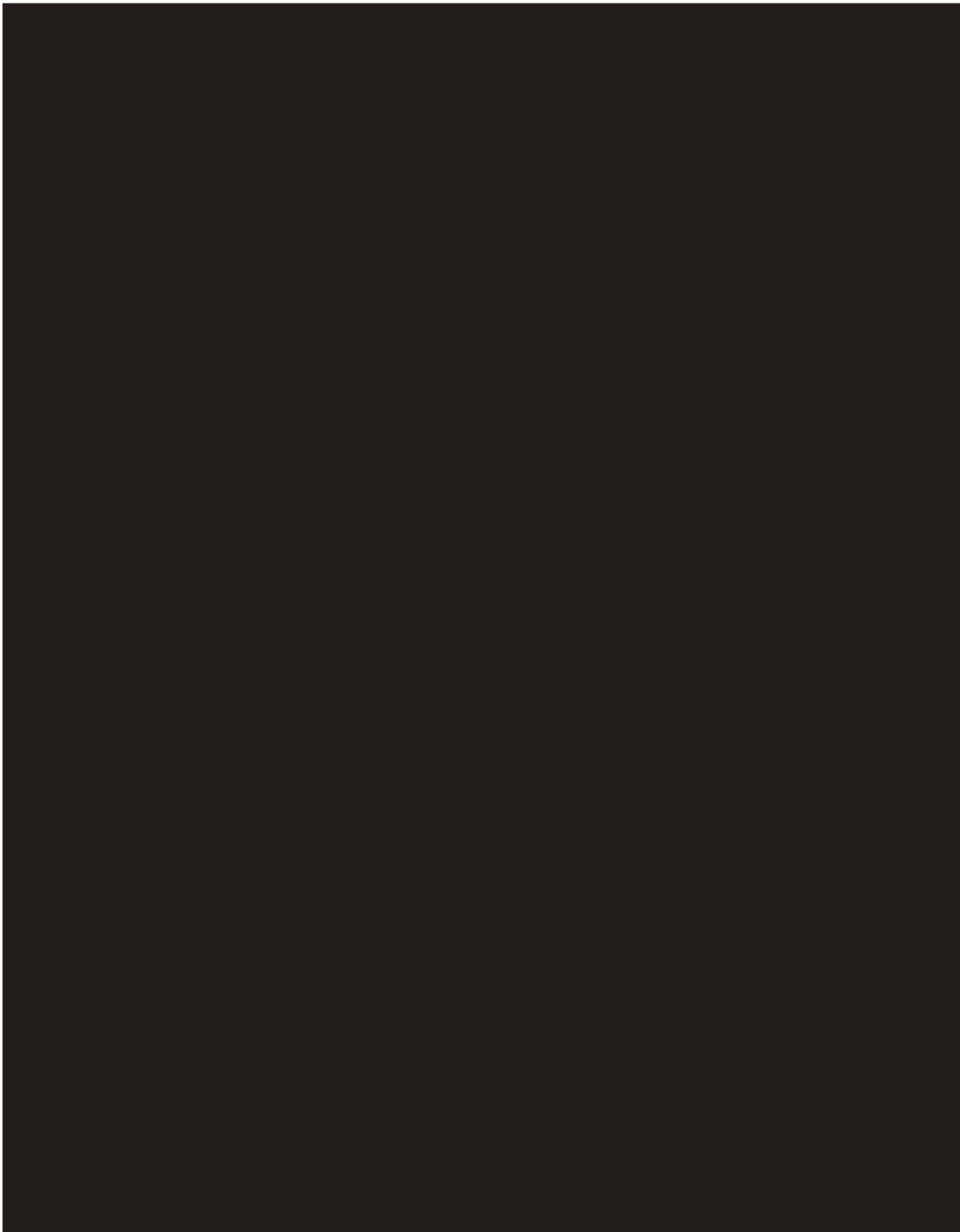


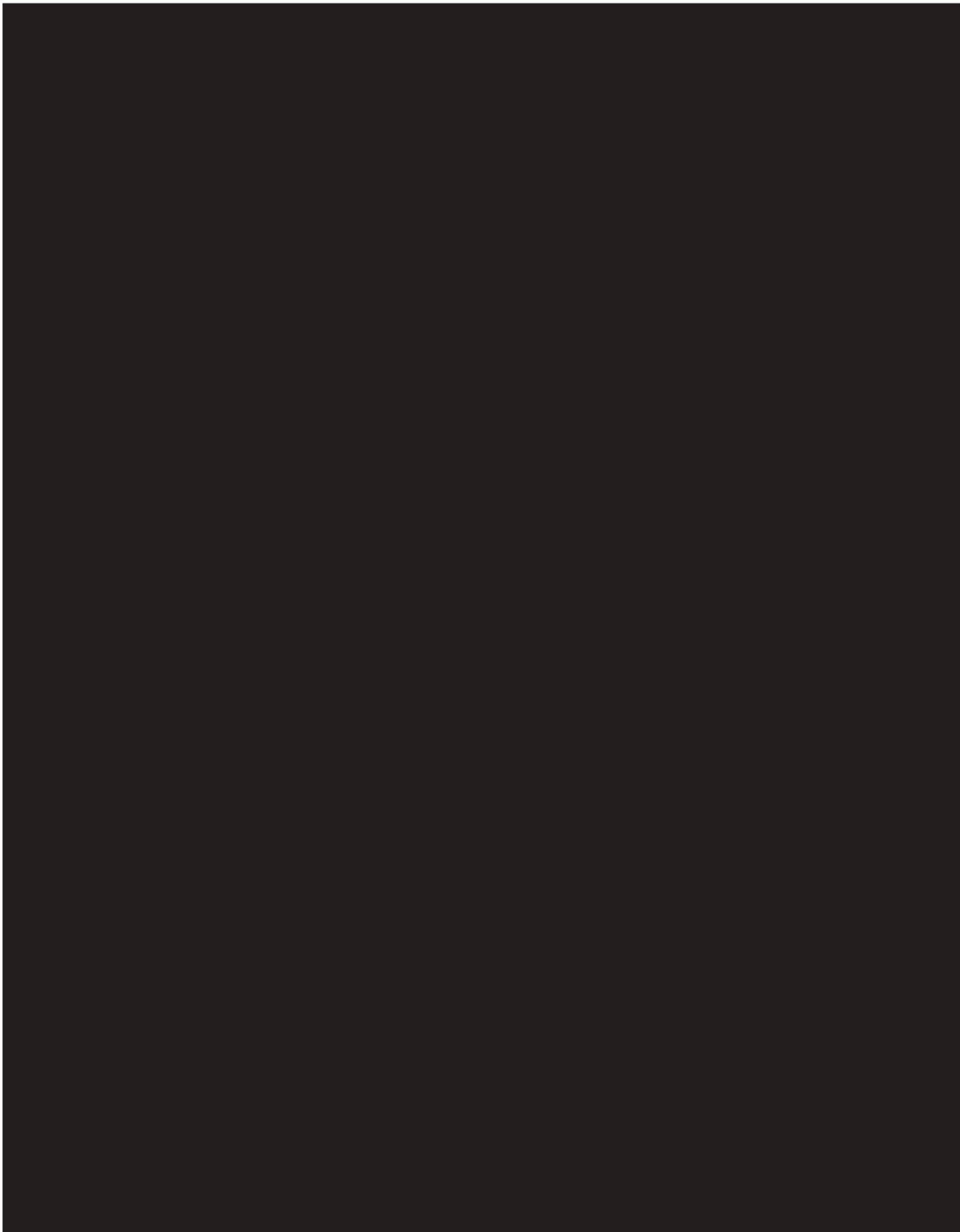
Modernize  
Everywhere

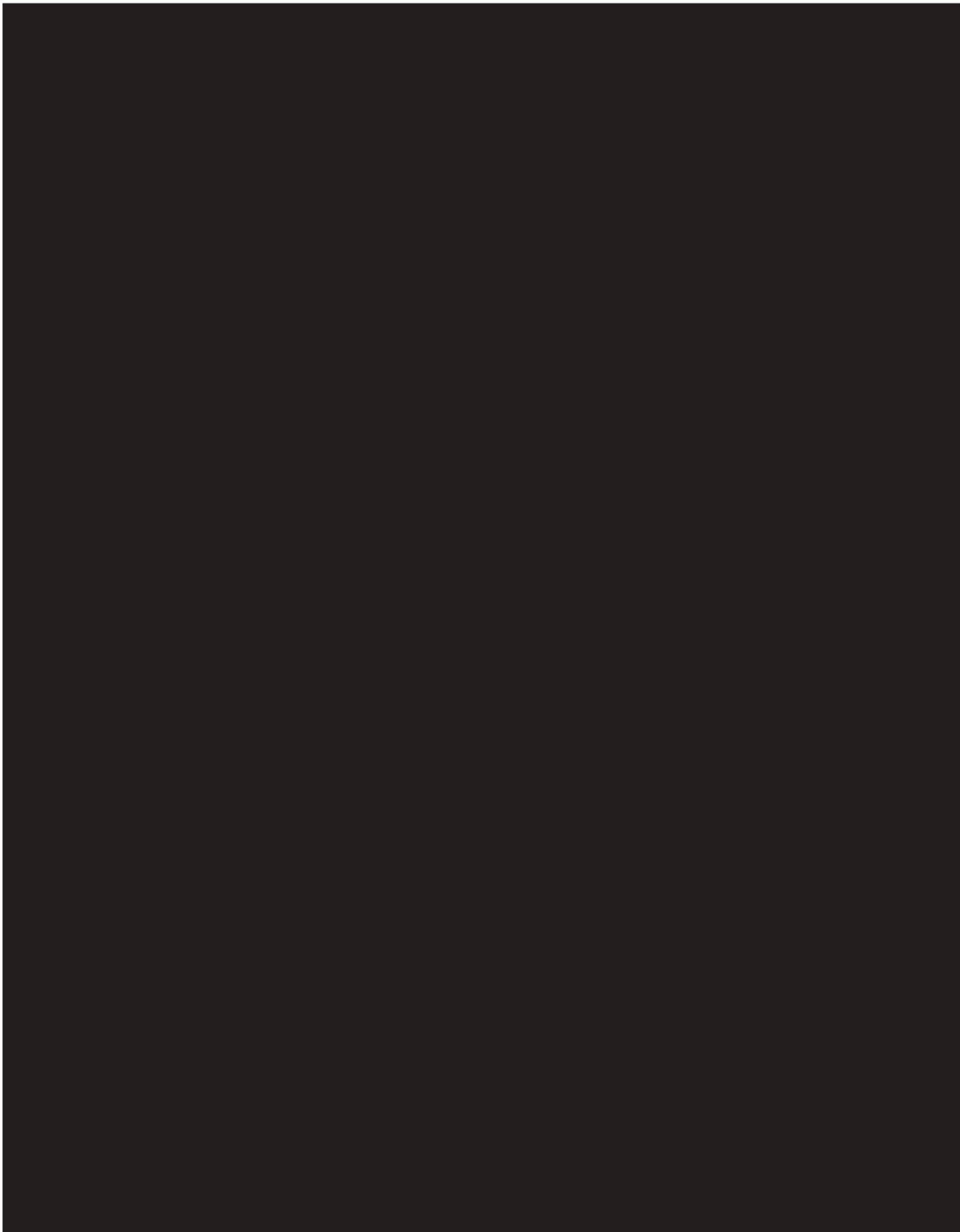


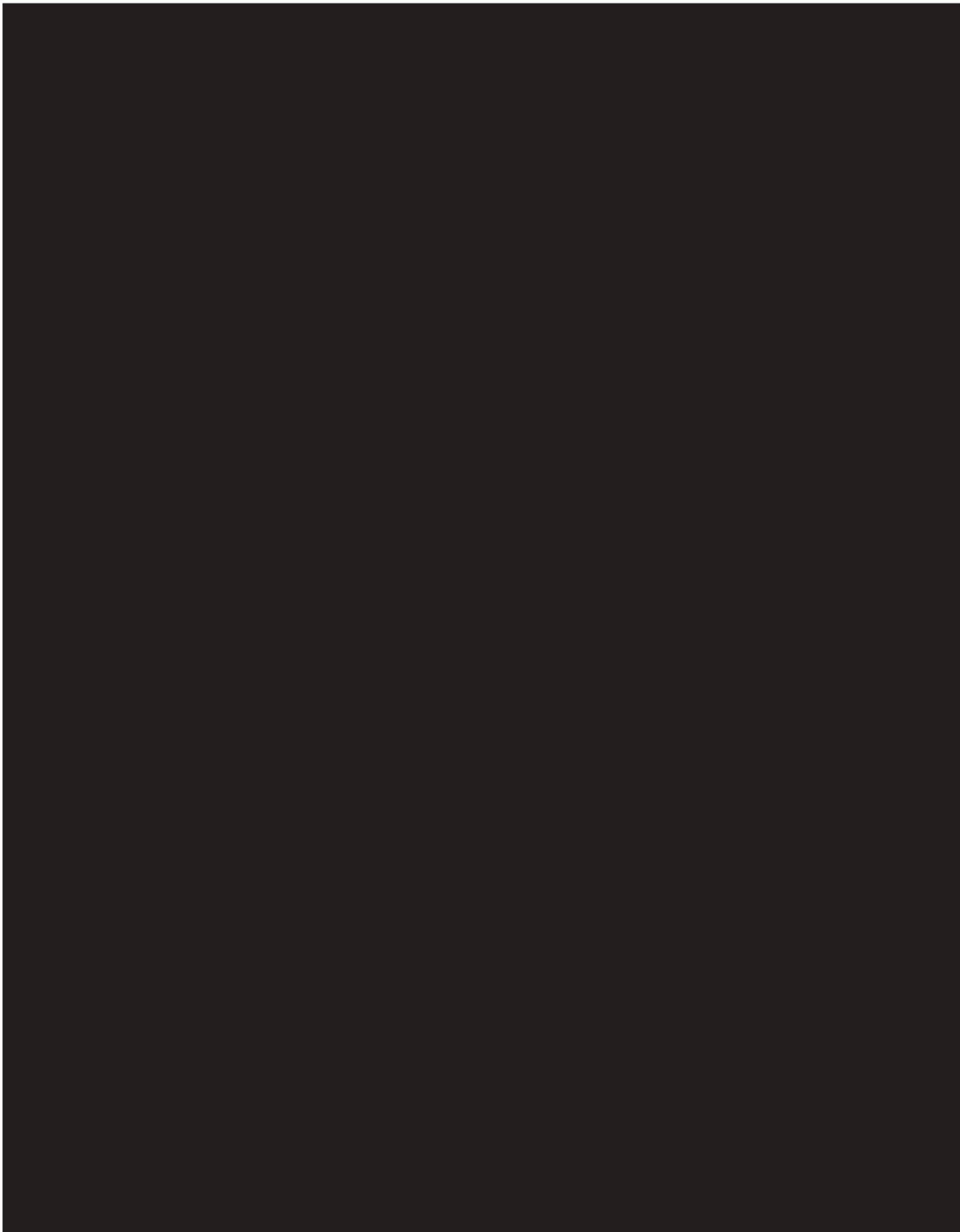
Disrupt  
Ourselves

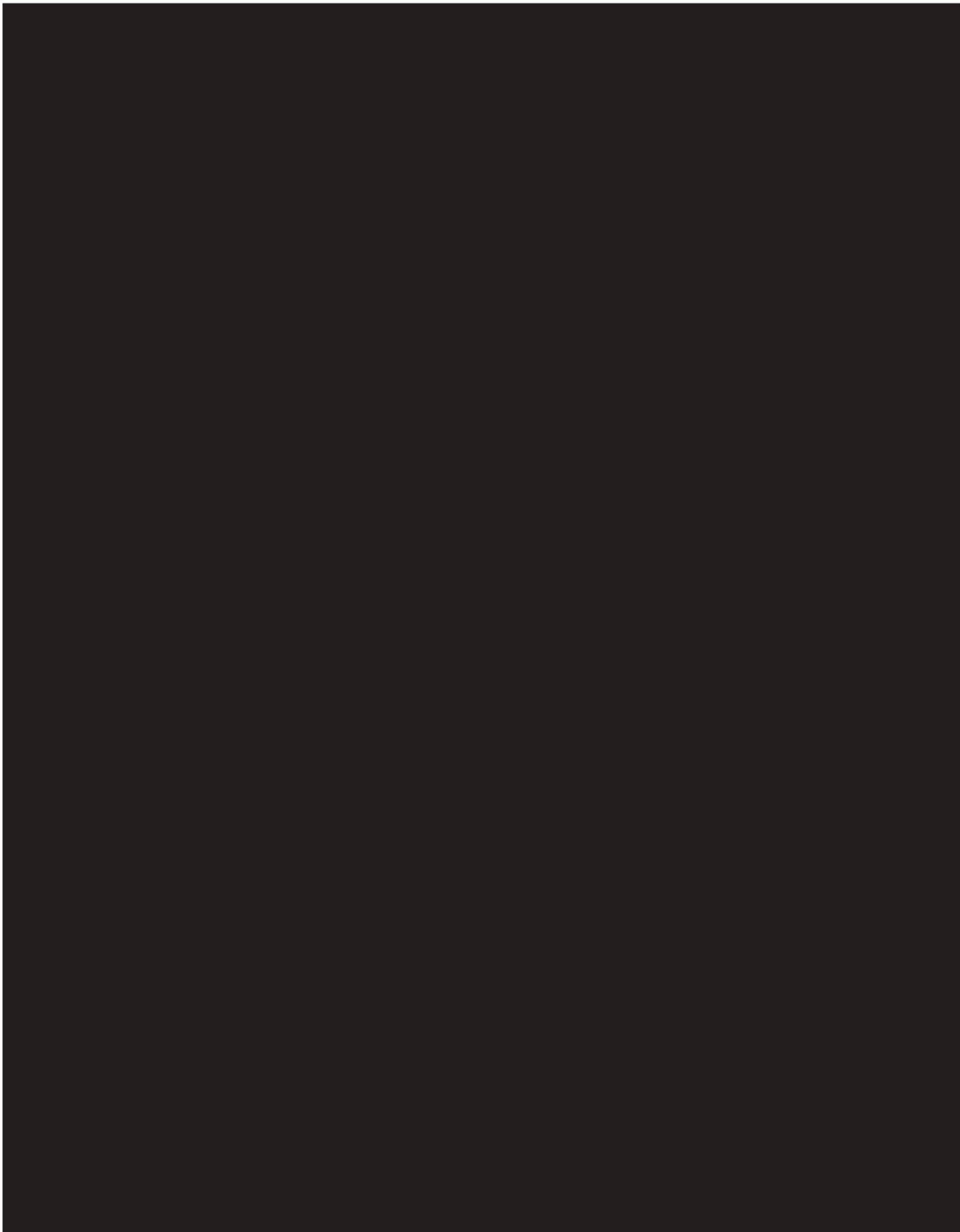


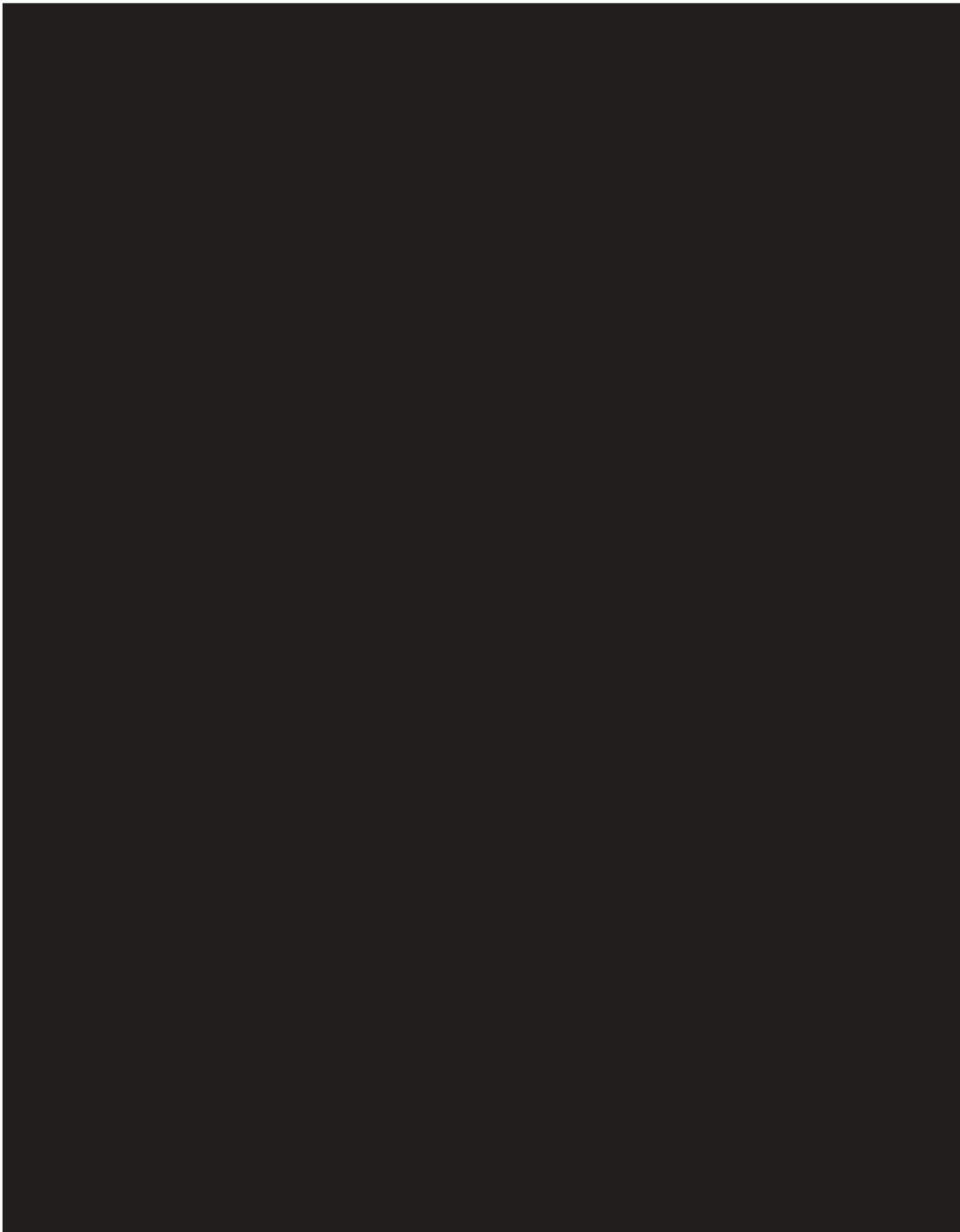


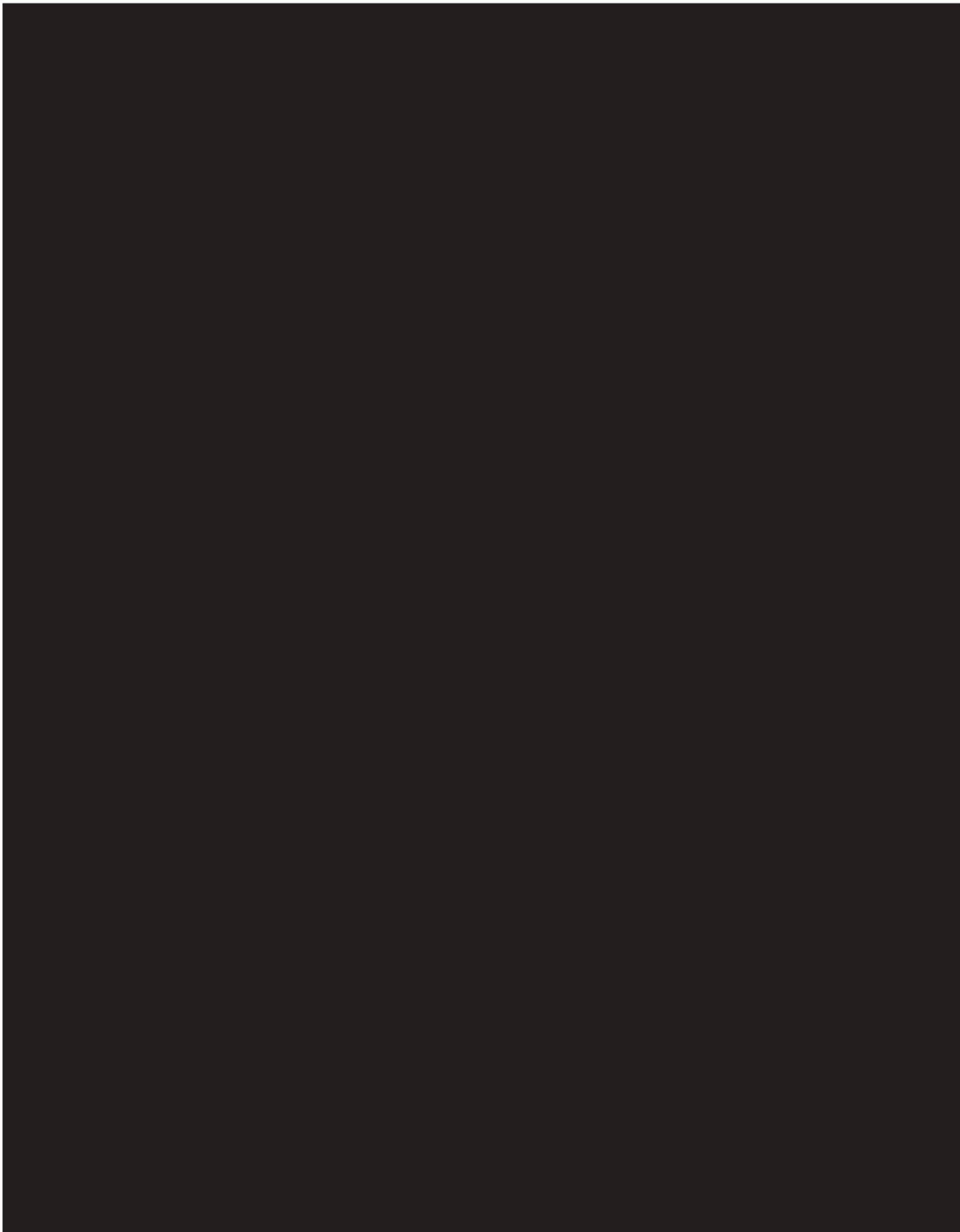


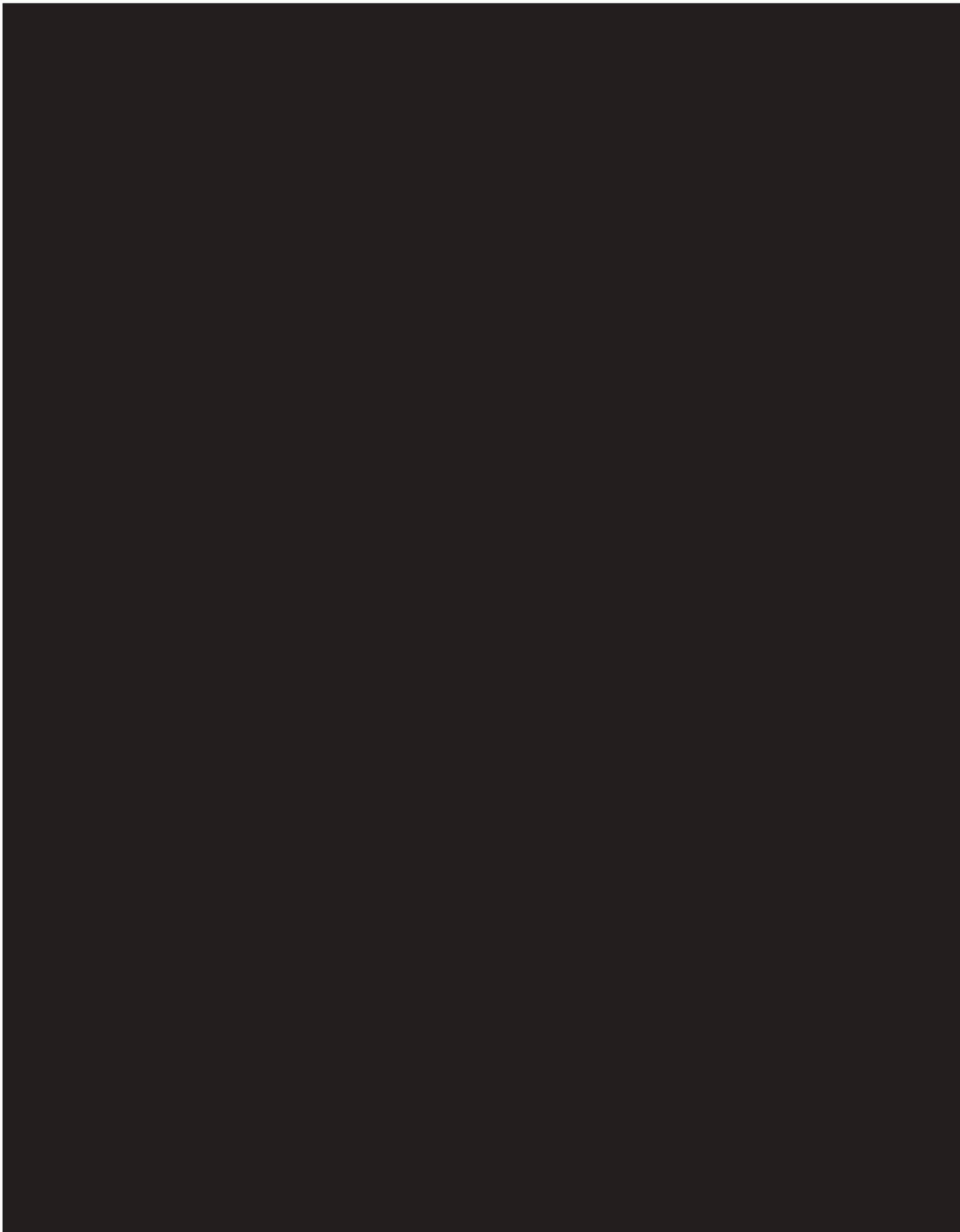








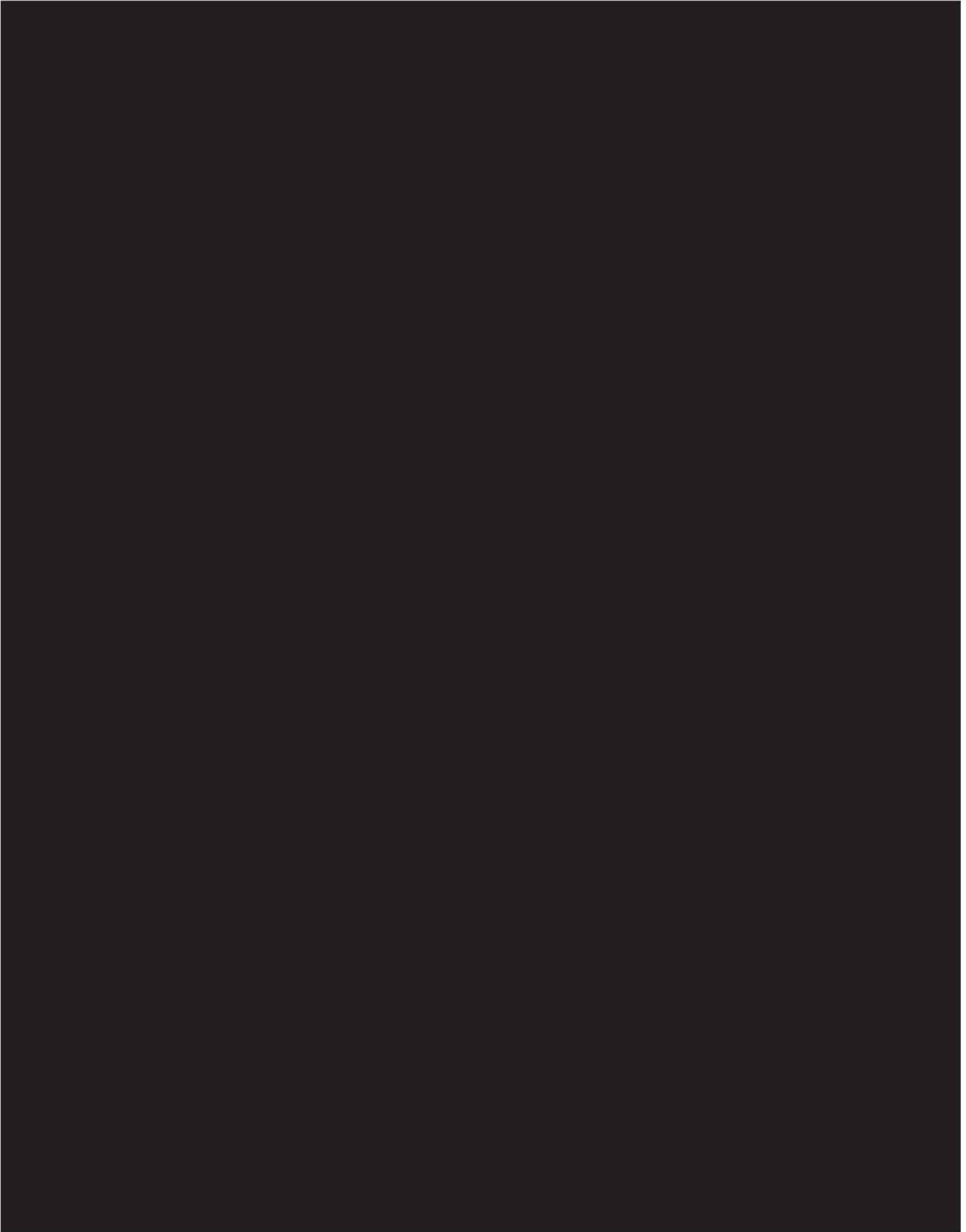


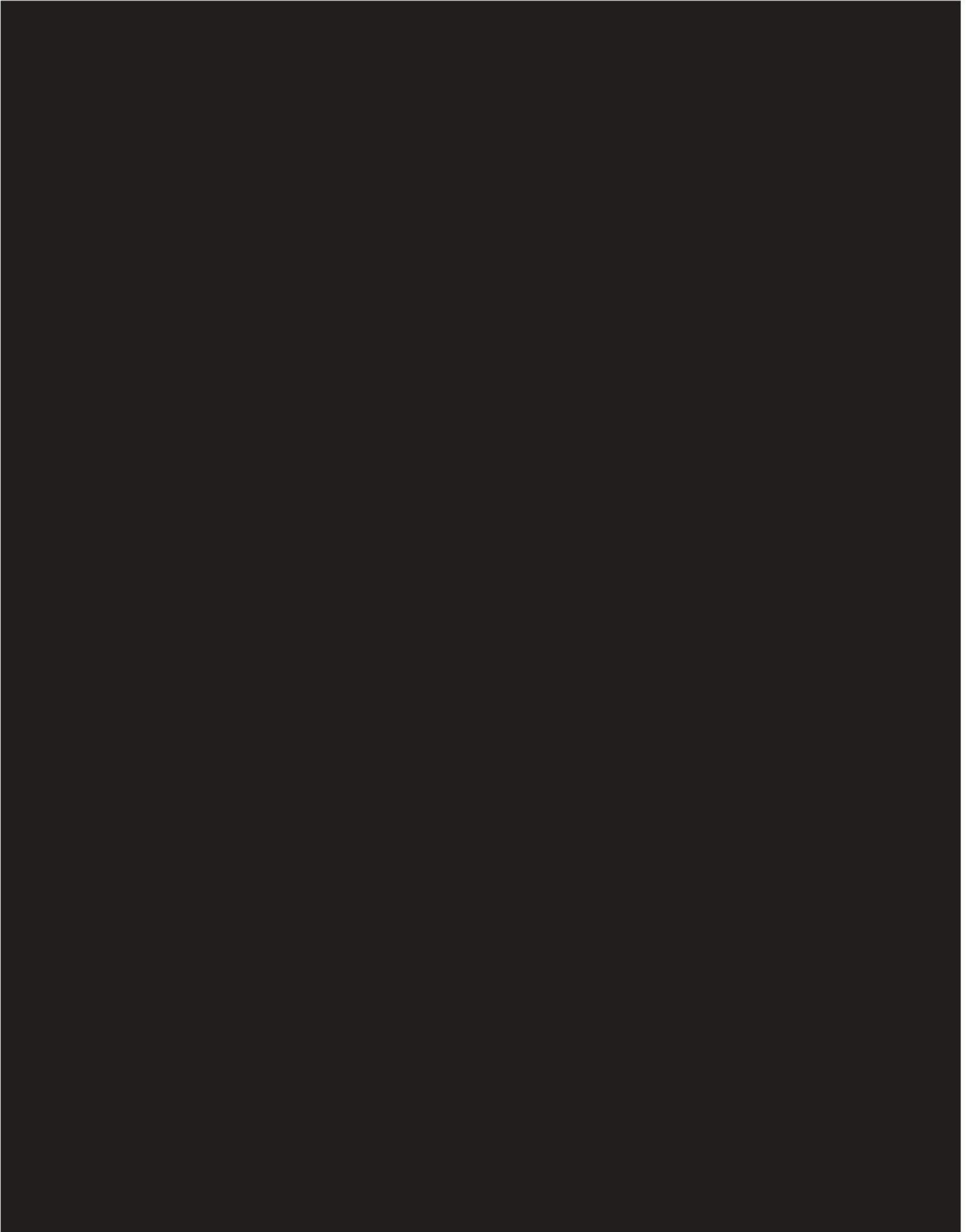


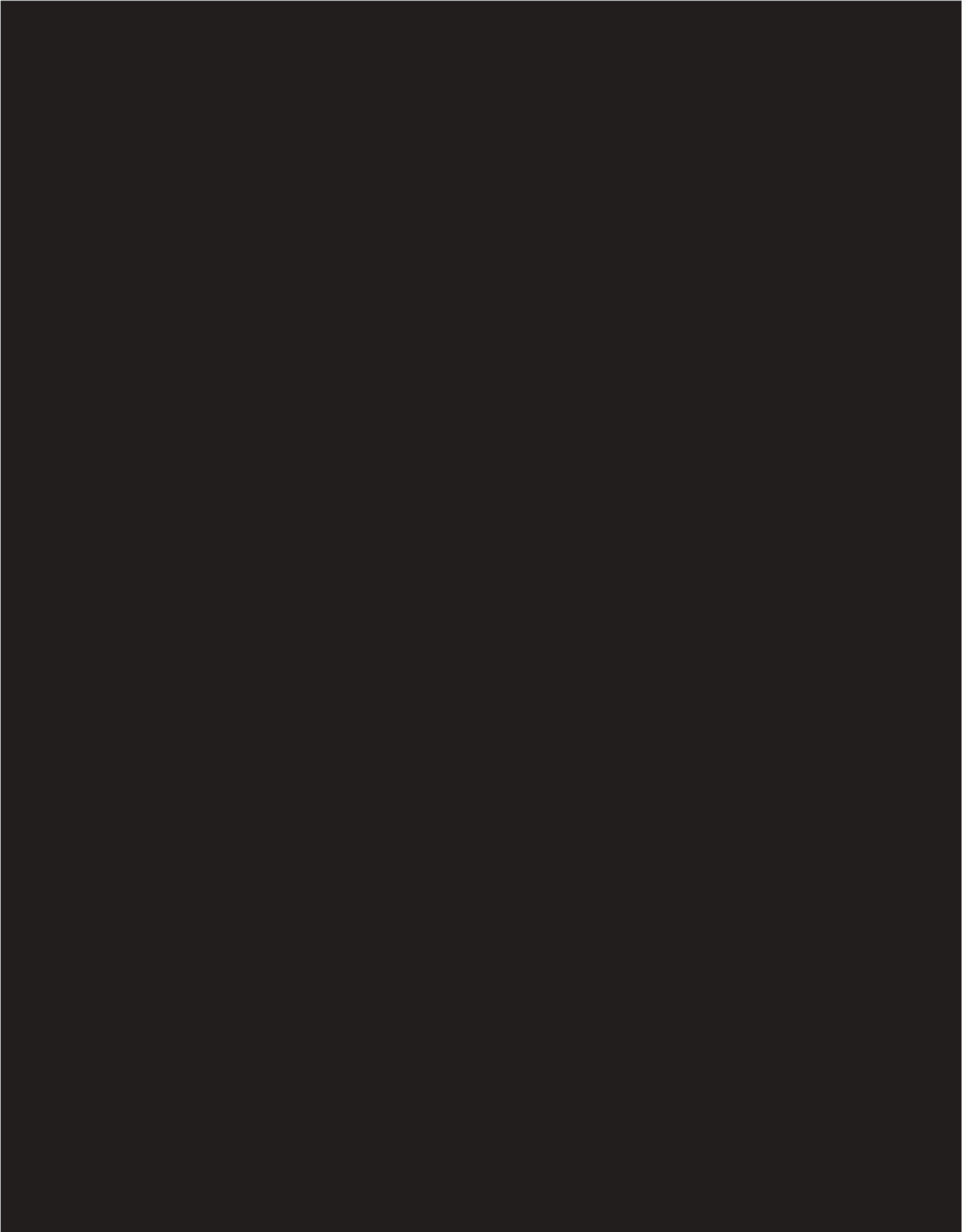
# Appendix / Back-Up







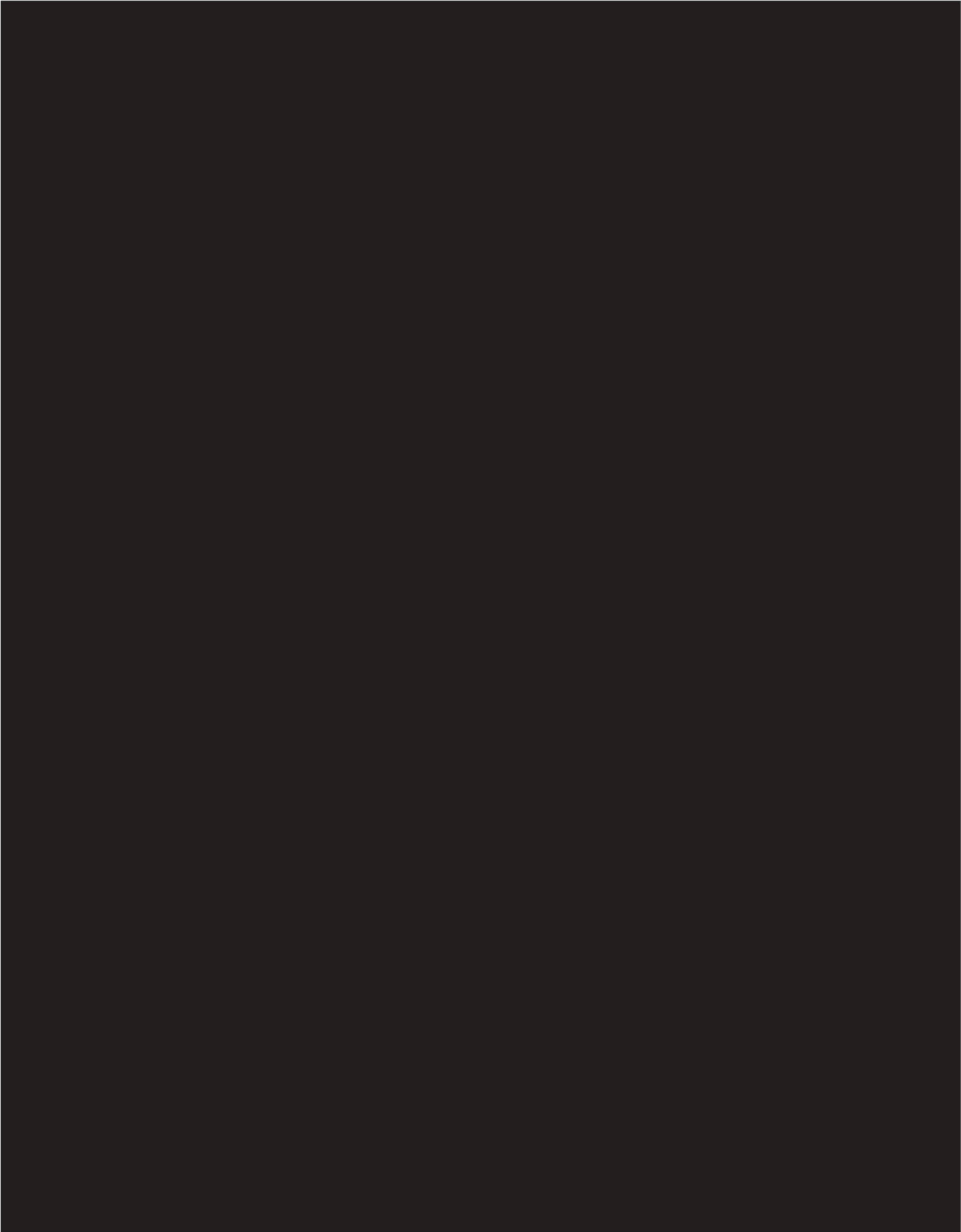


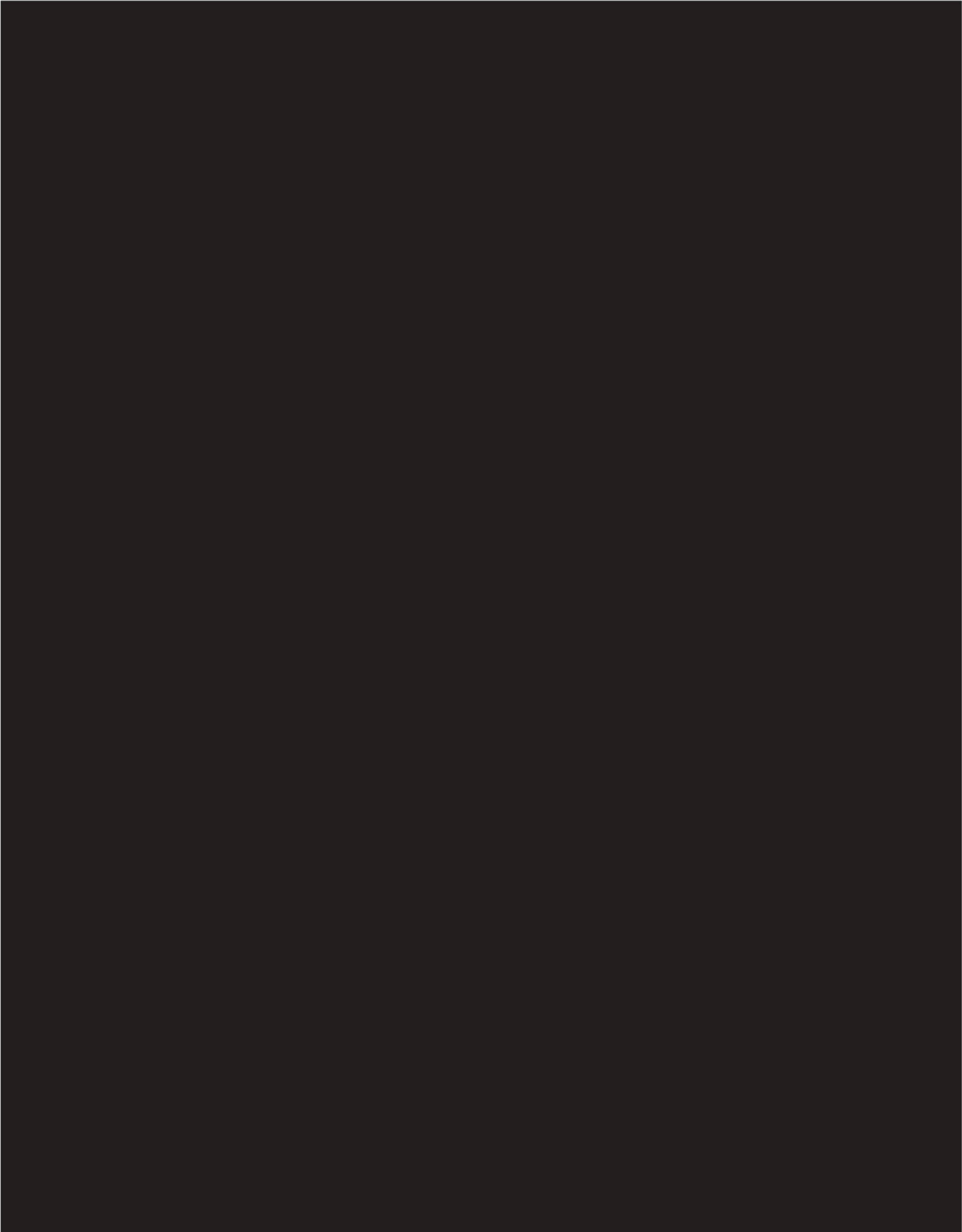


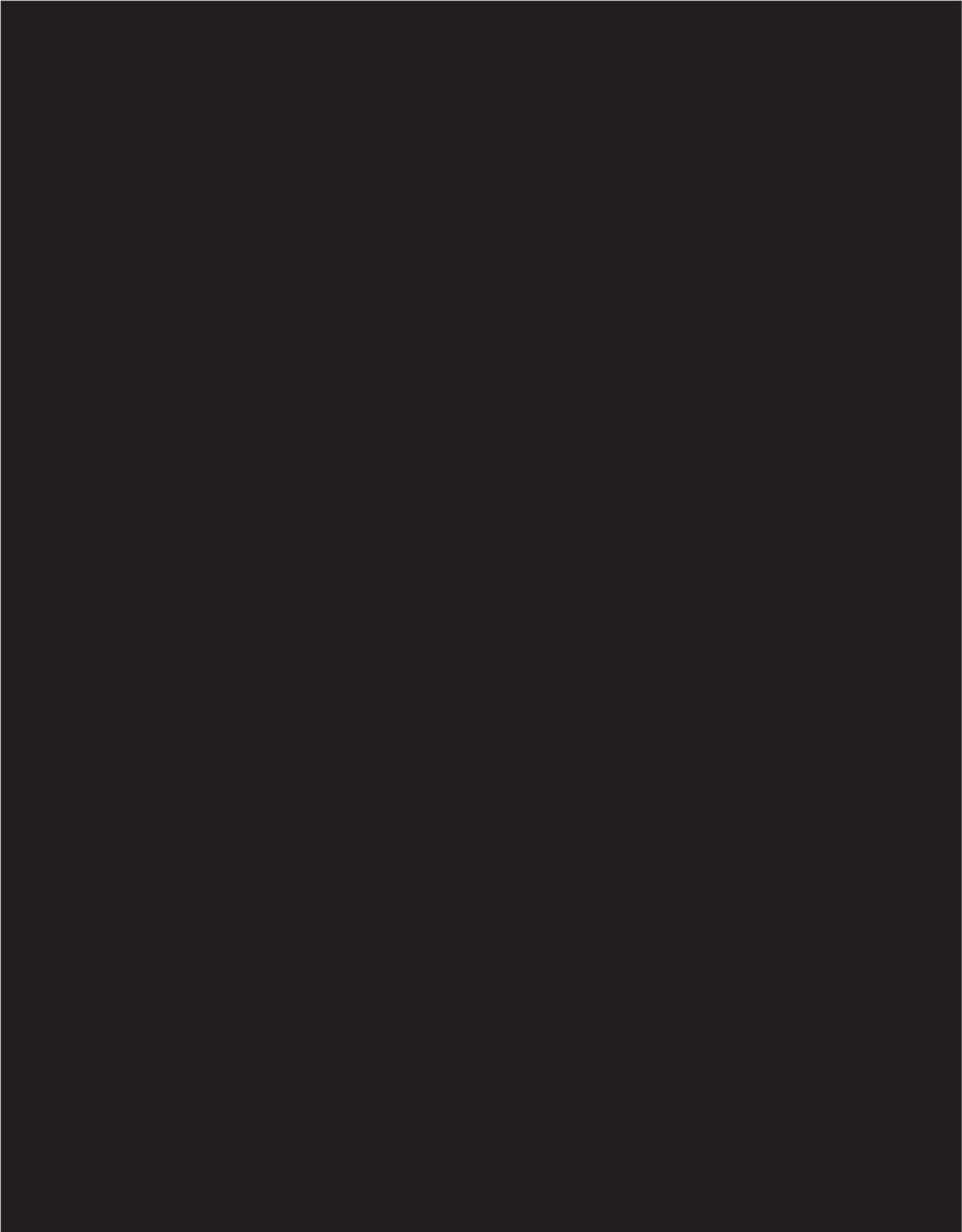
Retractor Pretensioners Alleged Inadvertent Deployments - 33 cases as of Jan 18, 2023

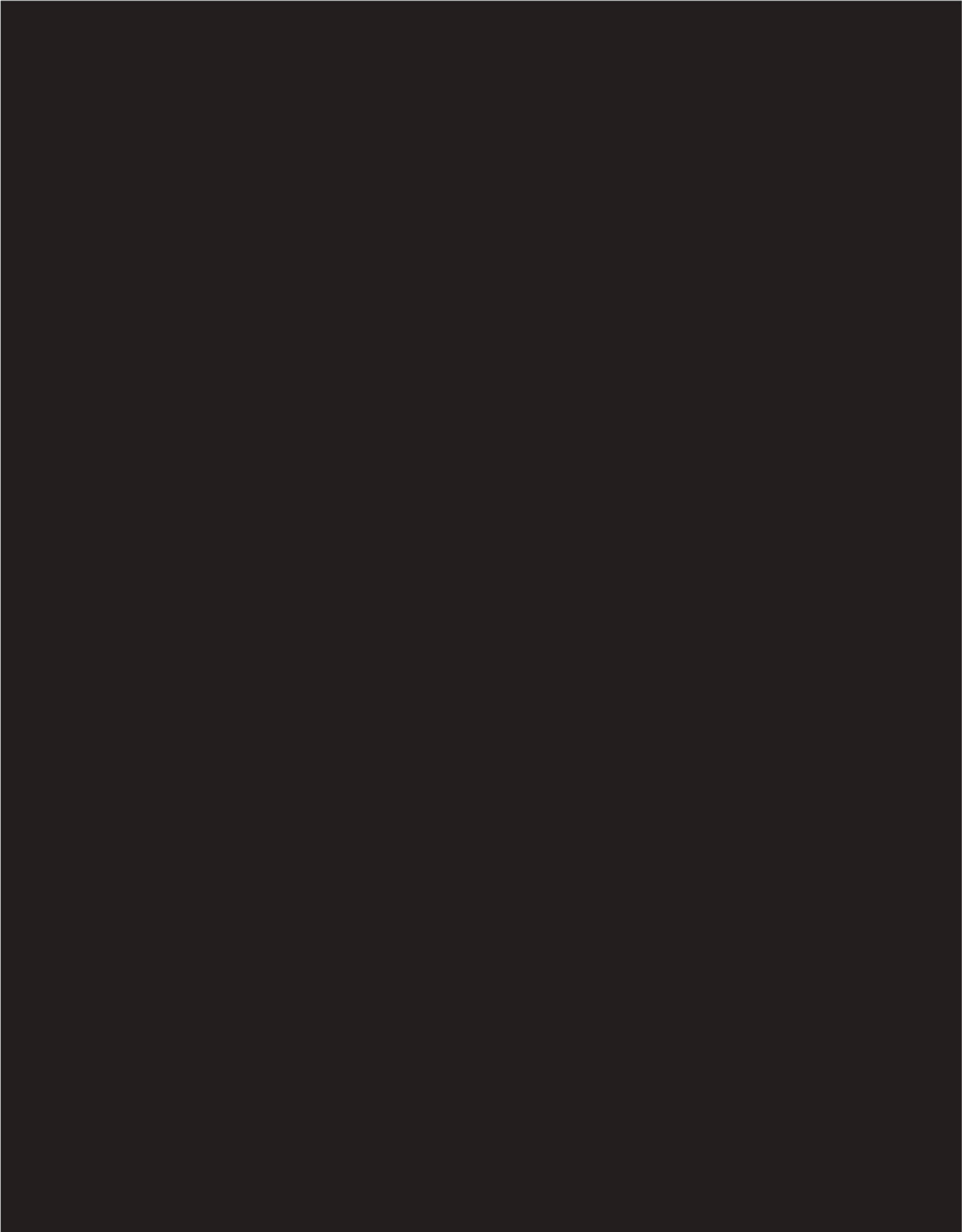


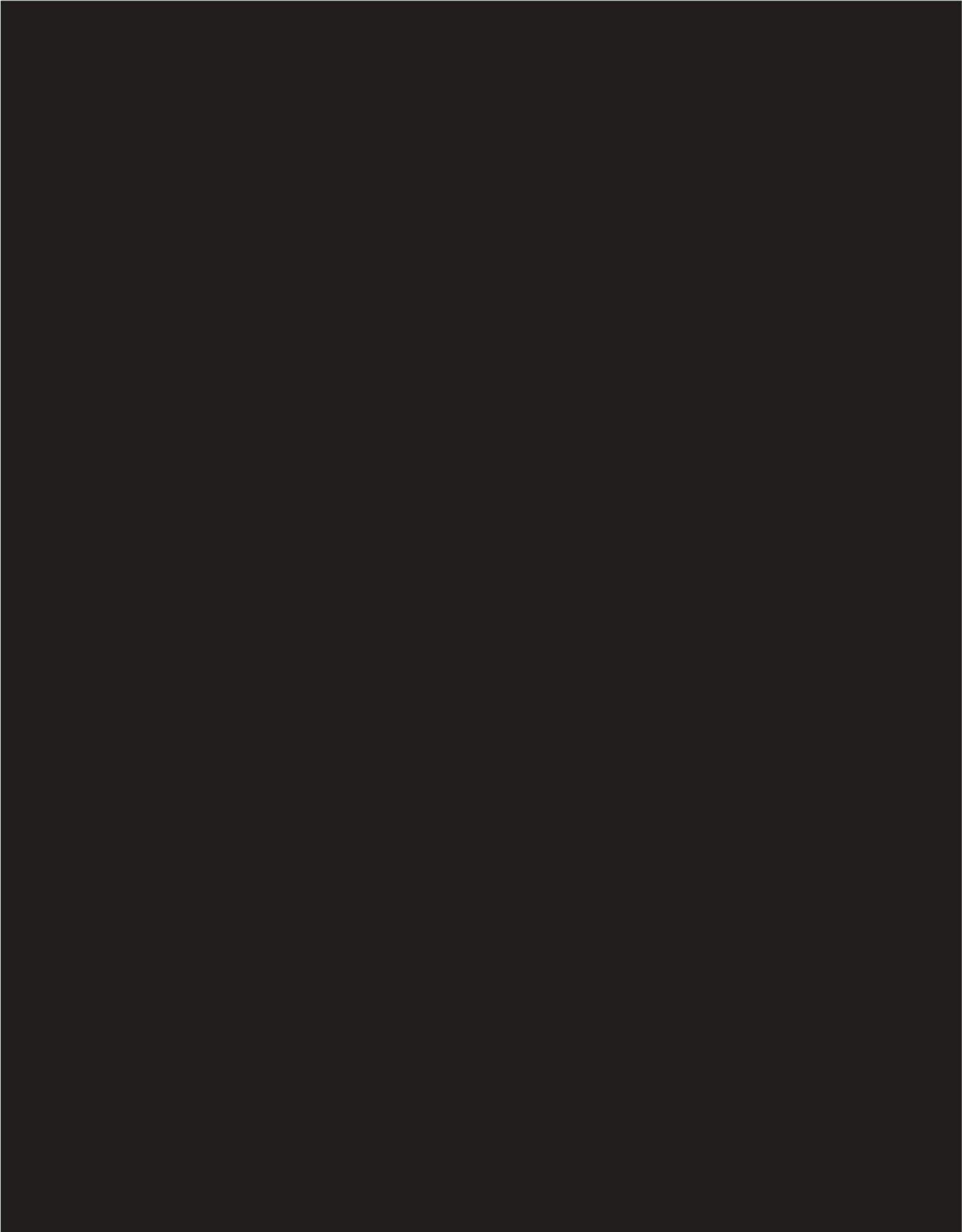
#	VIN #	Vehicle	Trim Series	Transmission	Interior	MY	Driver Deployed	Passenger Deployed	RCM received by Ford?	LH Pretensioner received by ZF?	RH Pretensioner received by ZF?	Setback Production Date	Vehicle Production Date	Repair Date	TIS Months	Mileage	Region Sold In
1	1FAUJ1M19G	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-		Y	Y	8-Mar-19	20-Mar-19	20-Jun-21	27	17187	United Arab Emirates (ARE)
2	1FAUJ1M19G	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-		Y	Y	8-Feb-19	21-Feb-19	14-Aug-21	30	22684	United Arab Emirates (ARE)
3	1FAUJ1J19K	Expedition	XLT	4x4	Activex Seats	2019	x	-		Y	Y	18-Dec-19	18-Jan-19	18-Aug-21	31	19858	United Arab Emirates (ARE)
4	1FAUJ1J19K	Expedition	XLT	4x4	Activex Seats	2019	x	-	Y	Y	Y	8-Jan-19	22-Jan-19	30-Aug-21	31	7507	United Arab Emirates (ARE)
5	1FAUJ1J19K	Expedition	XLT	4x4	Club Seats	2019	-	x		Y	Y	26-Jan-19	14-Feb-19	28-Jun-21	28	12920	Saudi Arabia (SAU)
6	1FAUJ1J19K	Expedition	XLT	4x4	Club Seats	2019	-	x		Y	Y	2-Feb-19	18-Feb-19	28-Jun-21	28	43535	Saudi Arabia (SAU)
7	1FAUJ1K19K	Expedition	Limited	4x2	Leather Trim Seats	2019	-	x		Y	Y	27-Nov-19	2-Jul-21		31	21114	Arizona, USA
8	1FAUJ1J19K	Expedition	XLT	4x4	Activex Seats	2019	-	x		Y	Y	15-Feb-19	27-Feb-19	23-Apr-22	38	21147	United Arab Emirates (ARE)
9	1FAUJ1M19G	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-		Y	Y	15-Mar-19	24-Mar-19	15-Apr-22	19	53908	United Arab Emirates (ARE)
10	1FAUJ1K19K	Expedition	Platinum	4x4	Leather Trim Seats	2019	-	x		Y	Y	8-Jan-19	29-Jan-19	9-May-22	40	25187	United Arab Emirates (ARE)
11	1SMAJ2T19K	Navigator	Black Label	4x4	Yacht Club Theme	2019	x	-		Y	Y	21-Feb-19	17-Apr-19	22-May-22	37	41735	United Arab Emirates (ARE)
12	1SMAJ3J19K	Navigator	Select	4x4	Cappuccino	2019	x	-		Y	Y	8-Feb-19	18-Feb-19	8-Jun-22	40	31433	United Arab Emirates (ARE)
13	1SMAJ3J19K	Navigator	Select	4x4	Ebony	2019	x	-				18-Nov-19	6-Jun-22	43	31433	United Arab Emirates (ARE)	
14	1FAUJ1J19K	Expedition	XLT	4x4	Activex Seats	2019	-	x				4-Jun-19	8-Jun-22	36	49851	Phoenix, Arizona, USA	
15	1FAUJ1M19G	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-				17-Apr-19	30-Jun-22	36	50494	Gilbert, Arizona, USA	
16	1FAUJ1M19G	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-	Y	Y	Y	20-Mar-19	29-Apr-19	26-Jul-22	39		Arizona, USA
17	1SMAJ2T19K	Navigator	Reserve	4x4	Cappuccino	2019	-	x	Y	Y	Y	24-Jan-19	1-Feb-19	25-Jul-22	42	64445	Arizona, USA
18	1SMAJ2L19K	Navigator	Reserve	4x4	Ebony	2018	-	x		Y	Y	11-Sep-18	24-Aug-22	42	53291	United Arab Emirates (ARE)	
19	1SMAJ2T19K	Navigator	Black Label	4x4	Desation Theme	2019	x	-		Y	Y	29-Feb-19	17-Jul-22	28	27828	United Arab Emirates (ARE)	
20	1SMAJ2L19K	Navigator	Reserve	4x4	Cappuccino	2019	x	-		Y	Y	9-Nov-18	21-Jun-22	40	49230	United Arab Emirates (ARE)	
21	1FAUJ1K19K	Expedition	Limited	4x2	Leather Trim Seats	2019	-	x				15-Feb-19	15-Aug-22	37	40490	Arizona, USA	
22	1SMAJ3L19K	Navigator	Reserve	4x4	Ebony	2019	-	x				29-Nov-18	16-Aug-22	44	49621	Florida, USA	
23	1SMAJ3J19K	Navigator	Select	4x4	Ebony	2019	-	x		Y	Y	14-Sep-18	10-Aug-22	38	34004	United Arab Emirates (ARE)	
24	1FAUJ1J19K	Expedition	XLT	4x4	Activex Seats	2019	x	-	Y	Y	Y	5-Mar-19	29-Aug-22	39	26400	United Arab Emirates (ARE)	
25	1SMAJ2L19K	Navigator	Reserve	4x4	Ebony Russet	2019	x	-	Y	Y	Y	17-Oct-18	25-Aug-22	46	50615	Phoenix, Arizona, USA	
26	1SMAJ2L19K	Navigator	Platinum	4x4	Cappuccino	2019	x	-		Y	Y	24-Jan-18	5-Sep-22	40	27854	United Arab Emirates (ARE)	
27	1FAUJ1K19K	Expedition	Limited	4x2	Mid Stone Leather Trim Seats	2019	-	x				26-May-19	24-Aug-22	28	49116	Arizona, USA	
28	1FAUJ2AT9K	Expedition	Limited	4x4	Ebony Leather Trim Seats	2019	-	x				7-Mar-19	3-Aug-22	30	21359	Arizona, USA	
29	1FAUJ1K19K	Expedition	Limited	4x2	Ebony Leather Trim Seats	2019	-	x				21-Mar-19	1-Sep-22	41	54269	Arizona, USA	
30	1FAUJ2AT9K	Expedition	Limited	4x4	Ebony Leather Trim Seats	2019	x	-				22-Feb-19	6-Sep-22	39	39457	Arizona, USA	
31	1FAUJ1M19G	Expedition	Platinum	4x4	Medium Cosmic Leather Trim Seats	2019	-	x				24-Feb-19	29-Sep-22	40	25708	Arizona, USA	
32	1FAUJ1M19G	Expedition	Platinum	4x4	Ebony Leather Trim Seats	2019	-	x				28-Jan-19	30-Sep-22	42	43526	Arizona, USA	
33	1FAUJ1J19K	Expedition	XLT	4x4	Mid Stone Activex Seat	2019	x	-				12-Jan-19	29-Oct-22	42	22928	Saudi Arabia (SAU)	

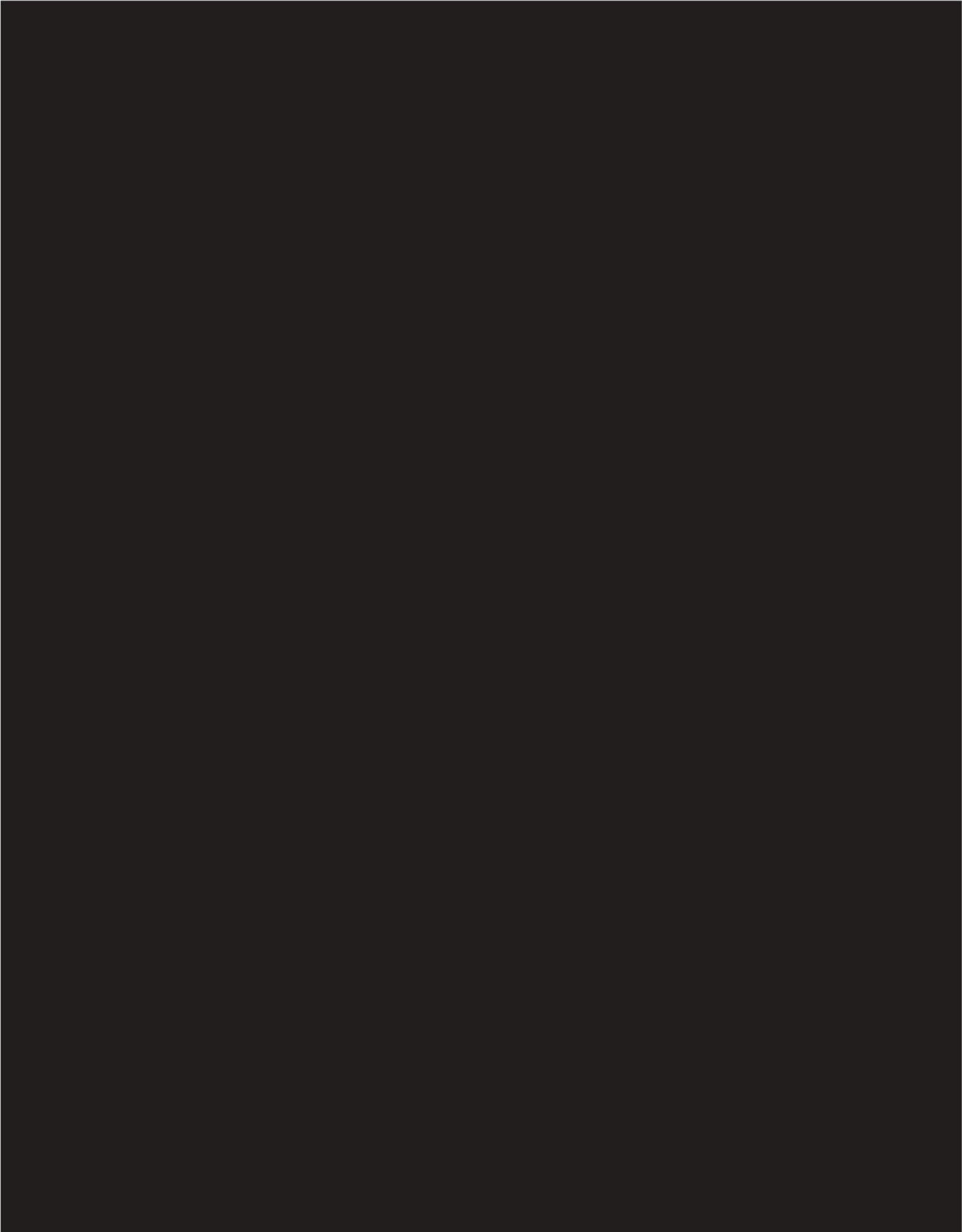


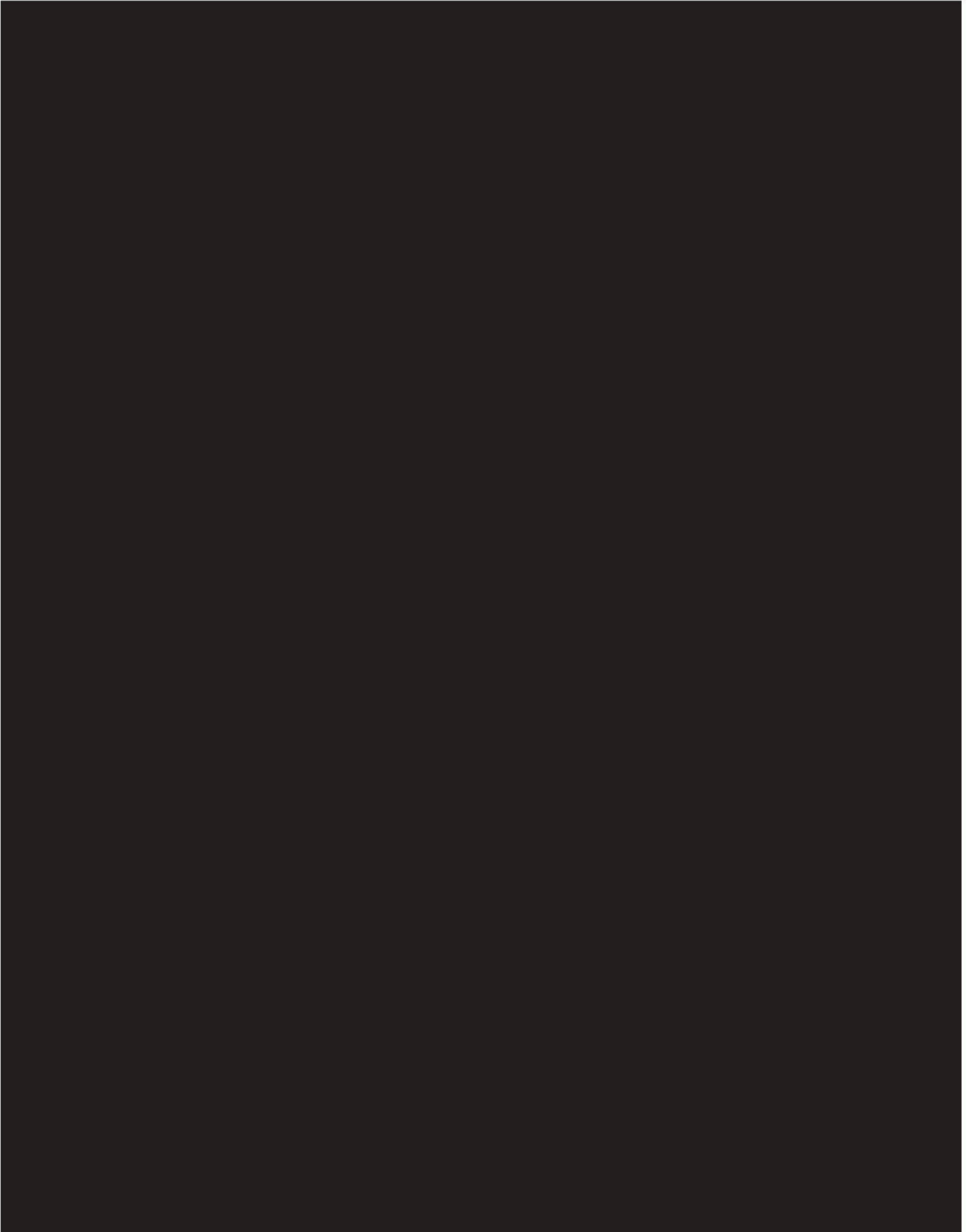


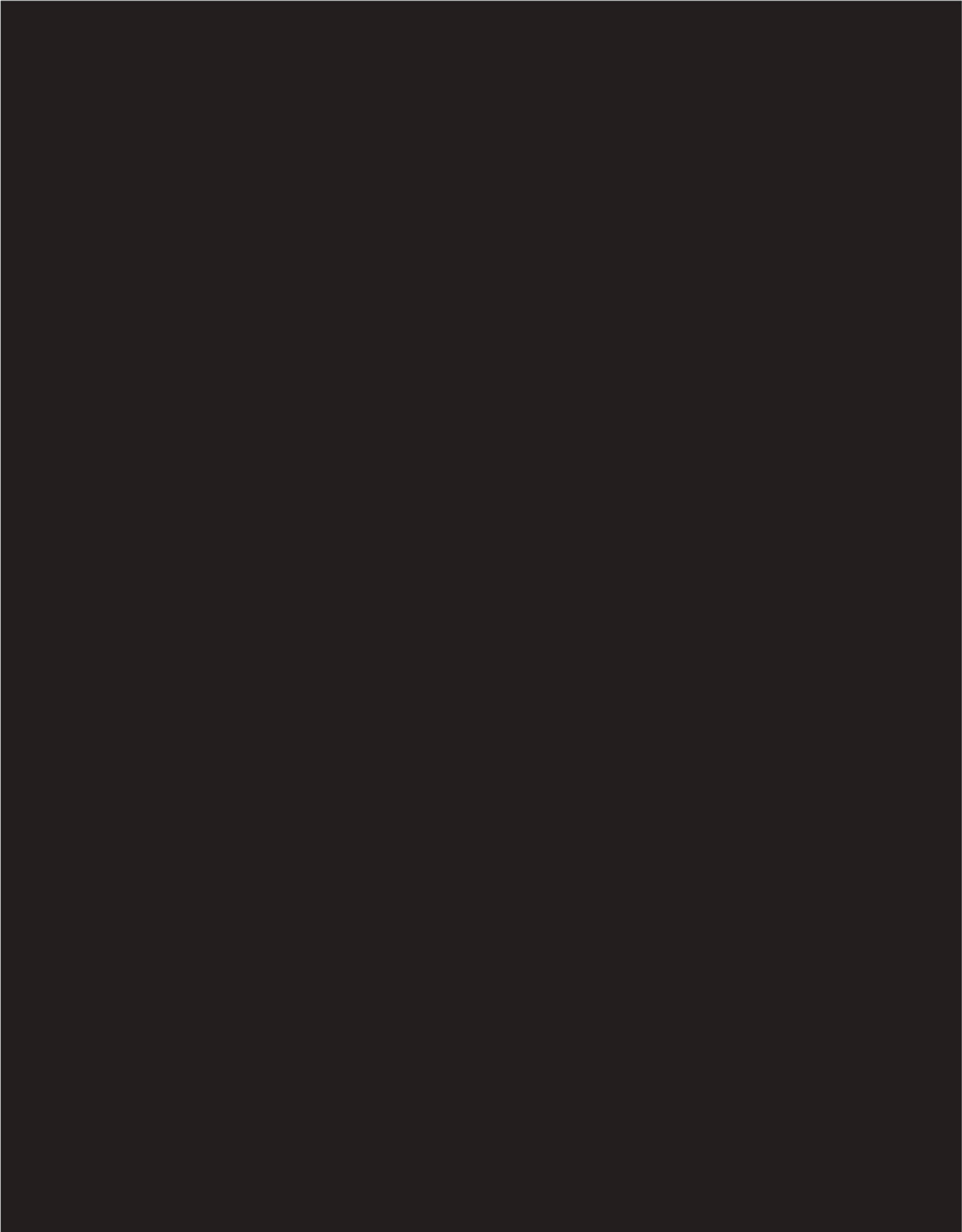


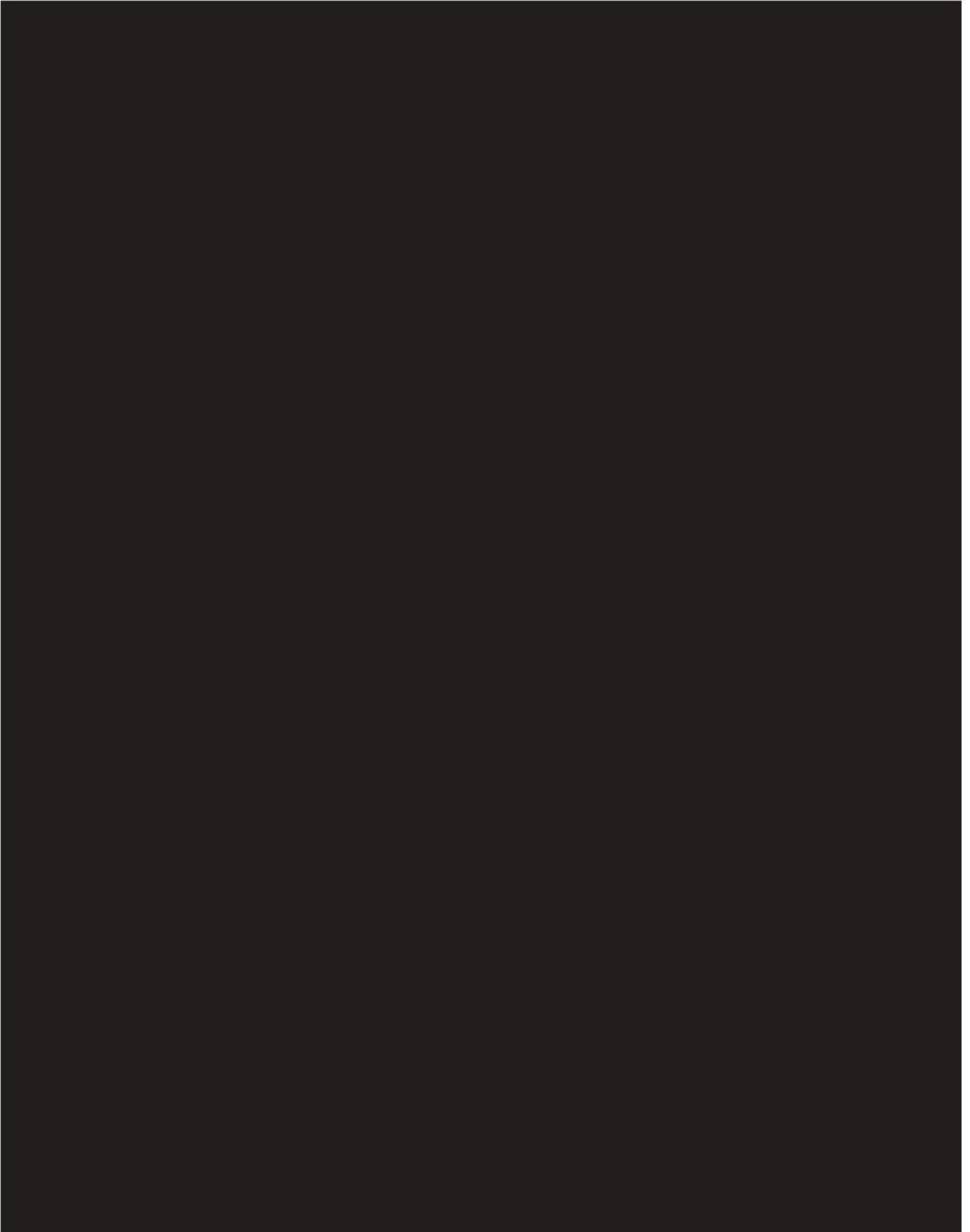


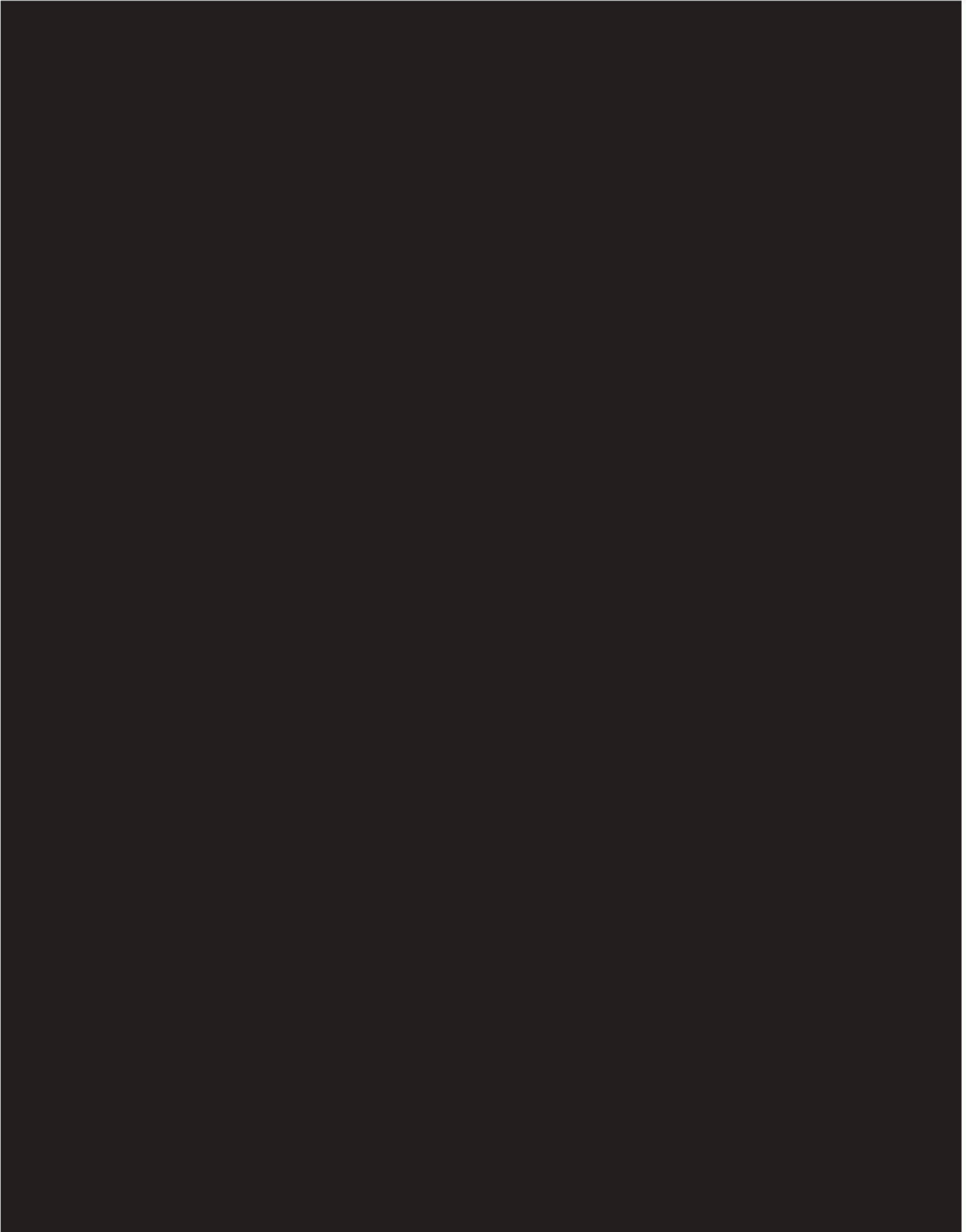


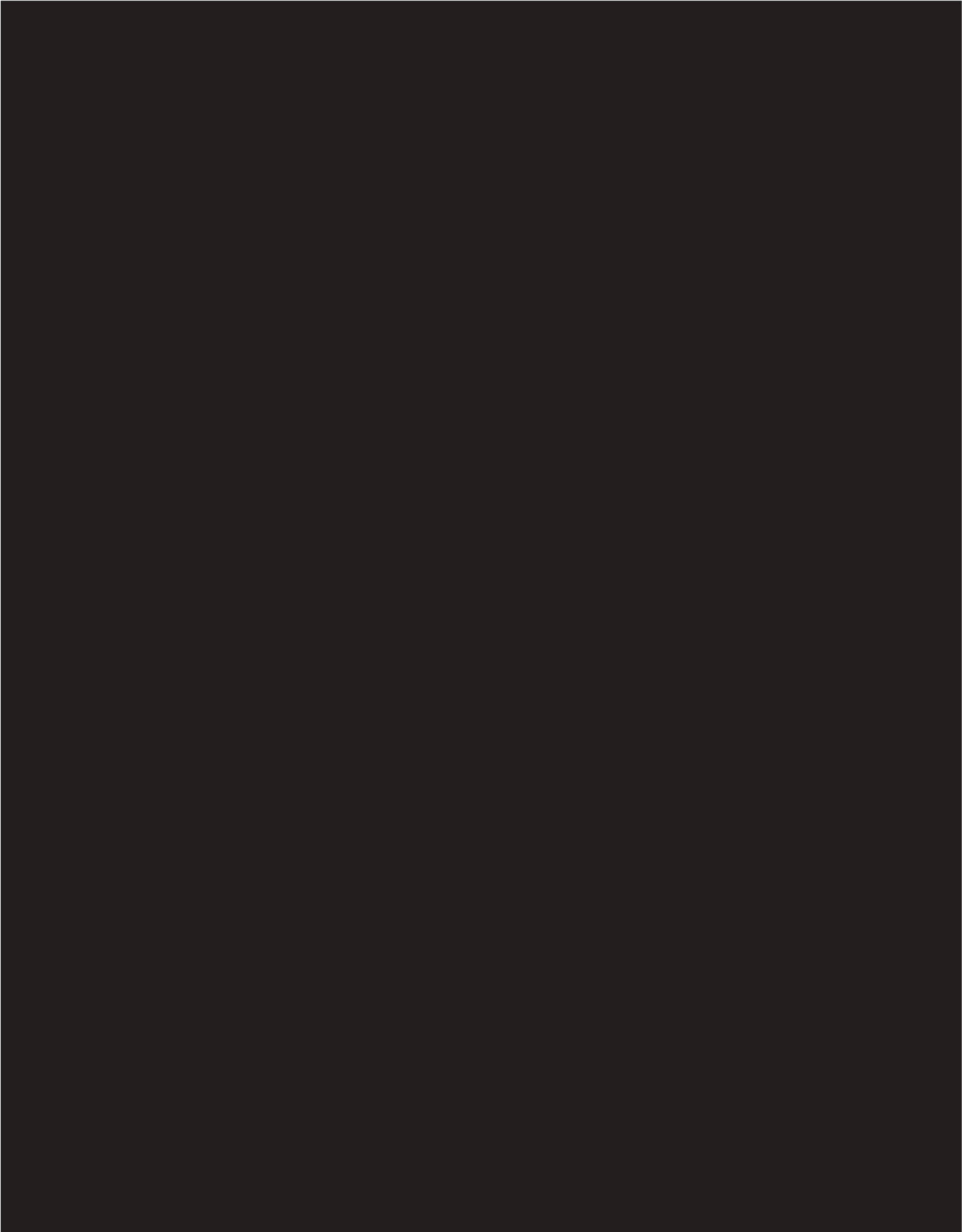


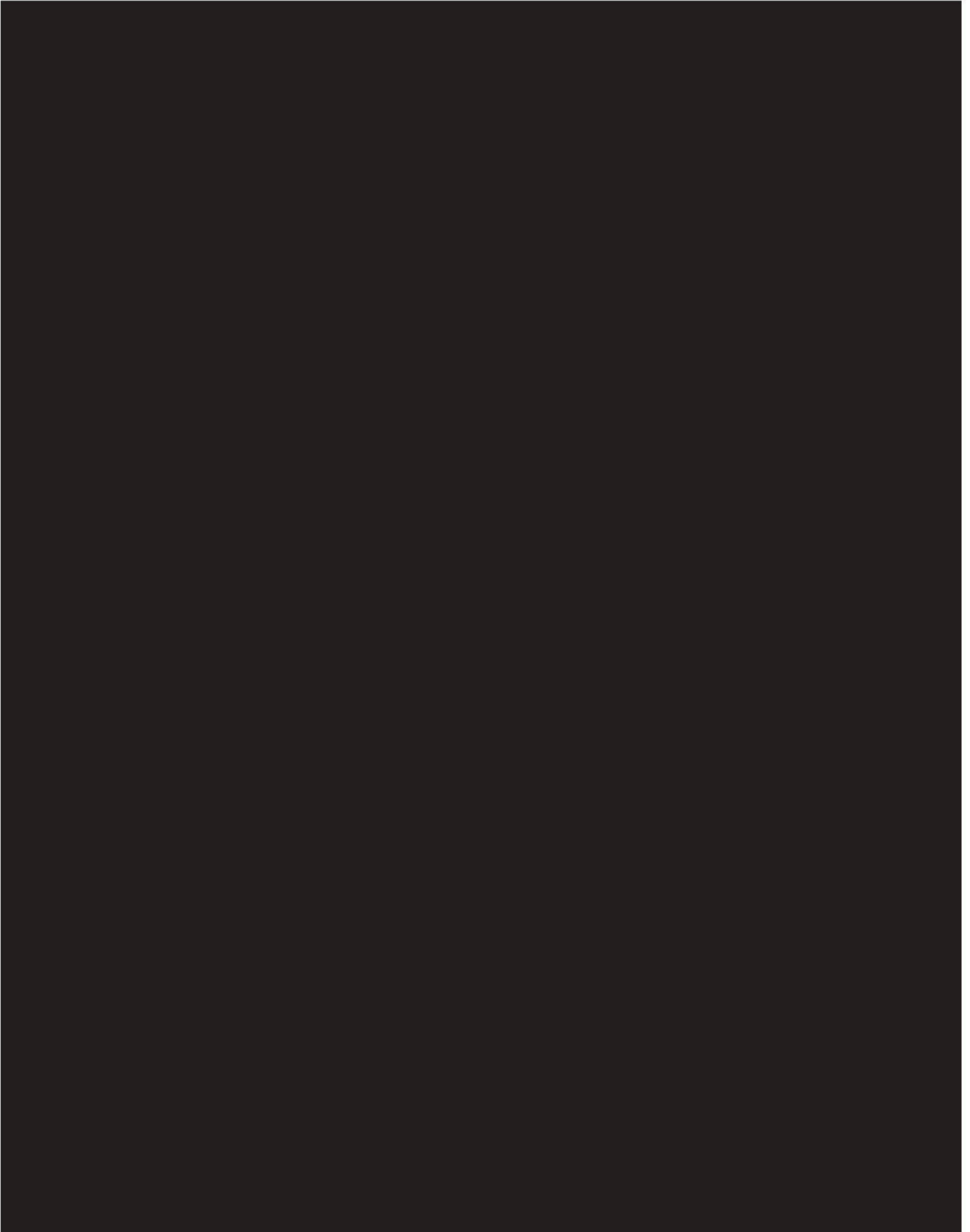


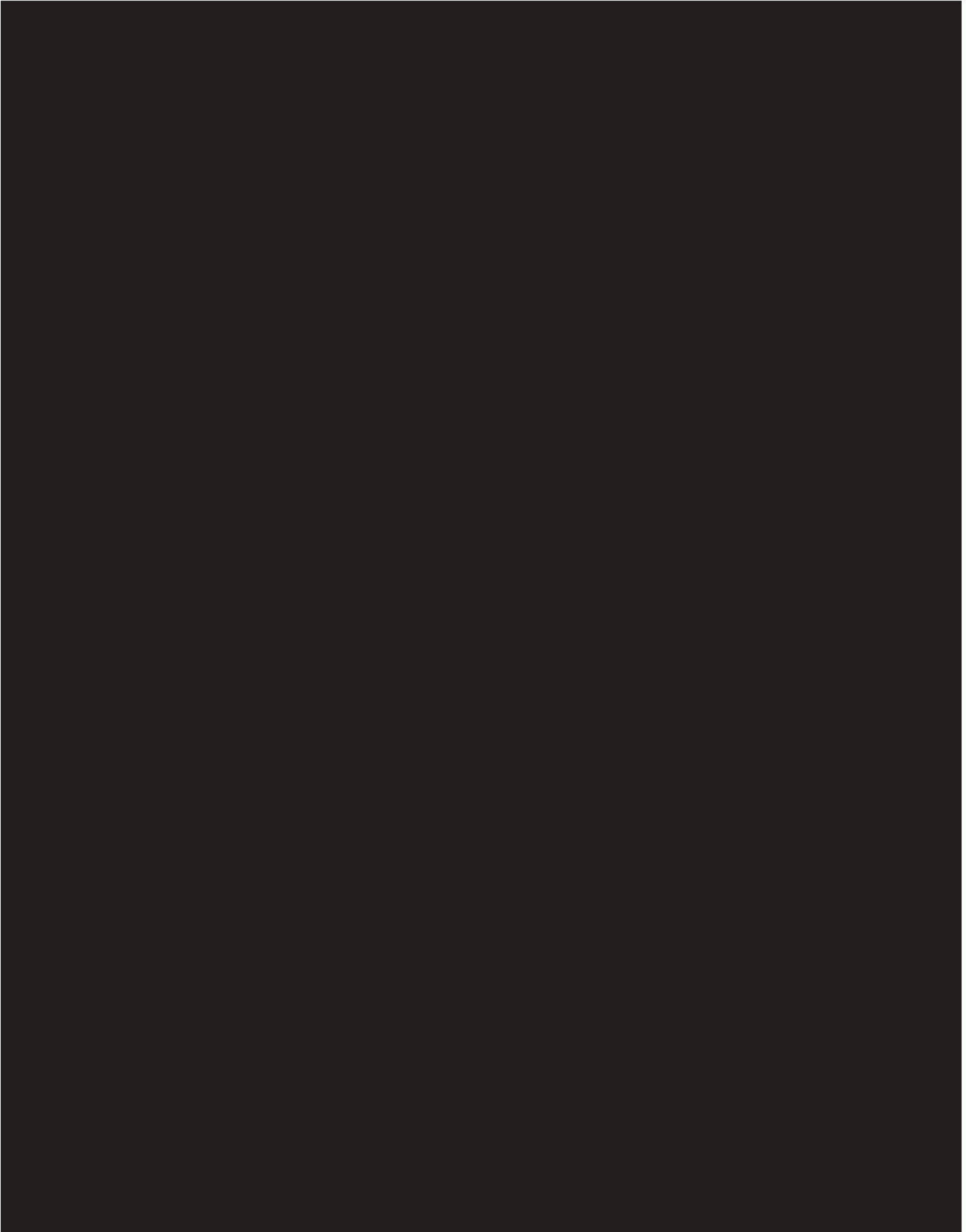


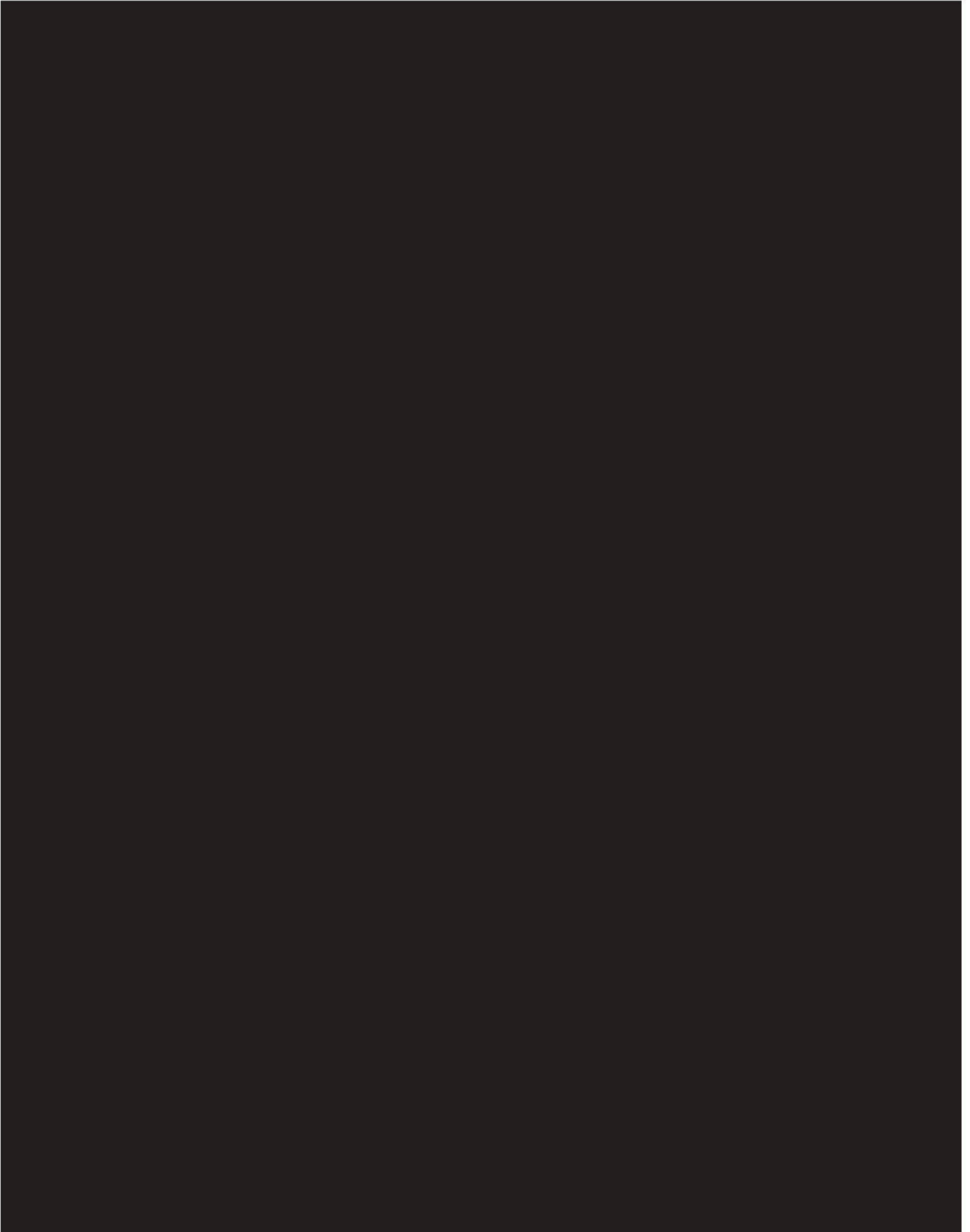


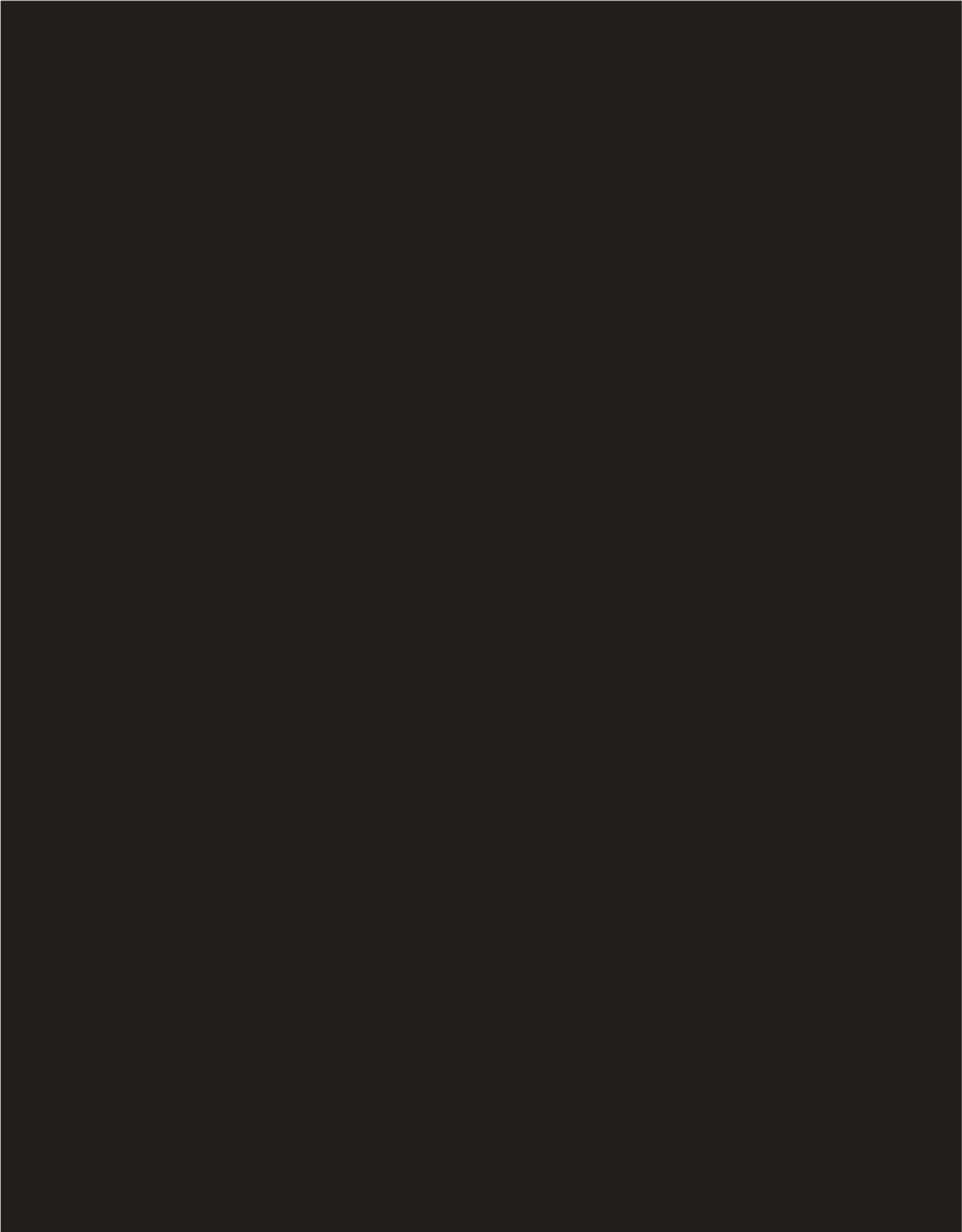


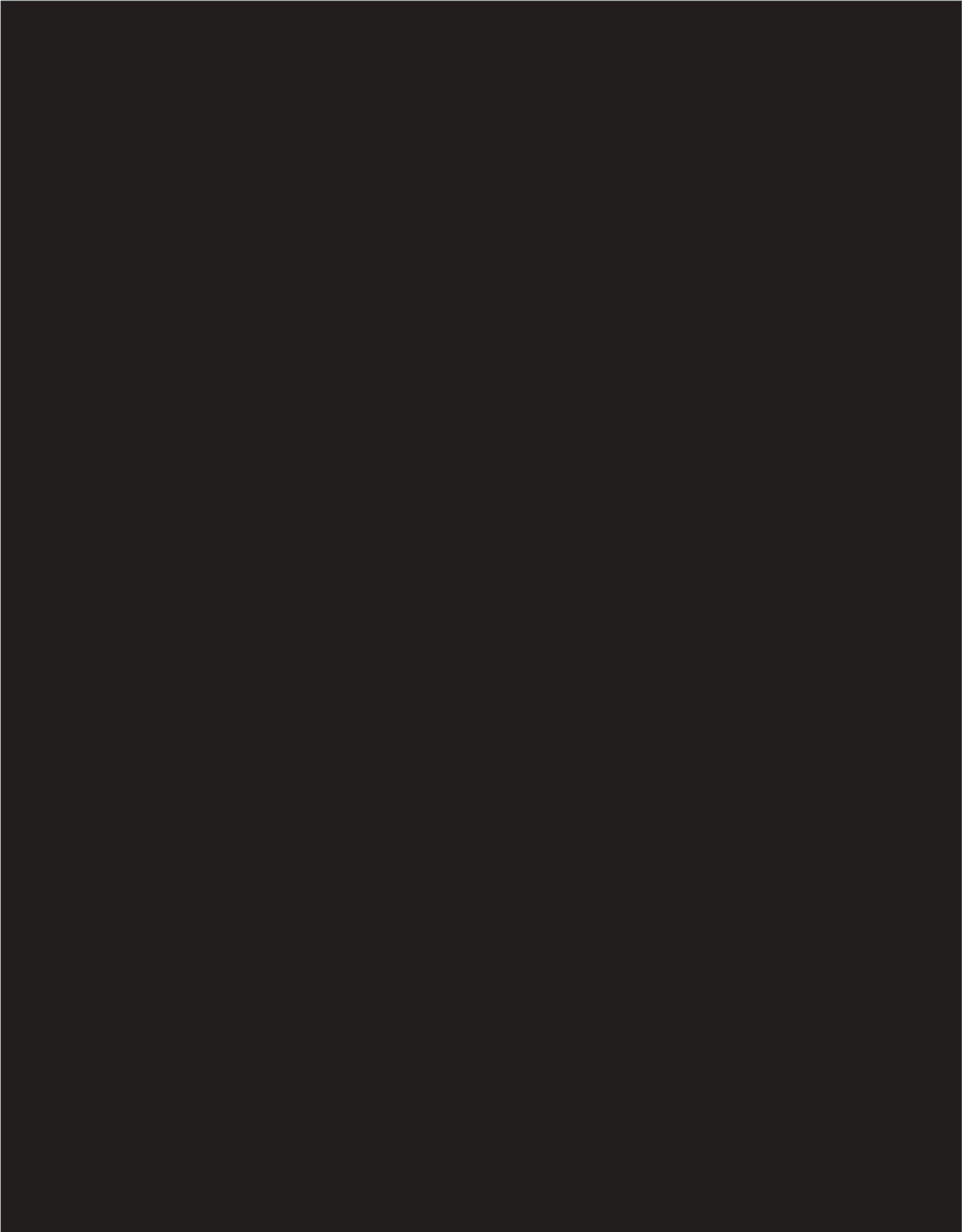


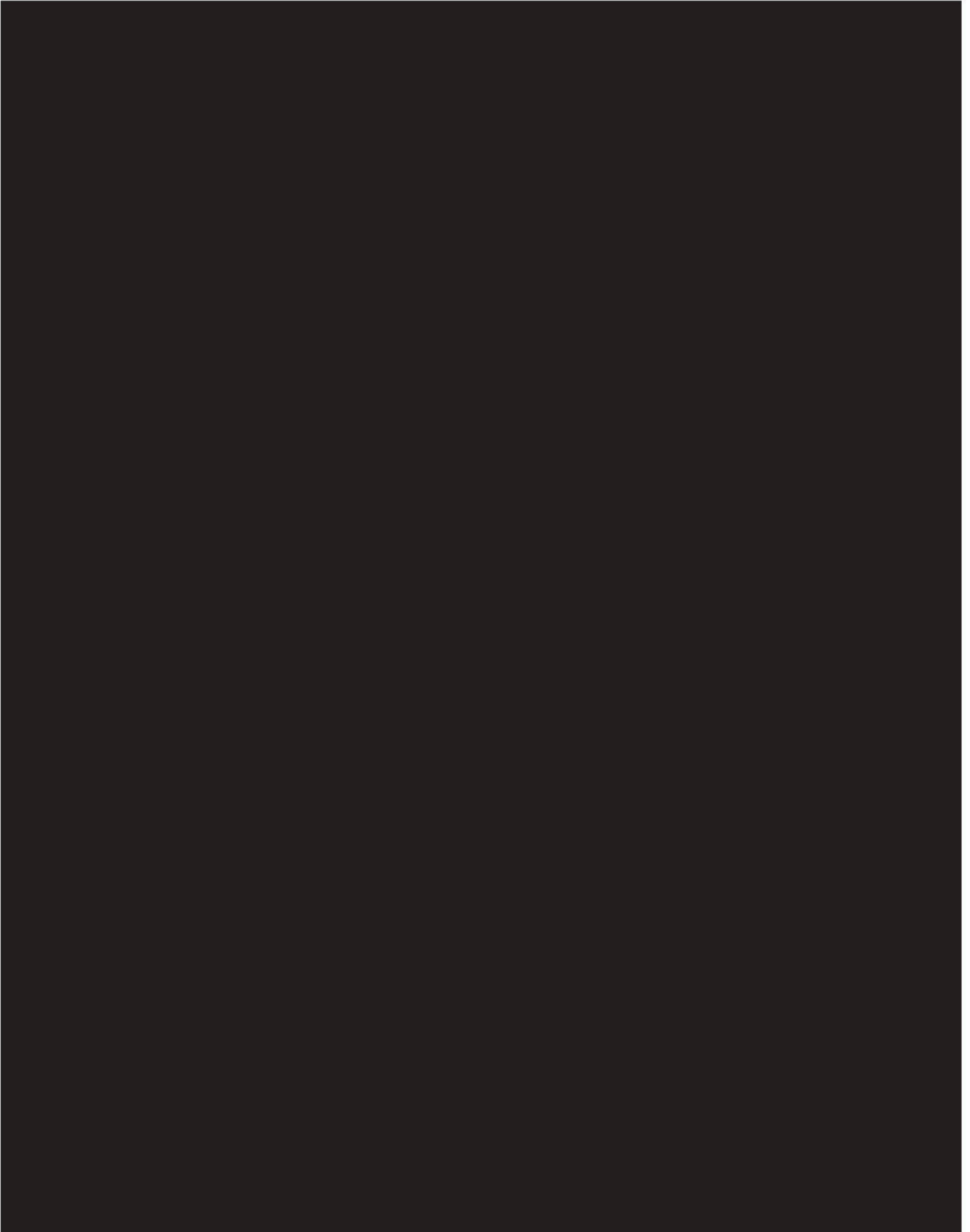


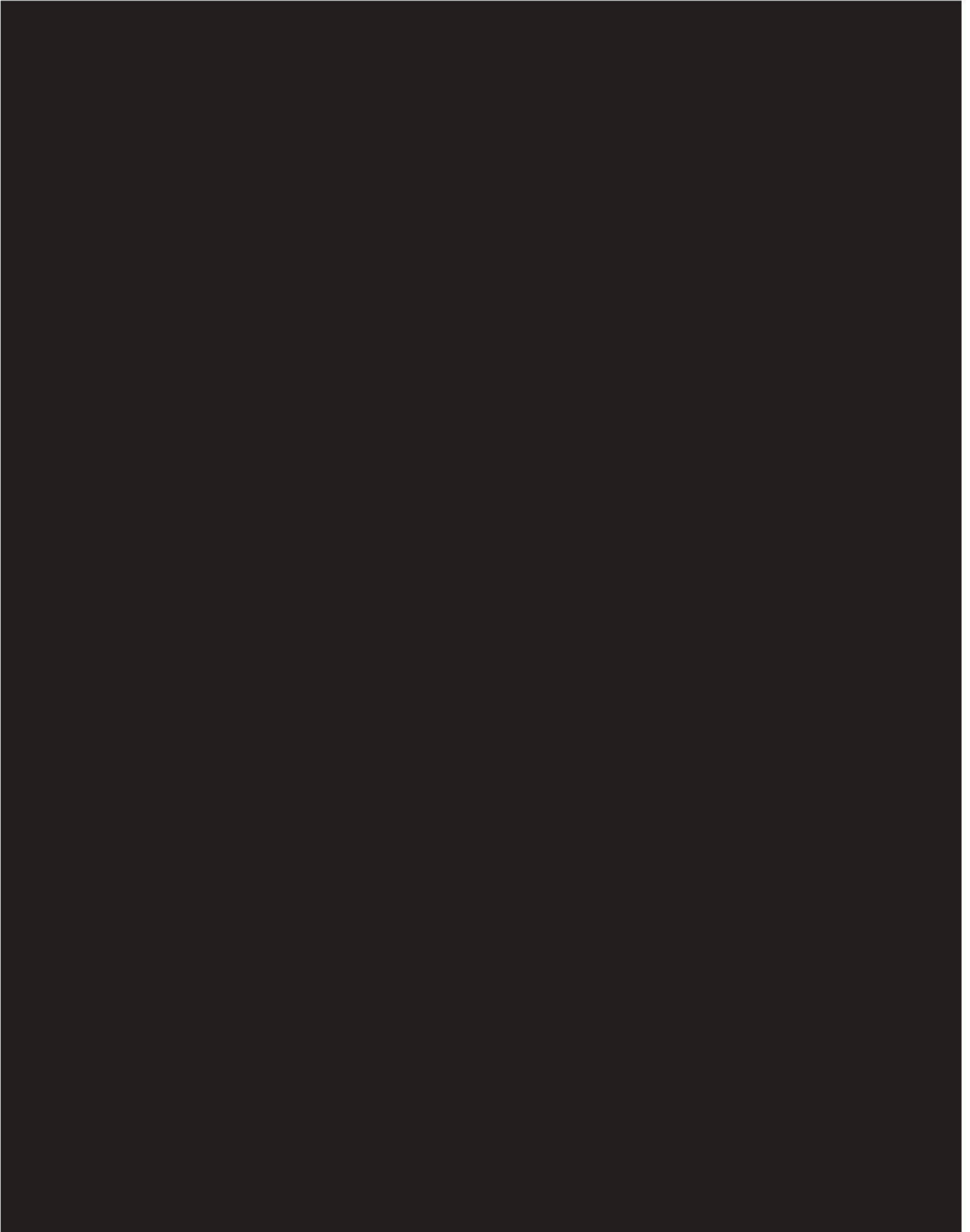


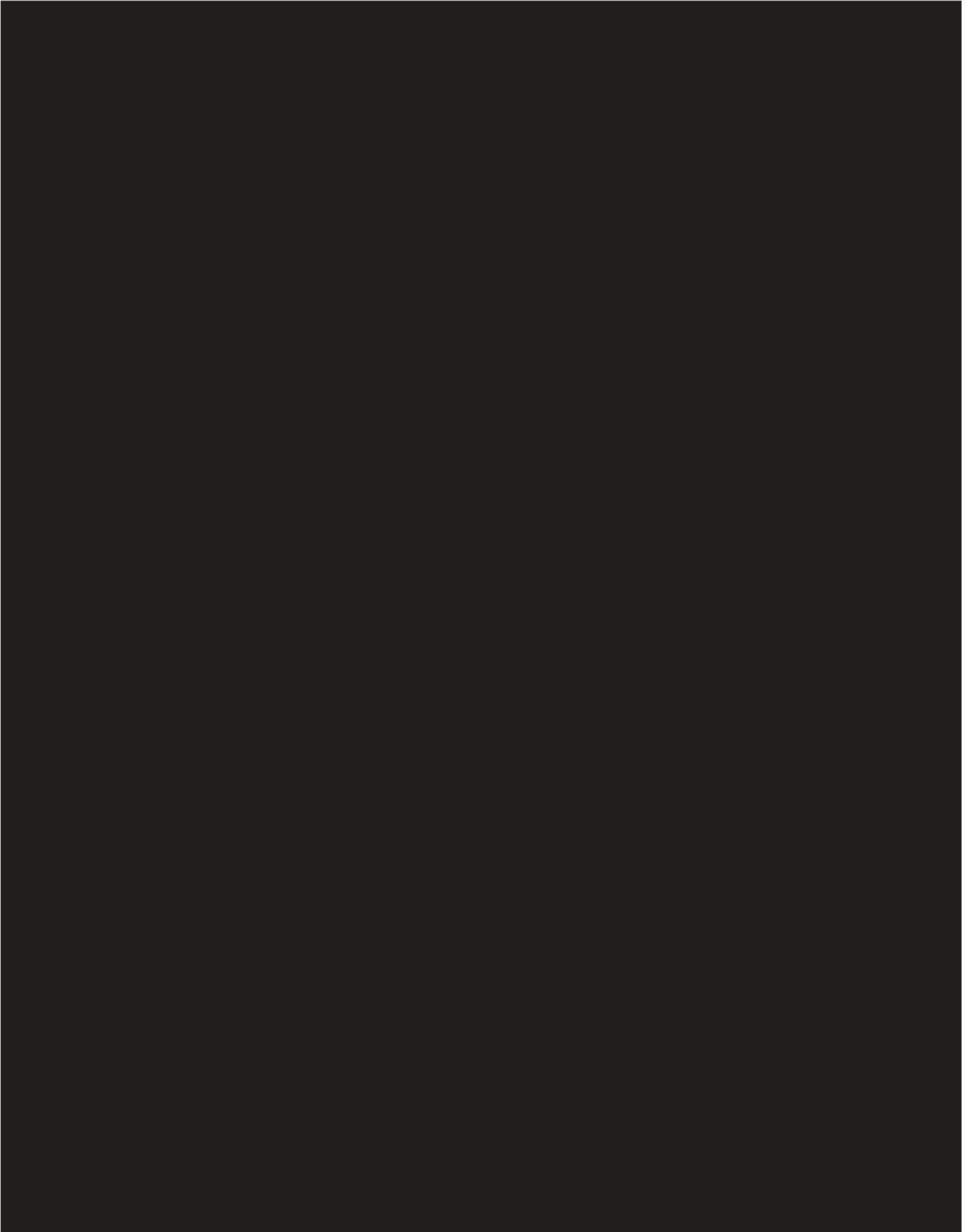


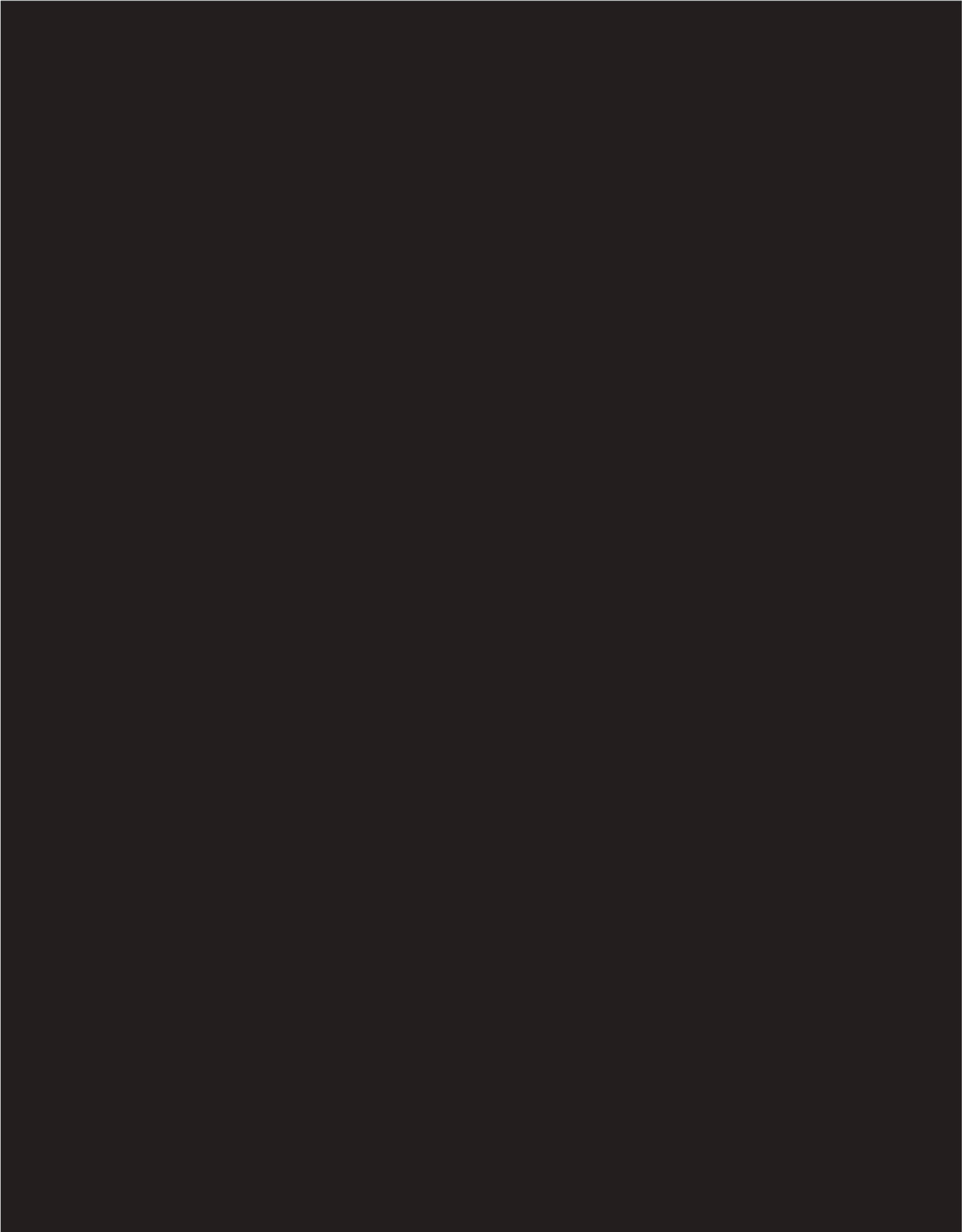












2018-2022MY Expedition/ Navigator  
Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment  
CCRG – [REDACTED]

CCRG Review  
Sep 14, 2023



Turn Around  
Automotive Operations

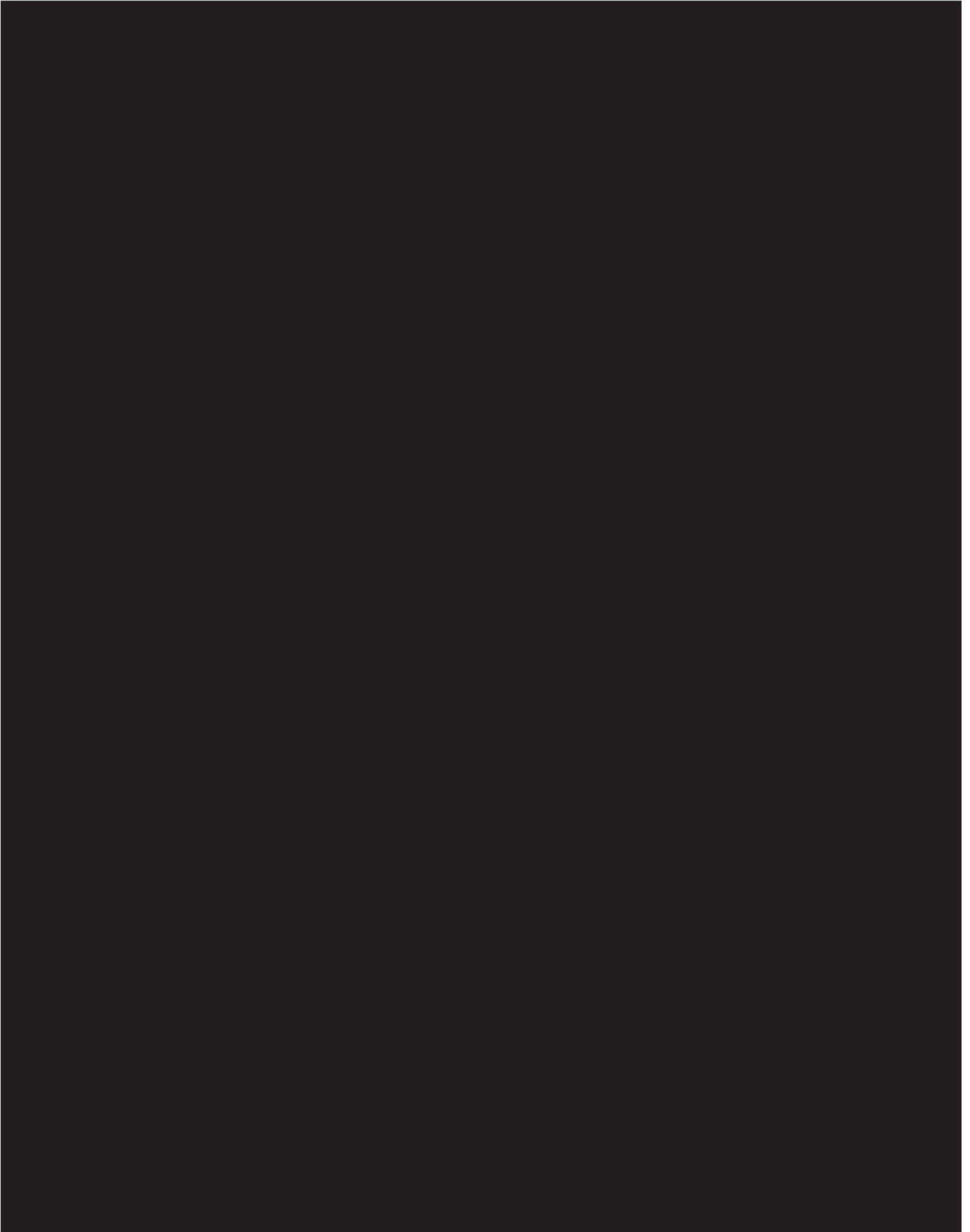


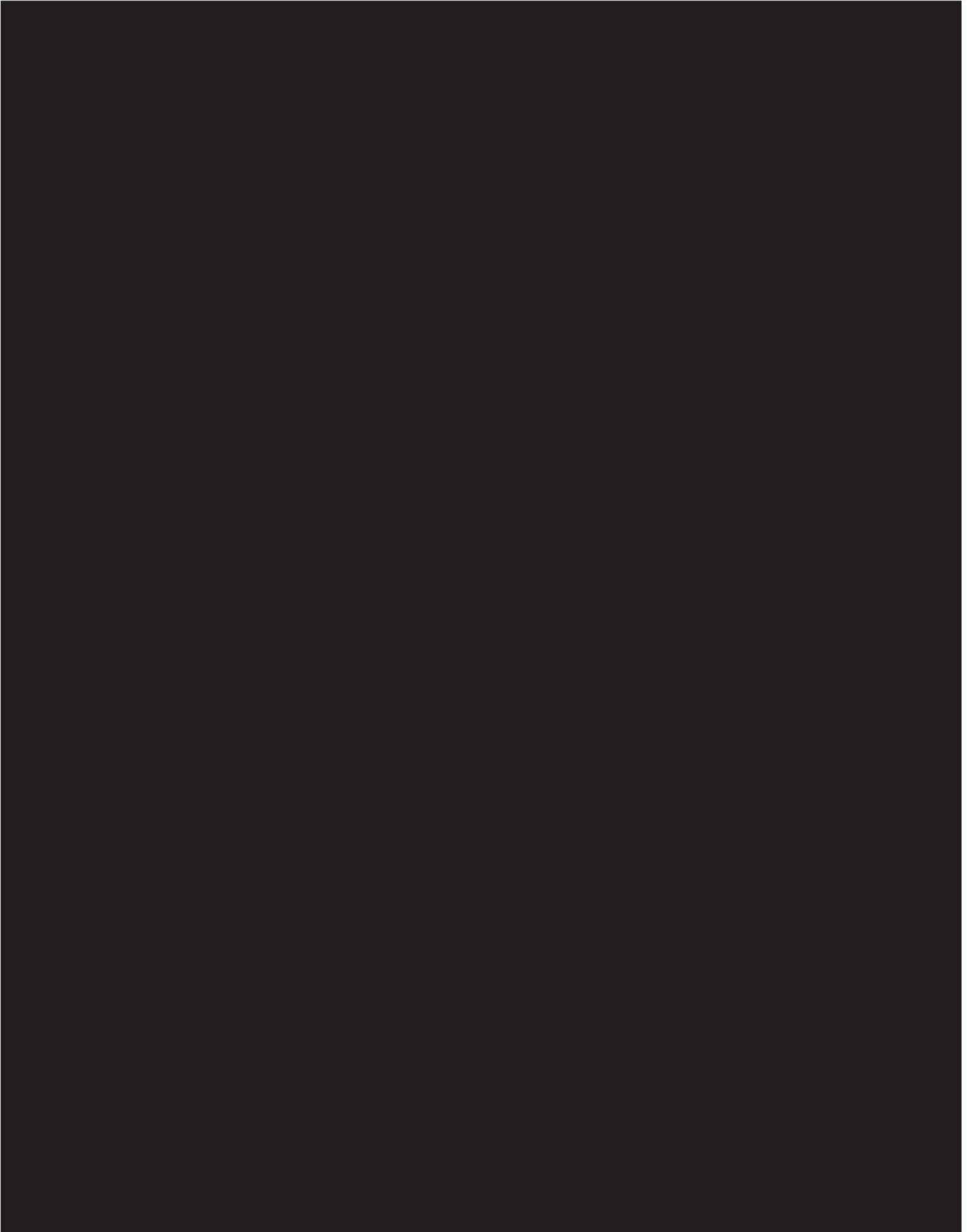
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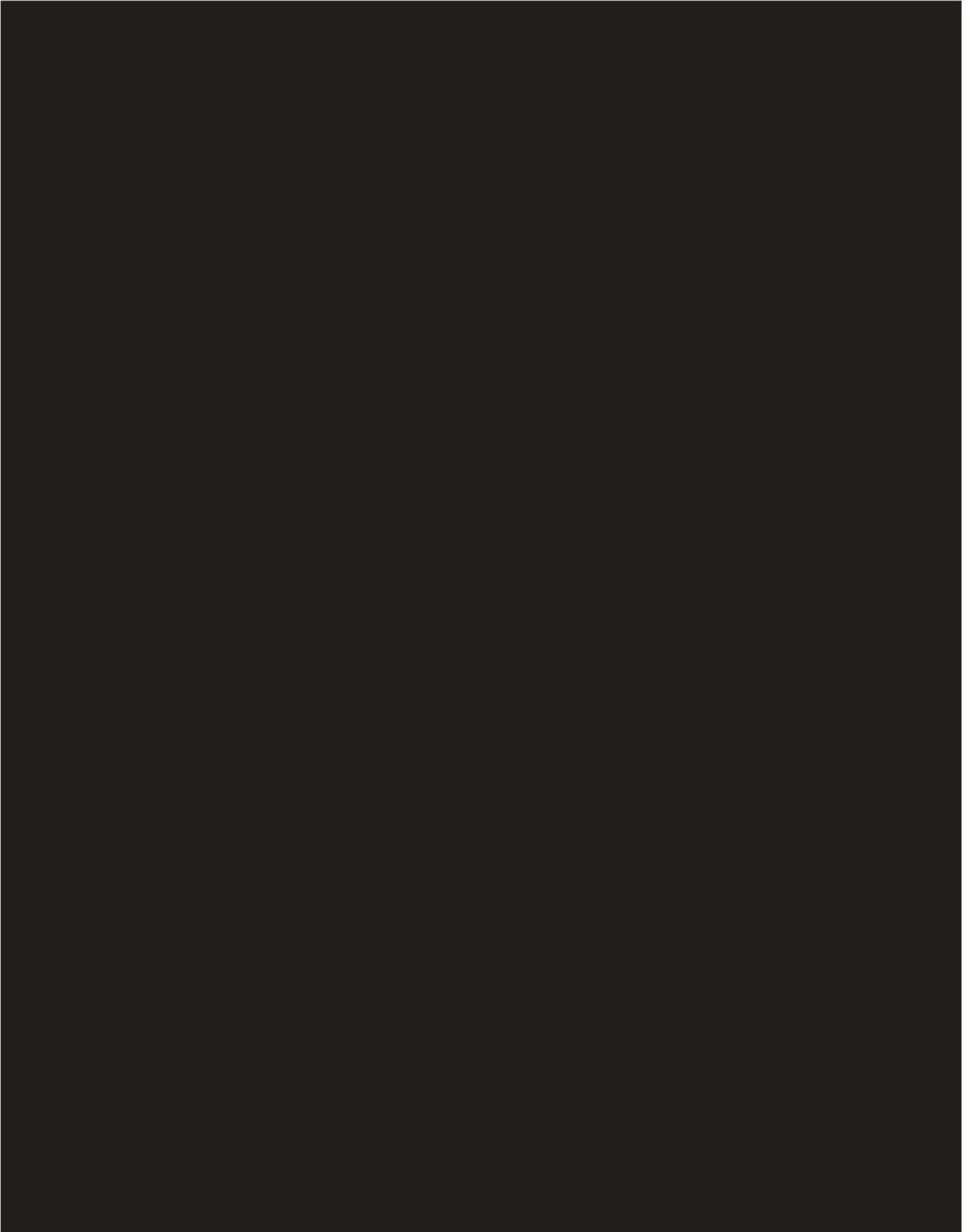


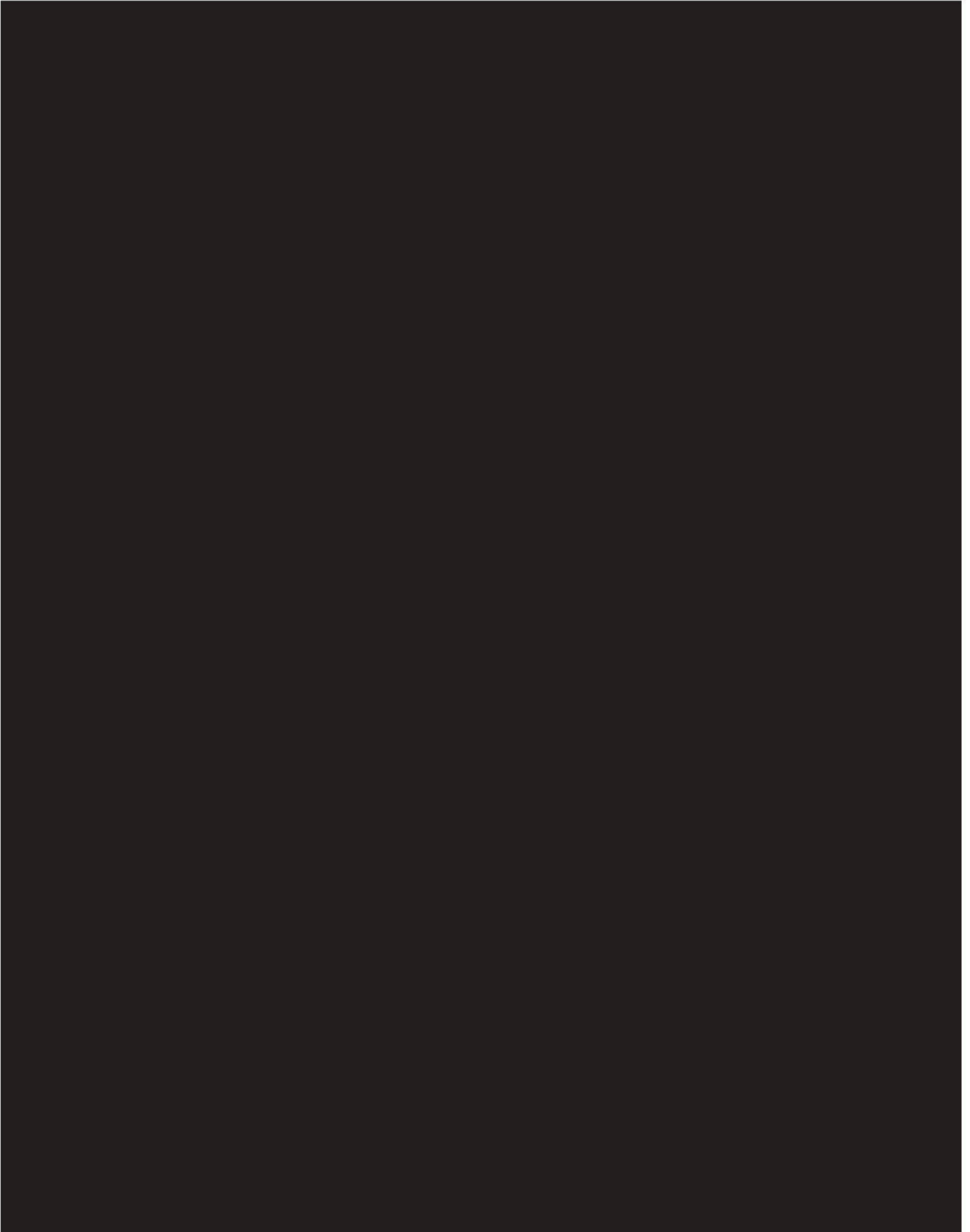
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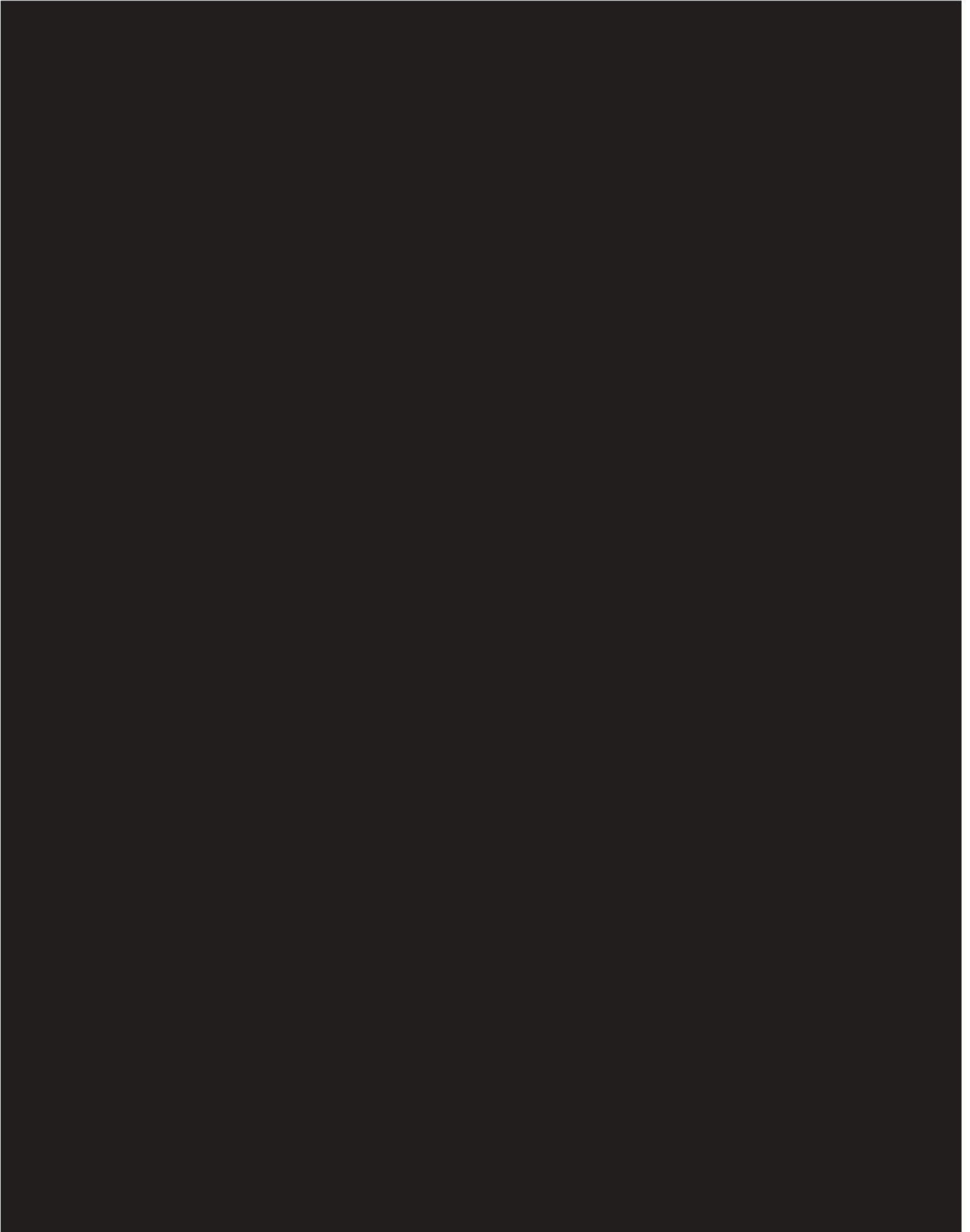


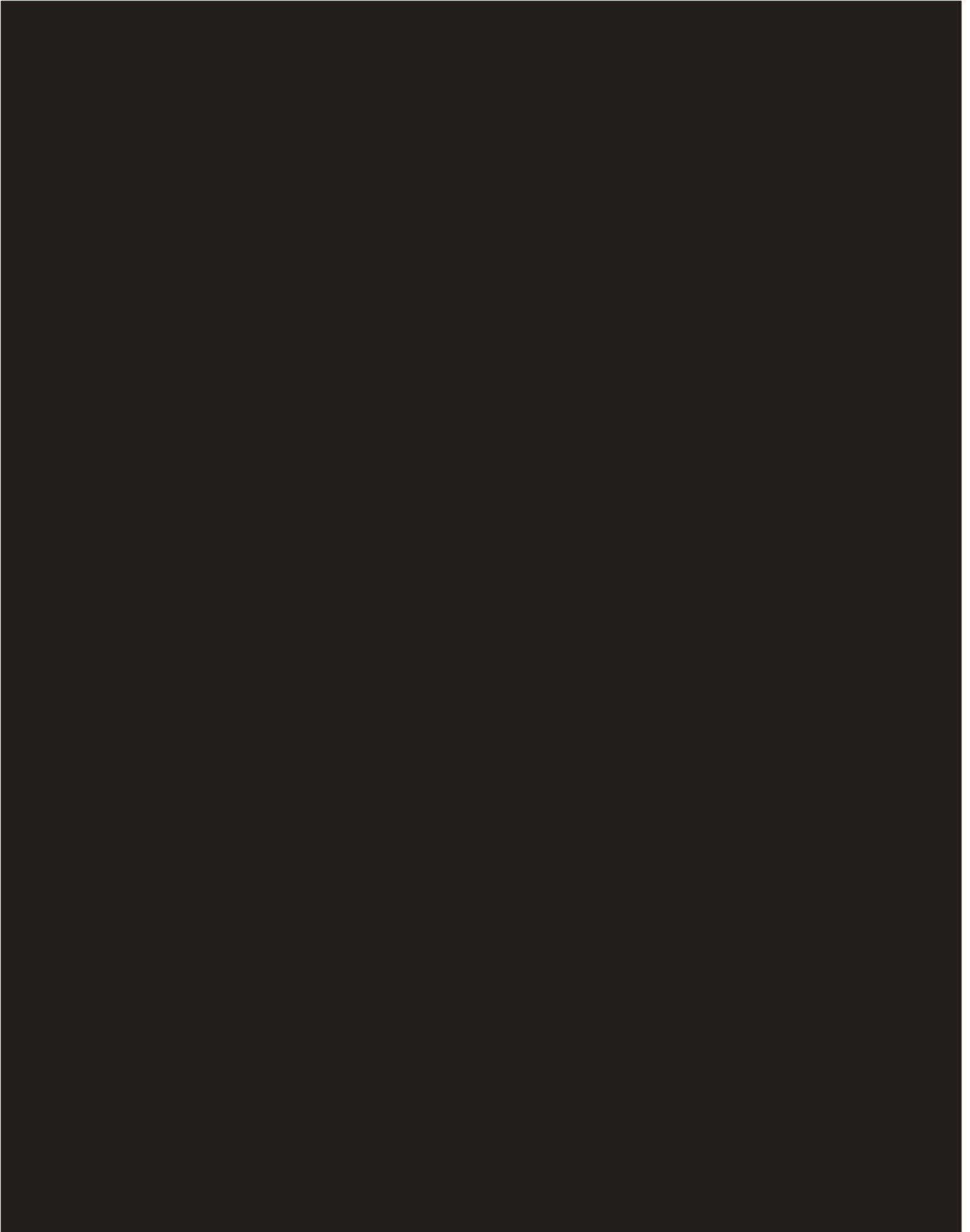


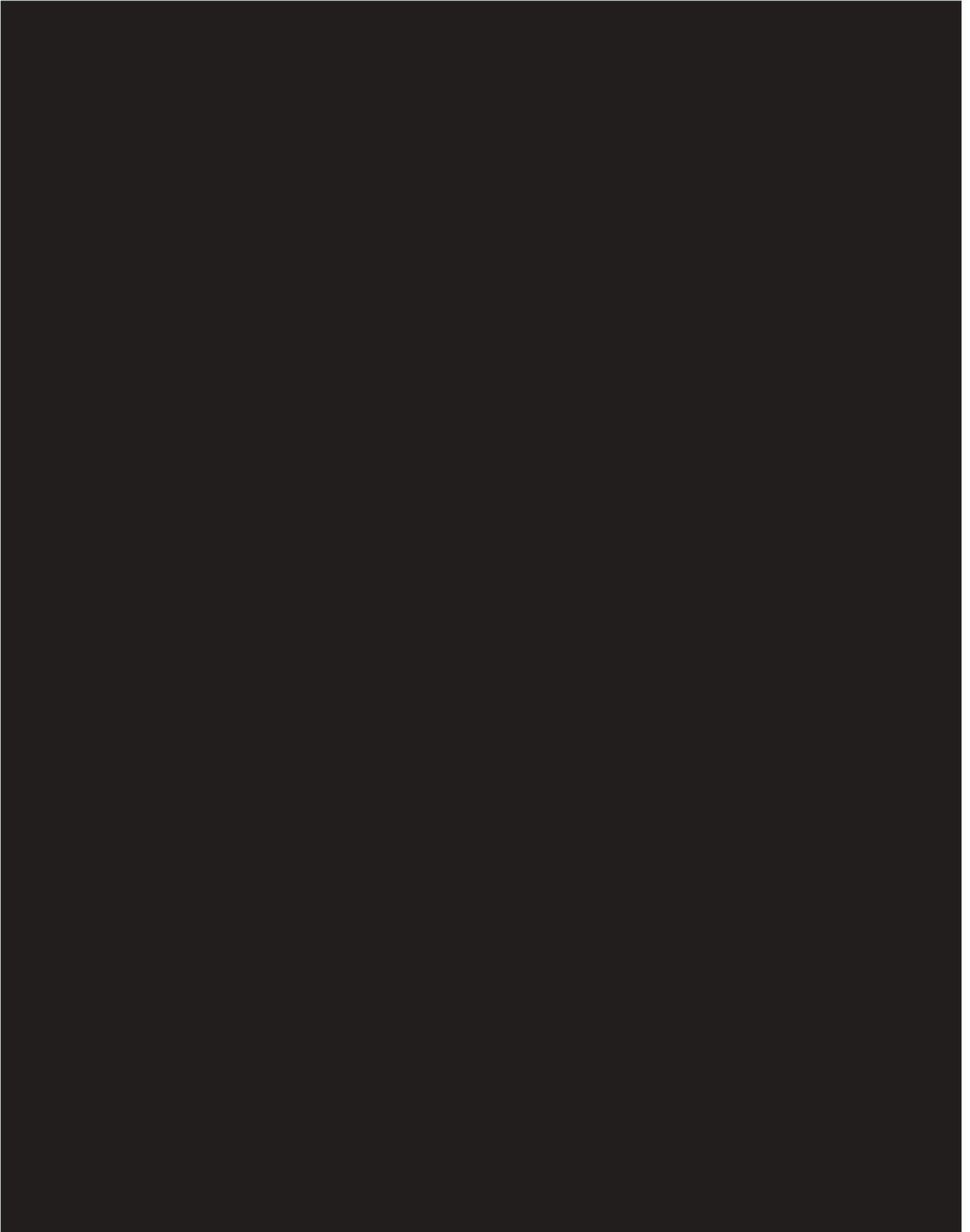


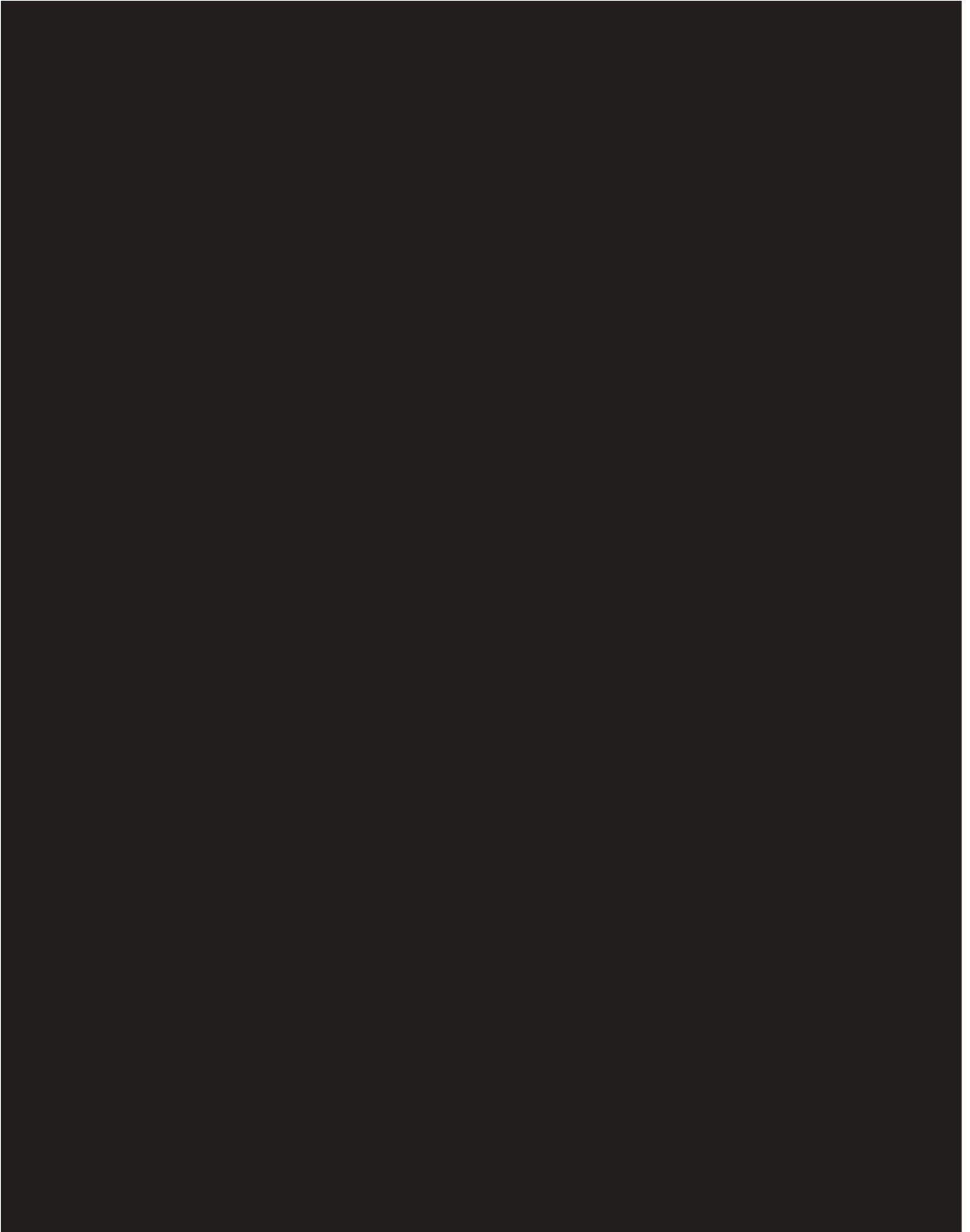


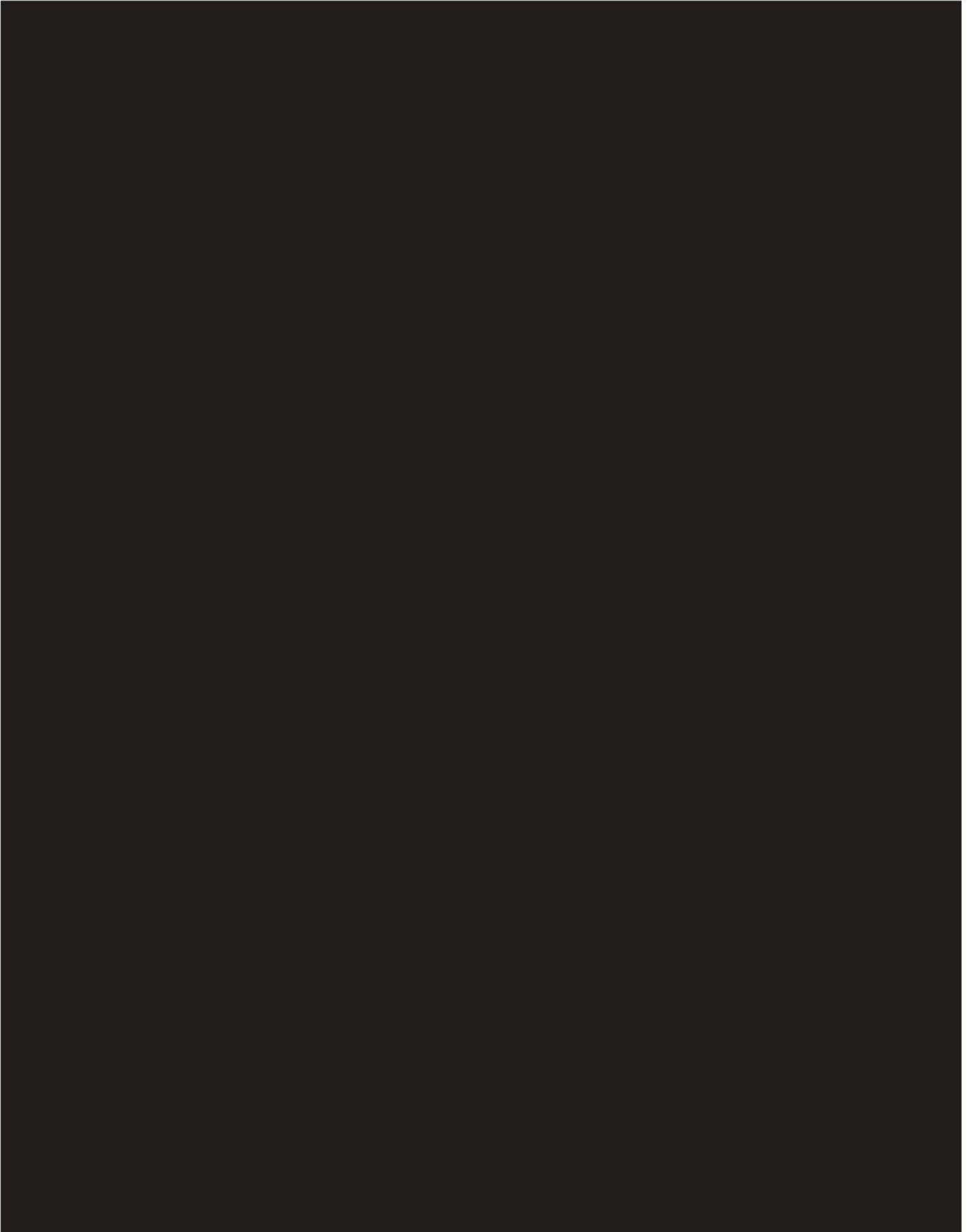


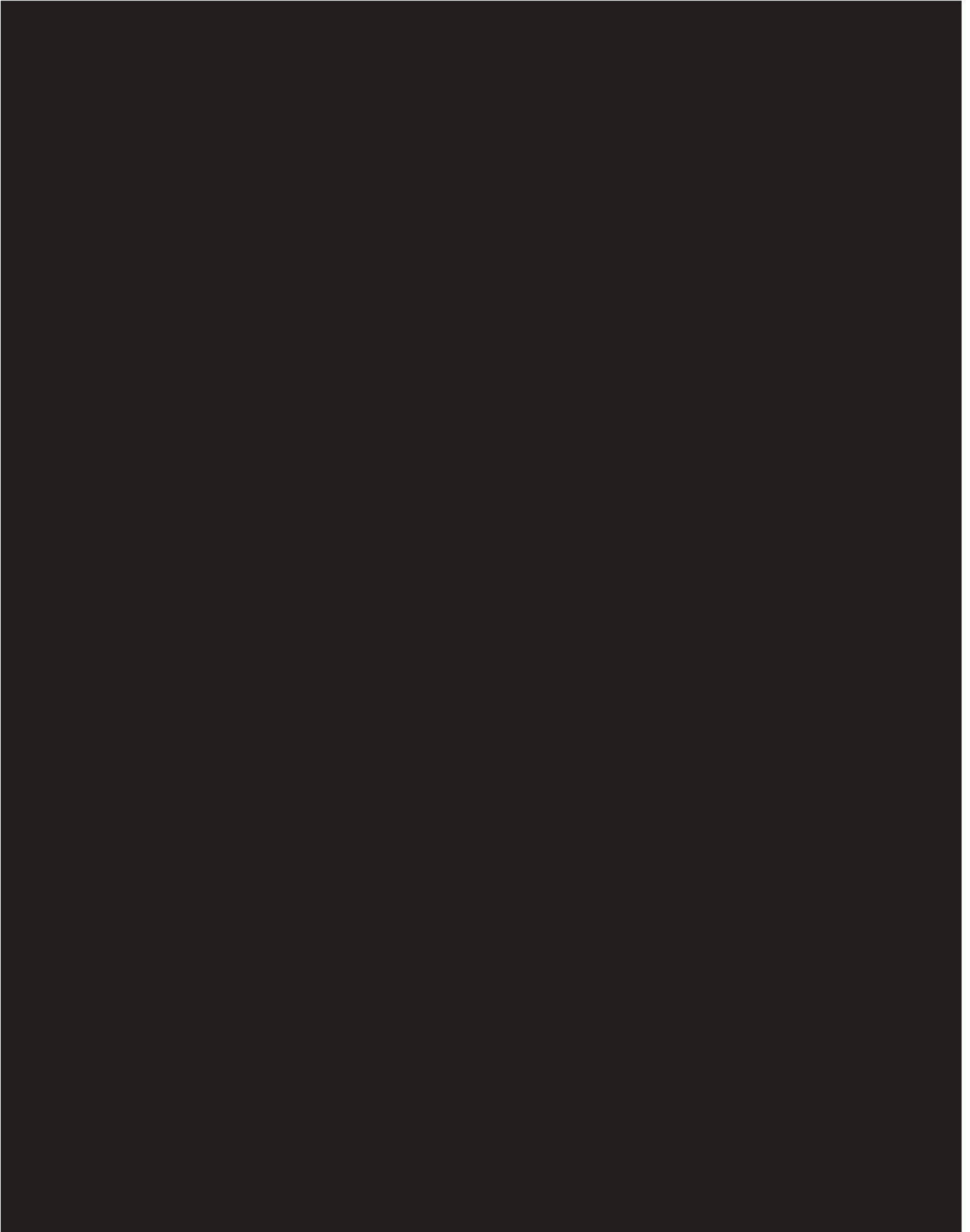






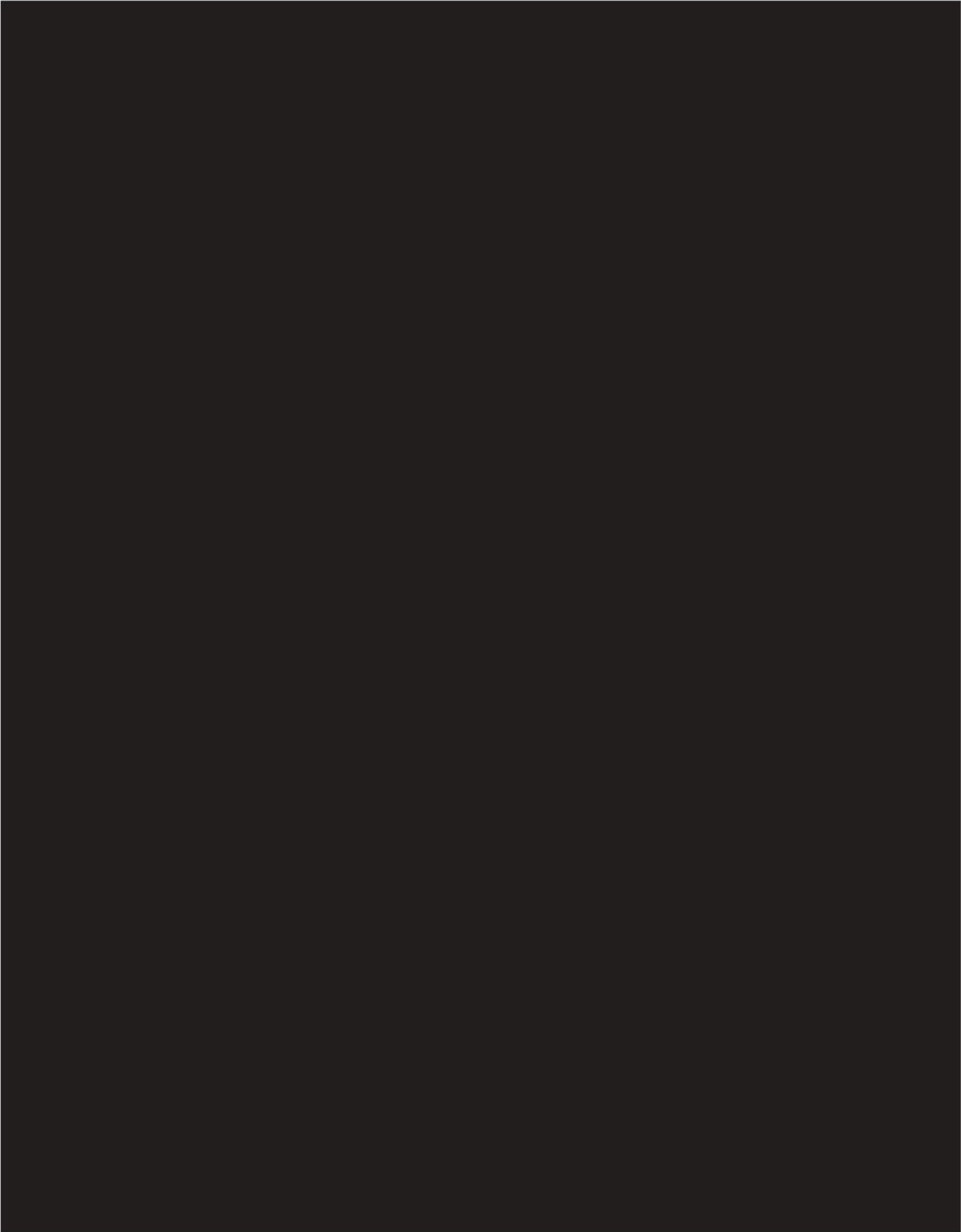


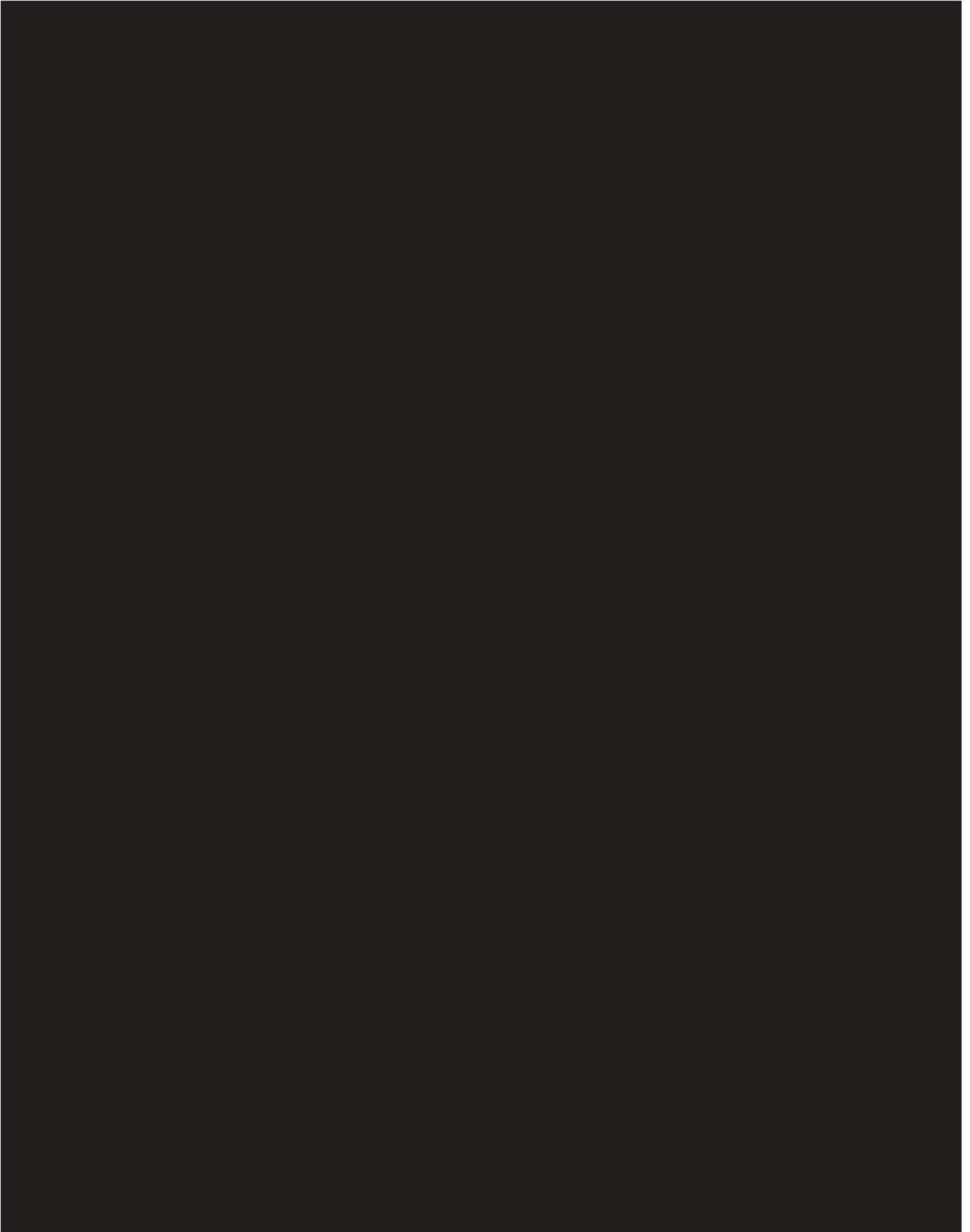


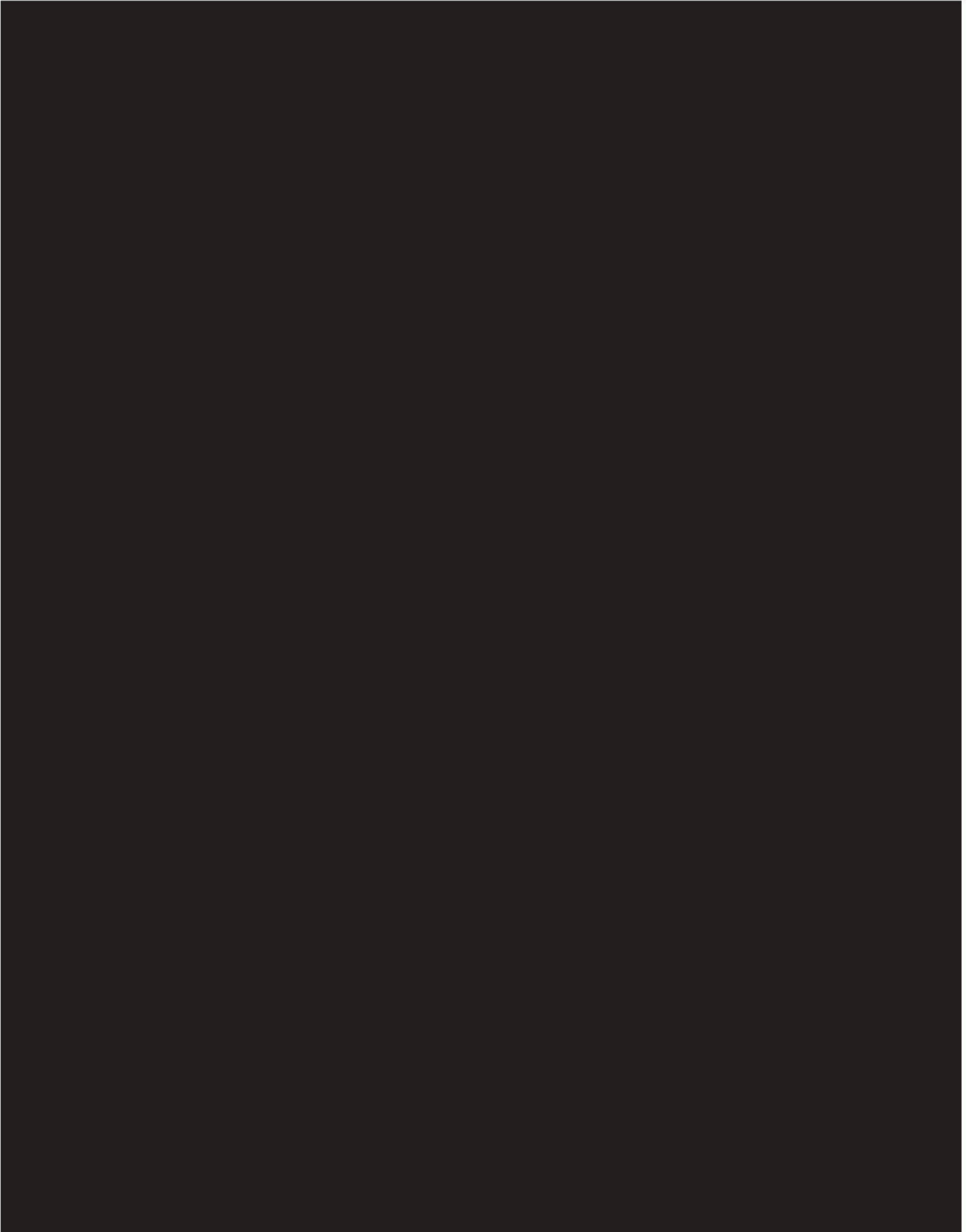


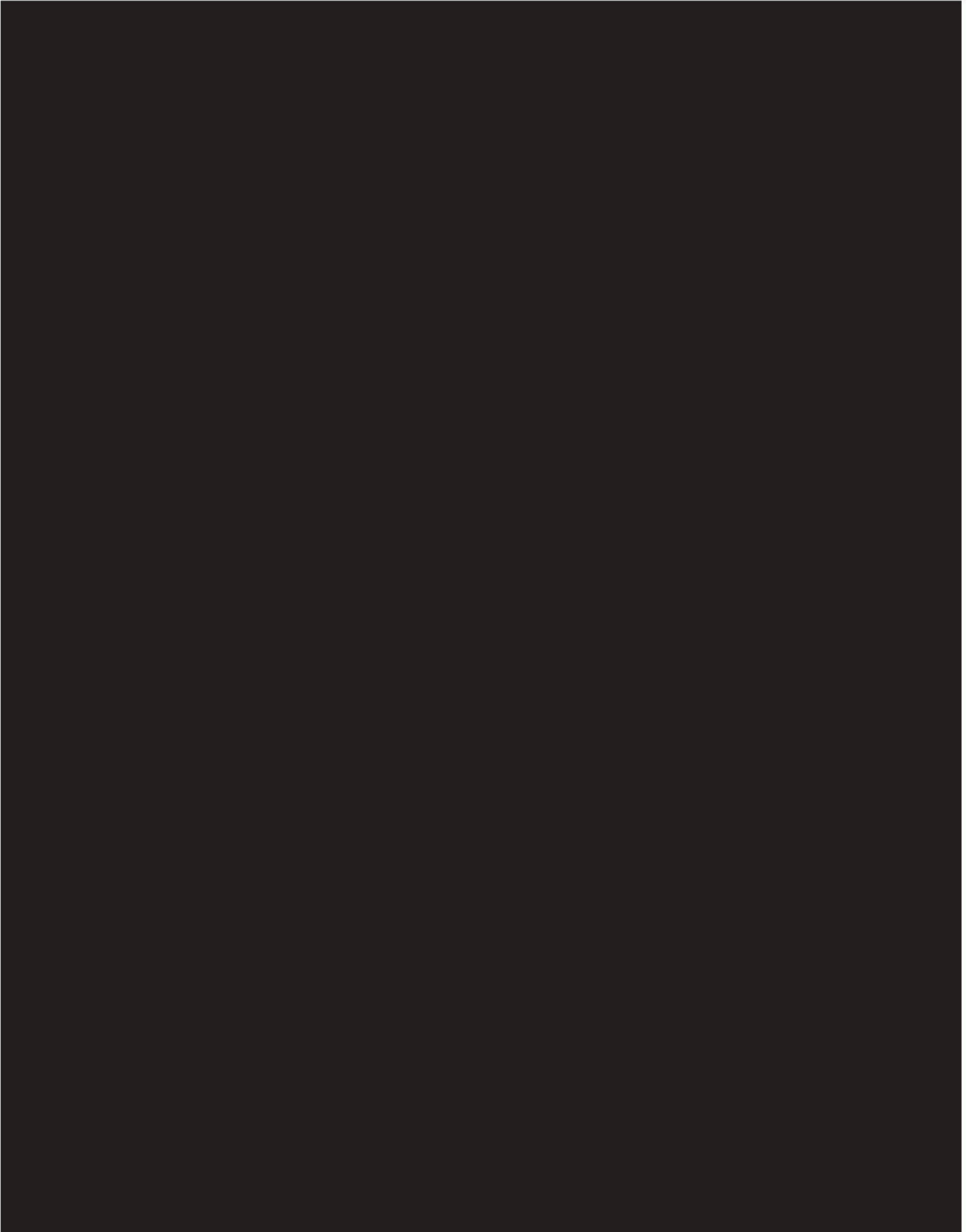
# Appendix / Back-Up

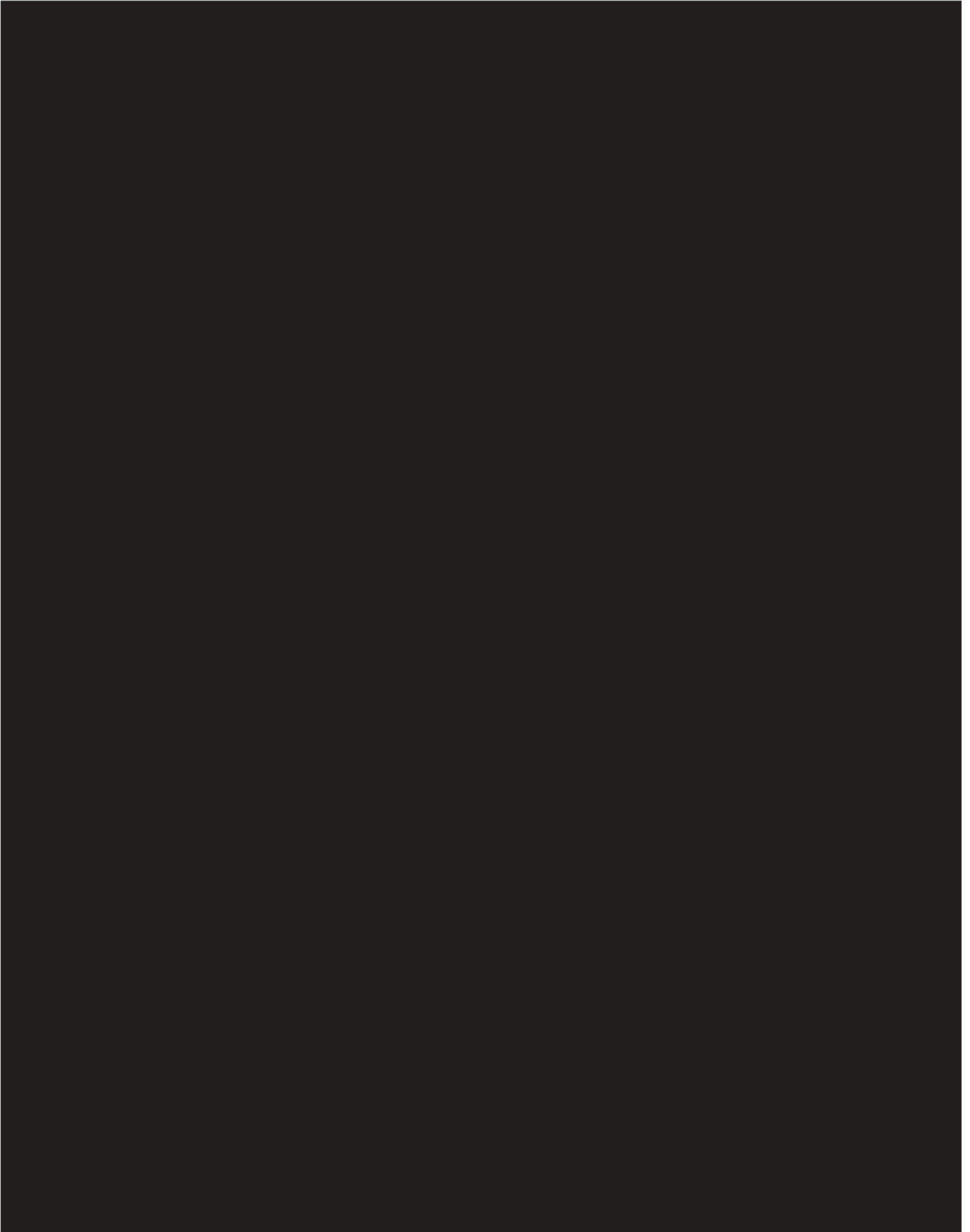


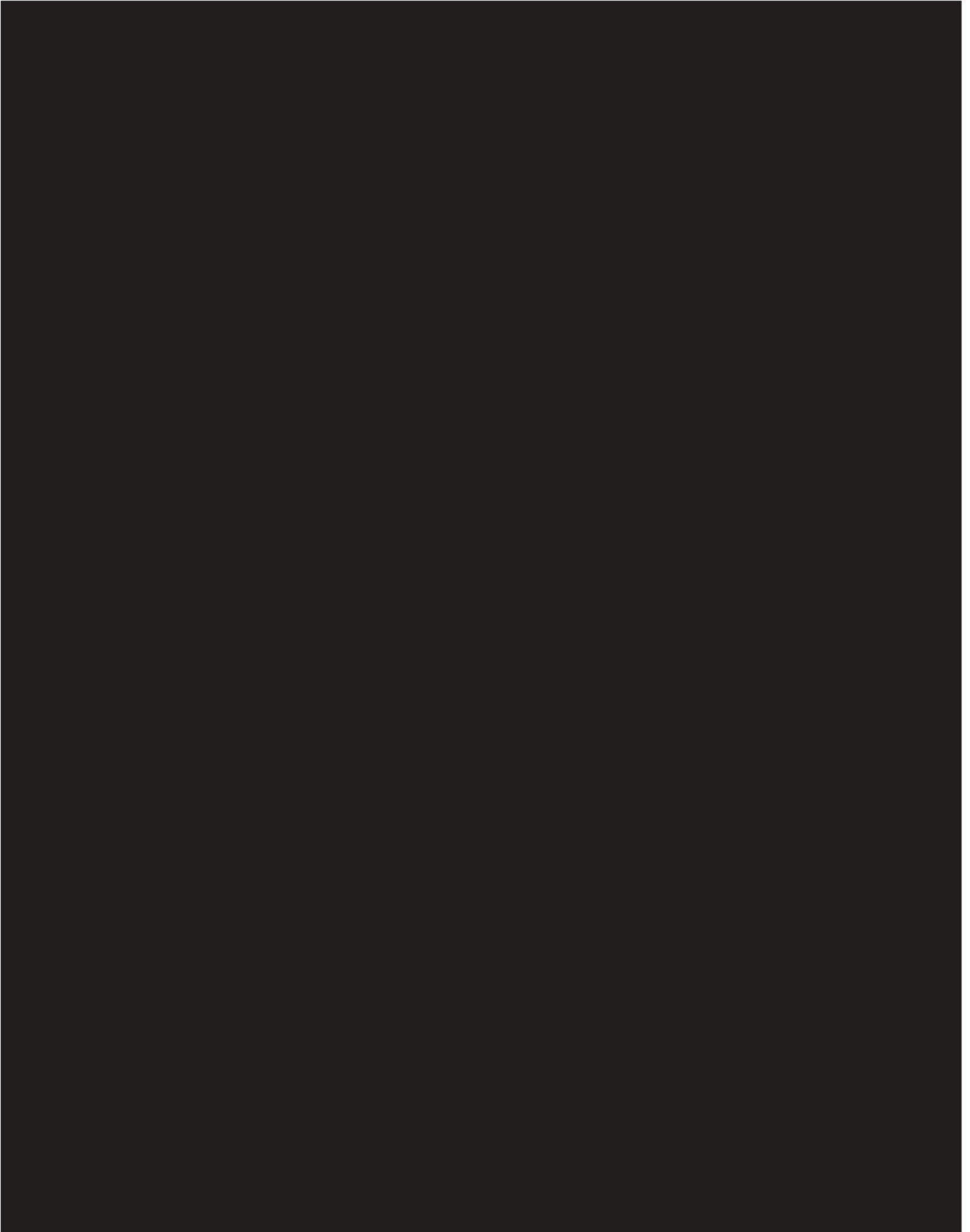


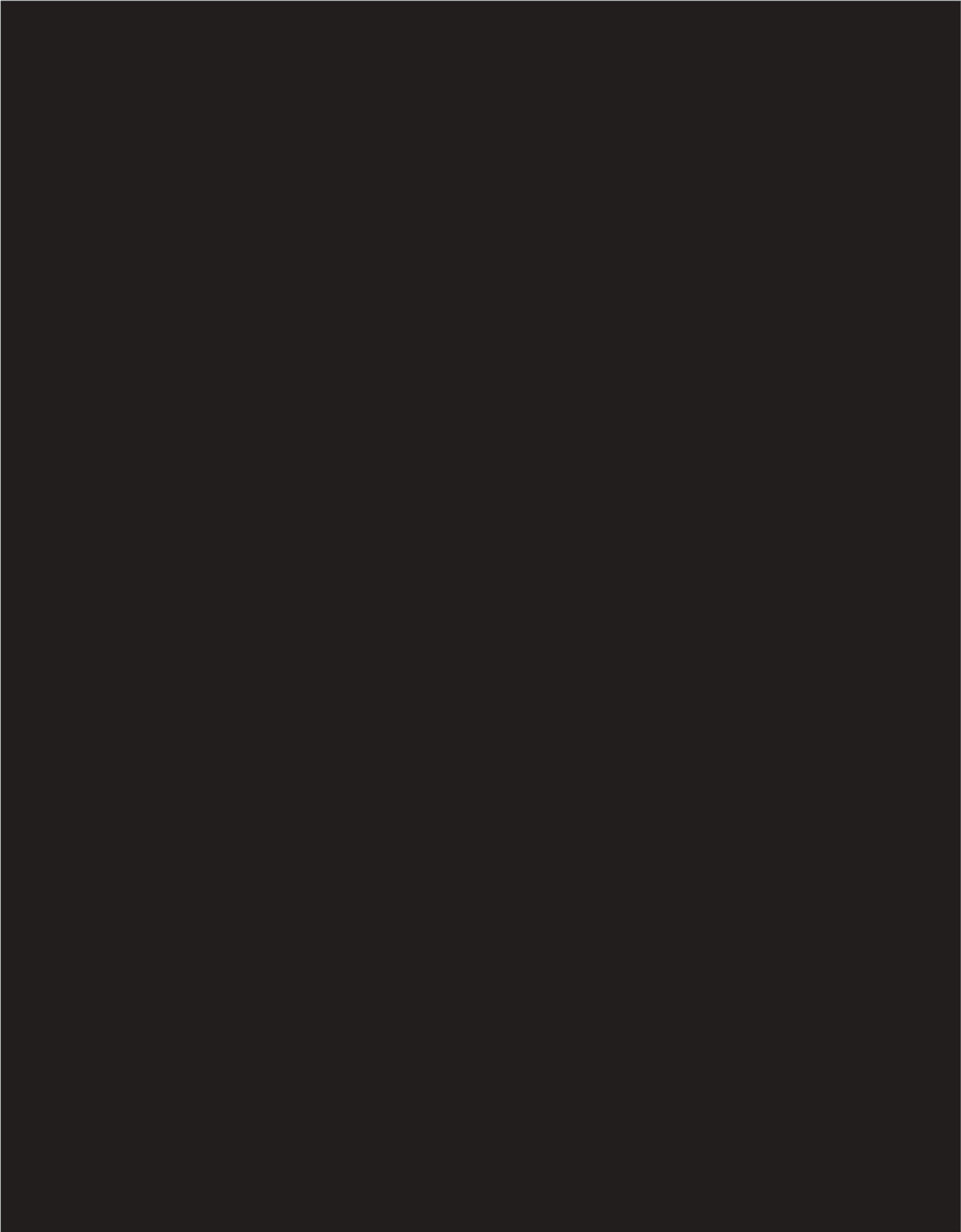




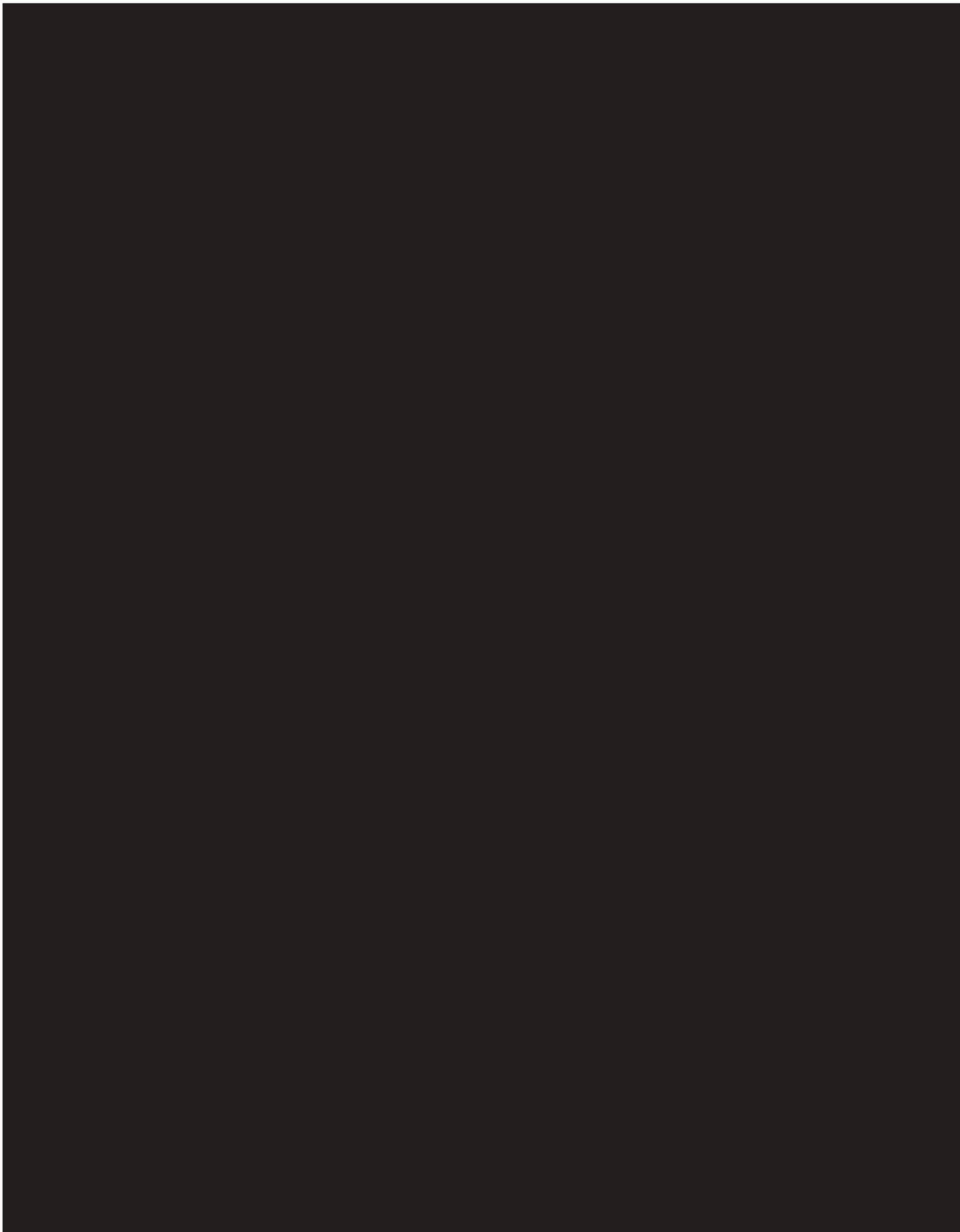


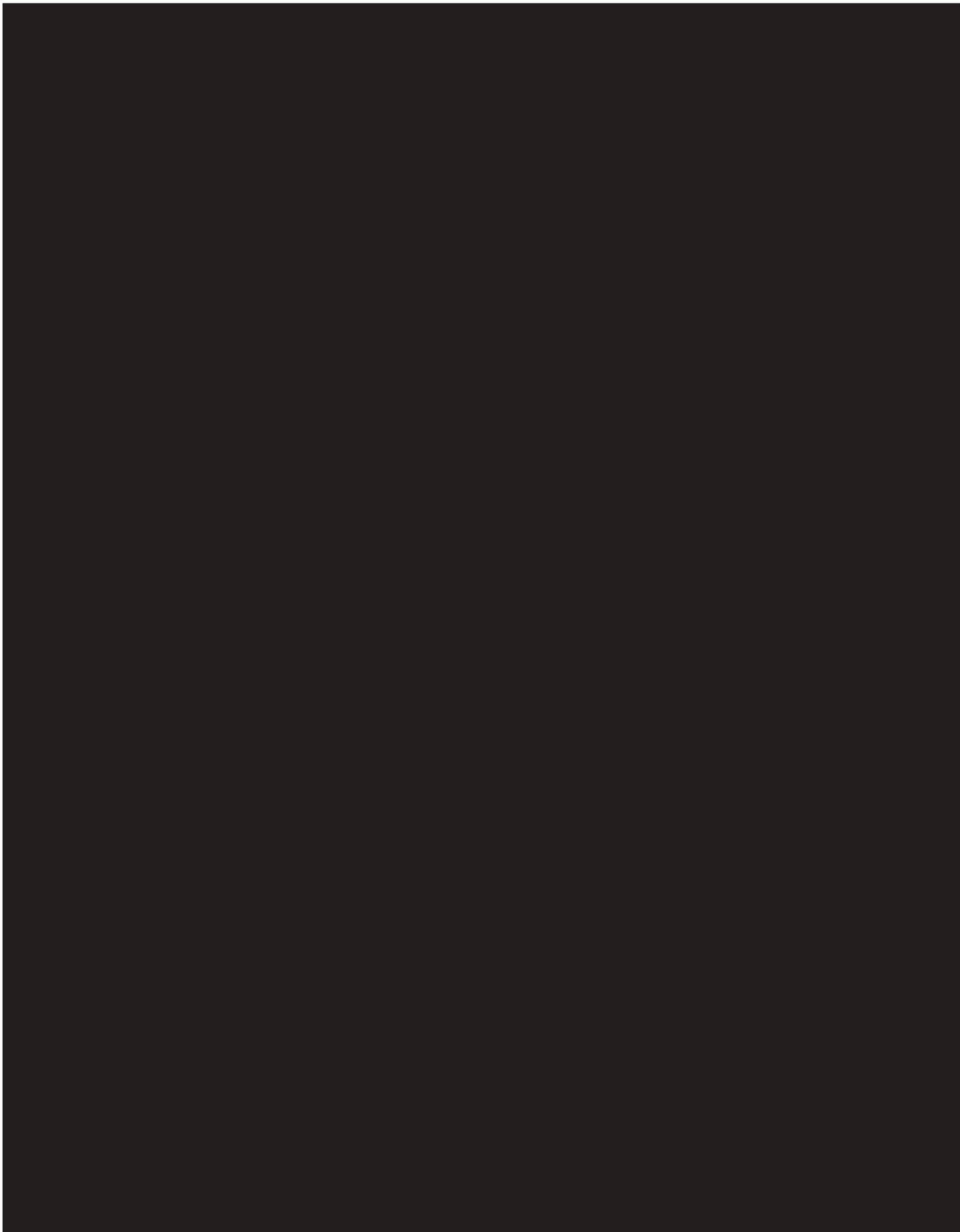










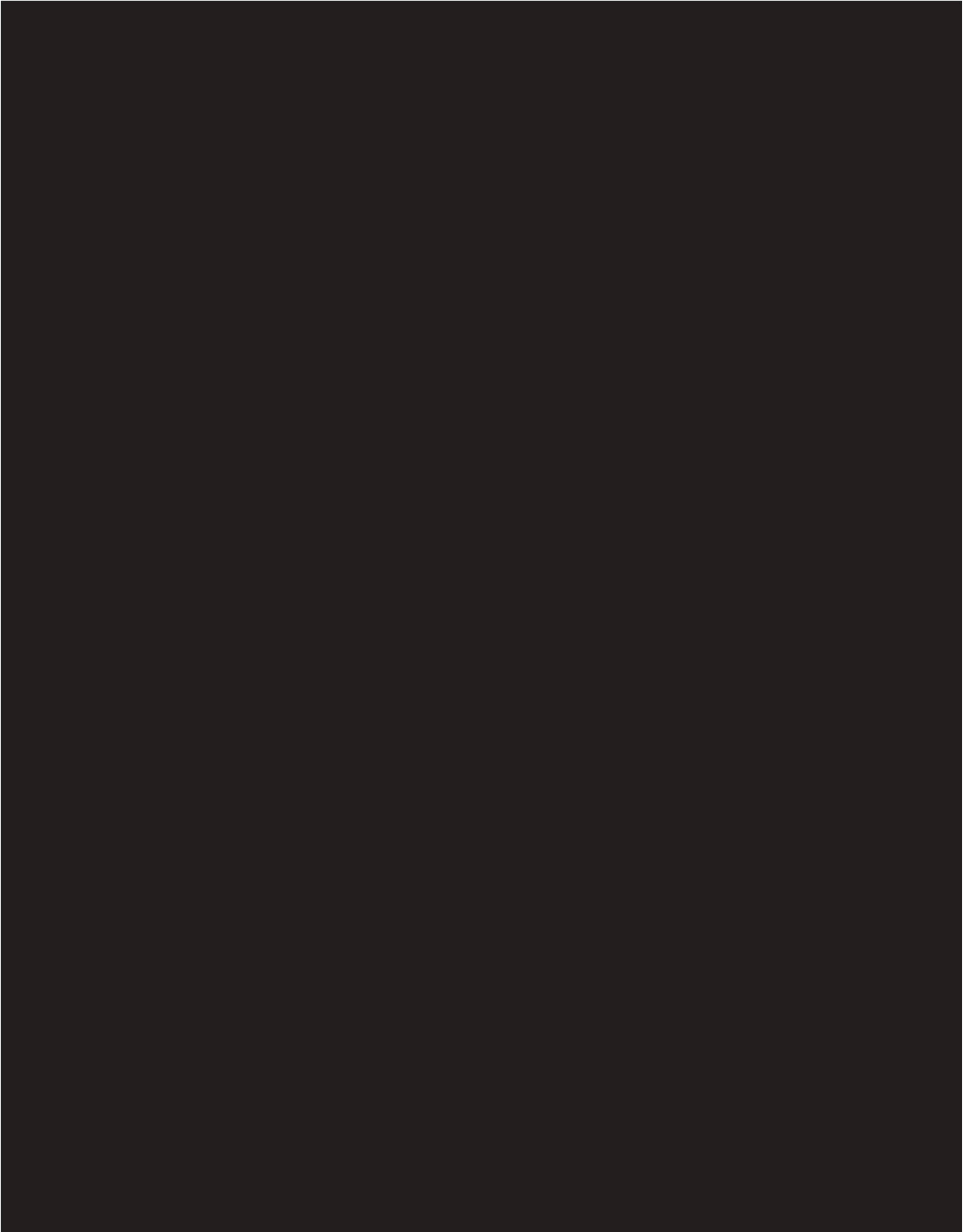


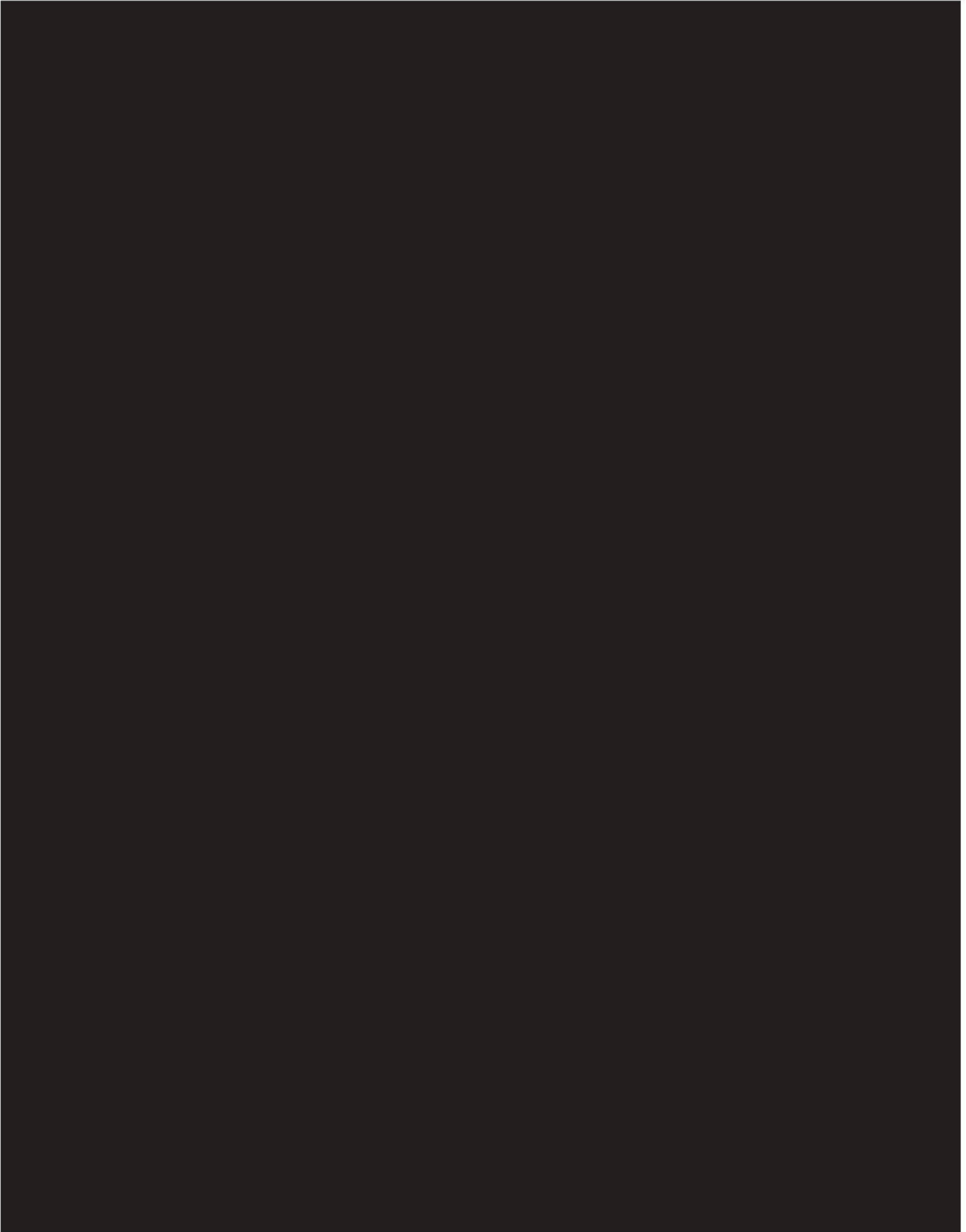
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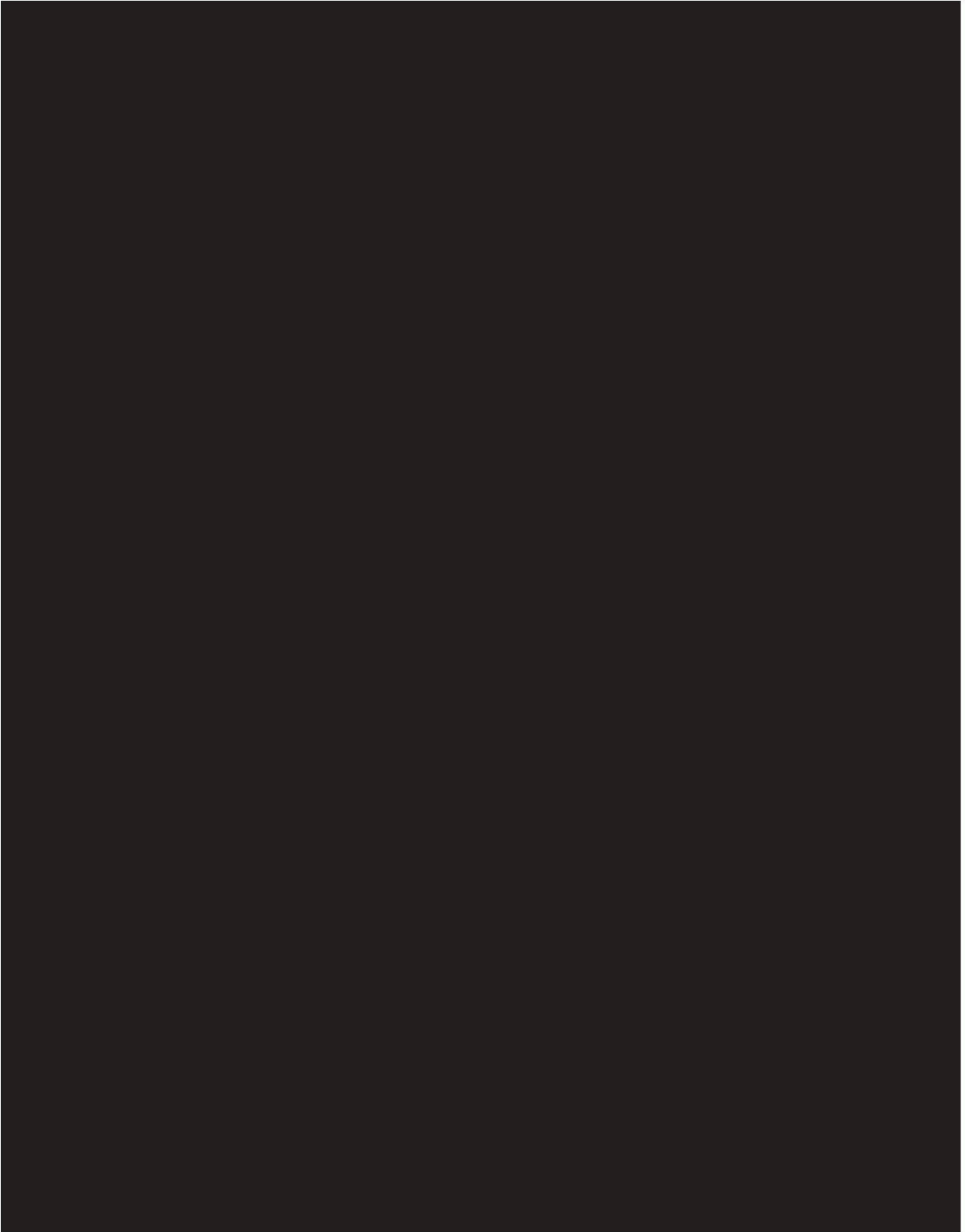


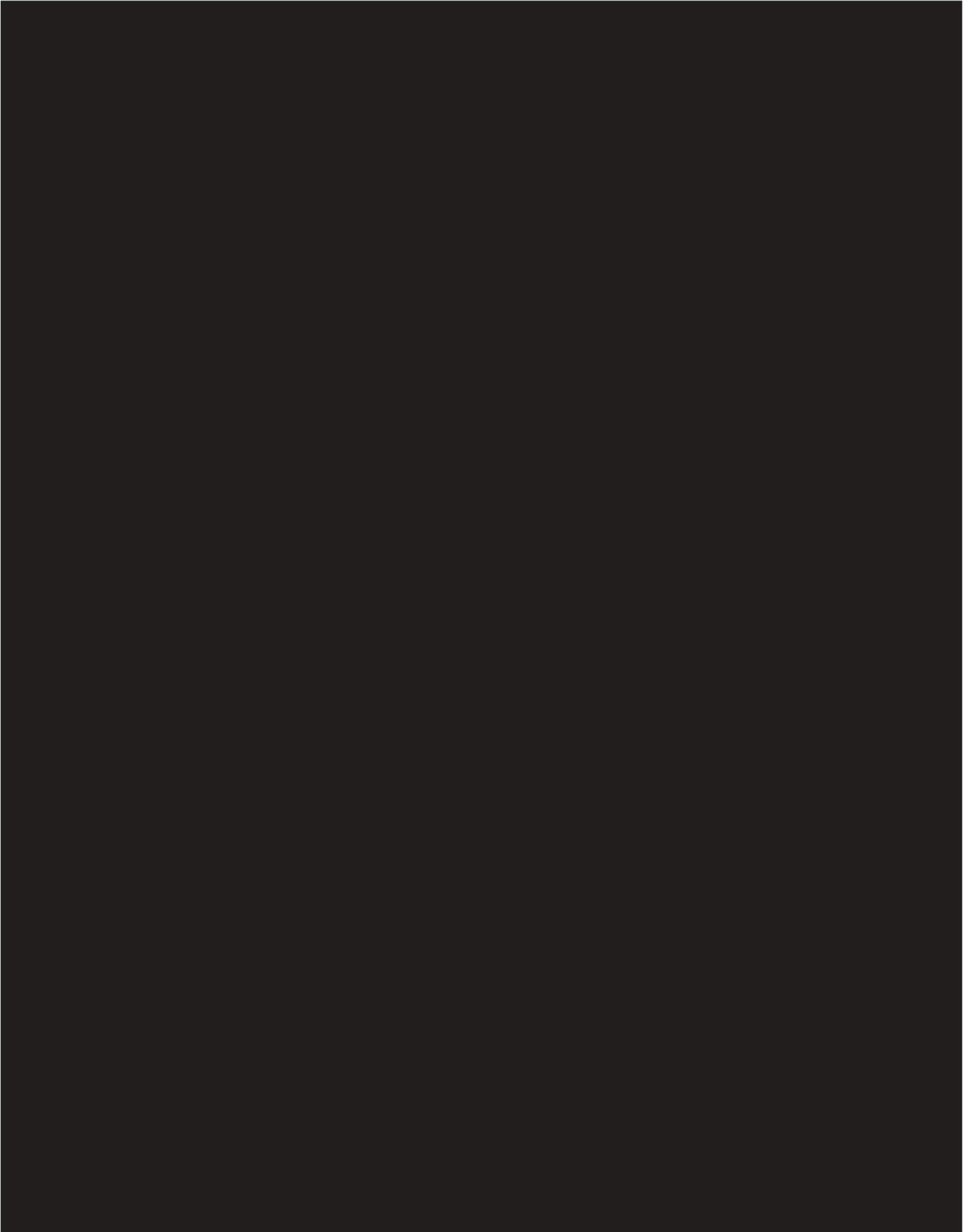
#	VIN #	Vehicle	Trim Series	Transmission	Interior	MY	Driver Deployed?	Passenger Deployed?	RCM received by Ford?	LH Pretensioner received by ZF?	RH Pretensioner received by ZF?	Setback Production Date	Vehicle Production Date	Repair Date	TIS Months	Mileage	Region Sold in
1	1FAUJ1M19G0	Epedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-	Y	Y	8-Mar-19	20-Mar-19	20-Jun-21	27	17187	United Arab Emirates (ARE)
2	1FAUJ1M19G0	Epedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-	Y	Y	8-Feb-19	21-Feb-19	14-Aug-21	30	22684	United Arab Emirates (ARE)
3	1FAUJ1J19K0	Epedition	XL T	4x4	Activex Seats	2019	x	-	-	Y	Y	18-Dec-19	18-Jan-19	18-Aug-21	31	19858	United Arab Emirates (ARE)
4	1FAUJ1J19K0	Epedition	XL T	4x4	Activex Seats	2019	x	-	Y	Y	Y	8-Jan-19	22-Jan-19	30-Aug-21	31	7507	United Arab Emirates (ARE)
5	1FAUJ1J19K0	Epedition	XL T	4x4	Club Seats	2019	-	x	-	Y	Y	26-Jan-19	14-Feb-19	28-Jun-21	28	12920	Saudi Arabia (SAU)
6	1FAUJ1J19K0	Epedition	XL T	4x4	Club Seats	2019	-	x	-	Y	Y	2-Feb-19	18-Feb-19	28-Jun-21	28	43535	Saudi Arabia (SAU)
7	1FAUJ1K19G0	Epedition	Limited	4x2	Leather Trim Seats	2019	-	x	-	Y	Y	27-Nov-18	2-Jul-21		31	21114	Arizona, USA
8	1FAUJ1J19K0	Epedition	XL T	4x4	Activex Seats	2019	-	x	-	Y	Y	15-Feb-19	27-Feb-19	23-Apr-22	38	21147	United Arab Emirates (ARE)
9	1FAUJ1M19G0	Epedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-	Y	Y	15-Mar-19	24-Mar-19	15-Apr-22	19	53908	United Arab Emirates (ARE)
10	1FAUJ1K19G0	Epedition	Platinum	4x4	Leather Trim Seats	2019	-	x	-	Y	Y	8-Jan-19	29-Jan-19	8-May-22	40	25187	United Arab Emirates (ARE)
11	3LMLJ2T19K0	Navigator	Black Label	4x4	Yacht Club Theme	2019	-	x	-	Y	Y	21-Feb-19	17-Apr-19	22-May-22	37	41735	United Arab Emirates (ARE)
12	3LMLJ3T19K0	Navigator	Select	4x4	Cappuccino	2019	x	-	-	Y	Y	8-Feb-19	18-Feb-19	8-Jun-22	40	31433	United Arab Emirates (ARE)
13	3LMLJ3T19K0	Navigator	Select	4x4	Ebony	2019	x	-	-	Y	Y		18-Nov-18	6-Jun-22	43	31433	United Arab Emirates (ARE)
14	1FAUJ1J19K0	Epedition	XL T	4x4	Activex Seats	2019	-	x	-				4-Jan-19	8-Jun-22	36	49851	Phoenix, Arizona, USA
15	1FAUJ1M19G0	Epedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-				17-Apr-19	30-Jun-22	36	50494	Gilbert, Arizona, USA
16	1FAUJ1M19G0	Epedition	Platinum	4x4	Leather Trim Seats	2019	x	-	Y	Y	Y	20-Mar-19	29-Apr-19	26-Jul-20	39		Arizona, USA
17	3LMLJ2L19K0	Navigator	Reserve	4x4	Cappuccino	2019	-	x	Y	Y	Y	24-Jan-19	1-Feb-19	25-Jul-22	42	64445	Arizona, USA
18	3LMLJ2L19K0	Navigator	Reserve	4x4	Ebony	2018	-	x	-	Y	Y		11-Sep-18	24-Aug-22	42	53291	United Arab Emirates (ARE)
19	3LMLJ2T19K0	Navigator	Black Label	4x4	Desation Theme	2019	x	-	-	Y	Y		29-Feb-19	17-Jul-22	28	27828	United Arab Emirates (ARE)
20	3LMLJ2L19K0	Navigator	Reserve	4x4	Cappuccino	2019	x	-	-	Y	Y		8-Nov-18	21-Jun-22	40	49230	United Arab Emirates (ARE)
21	1FAUJ1K19G0	Epedition	Limited	4x2	Leather Trim Seats	2019	-	x	-				15-Feb-19	15-Aug-22	37	40490	Arizona, USA
22	3LMLJ3L19K0	Navigator	Reserve	4x4	Ebony	2019	-	x	-				29-Nov-18	16-Aug-22	44	49621	Florida, USA
23	3LMLJ3T19K0	Navigator	Select	4x4	Ebony	2018	-	x	-	Y	Y		14-Sep-18	10-Aug-22	38	34804	United Arab Emirates (ARE)
24	1FAUJ1J19K0	Epedition	XL T	4x4	Activex Seats	2019	x	-	Y	Y	Y		5-Mar-19	28-Aug-22	39	26400	United Arab Emirates (ARE)
25	3LMLJ2L19K0	Navigator	Reserve	4x4	Ebony Russet	2019	x	-	Y	Y	Y		17-Oct-18	25-Aug-22	46	50615	Phoenix, Arizona, USA
26	3LMLJ2L19K0	Navigator	Platinum	4x4	Cappuccino	2019	x	-	-	Y	Y		24-Jan-18	5-Sep-22	40	27654	United Arab Emirates (ARE)
27	1FAUJ1K19G0	Epedition	Limited	4x2	Mid Stone Leather Trim Seats	2019		x	-				26-May-19	24-Aug-22	28	49116	Arizona, USA
28	1FAUJ2AT9K0	Epedition	Limited	4x4	Ebony Leather Trim Seats	2019		x	-				7-Mar-19	3-Aug-22	30	21359	Arizona, USA
29	1FAUJ1K19G0	Epedition	Limited	4x2	Ebony Leather Trim Seats	2019		x	-				21-Mar-19	1-Sep-22	41	54269	Arizona, USA
30	1FAUJ2AT9K0	Epedition	Limited	4x4	Ebony Leather Trim Seats	2019	x		-				22-Feb-19	6-Sep-22	39	39457	Arizona, USA
31	1FAUJ1M19G0	Epedition	Platinum	4x4	Medium Cosmetic Leather Trim Seats	2019		x	-				24-Feb-19	28-Sep-22	40	25708	Arizona, USA
32	1FAUJ1M19G0	Epedition	Platinum	4x4	Ebony Leather Trim Seats	2019		x	-				28-Jan-19	30-Sep-22	42	43526	Arizona, USA
33	1FAUJ1J19K0	Epedition	XL T	4x4	Mid Stone Activex Seat	2019	x		-				12-Jan-19	29-Oct-22	42	22928	Saudi Arabia (SAU)

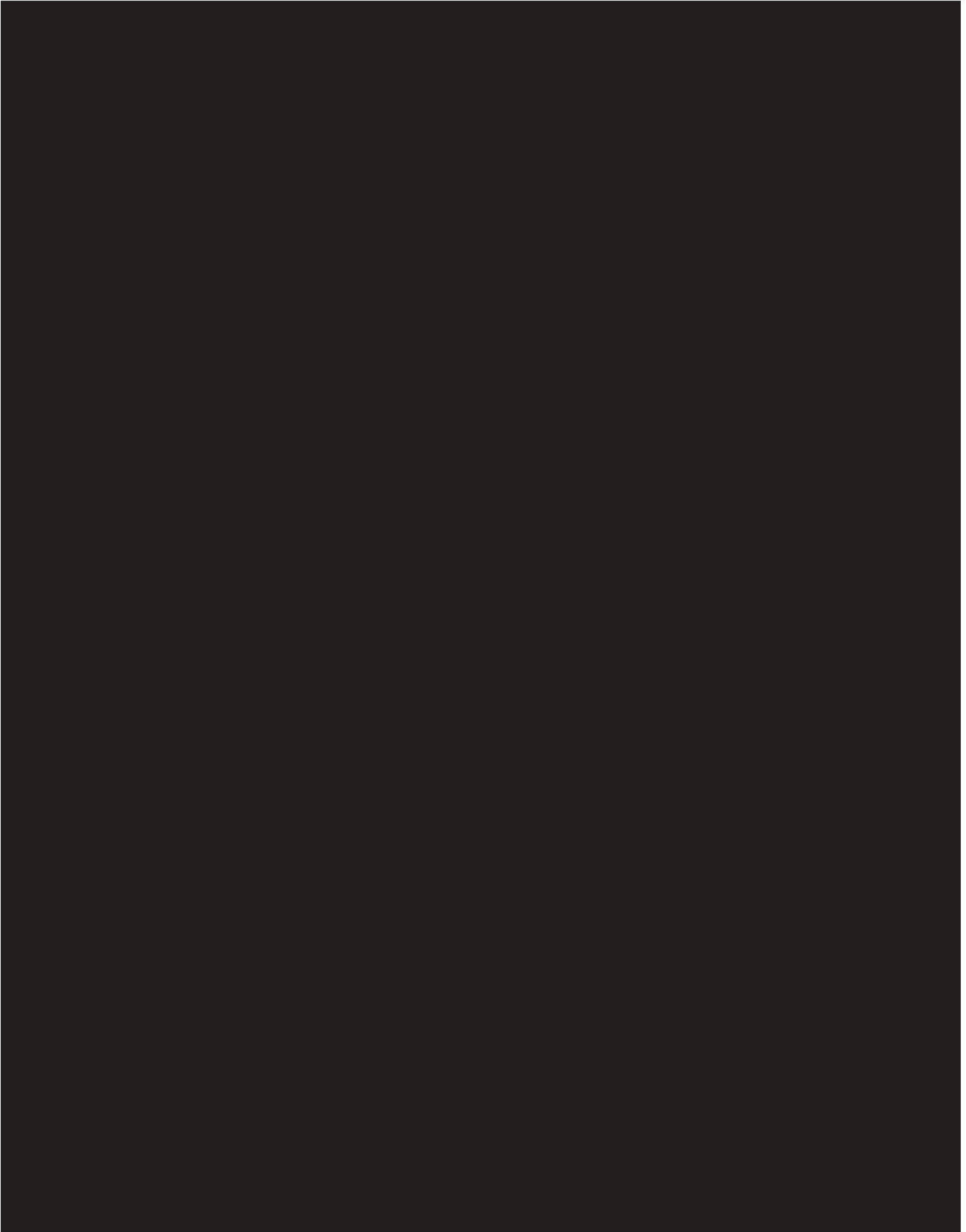


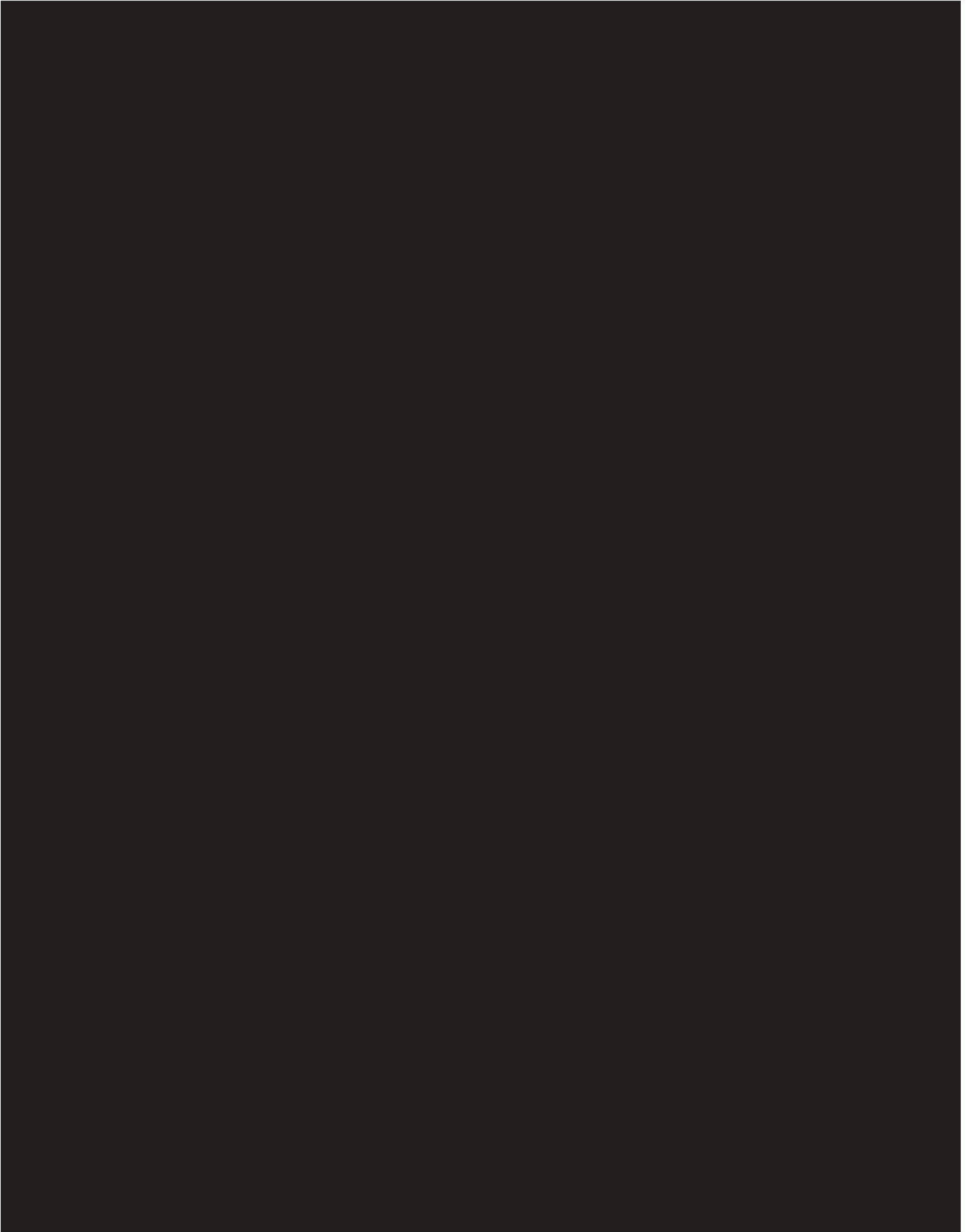


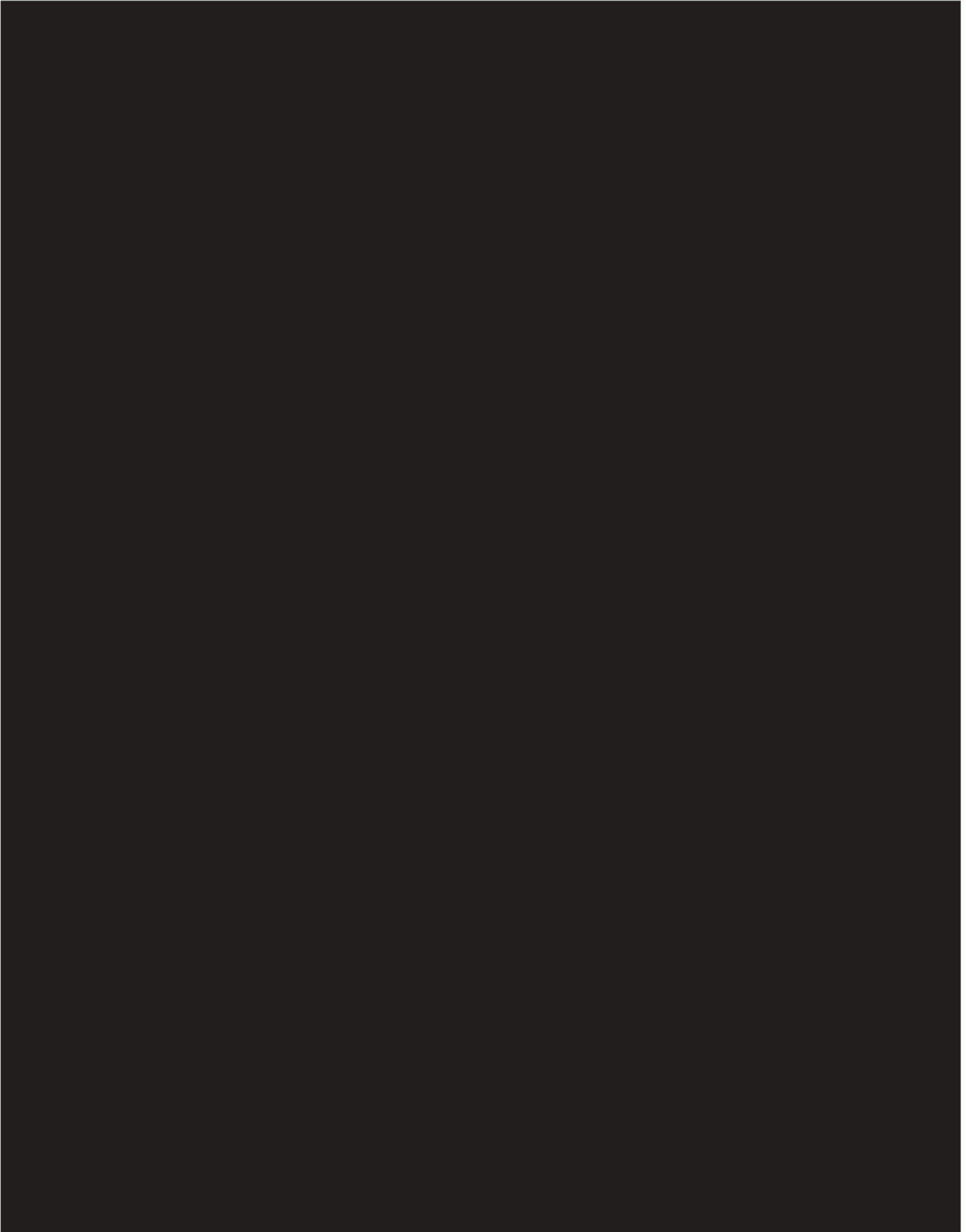


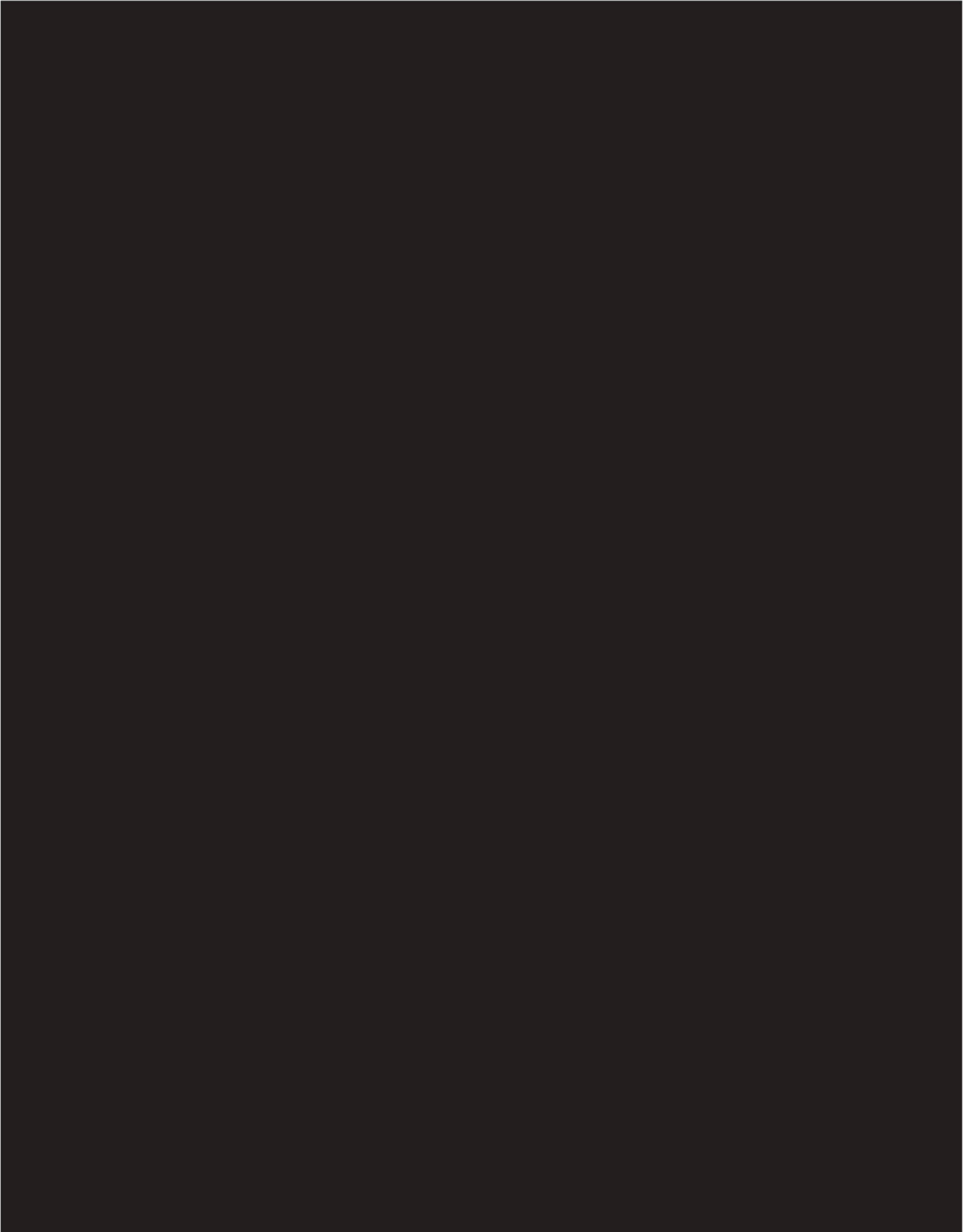


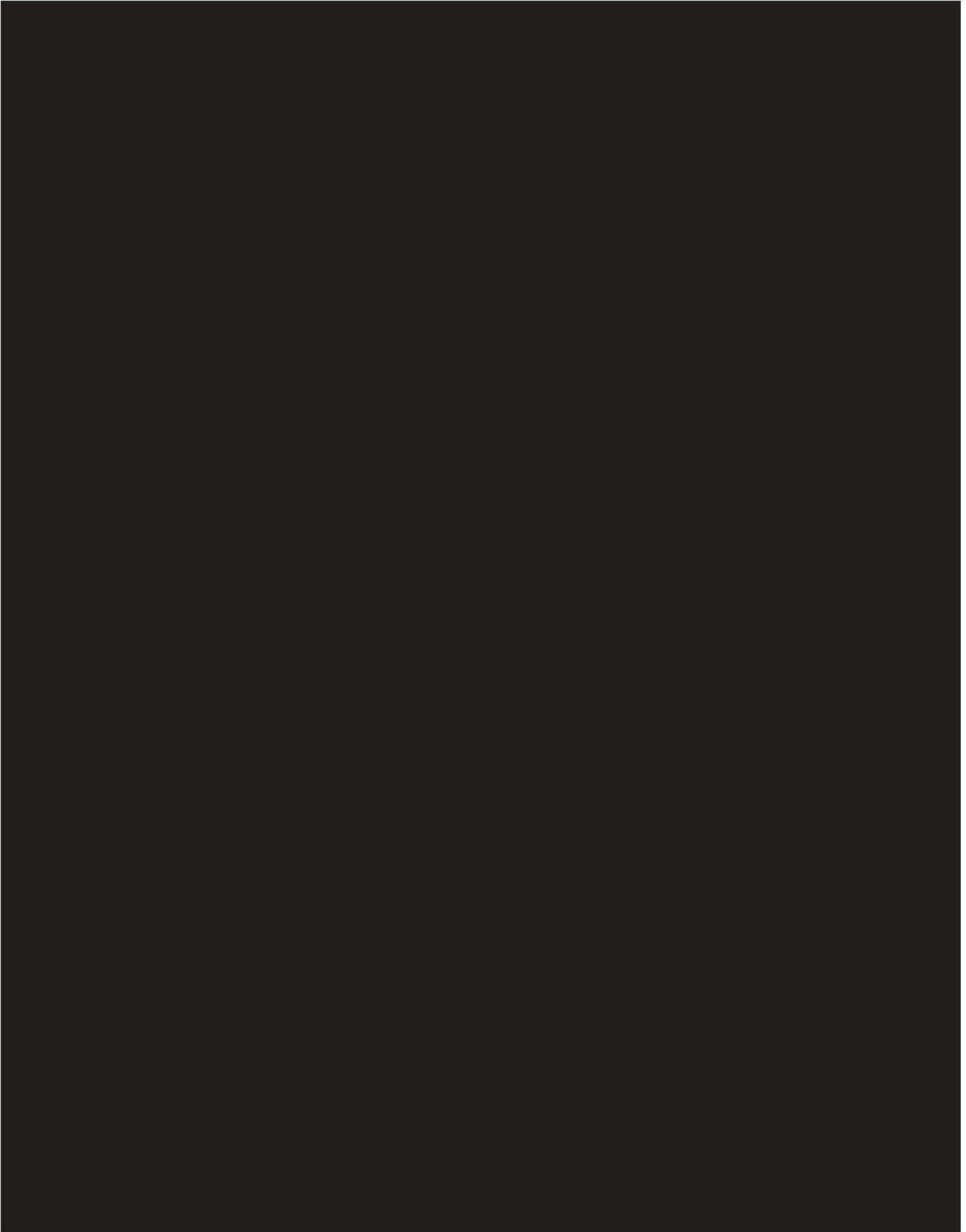


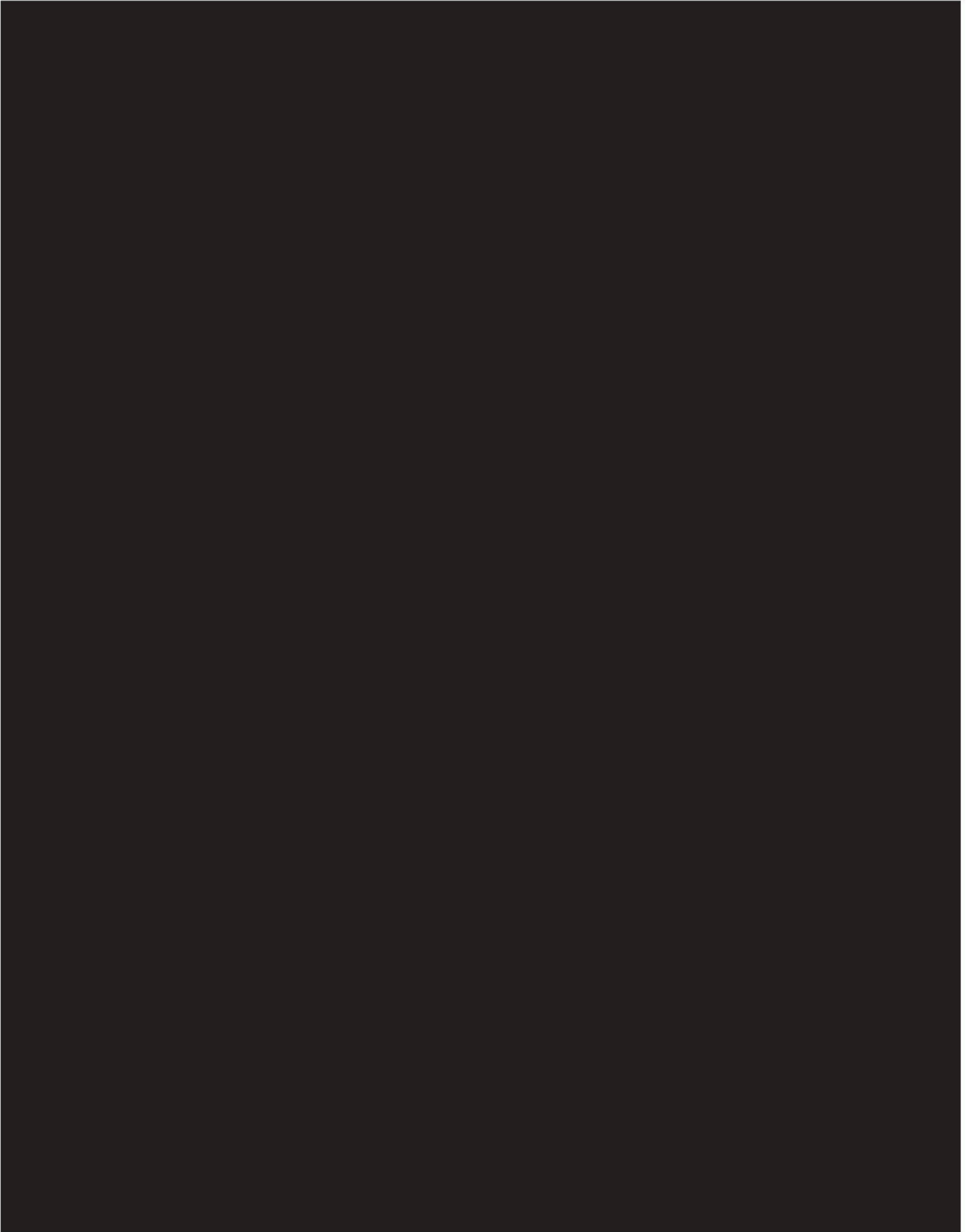


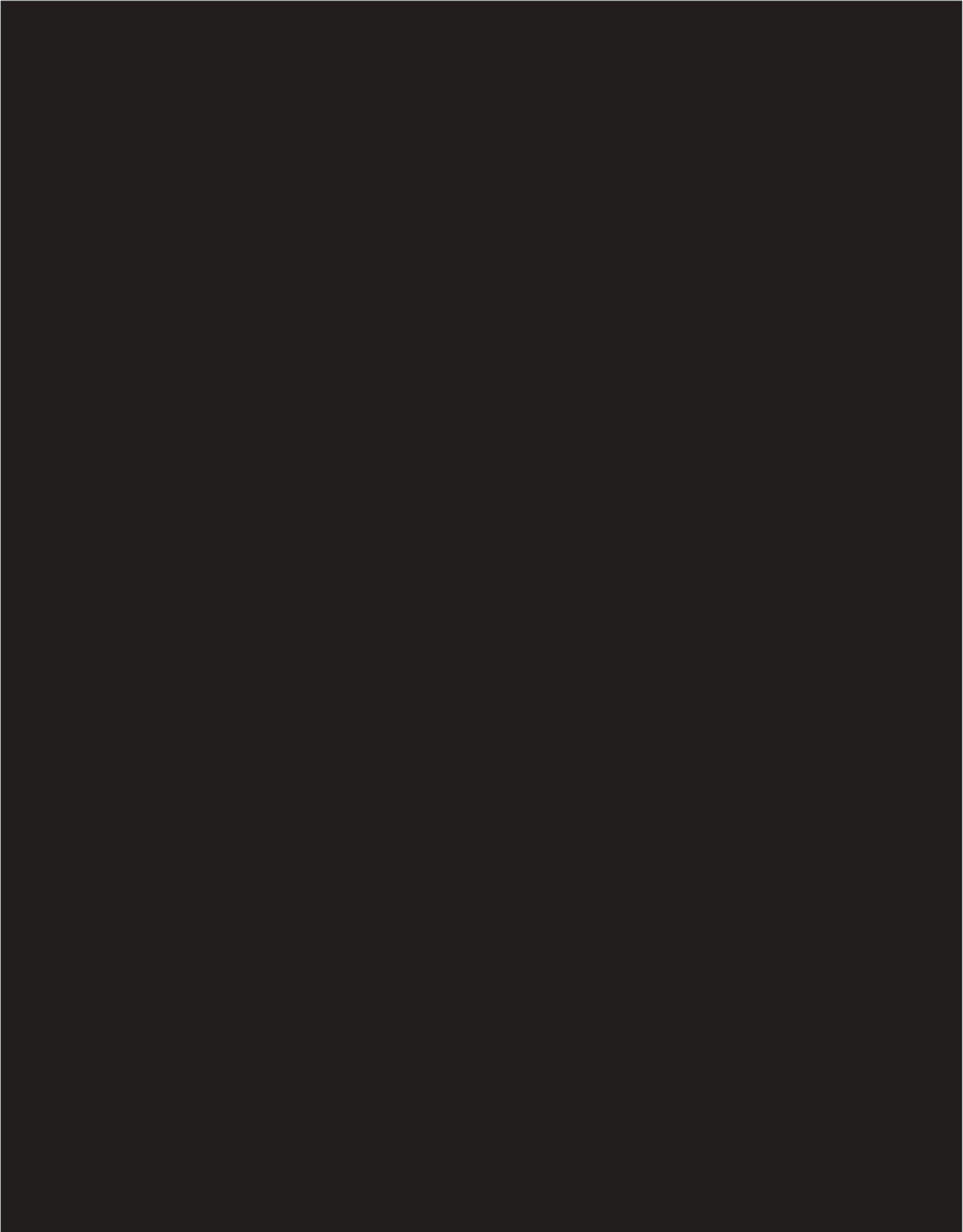


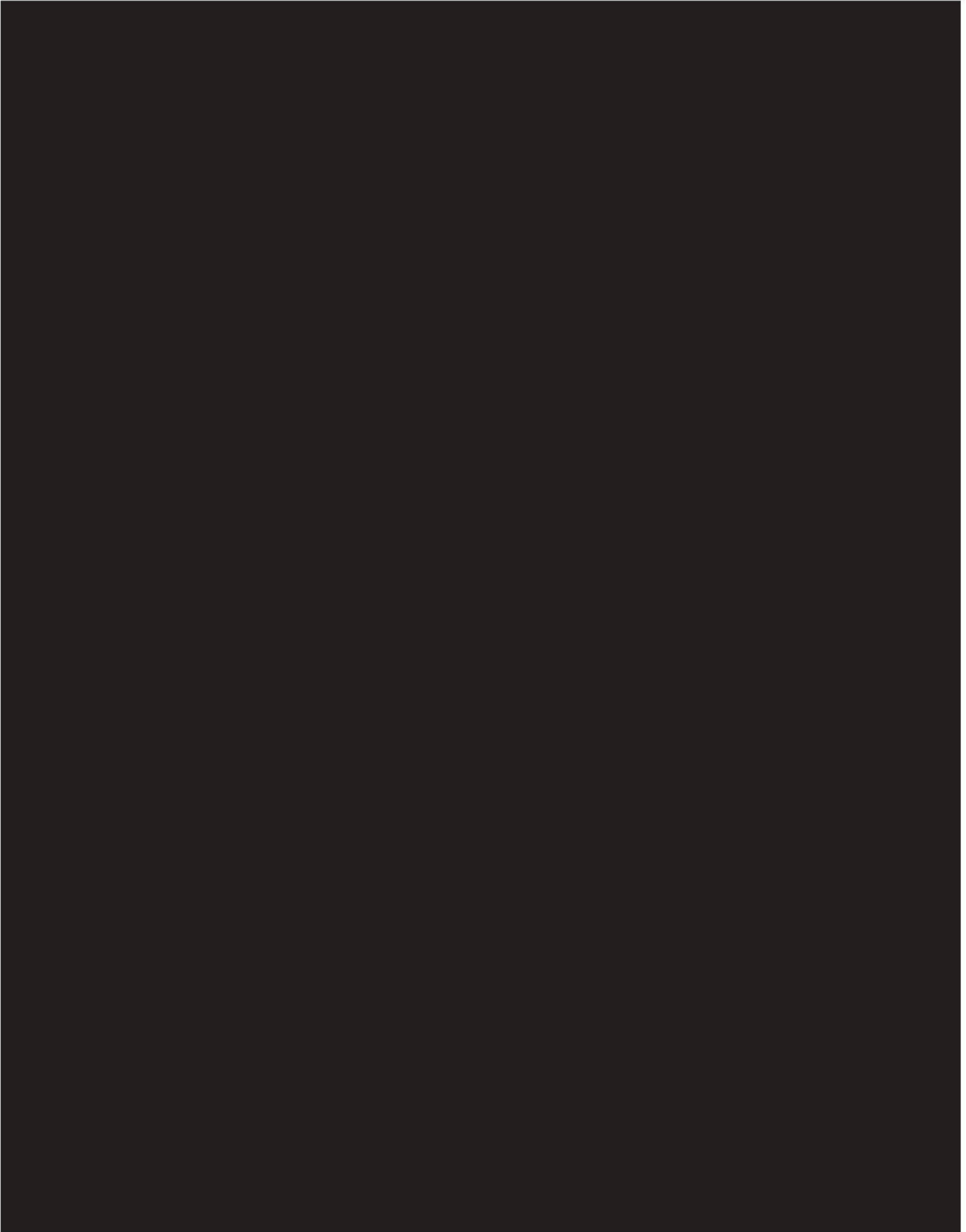


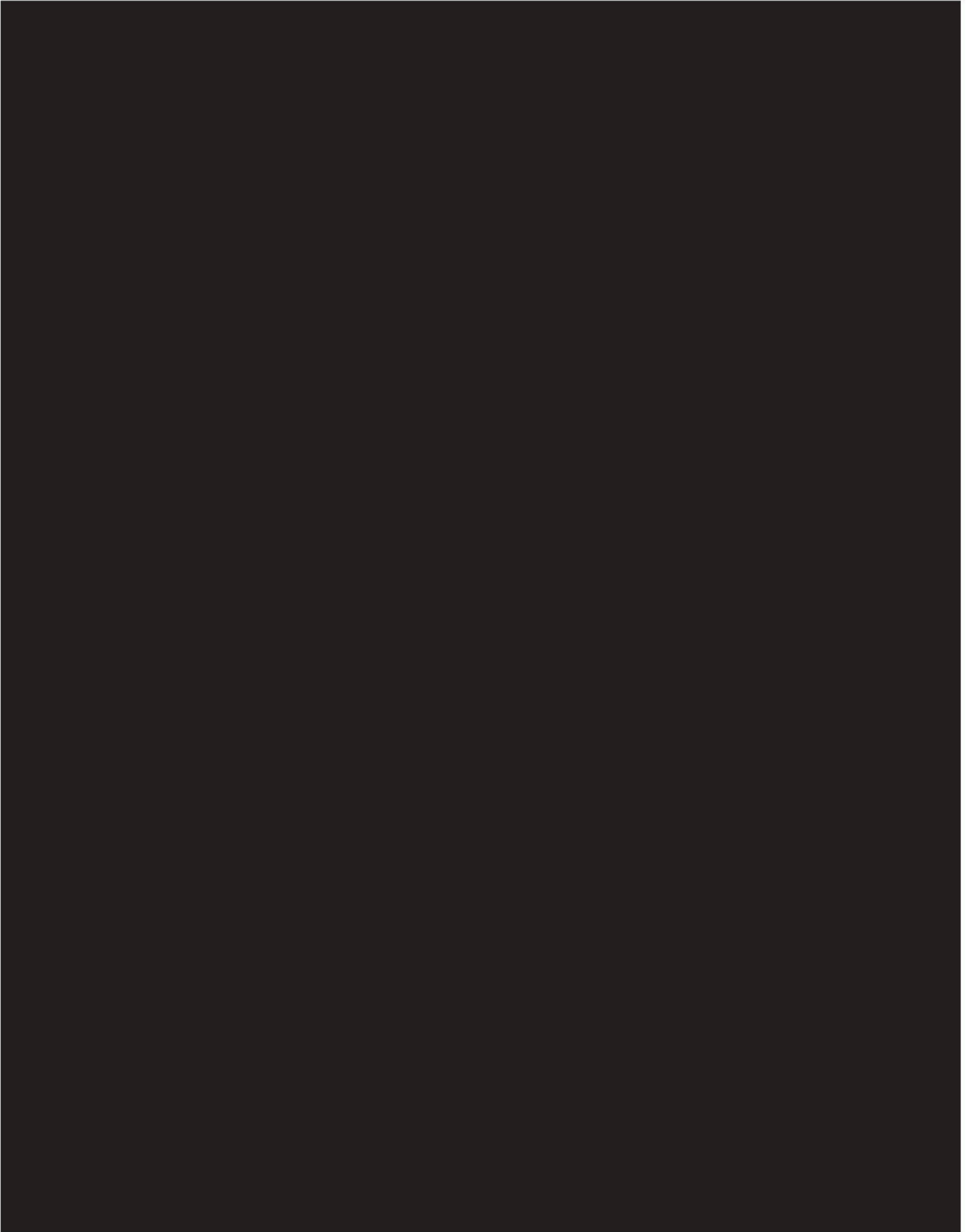


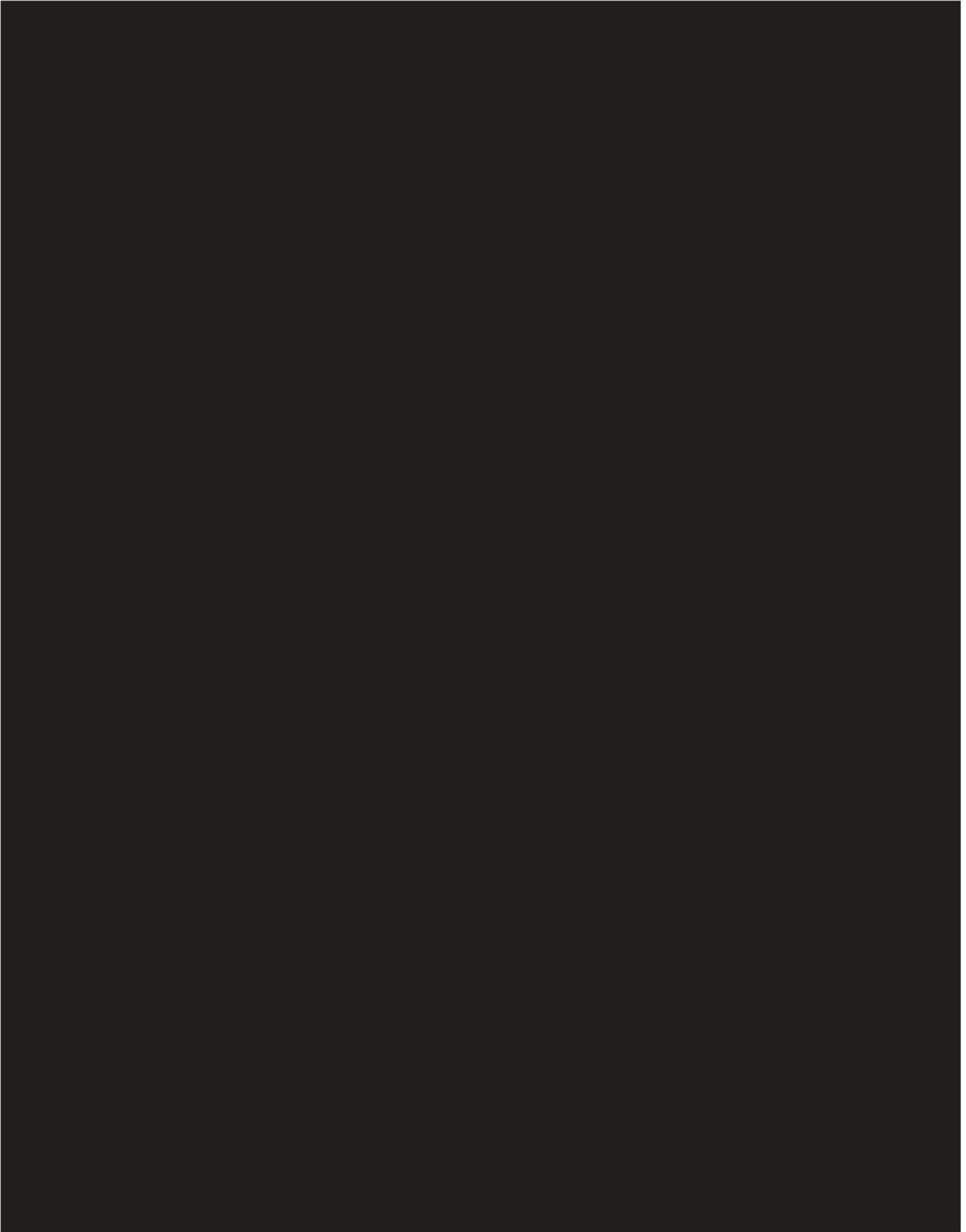


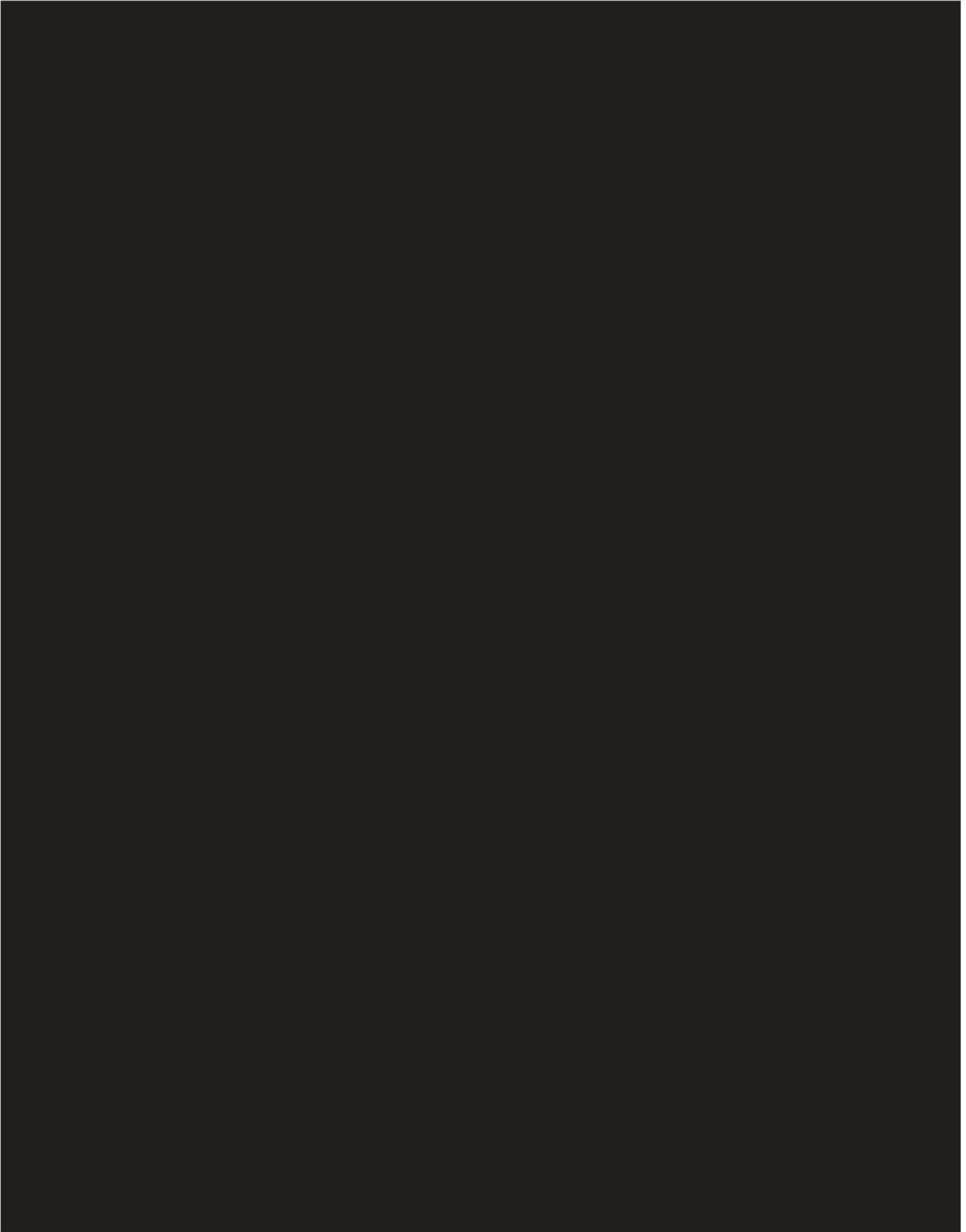


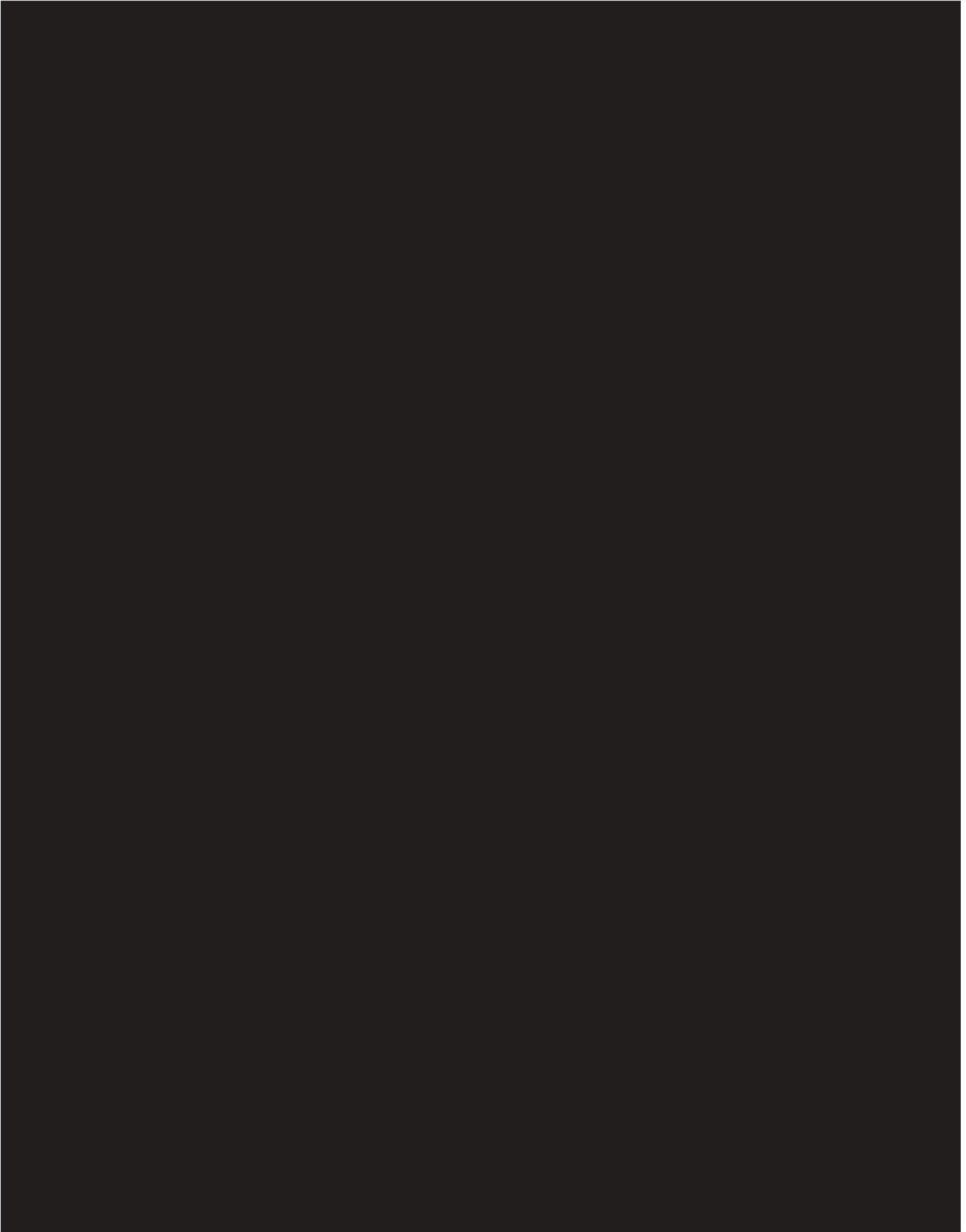


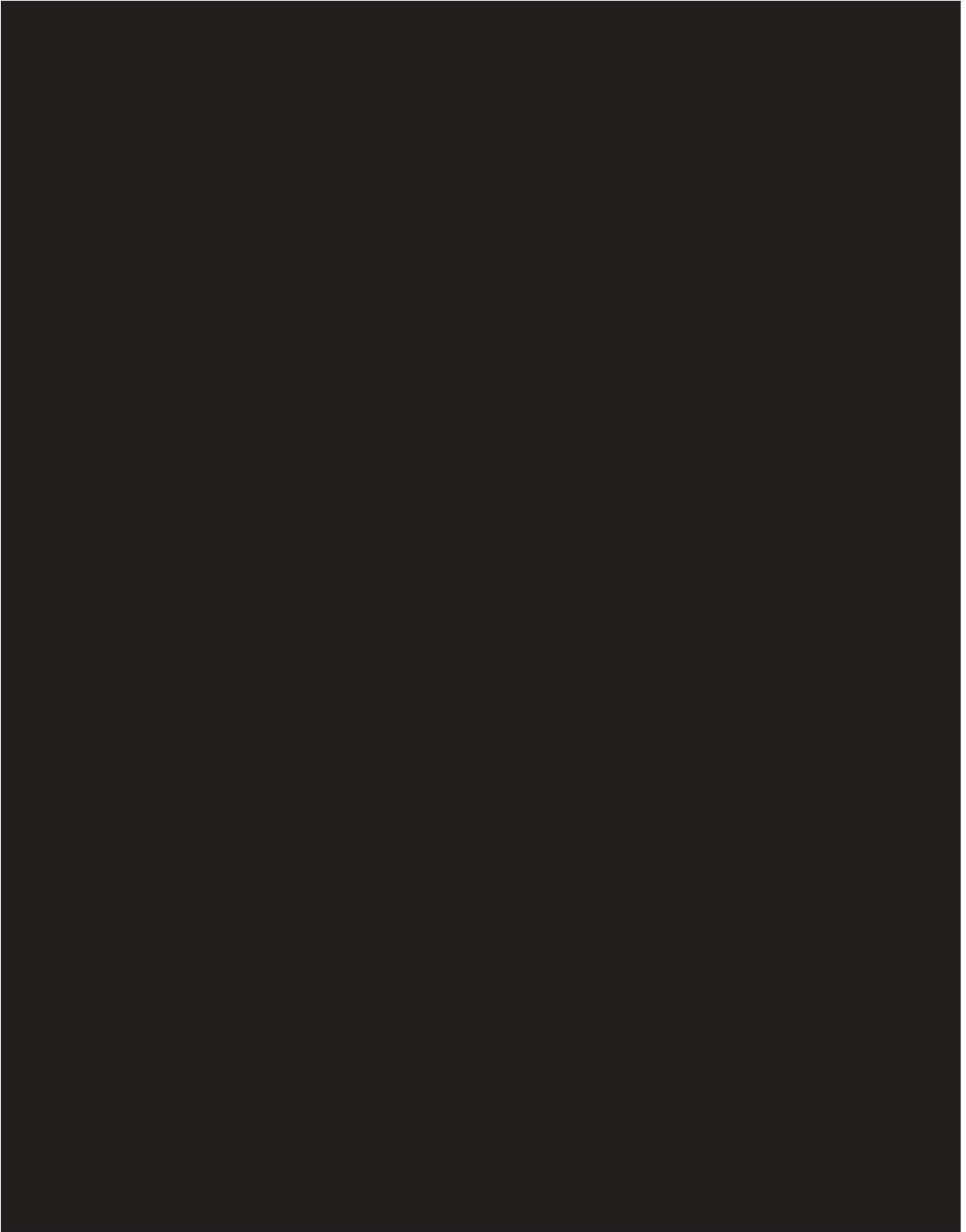


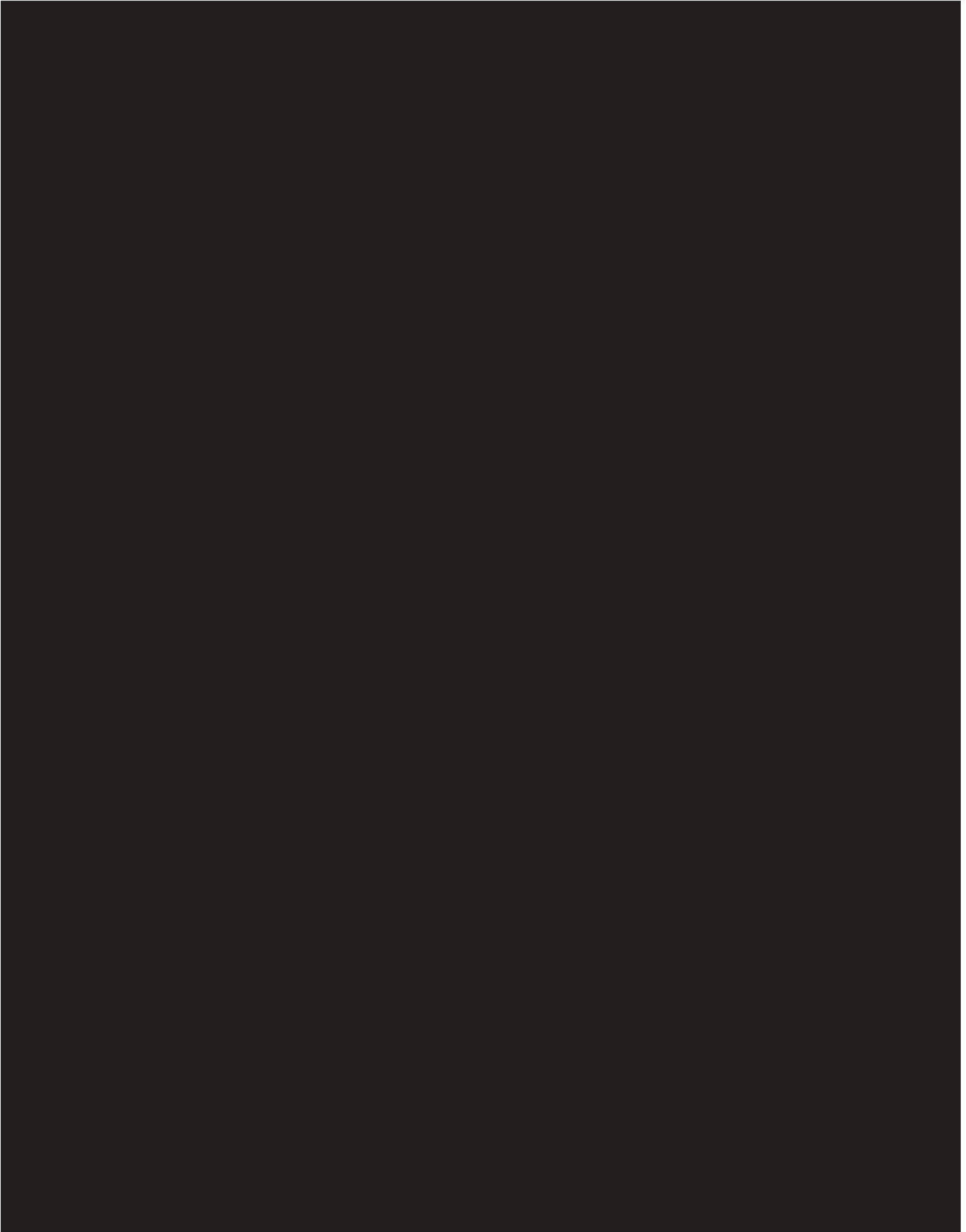


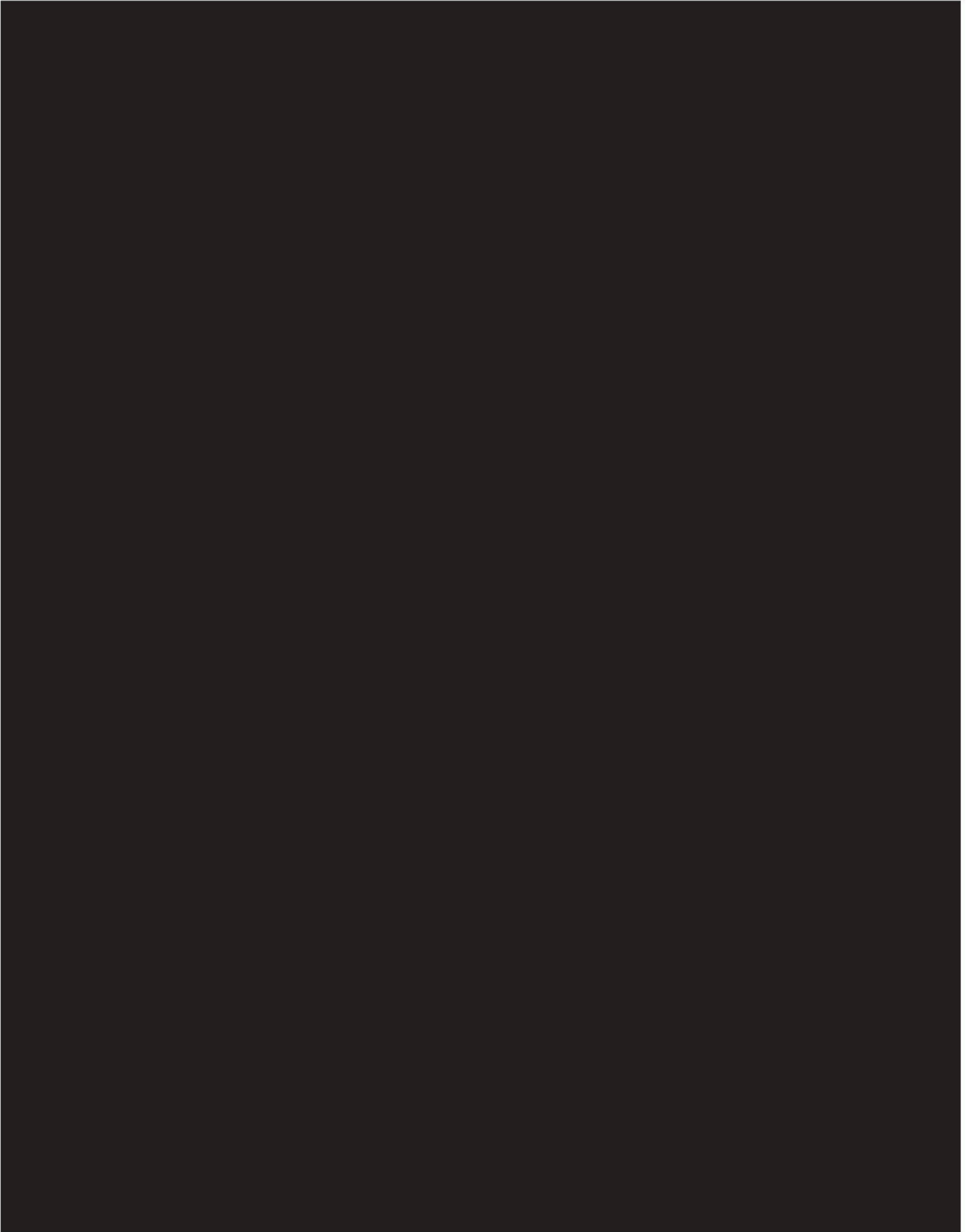


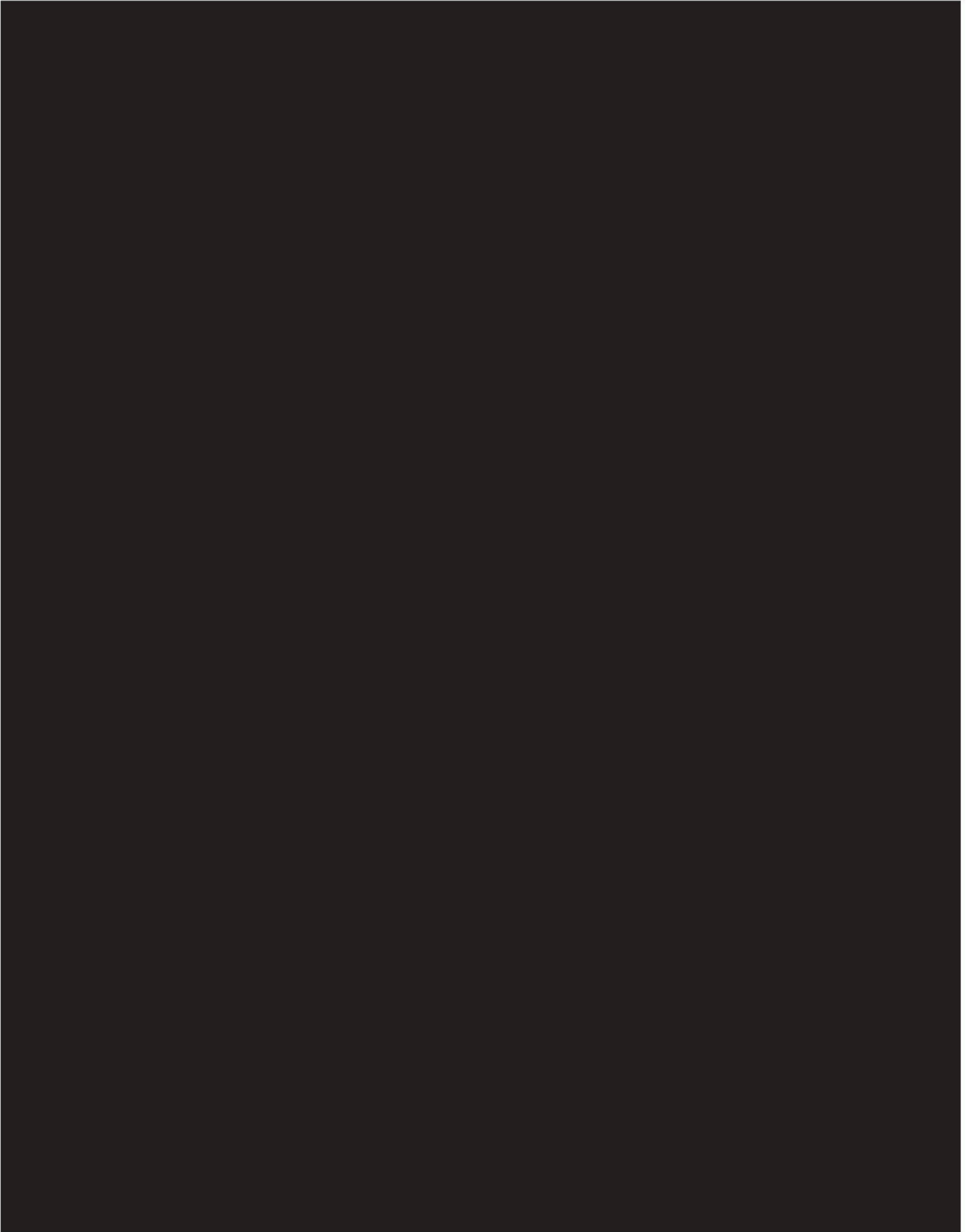












2018-2022MY Expedition/ Navigator  
Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment  
CCRG – [REDACTED]

Awareness TRG – Joint Customer Sat/ Safety - Review  
Nov 01, 2023



Turn Around  
Automotive Operations

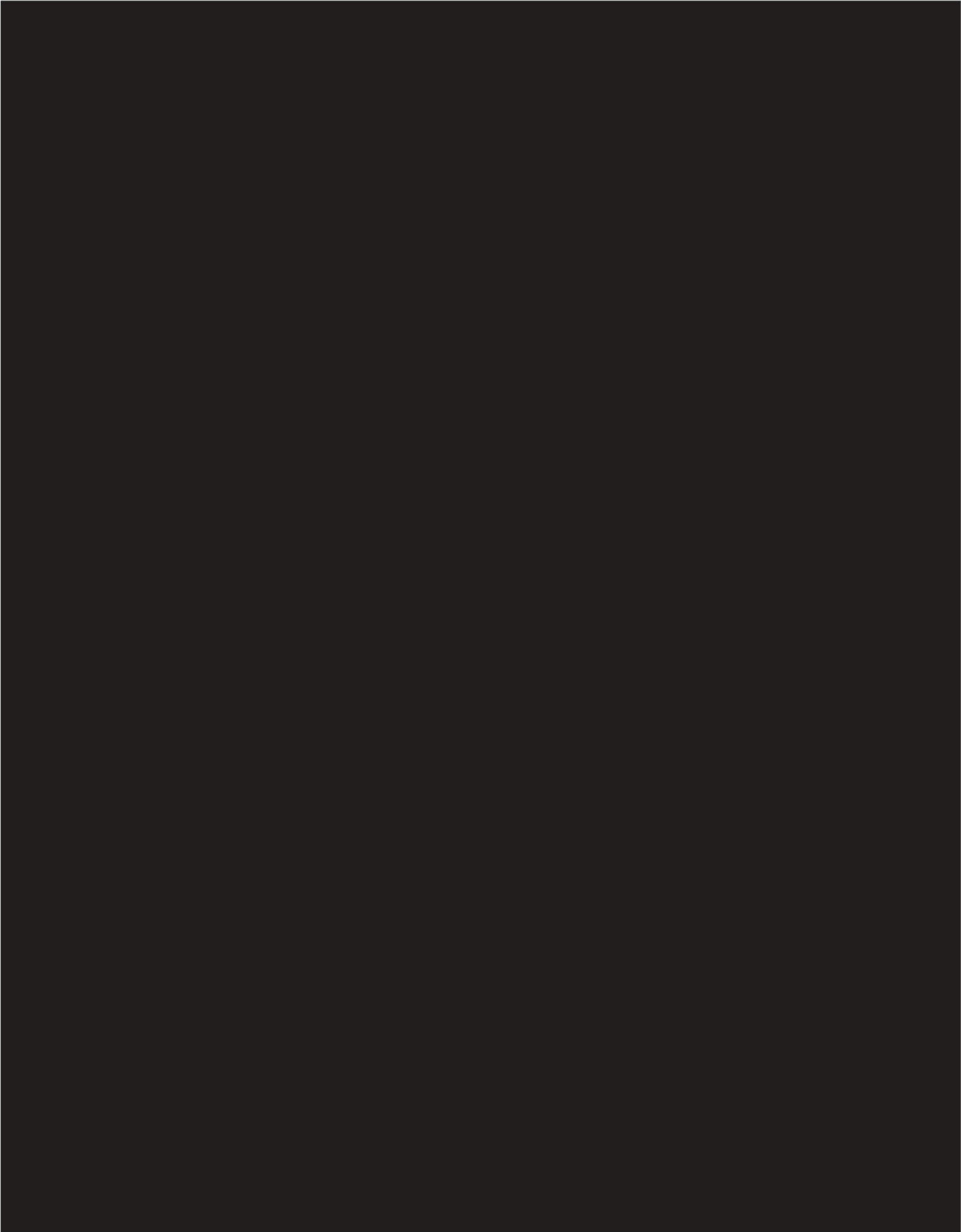


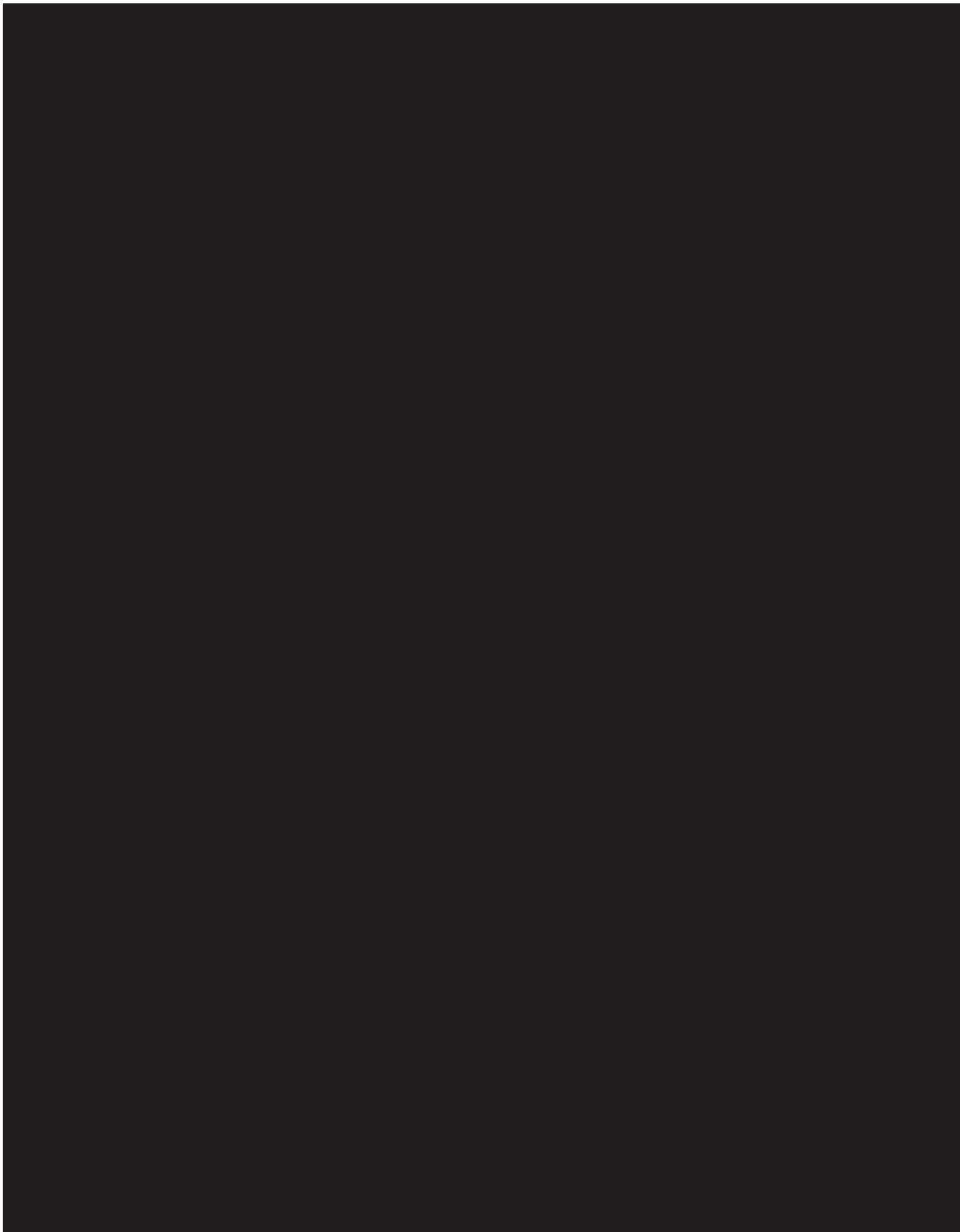
Modernize  
Everywhere

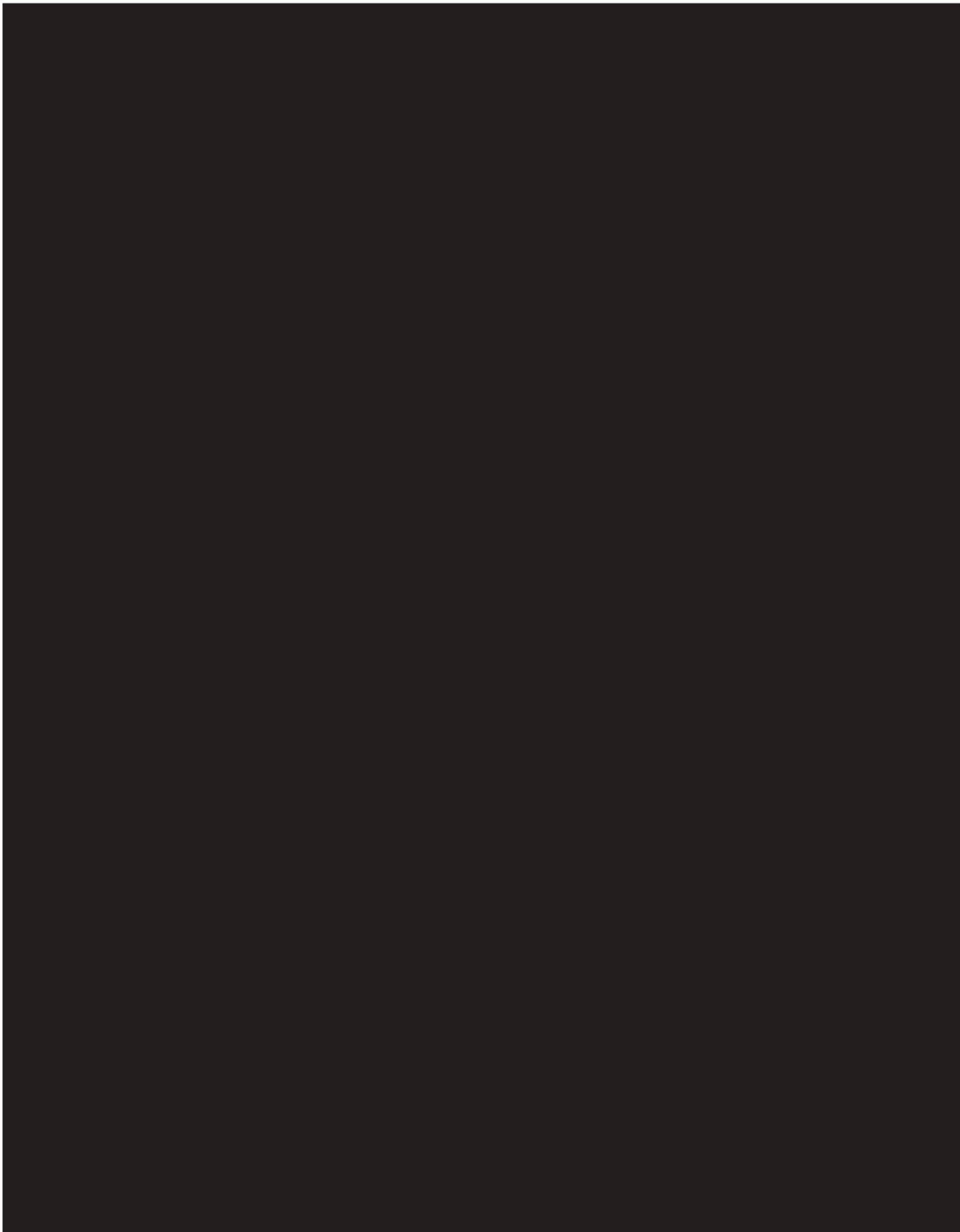


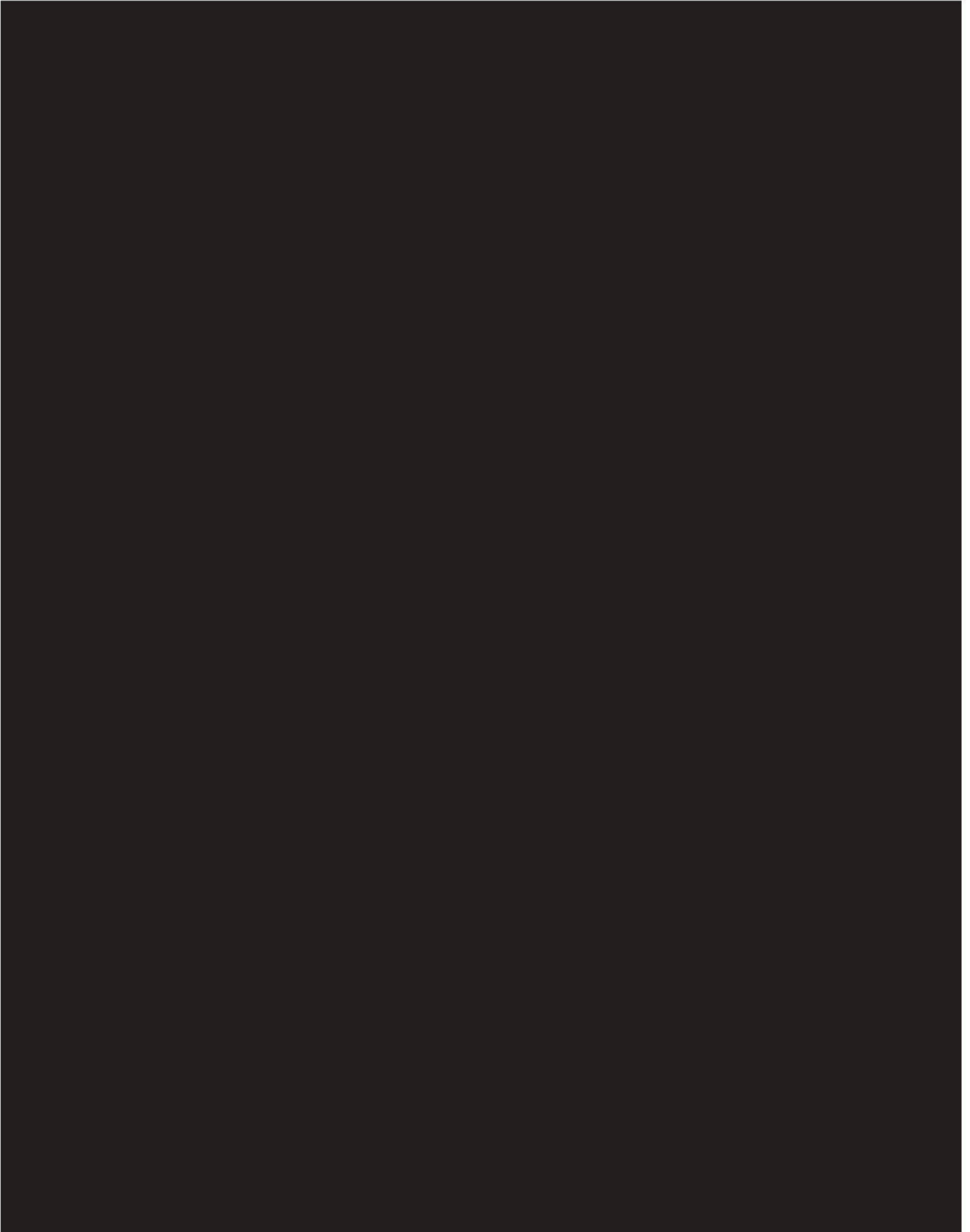
Disrupt  
Ourselves

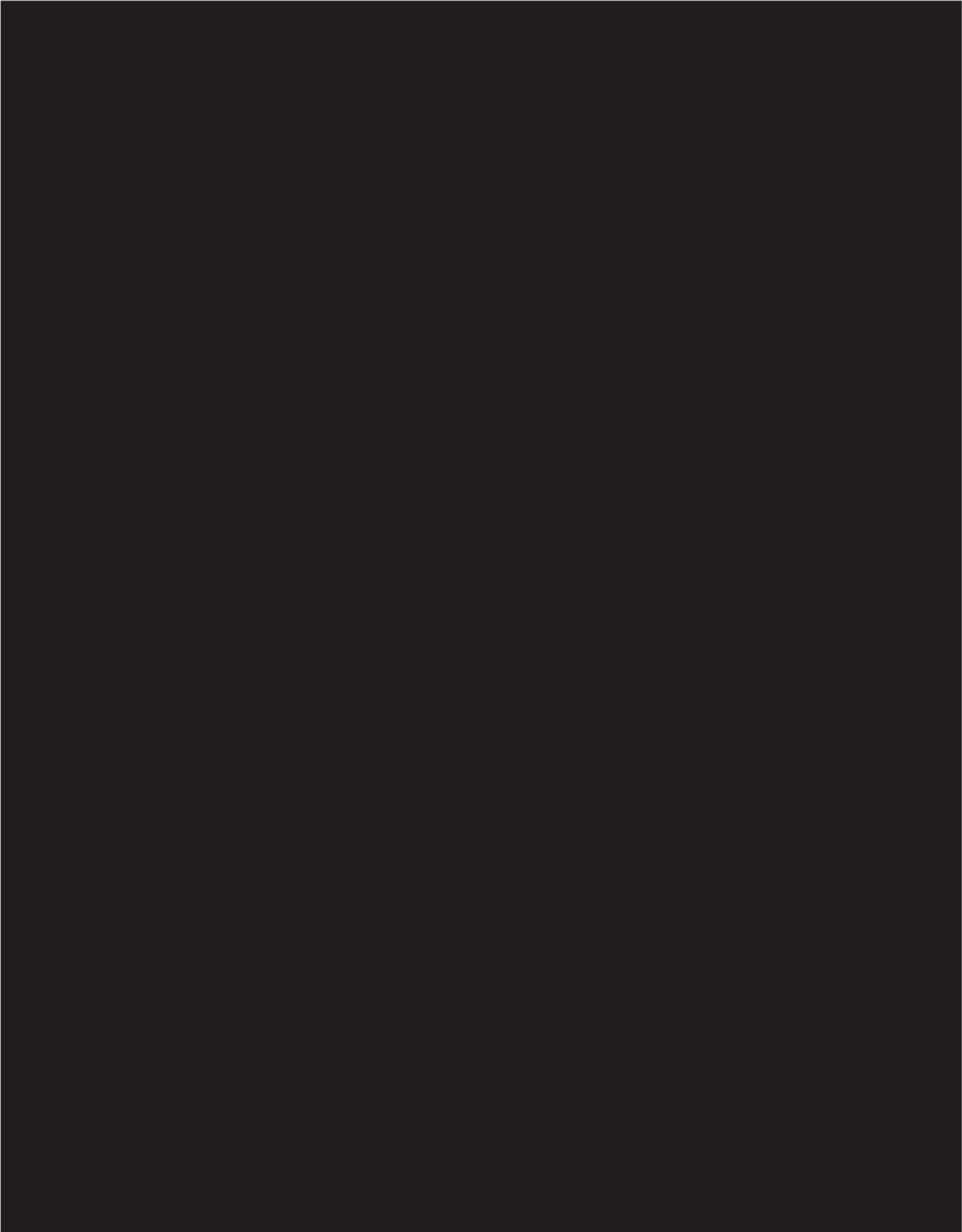


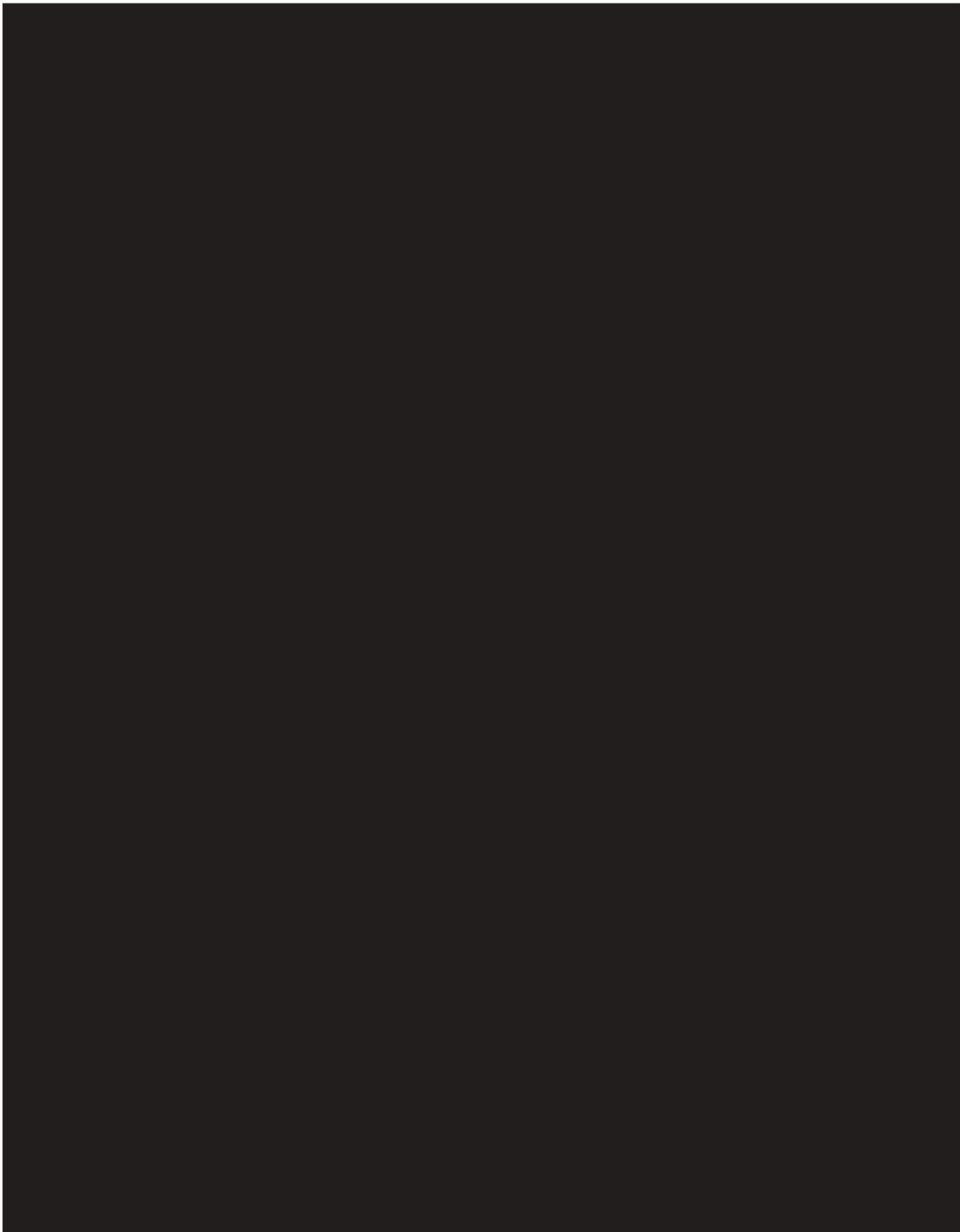


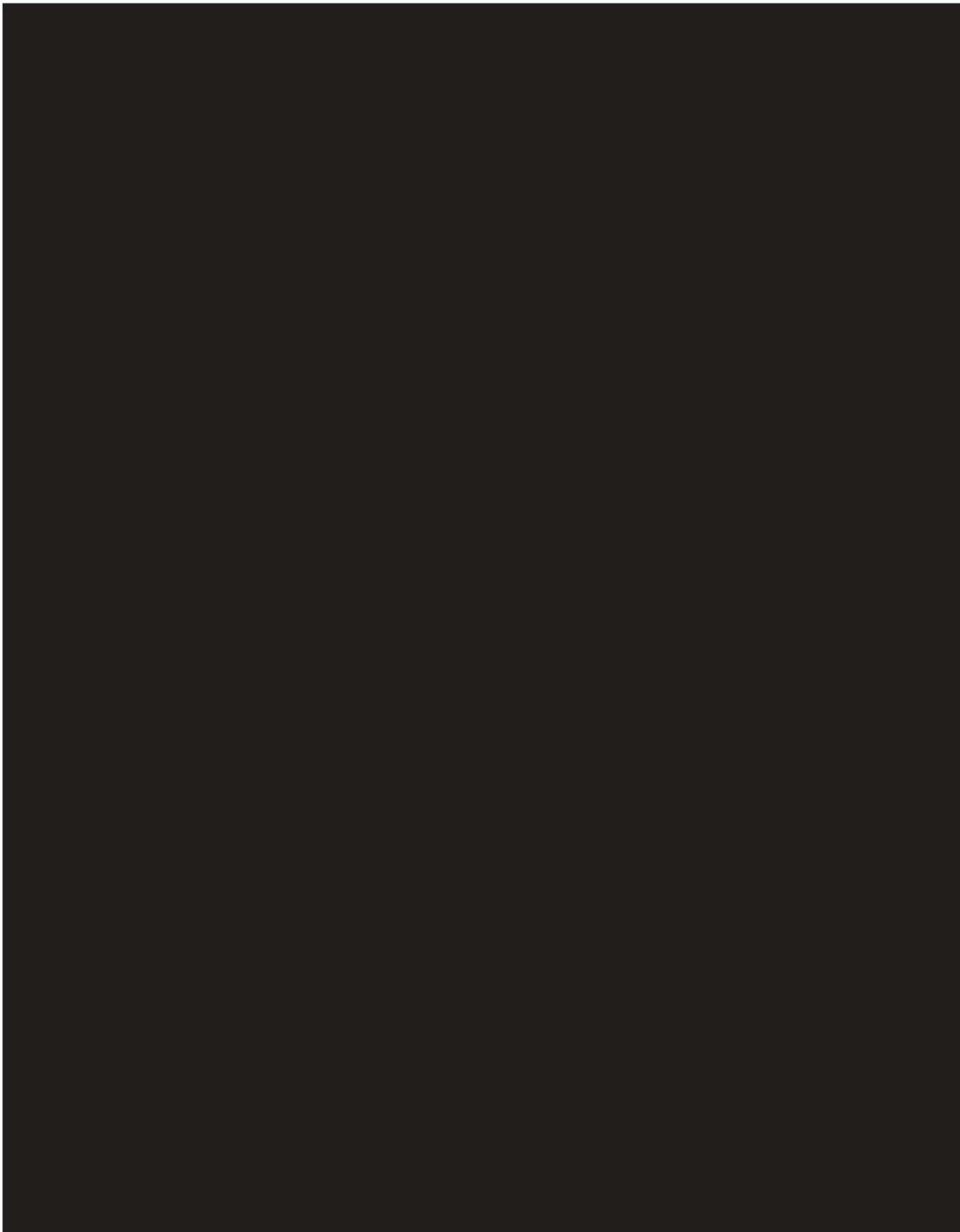




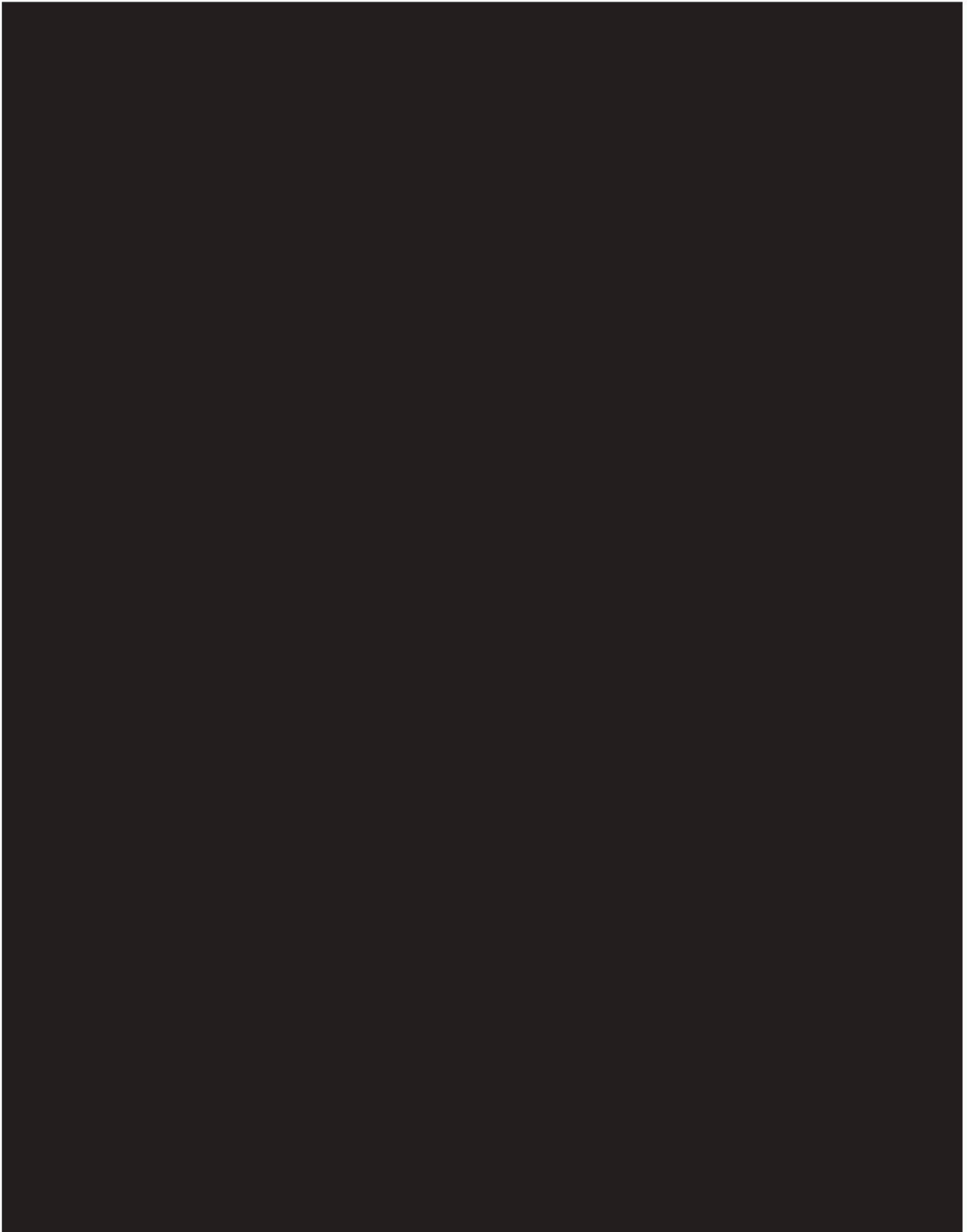






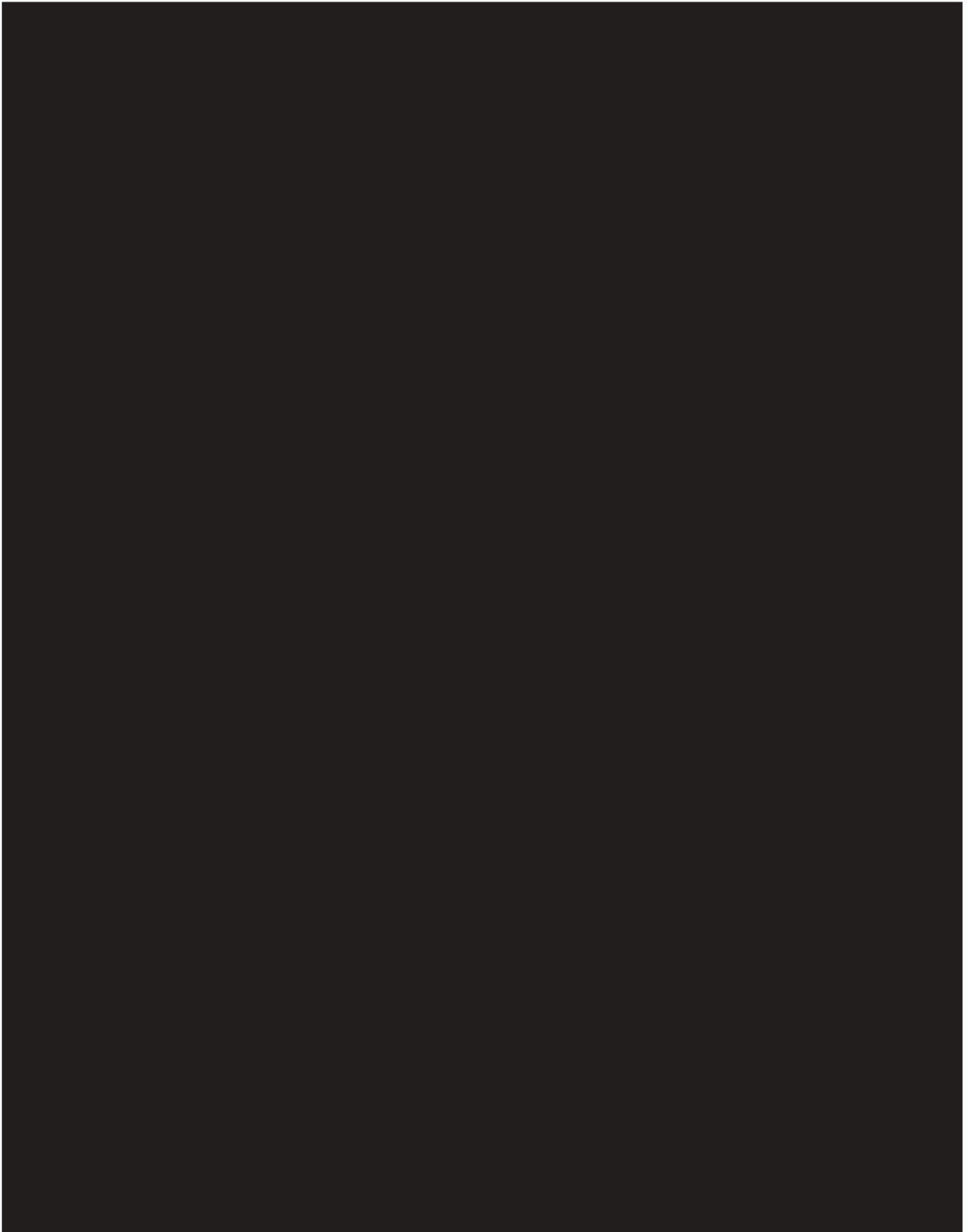


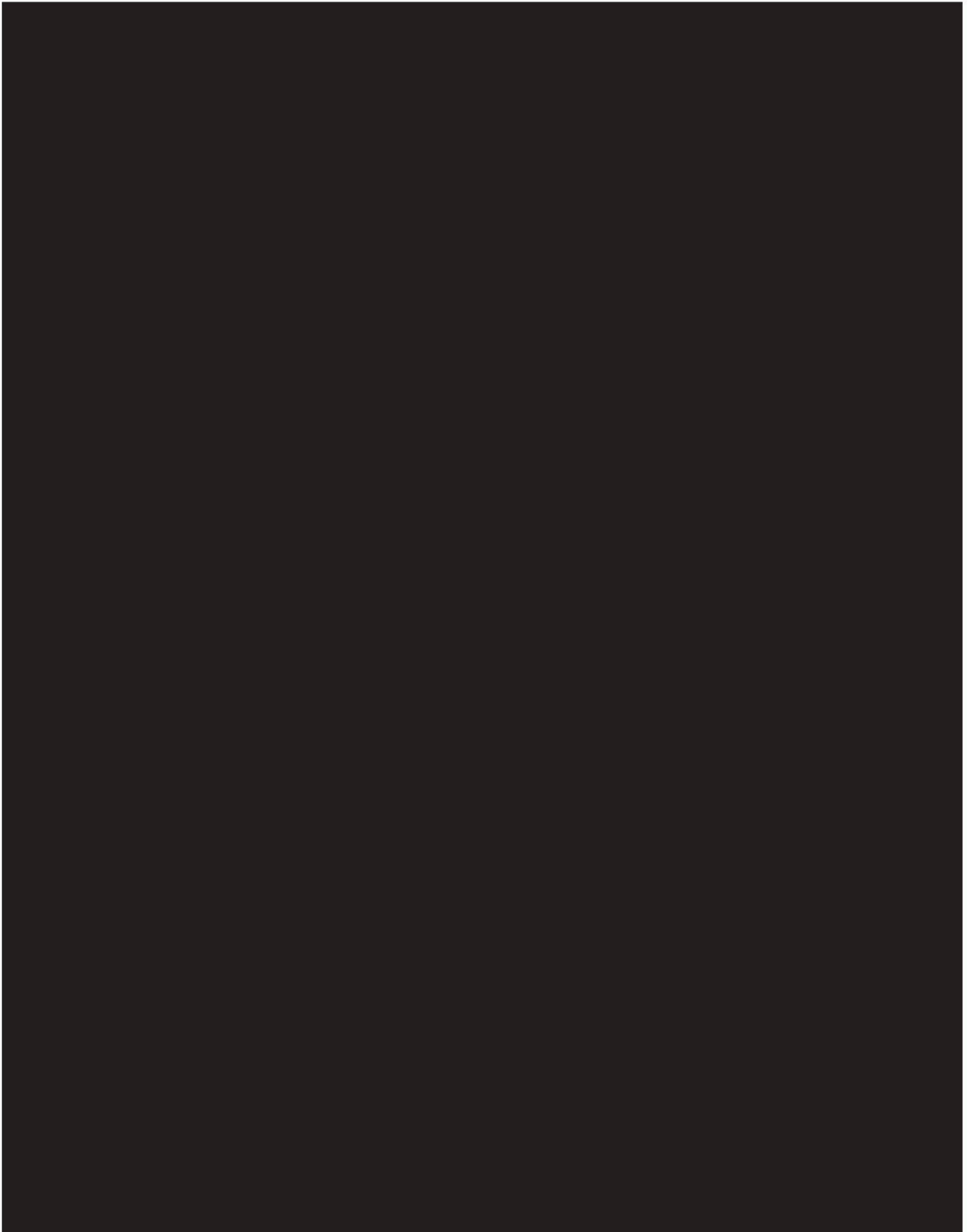


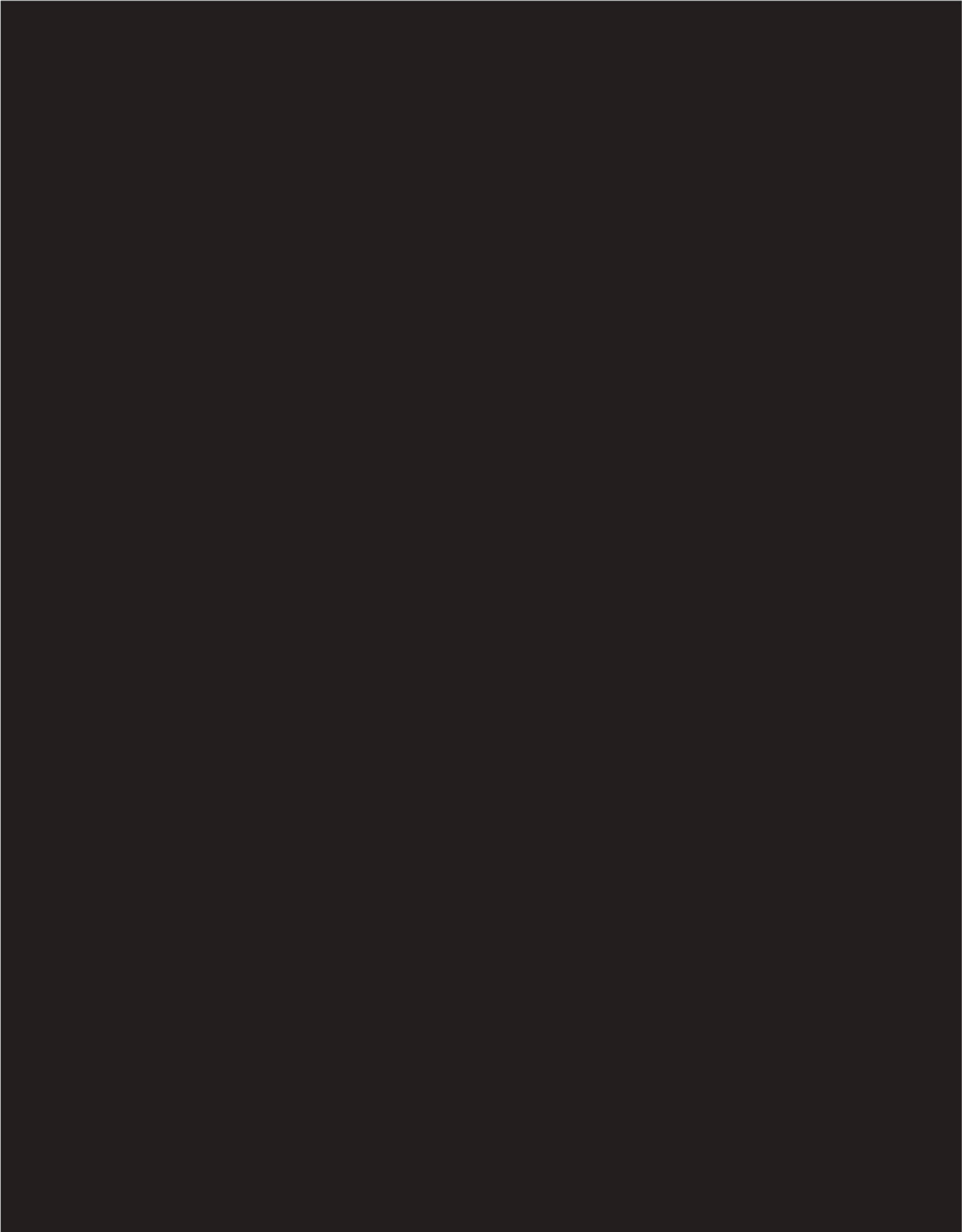


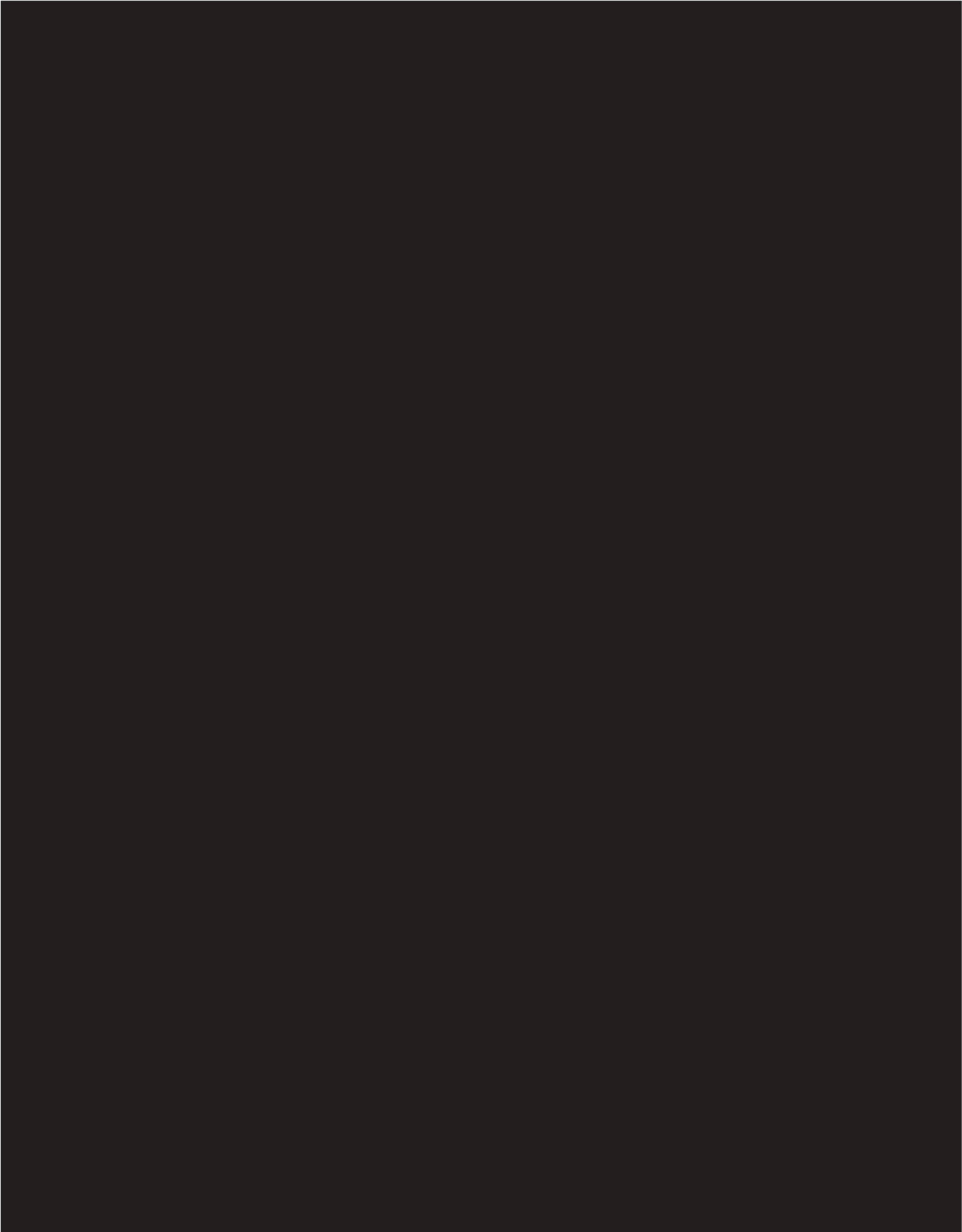
Additional Field Data Plots – Oct 20,  
2023

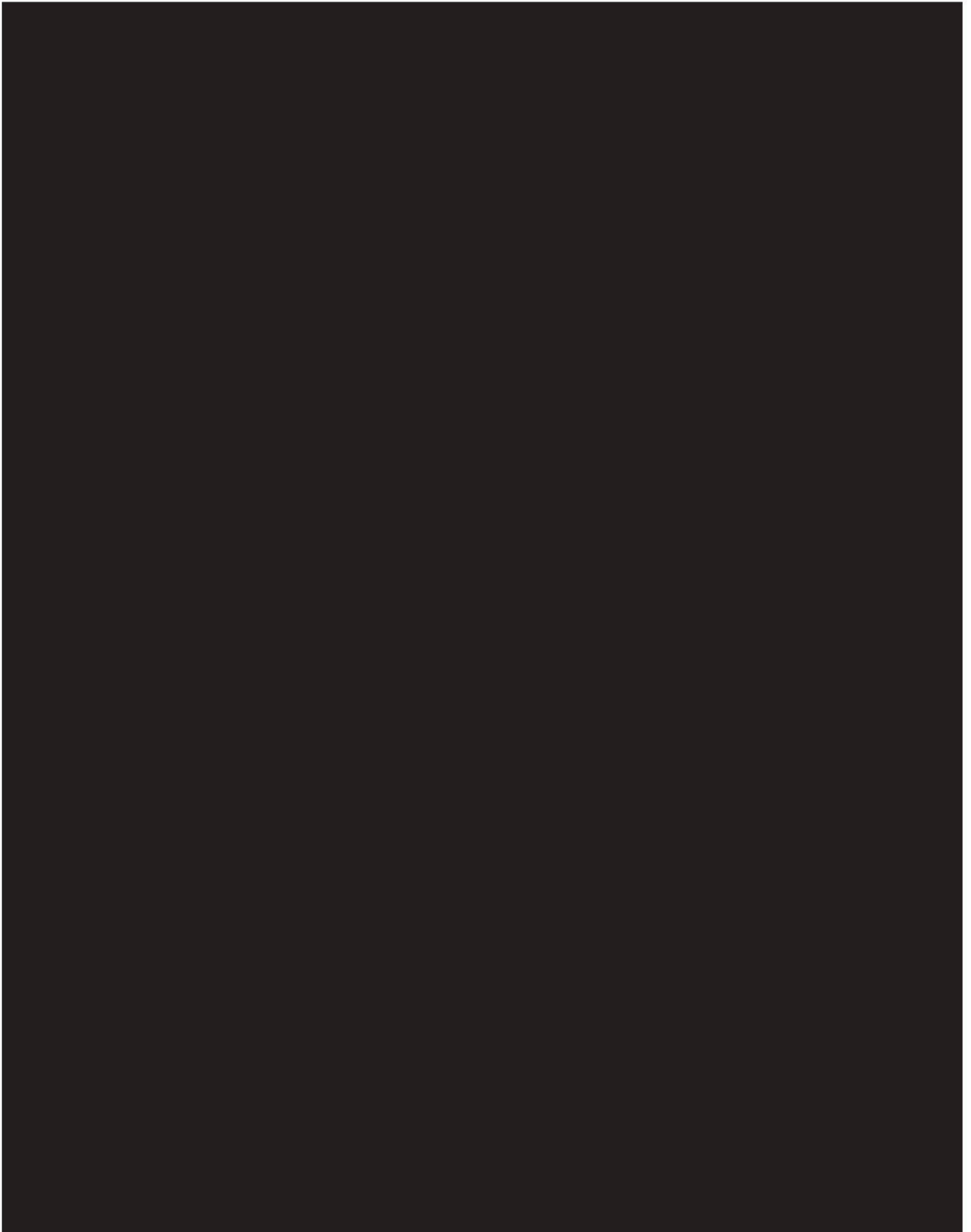


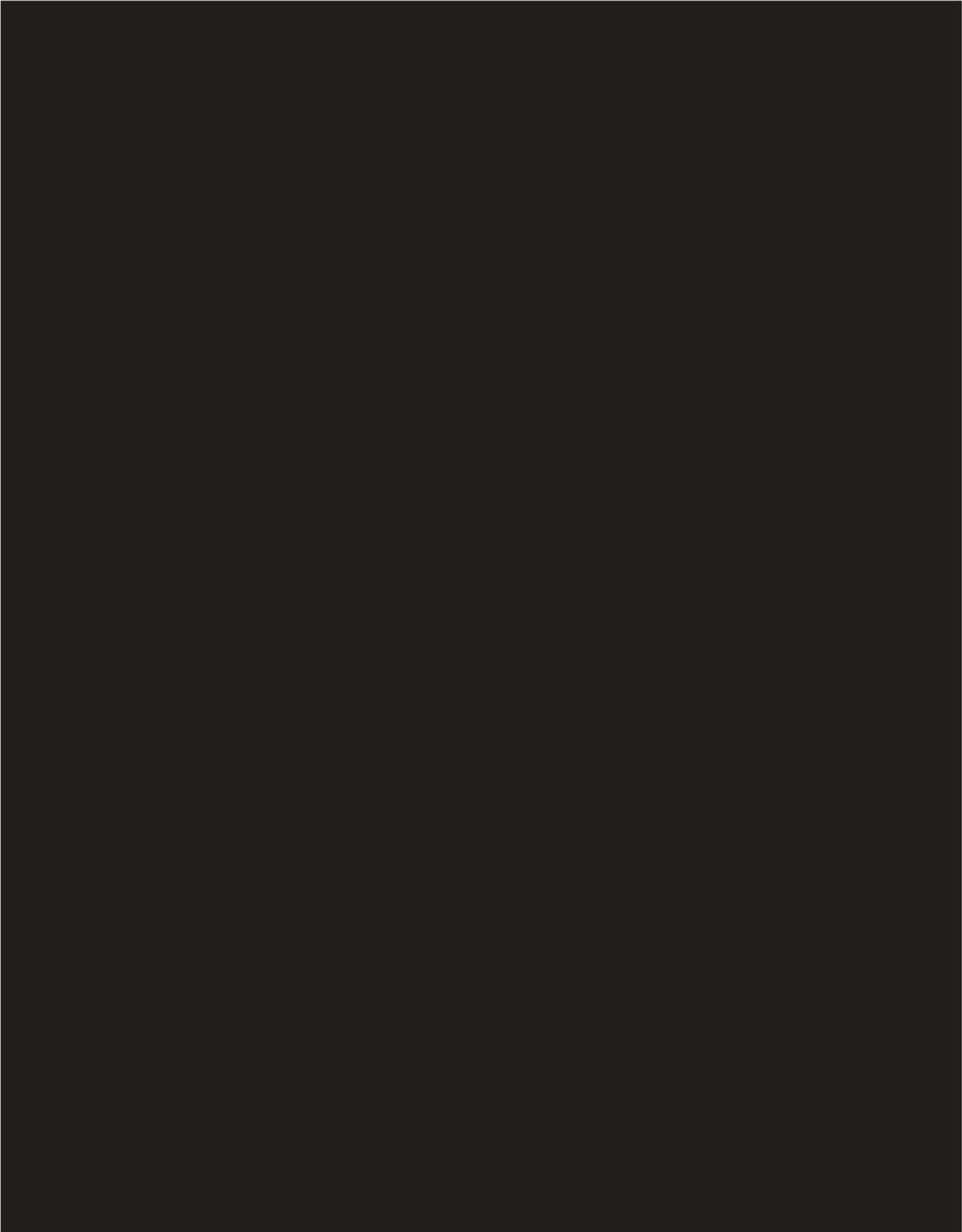


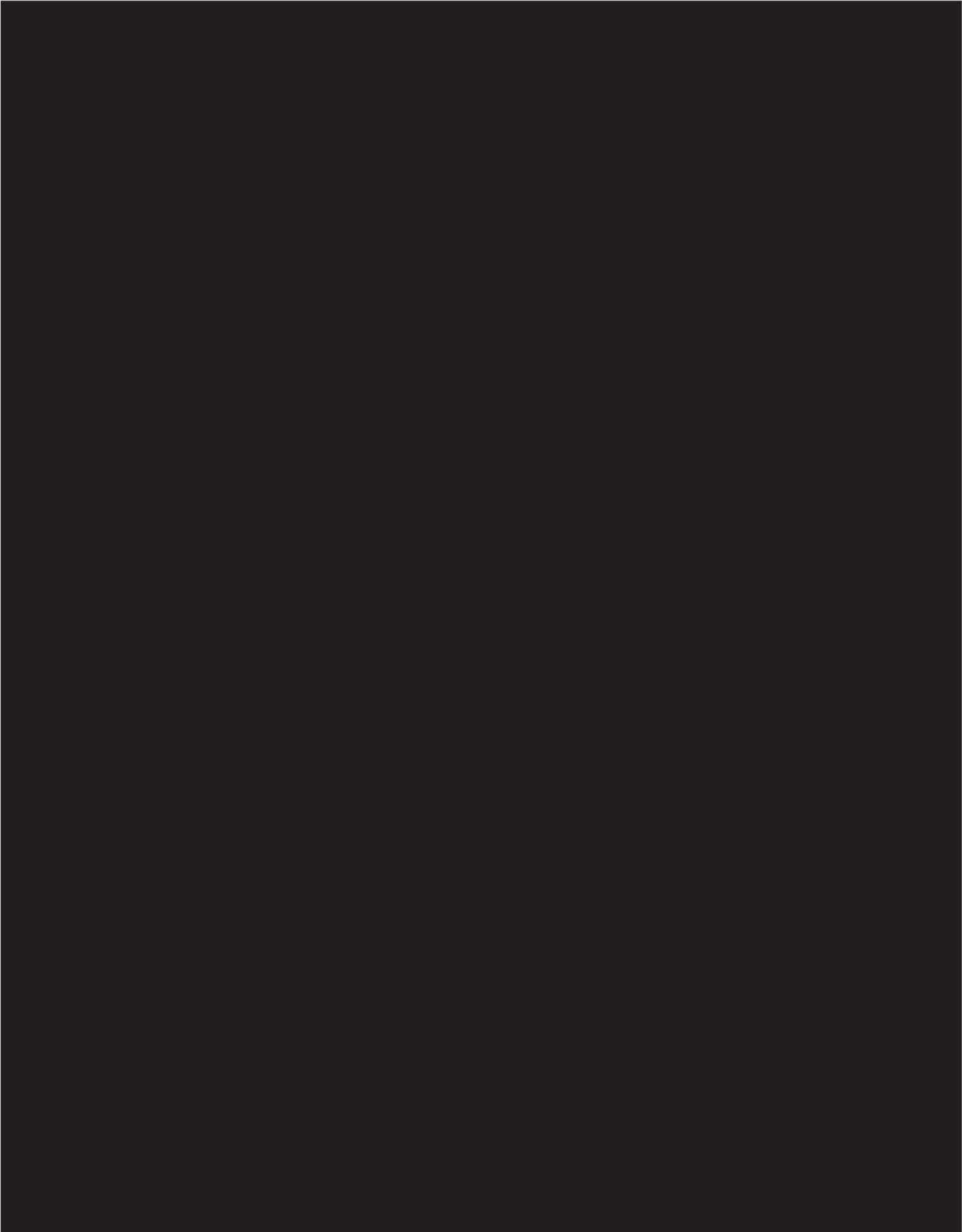


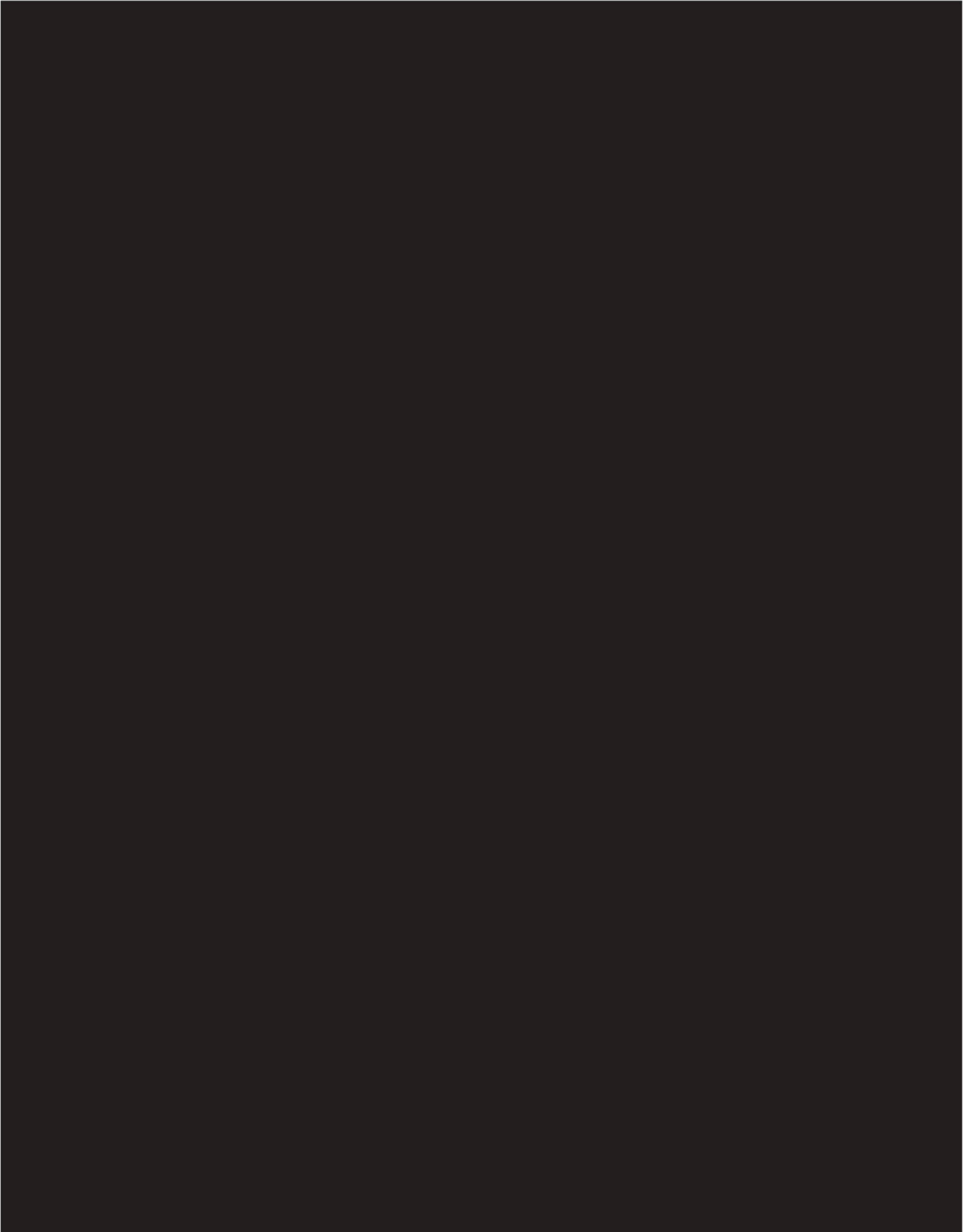












VOQs – Oct 25, 2023

The Ford logo, consisting of the word "Ford" in a white, stylized script font, is positioned in the bottom right corner of the dark blue header area.

# VOQ Customer Verbatims – Oct 25, 2023, search



#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim	Technician Comments
1	115433596	1FMJK1MT8KE [REDACTED]	5 mph	03-Jun-2019 (suspect time-window)	30-Aug-2023	18-Sep-2023	??	??	AZ	Pretensioner in driver's seatbelt went off without warning while driving 5 mph on smooth residential street.	??
2	11541165	5LMJ2LT9KE [REDACTED]	0 mph	01-Mar-2019 (suspect time-window)	26-Aug-2023	04-Sep-2023	04-Oct-2023	46,519	TX	The contact stated while the vehicle was stopped, the front passenger's side seat belt pretensioner exploded. The passenger suffered minor injuries to the chest area but did not seek medical attention.	Replace the right front seatbelt retractor
3	11538945	1FMJK1LTXKE [REDACTED]	0 mph	19-Oct-2018 (suspect time-window)	21-Aug-2023	28-Aug-2023	??	??	TX	Got into the car, and started it before I put my seatbelt on the seat belt; tensioner exploded on just the drivers side. Now the seatbelt will not release.	??
4	11538513	1FMJK1KT4KE [REDACTED]	0 mph	10-Dec-2018 (suspect time-window)	16-Aug-2023	28-Aug-2023	22-Aug-2023	89,770	TX	I was getting into my car to drive out of my drive way. Put on my seatbelt (driver side). Started to put it in drive then I heard a loud pop, then it felt like something hit my chest. I could smell a slight burning smell. After recovering from the pain I opened the door to try to see what happened. We notice the driver side seatbelt would not retract and was loose.	GCCT/ FMC360 claim for financial assistance requested by Customer for seatbelt repair. Request was approved
5	11539423	1FMJK1MT5KE [REDACTED]	40 mph	28-Oct-2018 (suspect time-window)	10-Aug-2023	28-Aug-2023	??	69,000	TX	While his wife was driving at 40 mph, she heard a loud abnormal noise and began to feel pressure on her chest due to the seat belt. The driver stated the air bag warning light was illuminated for a couple of days before the incident. The driver continued driving to her destination and after parking the vehicle she noticed the front driver-side seat was extremely tight but was able to unfasten and exit the vehicle. The driver did not	??

# VOQ Customer Verbatims – Oct 25, 2023, search



#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim	Technician Comments
6	11536777	1FMJU1LT8KE [REDACTED]	0 mph	17-Mar-2019 (suspect time-window)	24-Jul-2023	14-Aug-2023	26-Jul-2023	70,564	FL	<p>Were completely stopped at a red traffic. A loud shotgun or explosive sound filled the vehicle. I got hit with something in the chest that felt like a punch or a kick, knocking me out of breath. But my wife only heard the extremely loud noise. I was clutching my chest in pain as I thought I was shot. We smelled gun powder. My driver's seatbelt was stuck in the retracted position. Ford mechanic determined there was a factory short in the air bag circuit, which caused the seatbelt tensioner charge to explode. ... It turned out the kick in the chest was the seatbelt retracting 4 inches pulling me back in the seat.</p>	<p>Performed air bag diagnosis code b007e, ... Found drivers seat belt retractor deployed, checked for voltage on circuits cr188 and r188, found 2.3 volts on circuit, traced harness for shorts, removed center console and disconnected air bag module, short to voltage disappeared, short in module caused pretensioner deployment...</p>
7	11527614	1FMJK1KT6KE [REDACTED]	0 mph (default)	20-Feb-2019 (suspect time-window)	18-Jun-2023	26-Jun-2023	26-Jun-2023	53,015	FL	<p>When turning into a parking lot and putting the brakes on, the explosive charge in the seat belt went off with painful compression of the chest by the seat belt in the drivers seat. The air bag did not inflate. I was able to get the seat belt off my chest, but it was fixed by the mechanism and would not extend for use after that.</p>	<p>Code b007e:13:8b rcm drivers seat belt pretensioner c deployment control. ... Replaced left front seat belt retractor assembly. ...</p>
8	11544664	1FMJU1LT8KE [REDACTED]	0 mph	17-Mar-2019 (suspect time-window)	24-Jul-2023	25-Sep-2023	26-Jul-2023	70,564	FL	<p>I reported this incident once already and since then 2 more 2019 For Expedition had the exact same issue. The seatbelt tensioner charge blew up for no reason while vehicle was stopped and running. This is a very dangerous problem as I almost heart attack. I thought I was shot. Please investigate this and don't wash it under the rug. To this day I'm afraid of driving my expedition to fear of it happening again.</p>	

# VOQ Customer Verbatims – Oct 25, 2023, search



#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim	Technician Comments
9	11538544	1FMJU1KT7KE [REDACTED]	0 mph	19-Oct-2018 <i>(suspect time-window)</i>	25-Jul-2023	21-Aug-2023		54,454	TX	The vehicle was parked when we heard a loud popping noise. I then saw white powder and smelled a horrible smell. Upon inspection the passenger seat side panel had popped open. It seemed like an airbag had deployed. I had a restraint indicator light on at that point. It was taken to a Ford dealership where they told me it couldn't have been an airbag it was just a faulty seatbelt sensor. Which by the way there was a recall for that exact thing on the 2020 but, not the 2019 so 750\$ later...they're going to fix it.	
10	11550493	1FMJU1HT9KE [REDACTED]	75-80 mph	15-Jan-2019 <i>(suspect time-window)</i>	13-Oct-2023	23-Oct-2023		72,000	AZ	The contact owns a 2019 Ford Expedition. The contact stated that while driving at approximately 75-80MPH, she heard a loud popping sound and noticed that the front driver's side seat belt had exploded. The contact stated that the front driver's side seat belt failed to retract. The air bag warning light illuminated. The vehicle was taken to the dealer where it was diagnosed that the seat belt pretensioner was faulty and needed to be replaced. The vehicle was repaired; however, the contact was then informed by the dealer that the failure might occur with the other seat belts. contact was concerned for her safety while operating the vehicle. The manufacturer was notified of the failure, but no assistance was provided. The failure mileage was approximately 72,000.	

VOQ Customer Verbatims – Oct 25, 2023, search

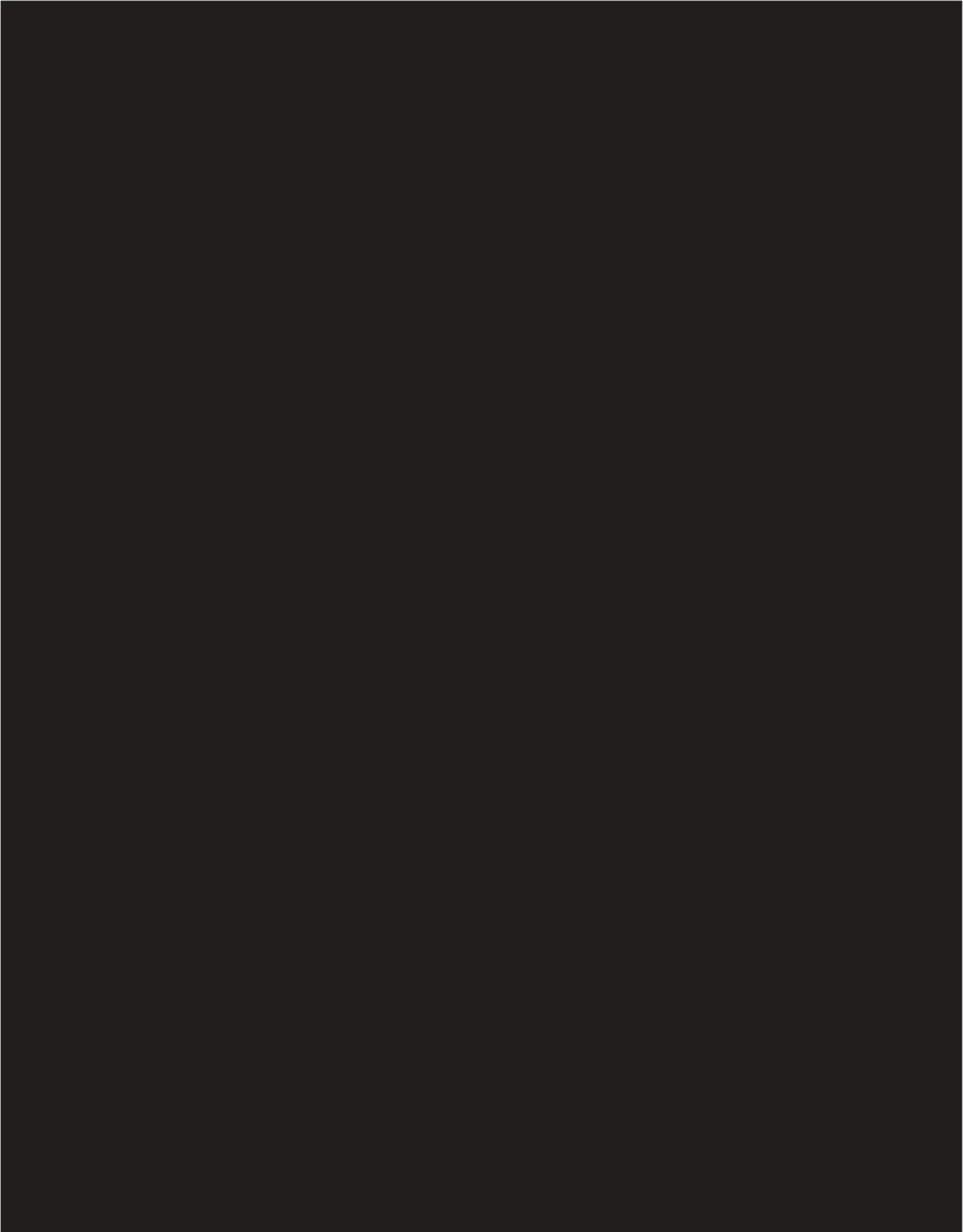


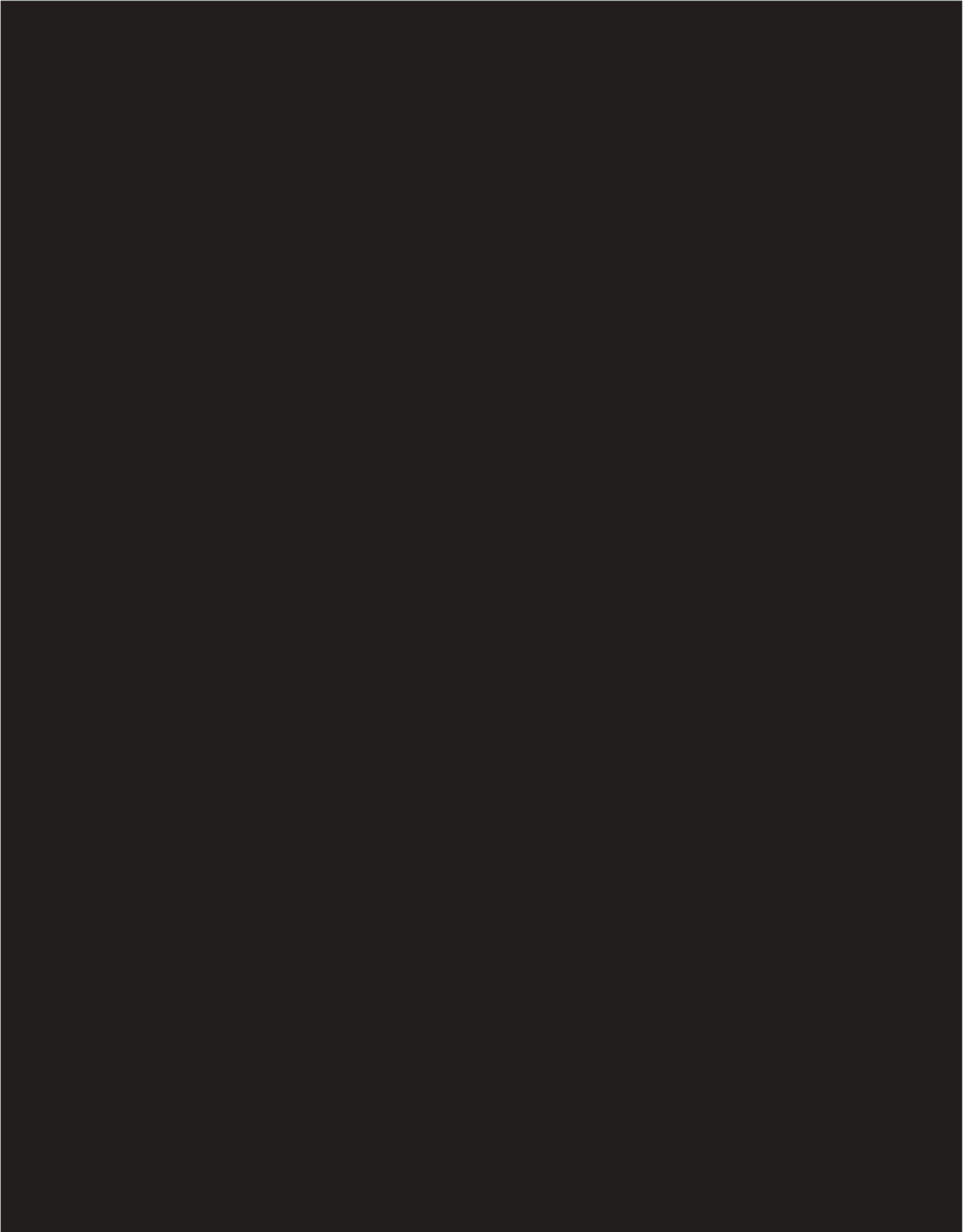
#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim
11	11548577	1FMJU1KT4KE [REDACTED]		18-Oct-2018	06-Sep-2023 (suspect time-window)	16-Oct-2023		72,000	TX	The contact owns a 2019 Ford Expedition. The contact stated that after the vehicle was shifted into park, the seat belt was removed, and the contact heard a loud popping sound then the front driver's side air bag inadvertently deployed. As a result of the failure, the seat belt retracted and burned the contact hand. No medical attention was required. The air bag warning light and the seat belt warning light illuminated. No medical attention was required. The vehicle was towed to the dealer where it was diagnosed that the seat belt retractor pretensioner failed and the seat belt retractor pretensioner and air bag needed to be replaced. The vehicle had not been repaired. The manufacturer was notified of the failure and a case was opened and the contact was advised to contact the NHTSA Hotline. The failure mileage was approximately 72,000.
12	11542745	1FMJU1JT [REDACTED]							TX	Vehicle parked and had just been started. Went to put on dvr seatbelt and a loud explosion happened to my left and the seatbelt shoulder strap was pulled out of my fingers. The driver seatbelt pretensioner activated without a collision and the cab filled with smoke. Vehicle has never been in a collision, ever had a restraint malfunction, is the original OEM safety component, and hasn't been serviced/replaced for a seatbelt/airbag issue. Now, the air bag light is activated and the seatbelt is tightly fully retracted to the pillar so tight it can't be moved at all. Access to the onboard computer can verify all the above info. Dealership stated there was an activation of the pretensioned charge on the driver seatbelt resulting in the belt fully retracting and the seatbelt no longer functioning. 2nd 2019 Ford Expedition they have seen this week with the same mishap. If this would have deployed at highway speeds, a driver may have been started due to the loud explosion in the cab and lost control of the vehicle (I was parked). Smoke immediately entered the occupant compartment. The seat belt retracted so quickly/tightly, injury to one's chest would have occurred.

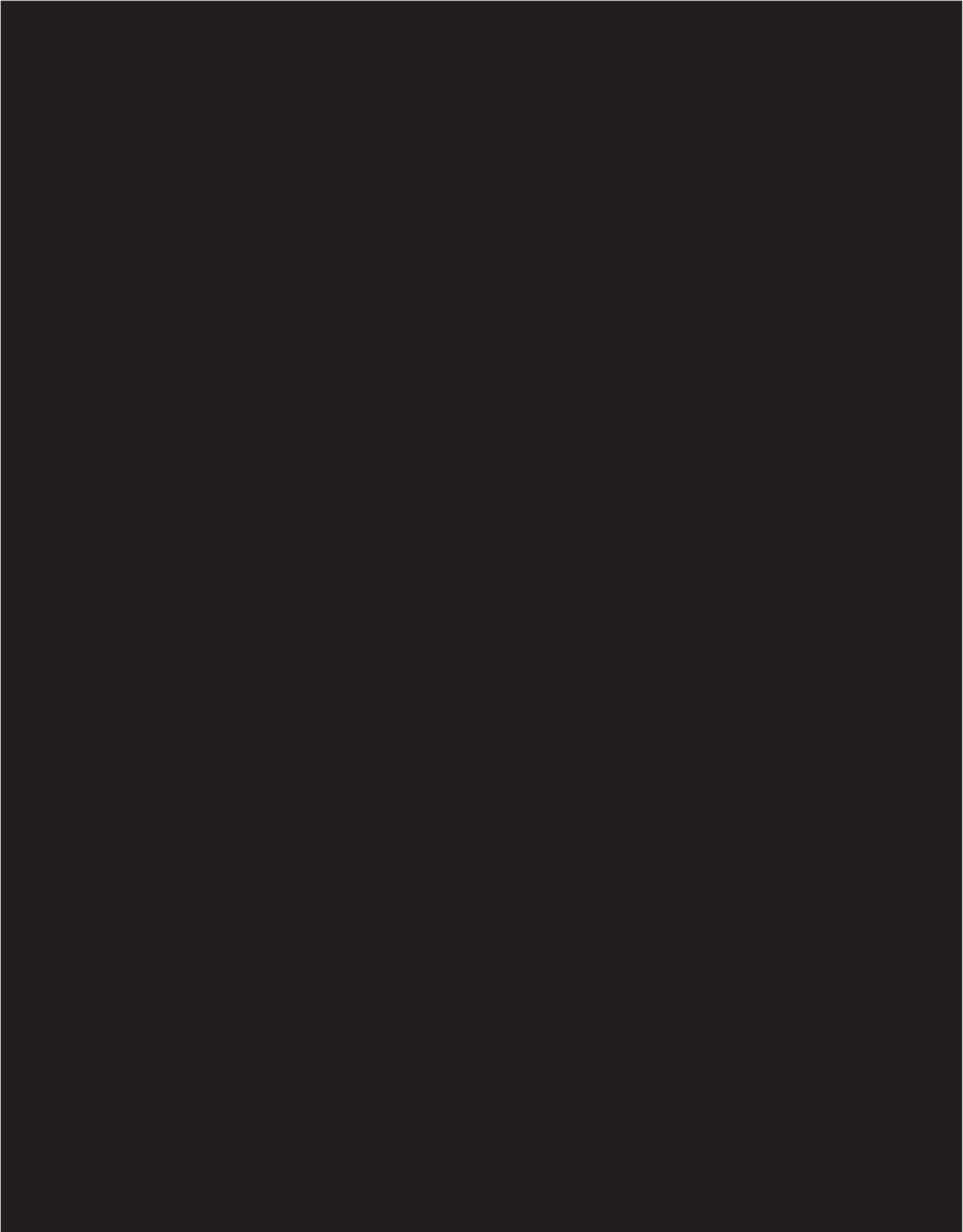


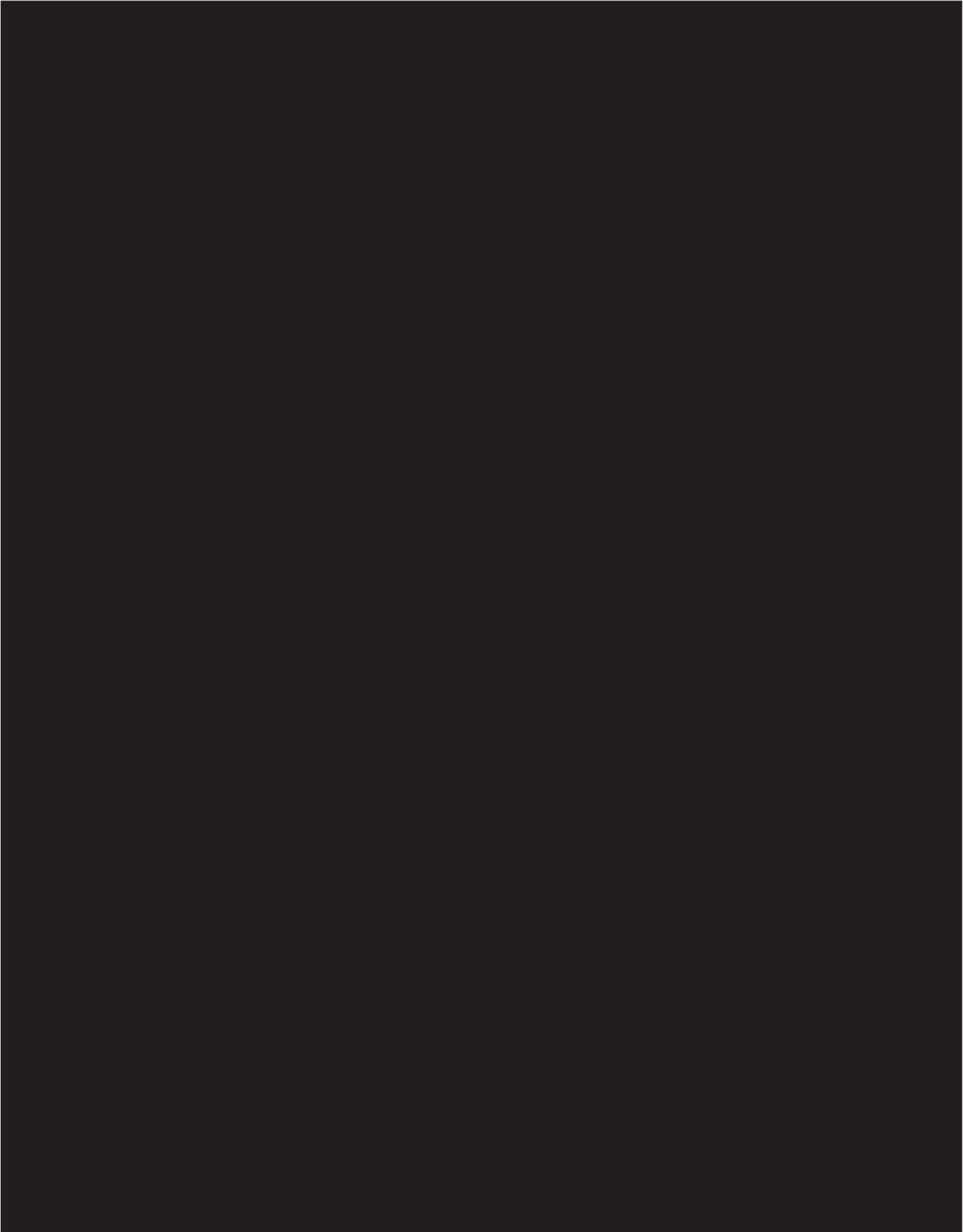
# Appendix / Back-Up

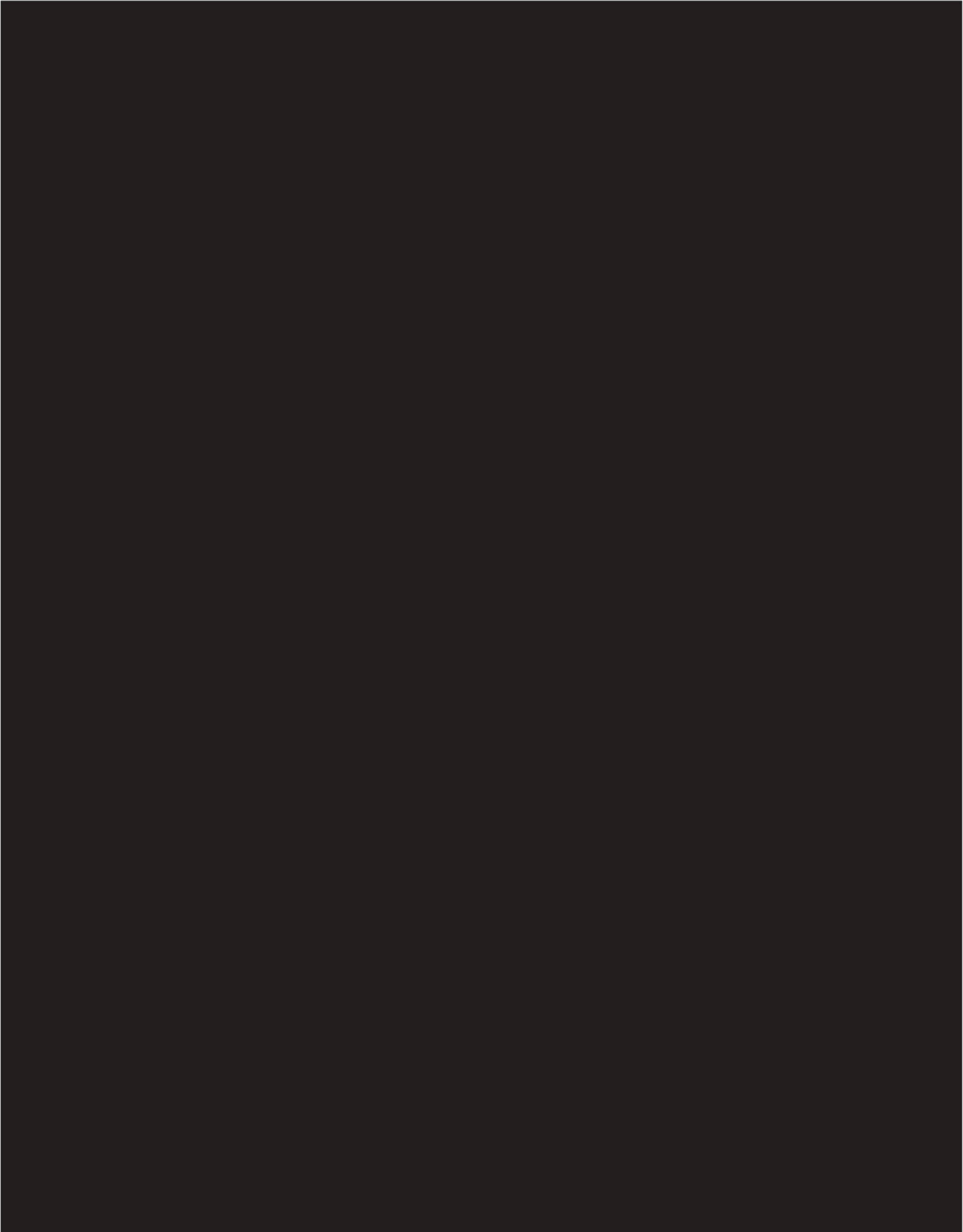


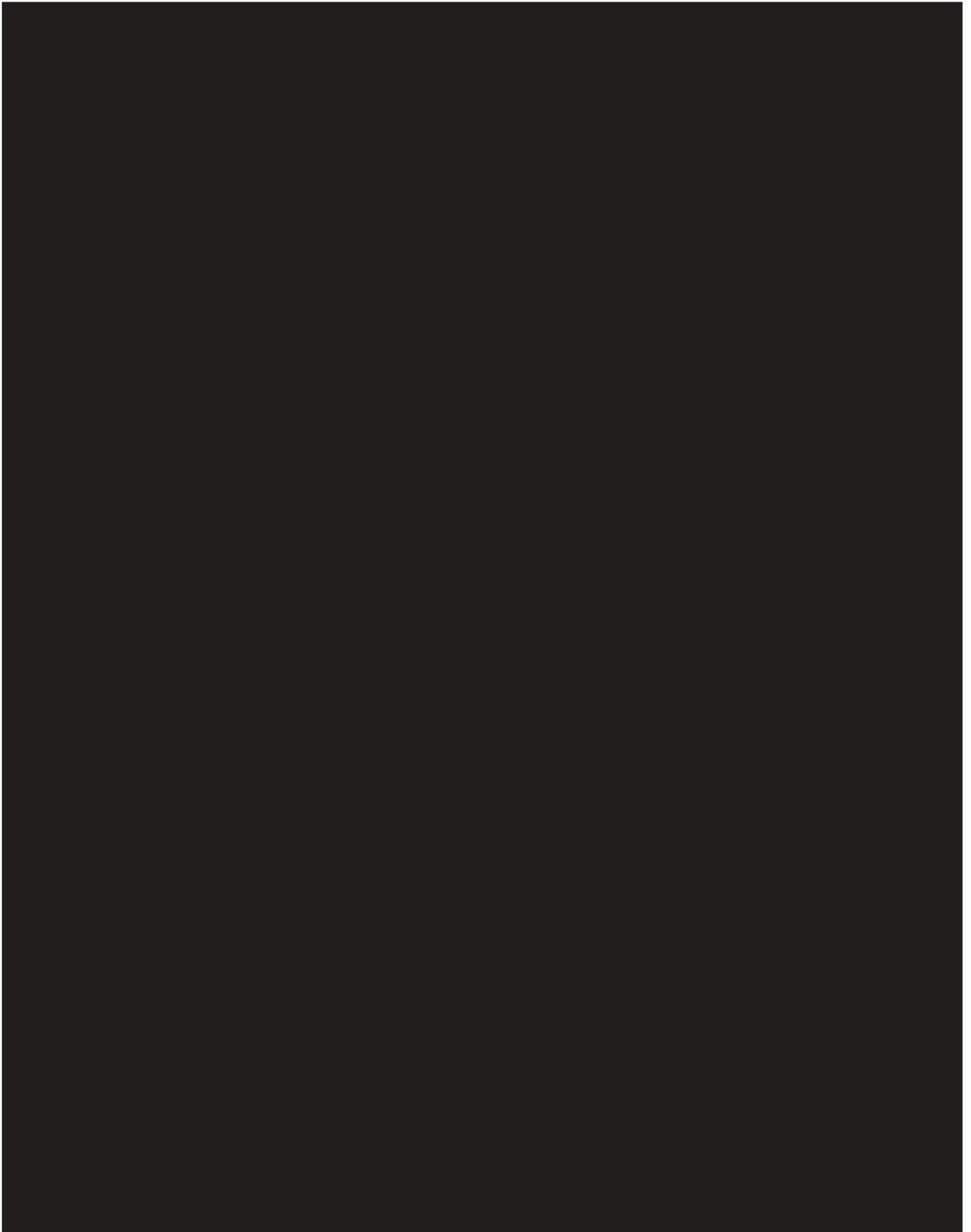


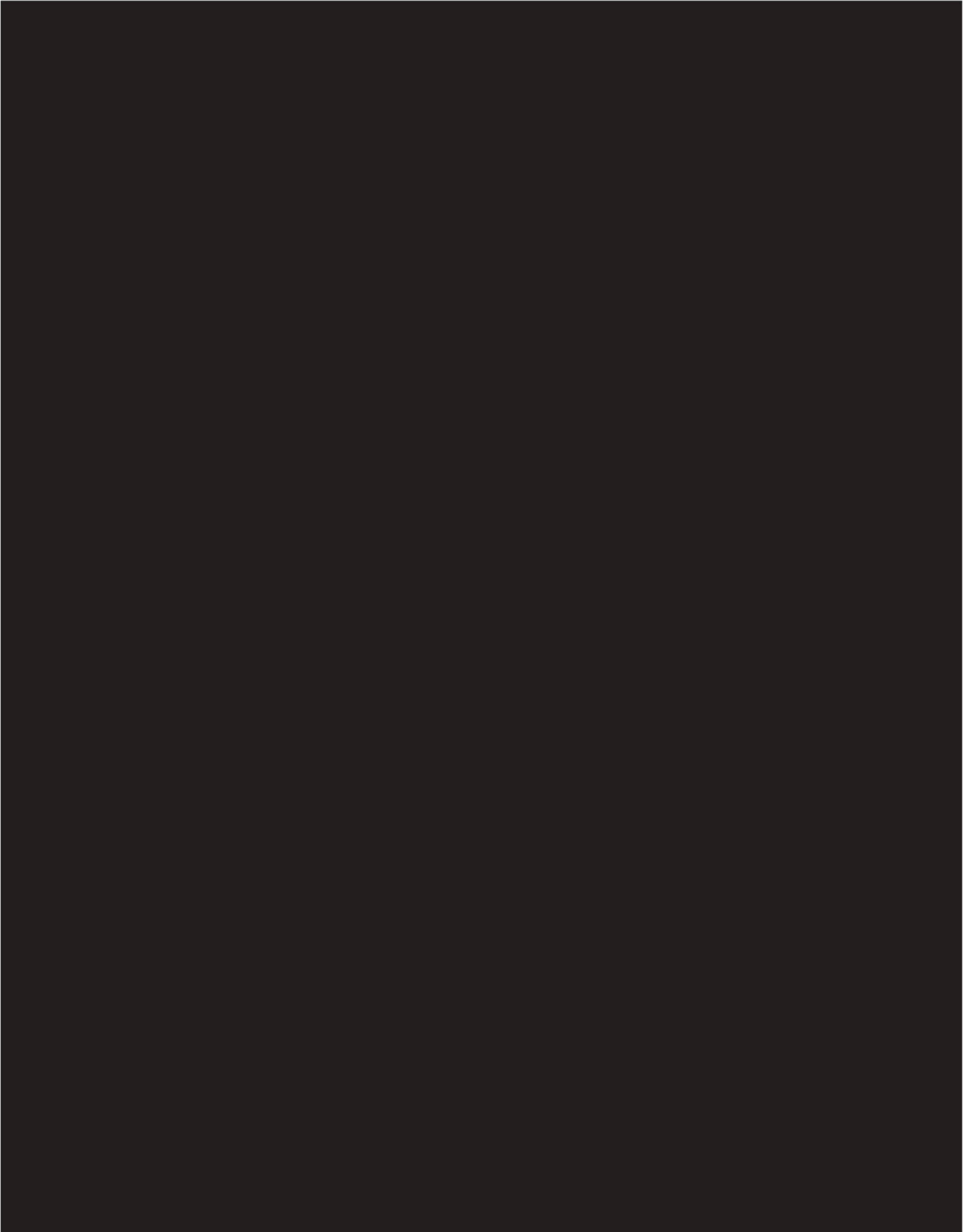


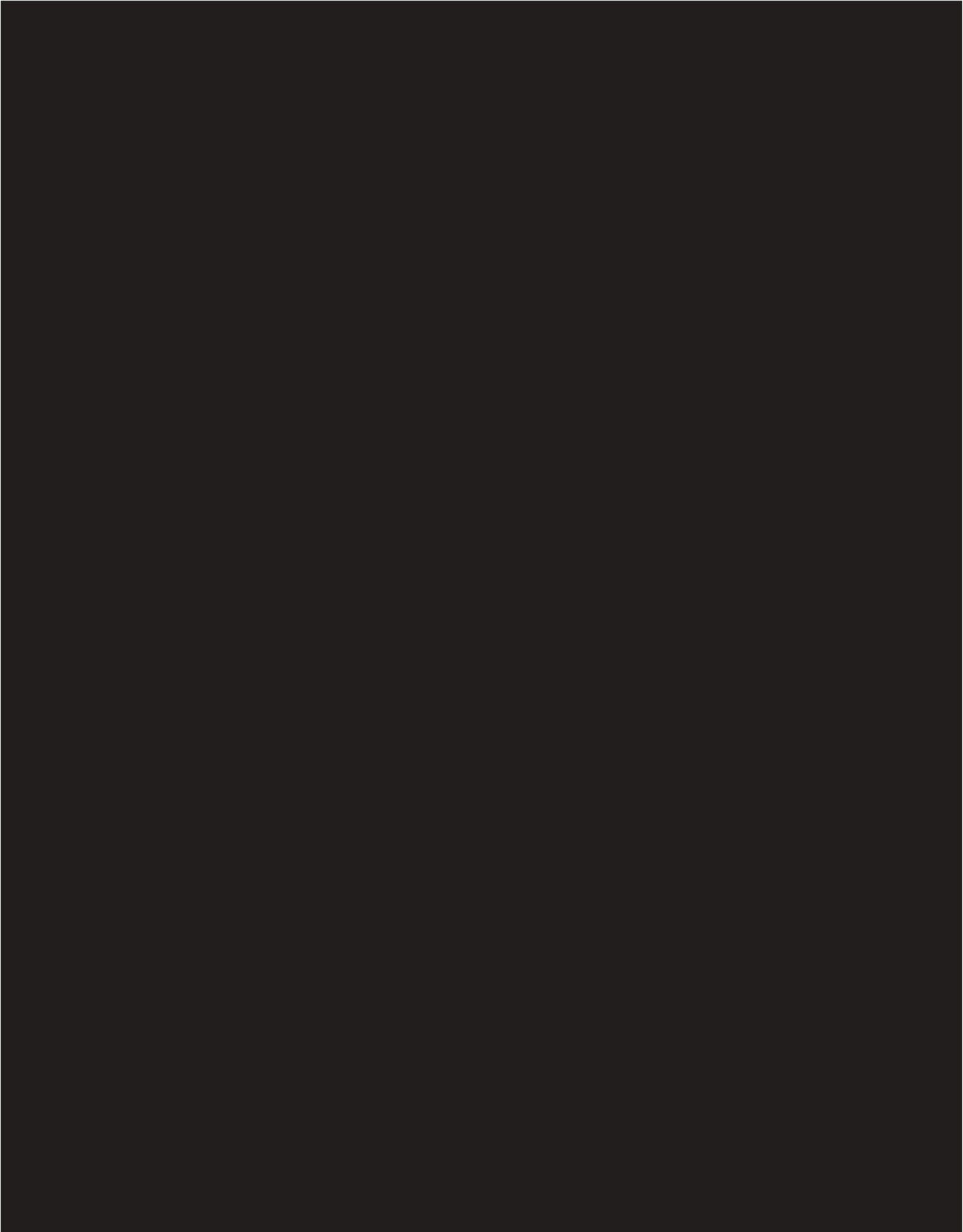


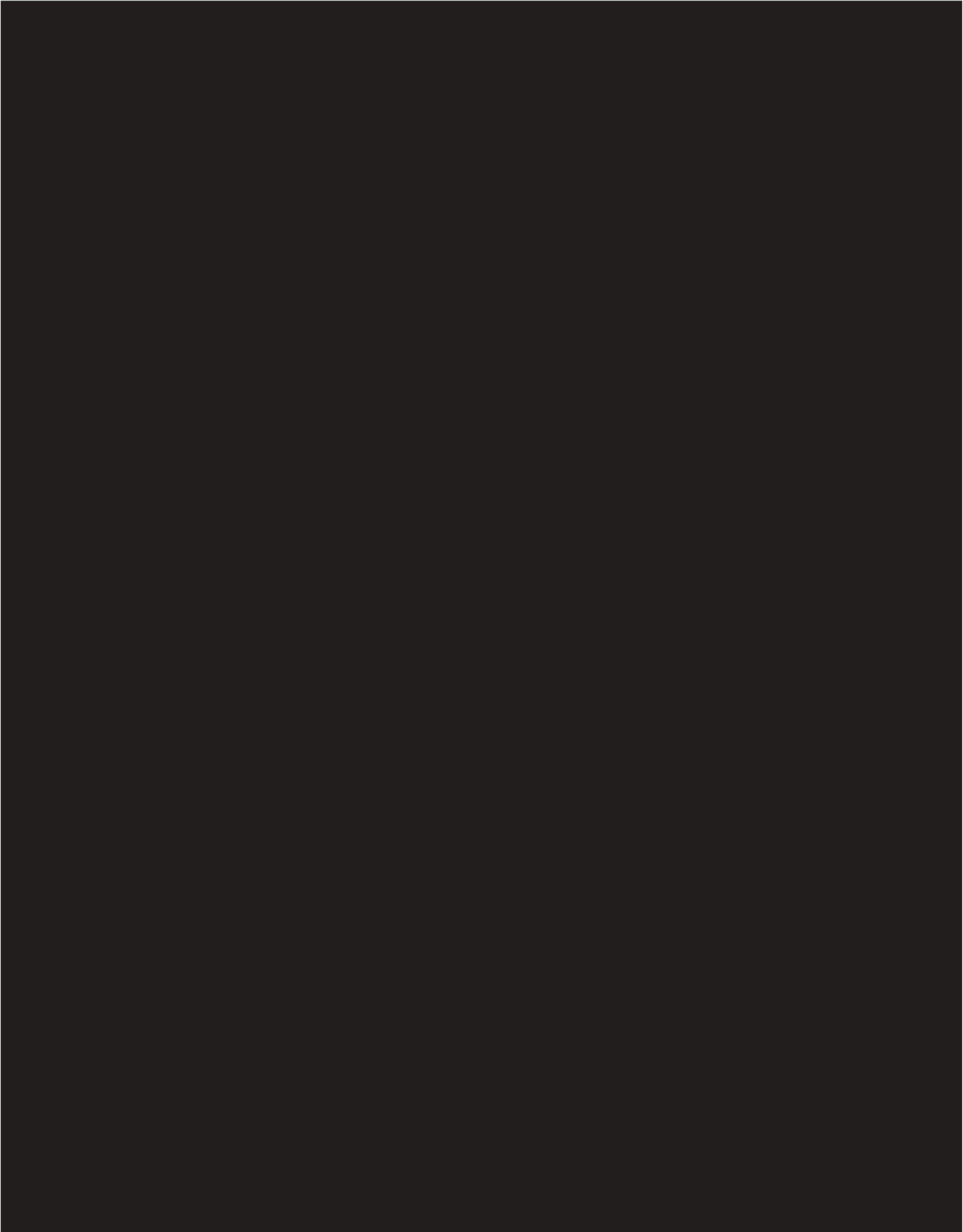


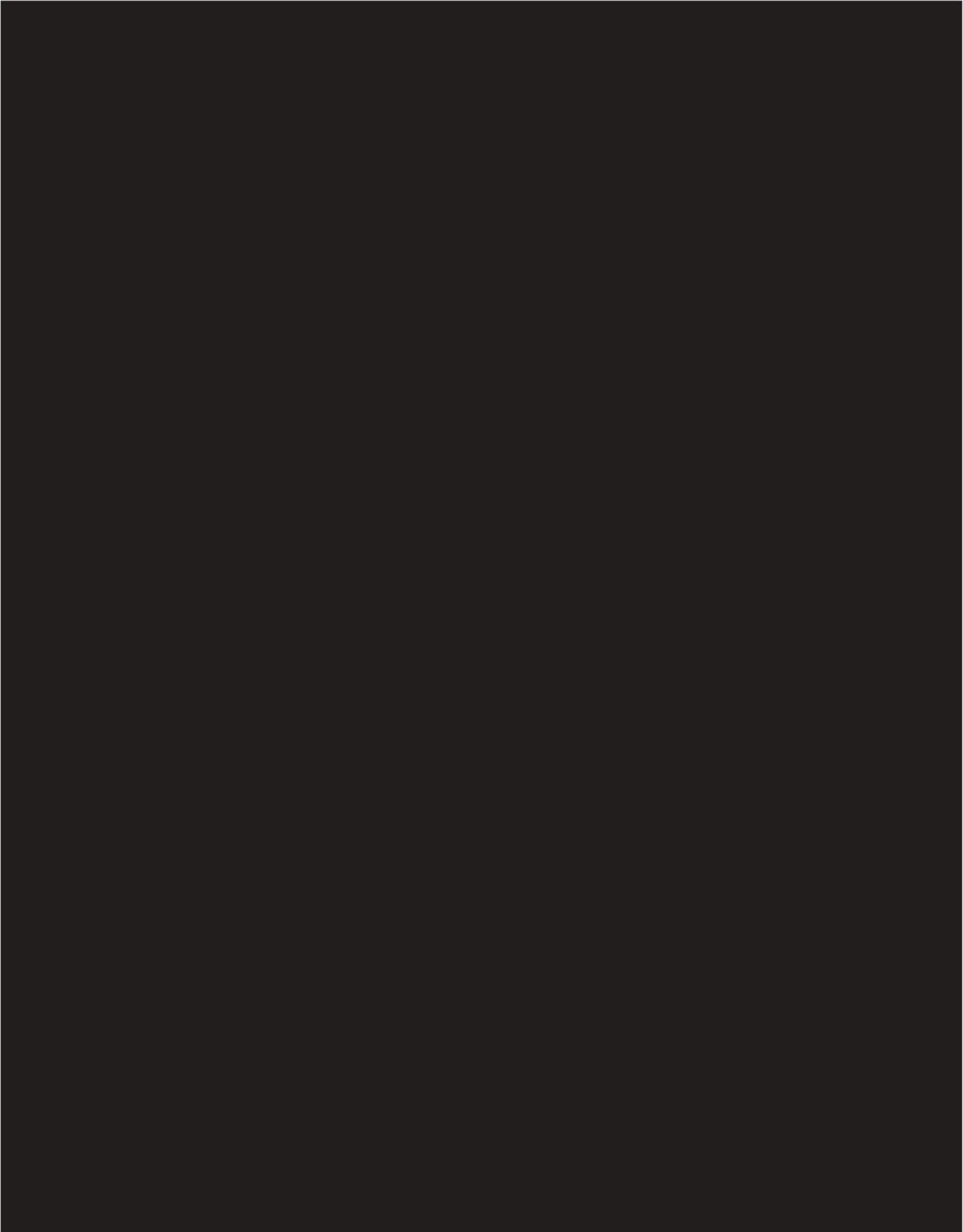


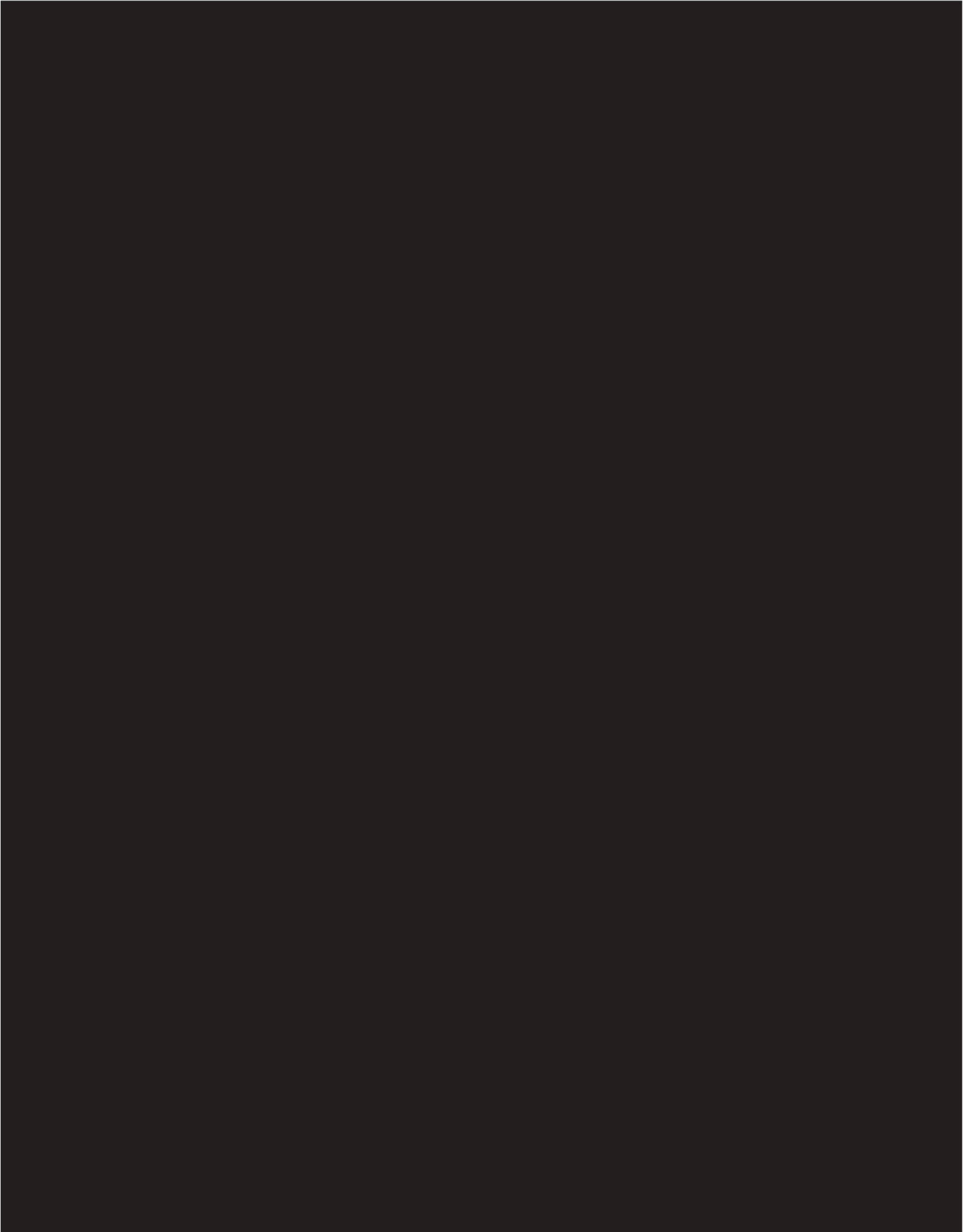












Retractor Pretensioners Alleged Inadvertent Deployments - 33 cases as of Jan 18, 2023																	
#	VIN #	Vehicle	Trim Series	Transmission	Interior	MY	Driver Deployed	Passenger Deployed	RCM received by Ford?	LH Pretensioner received by ZF?	RH Pretensioner received by ZF?	Setback Production Date	Vehicle Production Date	Repair Date	TIS Months	Mileage	Region Sold in
1	1FAAU1M19G0	Epedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-	Y	Y	8-Mar-19	20-Mar-19	20-Jun-21	27	17187	United Arab Emirates (ARE)
2	1FAAU1M19G0	Epedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-	Y	Y	8-Feb-19	21-Feb-19	14-Aug-21	30	22684	United Arab Emirates (ARE)
3	1FAAU1J19R0	Epedition	XLT	4x4	Activex Seats	2019	x	-	-	Y	Y	18-Dec-19	18-Jan-19	18-Aug-21	31	19858	United Arab Emirates (ARE)
4	1FAAU1J19R0	Epedition	XLT	4x4	Activex Seats	2019	x	-	Y	Y	Y	8-Jan-19	22-Jan-19	30-Aug-21	31	7507	United Arab Emirates (ARE)
5	1FAAU1J19R0	Epedition	XLT	4x4	Club Seats	2019	-	x	-	Y	Y	26-Jan-19	14-Feb-19	28-Jun-21	28	12920	Saudi Arabia (SAU)
6	1FAAU1J19R0	Epedition	XLT	4x4	Club Seats	2019	-	x	-	Y	Y	2-Feb-19	18-Feb-19	28-Jun-21	28	43535	Saudi Arabia (SAU)
7	1FAAU1K19K0	Epedition	Limited	4x2	Leather Trim Seats	2019	-	x	-	Y	Y	27-Nov-19	2-Jul-21		31	21114	Arizona, USA
8	1FAAU1J19R0	Epedition	XLT	4x4	Activex Seats	2019	-	x	-	Y	Y	15-Feb-19	27-Feb-19	23-Apr-22	38	21147	United Arab Emirates (ARE)
9	1FAAU1M19G0	Epedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-	Y	Y	15-Mar-19	24-Mar-19	15-Apr-22	19	53908	United Arab Emirates (ARE)
10	1FAAU1K19K0	Epedition	Platinum	4x4	Leather Trim Seats	2019	-	x	-	Y	Y	8-Jan-19	29-Jan-19	9-May-22	40	25187	United Arab Emirates (ARE)
11	1SMAU2T19K0	Navigator	Black Label	4x4	Yacht Club Theme	2019	-	x	-	Y	Y	21-Feb-19	17-Apr-19	22-May-22	37	41735	United Arab Emirates (ARE)
12	1SMAU3J19K0	Navigator	Select	4x4	Capicorno	2019	x	-	-	Y	Y	8-Feb-19	18-Feb-19	8-Jun-22	40	31433	United Arab Emirates (ARE)
13	1SMAU3J19K0	Navigator	Select	4x4	Ebony	2019	x	-	-	Y	Y		18-Nov-19	6-Jun-22	43	31433	United Arab Emirates (ARE)
14	1FAUK1J19G0	Epedition	XLT	4x4	Activex Seats	2019	-	x	-				4-Jun-19	8-Jun-22	36	49851	Phoenix, Arizona, USA
15	1FAAU1M19G0	Epedition	Platinum	4x4	Leather Trim Seats	2019	x	-	-				17-Apr-19	30-Jun-22	39	50494	Gilbert, Arizona, USA
16	1FAUK1M19K0	Epedition	Platinum	4x4	Leather Trim Seats	2019	x	-	Y	Y	Y	20-Mar-19	29-Apr-19	26-Jul-22	39		Arizona, USA
17	1SMAU2L19K0	Navigator	Reserve	4x4	Capicorno	2019	-	x	Y	Y	Y	24-Jan-19	1-Feb-19	25-Jul-22	42	64445	Arizona, USA
18	1SMAU2L19K0	Navigator	Reserve	4x4	Ebony	2019	-	x	-	Y	Y		11-Sep-18	24-Aug-22	42	53291	United Arab Emirates (ARE)
19	1SMAU2T19K0	Navigator	Black Label	4x4	Desation Theme	2019	x	-	-	Y	Y		29-Feb-19	17-Jul-22	28	27828	United Arab Emirates (ARE)
20	1SMAU2L19K0	Navigator	Reserve	4x4	Capicorno	2019	x	-	-	Y	Y		9-Nov-18	21-Jul-22	40	49230	United Arab Emirates (ARE)
21	1FAAU1K19K0	Epedition	Limited	4x2	Leather Trim Seats	2019	-	x	-				15-Feb-19	15-Aug-22	37	40490	Arizona, USA
22	1SMAU3L19K0	Navigator	Reserve	4x4	Ebony	2019	-	x	-				29-Nov-18	16-Aug-22	44	49621	Florida, USA
23	1SMAU3J19K0	Navigator	Select	4x4	Ebony	2019	-	x	-	Y	Y		14-Sep-18	10-Aug-22	38	34004	United Arab Emirates (ARE)
24	1FAAU1J19R0	Epedition	XLT	4x4	Activex Seats	2019	x	-	Y	Y	Y		5-Mar-19	28-Aug-22	39	26400	United Arab Emirates (ARE)
25	1SMAU2L19K0	Navigator	Reserve	4x4	Ebony Russet	2019	x	-	Y	Y	Y		17-Oct-18	25-Aug-22	46	50615	Phoenix, Arizona, USA
26	1SMAU2L19K0	Navigator	Platinum	4x4	Capicorno	2019	x	-	-	Y	Y		24-Jan-18	5-Sep-22	40	27854	United Arab Emirates (ARE)
27	1FAAU1K19K0	Epedition	Limited	4x2	Mid Stone Leather Trim Seats	2019		x	-				26-May-19	24-Aug-22	28	49118	Arizona, USA
28	1FAU2AT9K0	Epedition	Limited	4x4	Ebony Leather Trim Seats	2019		x	-				7-Mar-19	3-Aug-22	30	21359	Arizona, USA
29	1FAAU1K19K0	Epedition	Limited	4x2	Ebony Leather Trim Seats	2019		x	-				21-Mar-19	1-Sep-22	41	54289	Arizona, USA
30	1FAU2AT9K0	Epedition	Limited	4x4	Ebony Leather Trim Seats	2019	x		-				22-Feb-19	6-Sep-22	39	39457	Arizona, USA
31	1FAUK1M19K0	Epedition	Platinum	4x4	Medium Cosmetic Leather Trim Seats	2019		x	-				24-Feb-19	29-Sep-22	40	25708	Arizona, USA
32	1FAUK1M19K0	Epedition	Platinum	4x4	Ebony Leather Trim Seats	2019		x	-				28-Jan-19	30-Sep-22	42	43526	Arizona, USA
33	1FAAU1J19R0	Epedition	XLT	4x4	Mid Stone Activex Seat	2019	x		-				12-Jan-19	29-Oct-22	42	22928	Saudi Arabia (SAU)

