From: Hultman, Paula (R.)
Sent: Wednesday, October 13, 2021 1:39 PM
To: Leifson, Kirk (K.V.)
Cc: Boehk, Karen (K.S.)
Subject: Re: 21-576 - 2019 U553N EXPEDITION - Pre Tensioner Failures

Yes, please. Thank you.

Regards, Paula
(sent from my iPhone)

On Oct 13, 2021, at 1:25 PM, Leifson, Kirk (K.V.) <kleifson@ford.com> wrote:

Paula,
Just to make sure I understand correctly, you would like all Repair Order data (warranty and retail repairs) for the four VINS on the attached e-mail? It will pick up retail repairs that would not have been submitted to Ford for payment. I think I can track it down.

1FMJU1JT3KE[redacted]
1FMJU1MT6KE[redacted]
1FMJU1JT1KE[redacted]
1FMJU1MT8KE[redacted]

Please confirm that's the request before I proceed. Thanks,

Kirk Leifson | North America Recall Manager
Ford Motor Company
Cell: ([redacted] Email: kleifson@ford.com

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From: Hultman, Paula (R.) <prieden@ford.com>
Sent: Wednesday, October 13, 2021 12:45 PM
To: Leifson, Kirk (K.V.) <kleifson@ford.com>
Cc: Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: 21-576 - 2019 U553N EXPEDITION - Pre Tensioner Failures

Hello Kirk,

[redacted]

Regards,
Paula Rieden Hultman
Critical Concern Engineer
GVHM / Design Assurance
Mobile Phone: [redacted]
Email: prieden@ford.com
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-----Original Appointment-----
From: Sangines, Daniel (D.S.) <dsangine@ford.com>
Sent: Wednesday, October 6, 2021 3:24 PM
To: Sangines, Daniel (D.S.); klein1 florian; Phillips1 Tyler; wayne.shafer@zf.com; Vojnovski, Petar; Pineda, Mauricio (MPC.); Durdle Steven WSH RQIG; Rosso Jeff; Grazioli, Alicia (A.B.); Mejia, Victor (V.); Yilma, Benjamin (B.); DeSmet, Edward (E.J.)
Cc: Hultman, Paula (R.); Kemnitz, Erich (E.P.); Ankrom Joshua WSH RDBN3; Maharaj, Randhir (R.); Mueller, John (F.); Torres, Ricardo (R.)
Subject: U55X 1R seatbelt retractors from MEA
When: Tuesday, October 12, 2021 2:30 PM-3:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

-----Original Appointment-----
From: Sangines, Daniel (D.S.) <dsangine@ford.com>
Sent: Wednesday, October 6, 2021 1:33 PM
To: Sangines, Daniel (D.S.); klein1 florian; Phillips1 Tyler; wayne.shafer@zf.com; Vojnovski, Petar; Pineda, Mauricio (MPC.); Durdle Steven WSH RQIG; Rosso Jeff; Grazioli, Alicia (A.B.); Mejia, Victor (V.)
Subject: U55X 1R seatbelt retractors from MEA
When: Tuesday, October 12, 2021 2:30 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Rescheduling as agreed in yesterday's meeting.

ZF team,

The purpose of the meeting is to follow up the U55X 1R seatbelt retractors that were shipped from MEA for analysis, we need to understand the status to determine the next steps.

Regards
Daniel Sanginés

_~_

-- Do not delete or change any of the following text. --

Join Meeting

[redacted]
[redacted]
[redacted]
[redacted] Number

Join by phone

[redacted]
[redacted]
[redacted]

Join from a video system or application

[redacted]
[redacted]

If you are a host, [redacted] to view host information.

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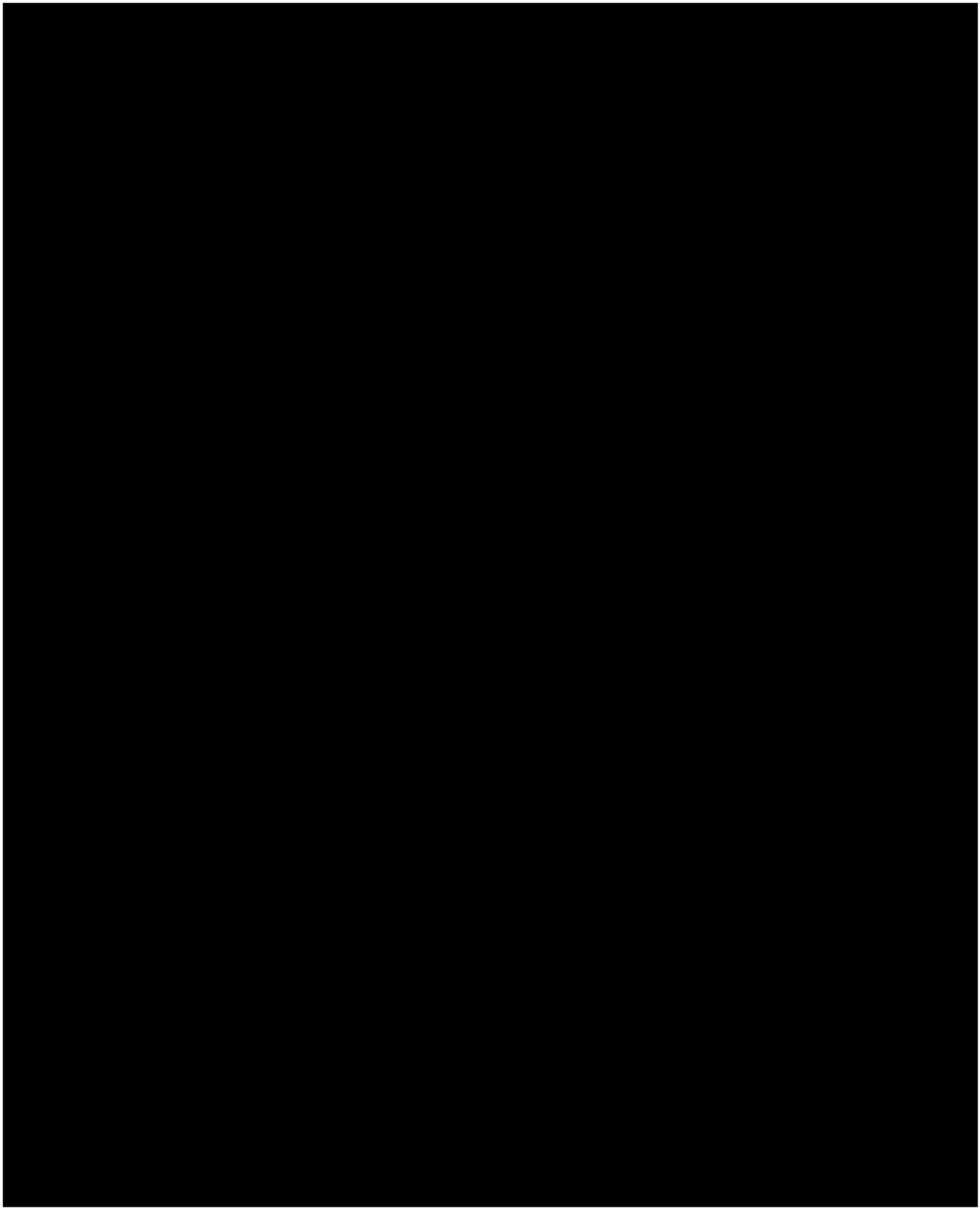
appropriate confidentiality agreements are in place. · We follow Ford's information and records retention protocols and progra
· We do not destroy information if there is a legal requirement to maintain it, such as a suspension order or other litigation hold
For company policies on recording: [redacted]
For additional help with WebEx, Ford users can click on the Digital Worker link: [redacted]
Can't join the meeting? [redacted]

T32MC04



Join Meeting

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For additional help with WebEx, Ford users can click on the Digital Worker link: [redacted]

Can't join the meeting? [redacted]

T32MC04

From: Mueller, John (F.)
Sent: Wednesday, October 20, 2021 7:26 AM
To: Pineda, Mauricio (MPC.)
Cc: Sangines, Daniel (D.S.); Grazioli, Alicia (A.B.); Mejia, Victor (V.); Raub, George (G.); Hultman, Paula (R.); Stanley, Daniel (D.J.); Kemnitz, Erich (E.P.); Mejia, Victor (V.)
Subject: RE: CCRG presentation files
Attachments: Product Concern Report - Ford Expedition Seat Belt Retractor Deployment.xlsx; Service history - 1FMJU1MT8KE[redacted].xlsx; Service History - 1FMJU1JT3KE[redacted].xlsx; Service History - 1FMJU1JT1KE[redacted].xlsx; Service history 1FMJU1MT6KE[redacted].xlsx

Team

Attached are the service history and location of where each vehicle is serviced.

Secondly, we had a new PT reported failure (non-deployed). Is there any additional data required from the team while vehicle is in the workshop?

Let me know if anything else is needed

John Mueller
Technical Service Operations Manager | Middle East / North Africa
+971 4 253 6575
[redacted]
jmuell36@ford.com

From: Pineda, Mauricio (MPC.) mpineda6@ford.com
Sent: Thursday, October 14, 2021 9:52 PM
To: Mueller, John (F.) <jmuell36@ford.com>
Cc: Sangines, Daniel (D.S.) <dsangine@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Raub, George (G.) <graub@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>
Subject: RE: CCRG presentation files

John, can you help us with the below questions as discussed on the CCRG review today?

- Confirm physical dealership through which the cars were sold
- Confirm physical dealership that processed the claims, same or through a consolidation entity
- Service history on these units – I already got this
- Aftermarket modifications present on the vehicles – team confirmed no modification already

Kind regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: +[redacted]
Mobile MX: +[redacted]
Mail to: mpineda6@ford.com

From: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Sent: Wednesday, October 13, 2021 1:14 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Raub, George (G.) <graub@ford.com>
Cc: Sangines, Daniel (D.S.) <dsangine@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>
Subject: RE: CCRG presentation files

I added a couple of charts to the retractor presentation. Here is the data set I pulled if anyone would like to play around with it; especially while you are waiting for the quality team to get back to you.

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
[redacted]

From: Grazioli, Alicia (A.B.)
Sent: Tuesday, October 12, 2021 5:04 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Sangines, Daniel (D.S.) <dsangine@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>
Subject: CCRG presentation files

Hi Mauricio,

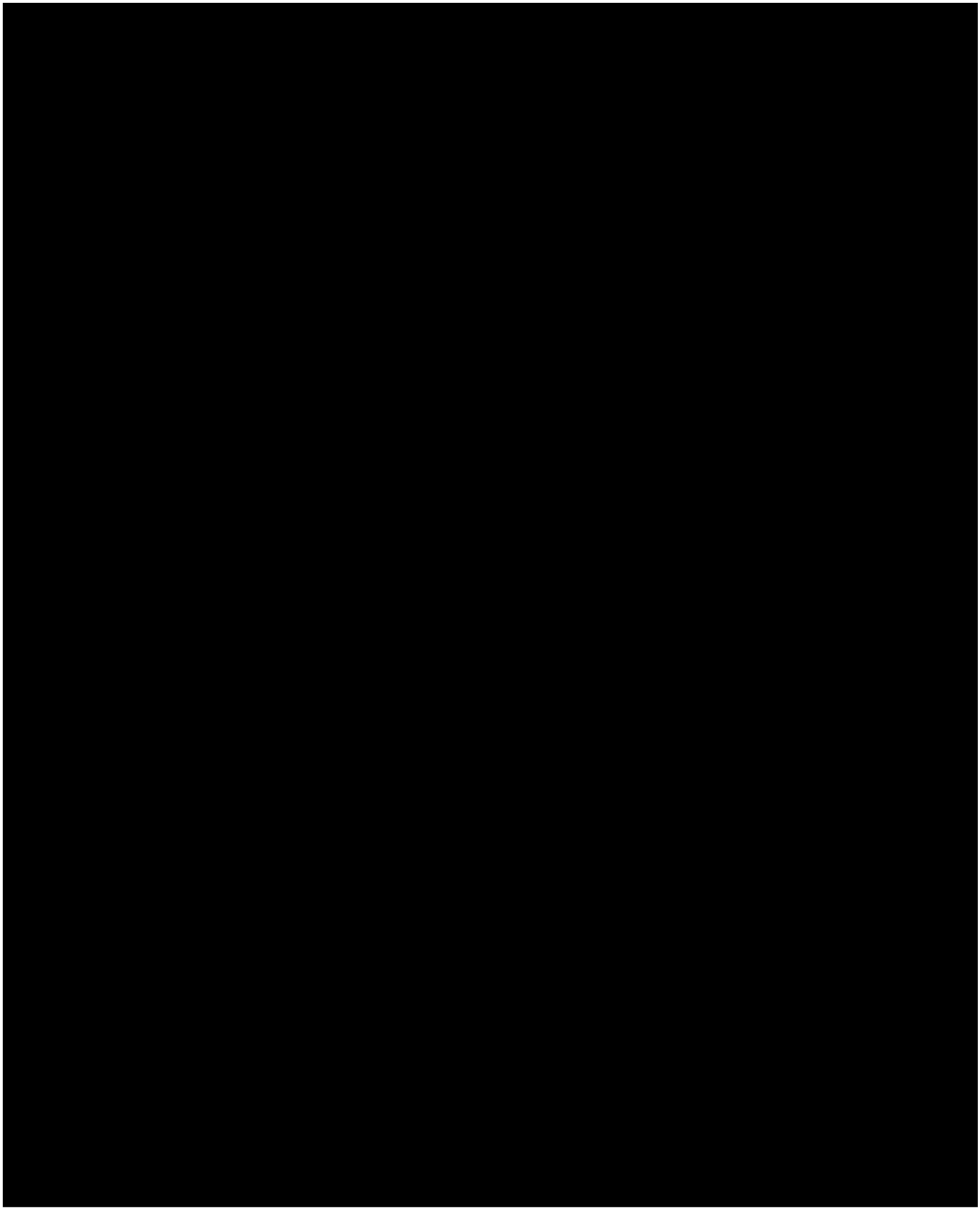
Here are the links to the CCRG presentations…anyone can edit them. In both cases, we will want to add any information we have since last time such as:
Inspection results
RCM readout info
Photos (esp for 21-398, if we can get a part photo instead of the photo of the screen, that would be good)
Next steps/timing

[redacted]

[redacted]

I will call in for tomorrow's meeting with ZF. Thanks.

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
[redacted]



VIN	Mileage	Market	Repeat Failure	GCR	Part Number	Notes	DTC's	Deployed	Available	Customer Verbatim	Date of failure	Date of repair	Any repairs done in the area of the retractor	Please supply full service history	Any none warranty repairs carried out	Branch the vehicle reported with concern
1FMJU1MT0KE[redacted]	90946	UAE	No	202193776962	JL1Z 78611B09 AH	Driver side	Nil	No								
1FMJU1MT0KE[redacted]	32225	UAE	No	202193778293	JL1Z 78611B09 AH	Driver side	B007E:13:8B	No								
1FMJU1MT2KE[redacted]	38454	UAE	No	202193770889	JL1Z 78611B09 AH	Driver side	B007E:13:8B	No								
1FMJU1MT4KE[redacted]	40717	UAE	No	202193777771	JL1Z 78611B09 AH	Driver side	B007E:13:8B	No								
1FMJU1MT5KE[redacted]	14977	UAE	No	202193776936	JL1Z 78611B09 AH	Driver side	B007E:13:8B	No								
1FMJU1MT6KE[redacted]	27661	UAE	No	202193776955	JL1Z 78611B09 AH	Driver side	B007E:13:8B	Yes	Yes	He was driving the car at speed of 40-60kph and suddenly he heard a loud noise like an explosion sound.Then he could sense a burning smell and also airbag light was on in cluster.The customer was not wearing the seatbelt while driving and found it had tightended and could not be	20th June 2021	2nd Aug 2021	None	Attached	No	Al Quoz Fleet service - Dubai
1FMJU1MT9KE[redacted]	12860	UAE	No	202193777022	JL1Z 78611B09 AH	Driver side	B007E:13:8B	No								
1FMJU1MT8KE[redacted]	36990	UAE	No	202193777320	JL1Z 78611B09 AH	Driver side	B007E:13:8B	Yes	Yes	Customers wife entered the vehicle on 12/08/2021 morning along with her son who was on the passenger seat. When she started the vehicle she heard a loud explosion noise from the driver seat belt area and then she saw smoke around the seat belt area. She also felt a burning smell at	14th Aug 2021	24th Aug 2021	None	Attached	No	ATMC - Dubai
1FMJU1JT3KE[redacted]	31584	UAE	No	202193777016	JL1Z 78611B09 AF	Driver side	B007E:13:8B	No								
1FMJU1JT3KE[redacted]	9397	UAE	No	202193778406	JL1Z 78611B09 AF	Driver side	B007E:13:8B	No								
1FMJU1JT5KE[redacted]	27273	UAE	No	202193744148	JL1Z 78611B09 AF	Driver side	B007E:13:8B	No								
1FMJU1JT7KE[redacted]	22727	UAE	No	202193773275	JL1Z 78611B09 AF	Driver side	B007E:13:8B	No								
1FMJU1JT8KE[redacted]	23537	UAE	No	202193776954	JL1Z 78611B09 AF	Driver side	B007E:13:8B	No								
1FMJU1MT2KE[redacted]	18015	UAE	No	202193725739	JL1Z 78611B08 AE	Passenger side	B007F:13:8B	No	Yes							
1FMJU1MT6KE[redacted]	27661	UAE	No	202193776958	JL1Z 78611B08 AE	Passenger side	B007F:13:8B	No	Yes							
1FMJU1MT9KE[redacted]	16621	UAE	No	202193716407	JL1Z 78611B08 AE	Passenger side	B007F:13:8B	No								
1FMJU1MT8KE[redacted]	36990	UAE	No	202193777353	JL1Z 78611B08 AE	Passenger side	B007F:13:8B	No	Yes							
1FMJU1JT5KE[redacted]	27273	UAE	No	202193744148	JL1Z 78611B08 AC	Passenger side	B007F:13:8B	No								
1FMJU1JT1KE[redacted]	31637	UAE	No	202193779200	JL1Z 78611B09 AG	Driver side	B007E:13:8B	Yes	Yes	As per the customer while he was driving in highway, heard loud explosion noise from driver side area. Same time driver seat belt became full tight and found air bag light in IC. He was stuck in driver seat and felt panic. Somehow he managed to stop the car nearby . Since seat belt was locked	16th Aug 2021	19th Aug 2021	None	Attached	No	Abu Dhabi service center
1FMJU1JT4KE[redacted]	27420	UAE	No	202193778589	FDJL1Z 78611B08 AD	Passenger side	B007F:13:8B	No								
1FMJU1JT6KE[redacted]	24135	UAE	No	202193778497	FDJL1Z 78611B08 AD	Passenger side	B007F:13:8B	No								
1FMJU1JT6KE[redacted]	24135	UAE	No	202193778497	FDJL1Z 78611B09 AG	Driver side	B007E:13:8B	No								
1FMJU1MT0KE[redacted]	15761	UAE	No	202193781237	JL1Z 78611B09 AH	Driver side	B007E:13:8B	No								
1FMJU1MT1KE[redacted]	17948	UAE	No	202193781235	JL1Z 78611B09 AH	Driver side	B007E:13:8B	No								
1FMJU1JT3KE[redacted]	12082	UAE	No	202193788946	JL1Z 78611B09 AG	Driver side	B007E:13:8B	Yes	Yes	She heard loud explosion noise under the driver seat while driving less than 30Km/Hr and start smell some odor. Also noticed smoke came from driver seat area. She was unknown what happened and became panic, managed to park the car safely nearby and called her husband for	30th Aug 2021	6th Oct 2021	None	Attached	No	Abu Dhabi service center

[redacted]		
Date	**Odometer**	**Description**
9/30/2021	39210	40,000km Service done
9/30/2021	39210	FSA 21B10 done
8/14/2021	36990	Smoke and burning smell from seat belt area and Airbag warning light ON - Replaced both seat belts, Pretensioner and RCM. RCM replaced as per hotline recommendation
4/22/2021	29517	30,000km Service done
11/23/2020	19860	Replaced front wiper blades for not cleaning properly
11/23/2020	19860	20,000kms Service done
8/4/2020	13268	Whistle noise from Front LH -Lhs outer mirror replaced
6/10/2020	9822	Smell comes inside the vehicle - Followed TSB20-2170 and installed elbow on the evaporator drain tube.
6/10/2020	9822	10,000 km Service done
12/25/2019	30	Tailgate body seal cut - Replaced tail door weatherstrip
12/25/2019	30	Front bumper deform & comes out - Removed bumper and refixed properly
12/25/2019	30	Steering vibration - Wheel balancing done
12/23/2019	17	P.D.I.

1FMJU1JT3KE[redacted](Abu Dhabi)		
Date	**Odometer**	**Description**
8/30/2021	12082	Provided extra Remote Key
8/30/2021	12082	Airbag warning light appeared in IPC. As per the customer she heard loud explosion noise from underneath while driving and after that the driver side seat belt stuck. Replaced both seat belts, pretensioner and RCM. RHS seat belt replaced as part of CSP and RCM replaced based on Ford team suggestion.
8/30/2021	12082	FSA 21B10 done
7/17/2021	10804	30,000km Service done
3/21/2021	8004	Engine not starting - Battery replaced.
1/20/2021	6090	20,000km Service done
7/25/2020	6004	Rear LHS shock absorber replaced due to leak.
7/25/2020	6003	10,000km Service done
1/19/2020	1517	Replaced all four tires due to body vibration.
11/15/2019	12	Front LHS door paint repair due to paint chip noticed during PDI
11/15/2019	12	Front logo grill replace due to crack noticed during PDI
11/16/2019	12	P.D.I.

[redacted]		
Date	**Odometer**	**Description**
8/16/2021	31637	Airbag warning light ON and driver side seat belt not returning. Driver side seat belt deployed - Replaced driver side seat belt
8/16/2021	31637	40km Service done
3/30/2021	27630	Rear RHS shock absorber replaced due to leak.
3/30/2021	27630	30km Service done
10/28/2020	18500	Center console cup holder cracked - Replaced cup holder
9/30/2020	17762	20km Service done
4/1/2020	10236	Steering vibration - All four wheel balancing.
4/1/2020	10236	10km Service done
9/18/2019	32	BS Non-Collison repair-Front LHS door dent removed by PDR.
9/20/2019	11	P.D.I.

1FMJU1MT6KE[redacted]Al Quoz Fleet service - Dubai)		
Date	**Odometer**	**Description**
6/20/2021	27661	Wiper blades Replaced
6/20/2021	27661	Airbag warning light ON and driver belt stuck- Replaced both front seat belts
6/20/2021	27661	Tail door closing switch not working - Replaced the switch
6/20/2021	27661	30,000Km Service done
12/29/2020	14928	Check the interior lights becomes dim on starting the vehicle. Customer wants to check the battery - No fault found. Battery is good
12/22/2020	14928	Steering vibration above 100kph - Wheel balancing done
12/29/2020	14928	Air bag light came ON during road test - CMDTC B0061:13:2B retrieved in the OCSM. Checked connectors and circuits, no fault found. Cleared and rechecked DTC and no DTC retrieved in the self test.
12/22/2020	14928	10,000KM Service done
1/21/2020	53	Head lamp to fender excessive flashness adjusted / Frt rh door excessive flushness adjusted
1/21/2020	53	Steering vibration all wheel balancing done
1/21/2020	53	Brake shudder all brake rotors cleaning done
1/18/2020	26	P.D.I.

2018-2019 Expedition
Faulty seat belt retractor
Region MEA
Investigation Summary
CCRG # 21-398

Meeting Date 28-Oct-2021

PE23-021 000014 RC

PE23-021 000015 RC

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[redacted]

U553 Deployed Devices Claims List

VIN	Mileage	Market	Repeat Failur	GCR	Part Number	Notes	DTC's	Deployed	Available	Comments
1FMJU1MT6KE[redacted]	27661	UAE	No	202193776955	JL1Z 78611B09 AH	Driver side	B007E:13:8B	Yes	Yes	JL1B- C699D65-AB31TB (SB RETR ASY)
1FMJU1MT8KE[redacted]	36990	UAE	No	202193777320	JL1Z 78611B09 AH	Driver side	B007E:13:8B	Yes	Yes	JL1B- C699D65-AB31TB (SB RETR ASY)
1FMJU1JT1KE[redacted]	31637	UAE	No	202193779200	JL1Z 78611B09 AG	Driver side	B007E:13:8B	Yes	Yes	JL1B- C699D65-AB3JA6
1FMJU1JT3KE[redacted]	12082	UAE	No	202193788946	JL1Z 78611B09 AG	Driver side	B007E:13:8B	Yes	Yes	JL1B- C699D65-AB3JA6
1FMJU1KT4KE[redacted]	21114	USA	??	??	JL1Z 78611B08 AD	Passenger side	B007F:13:??	Yes	??	JL1B- C699D65-AB3JA6

4 Seatbelt Pretensioners In MEA / 1 In NA

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[redacted]

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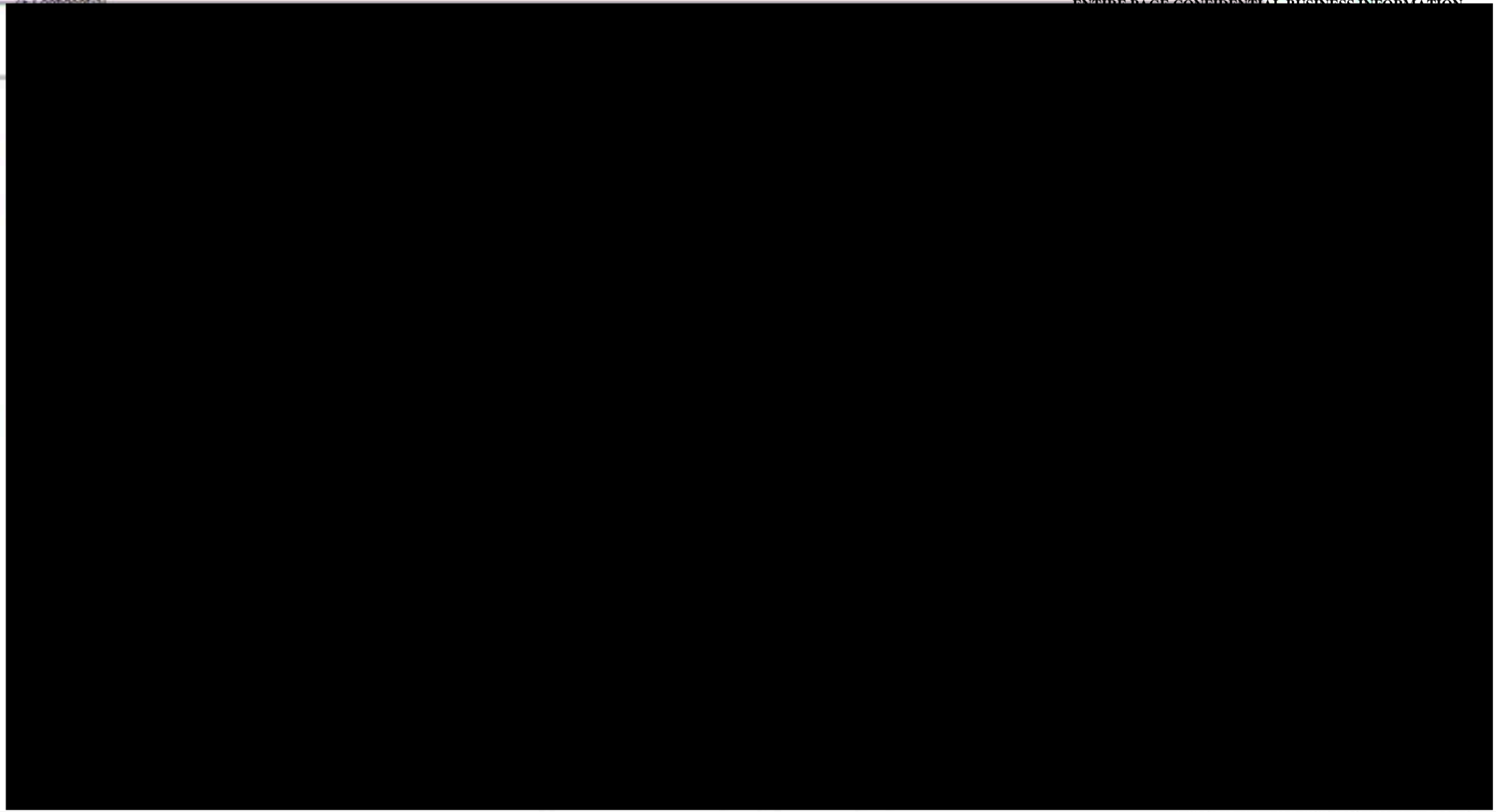

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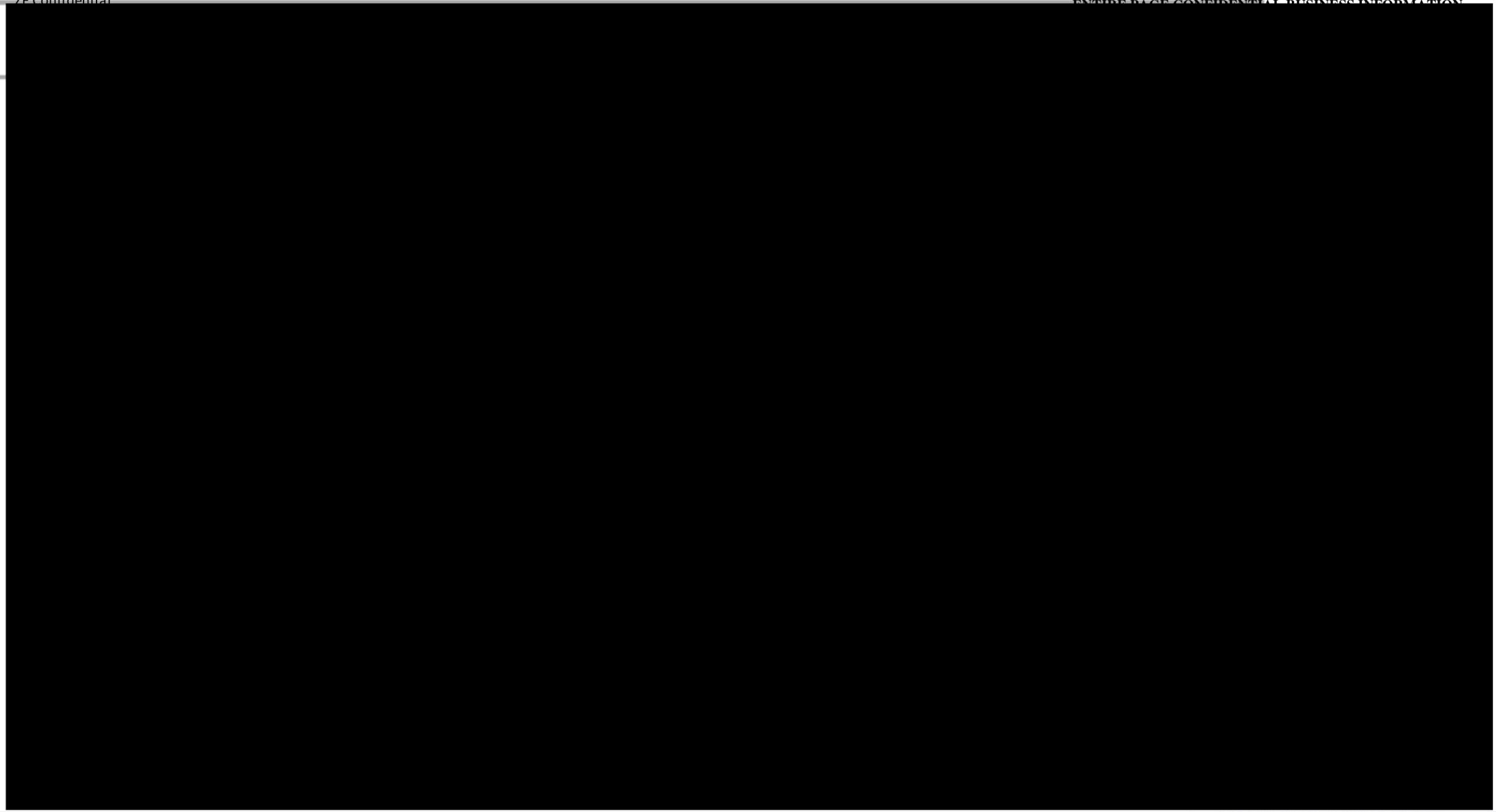

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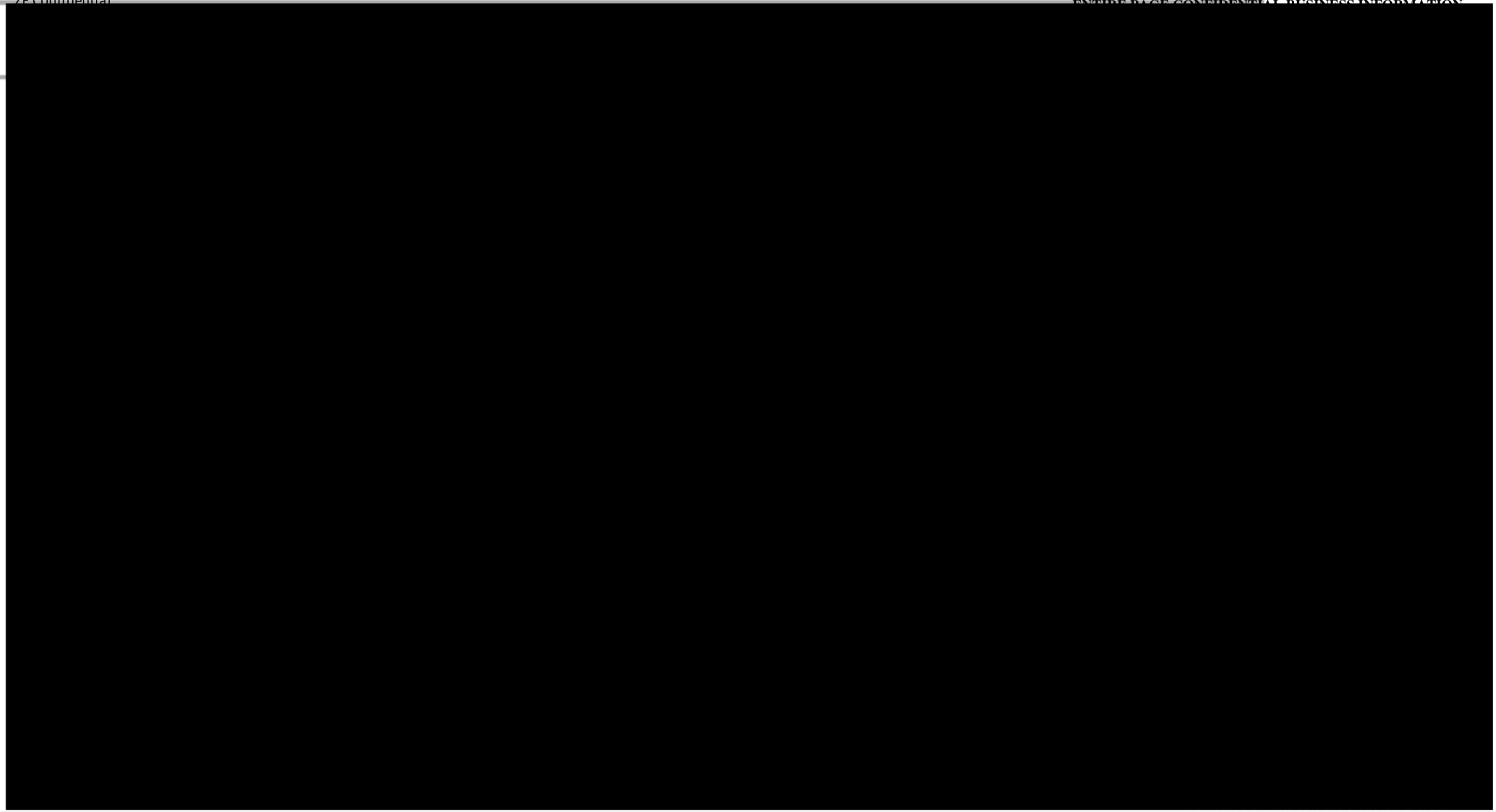

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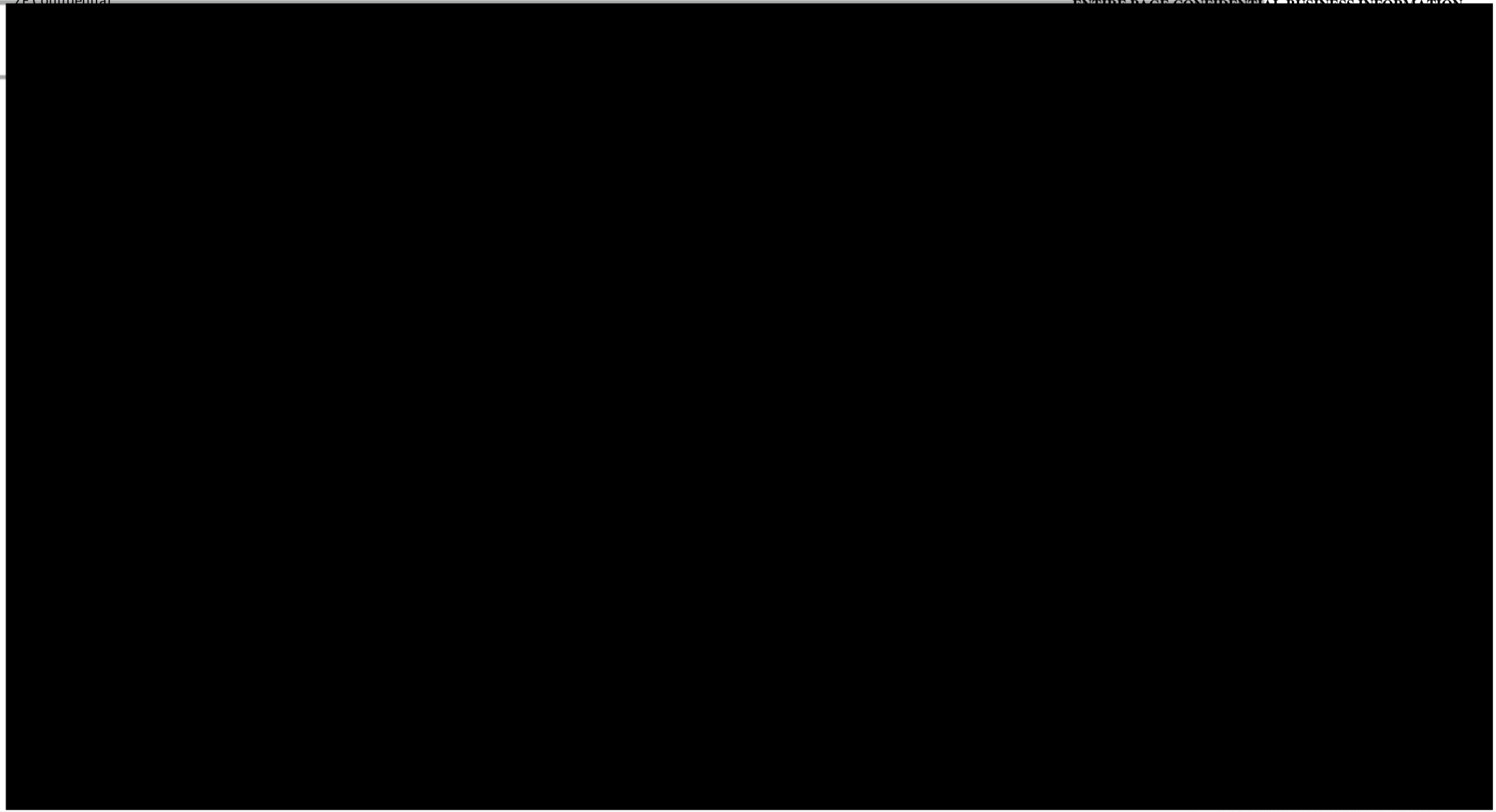

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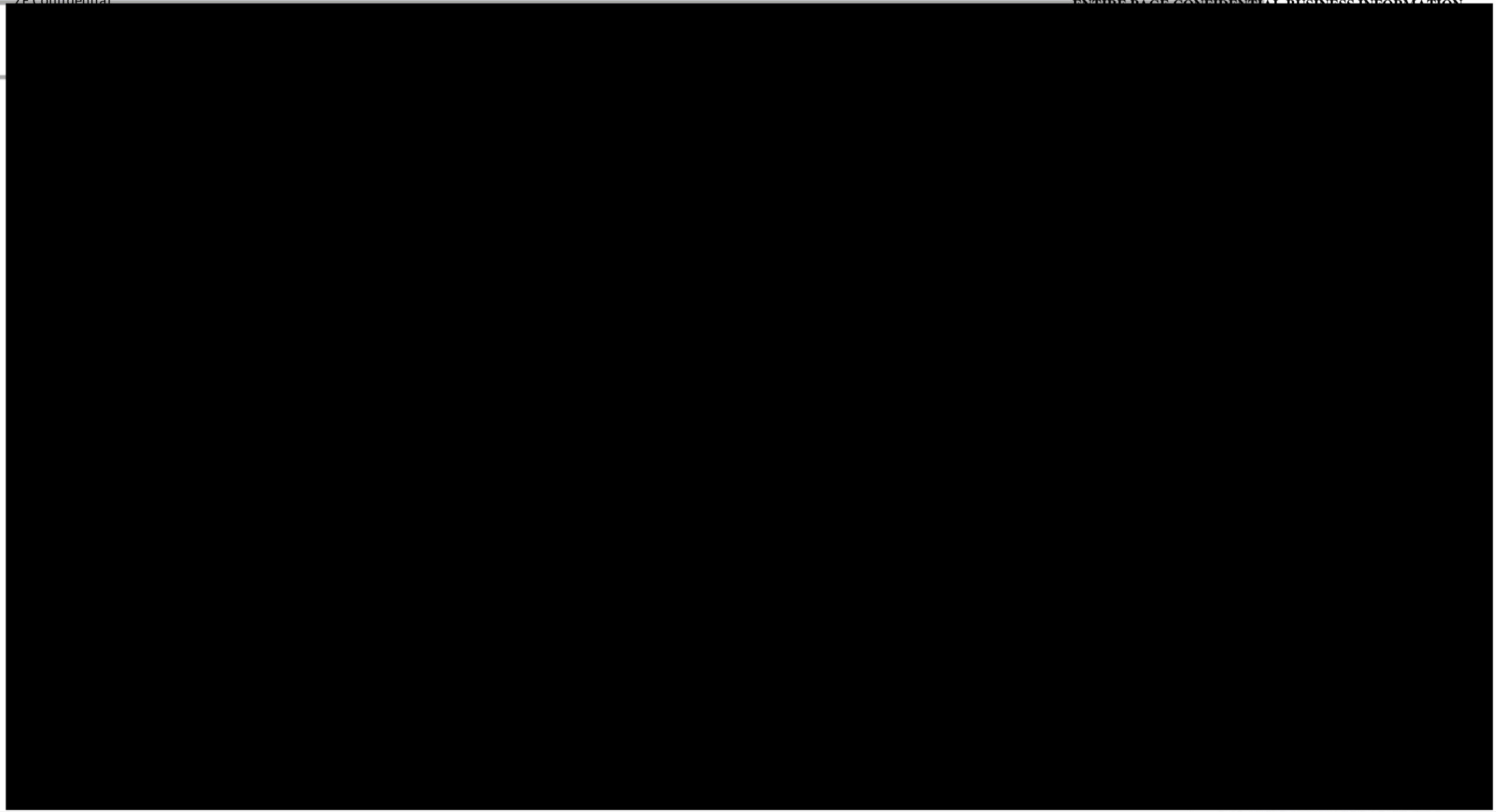

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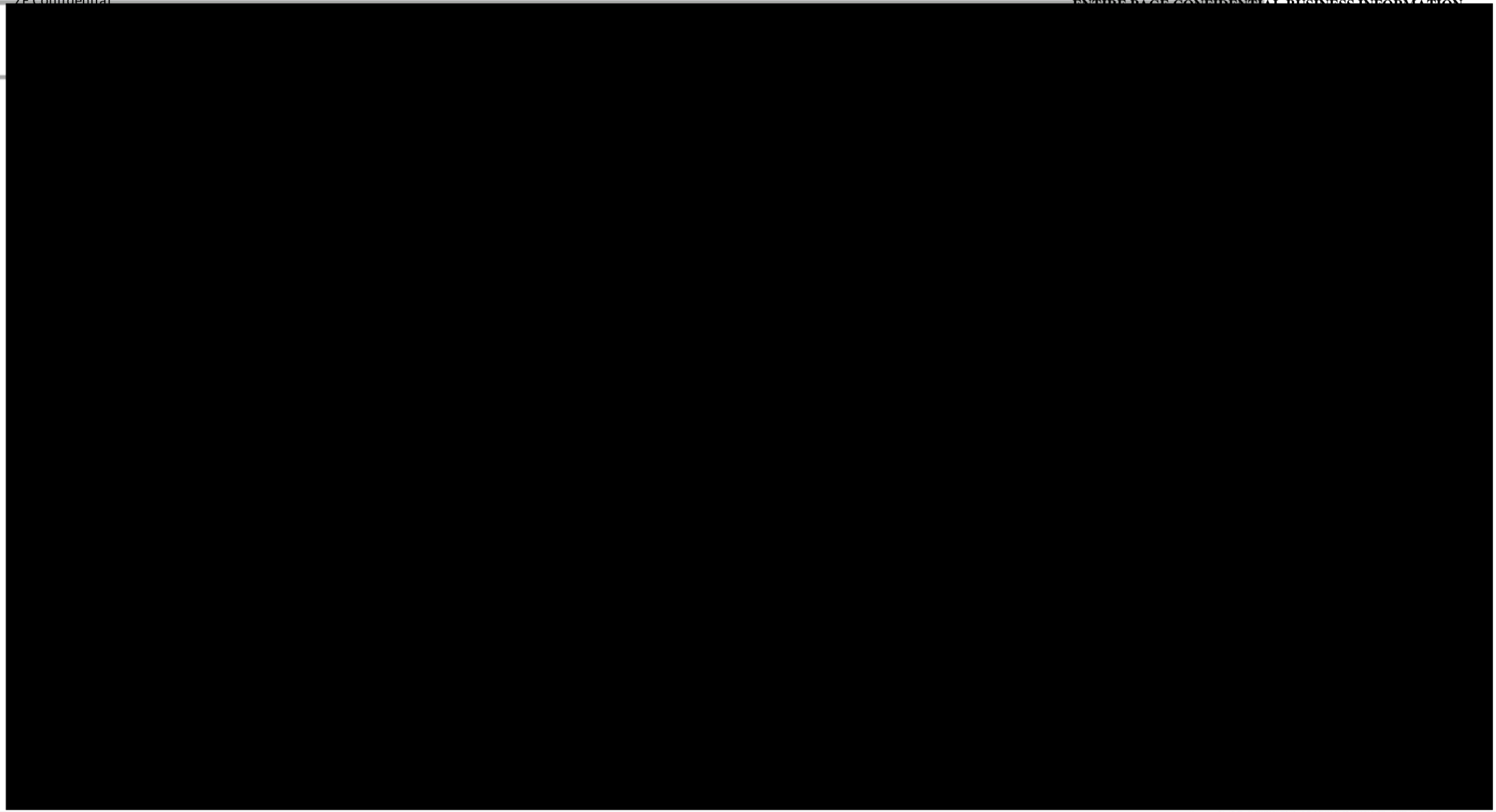

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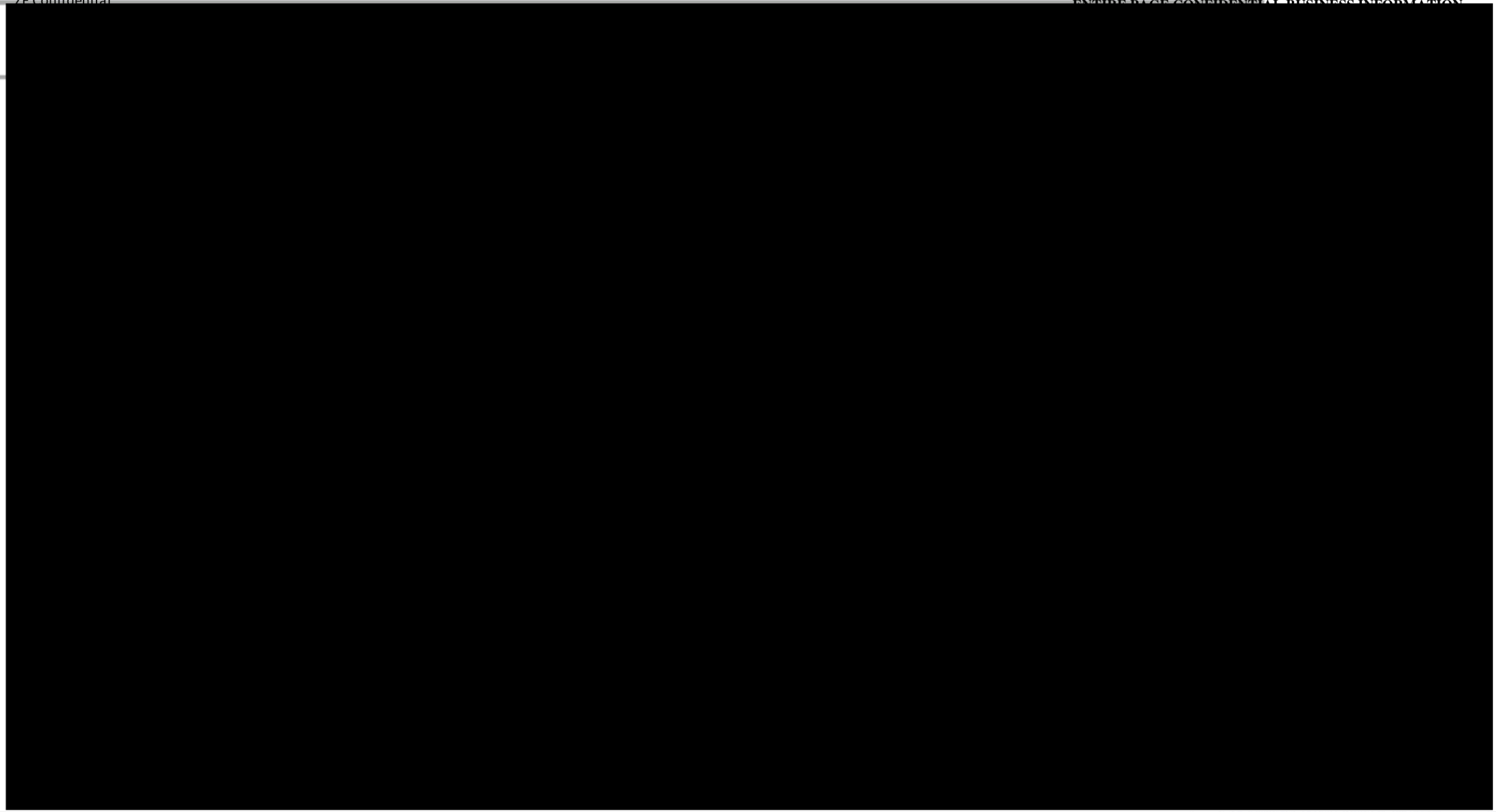

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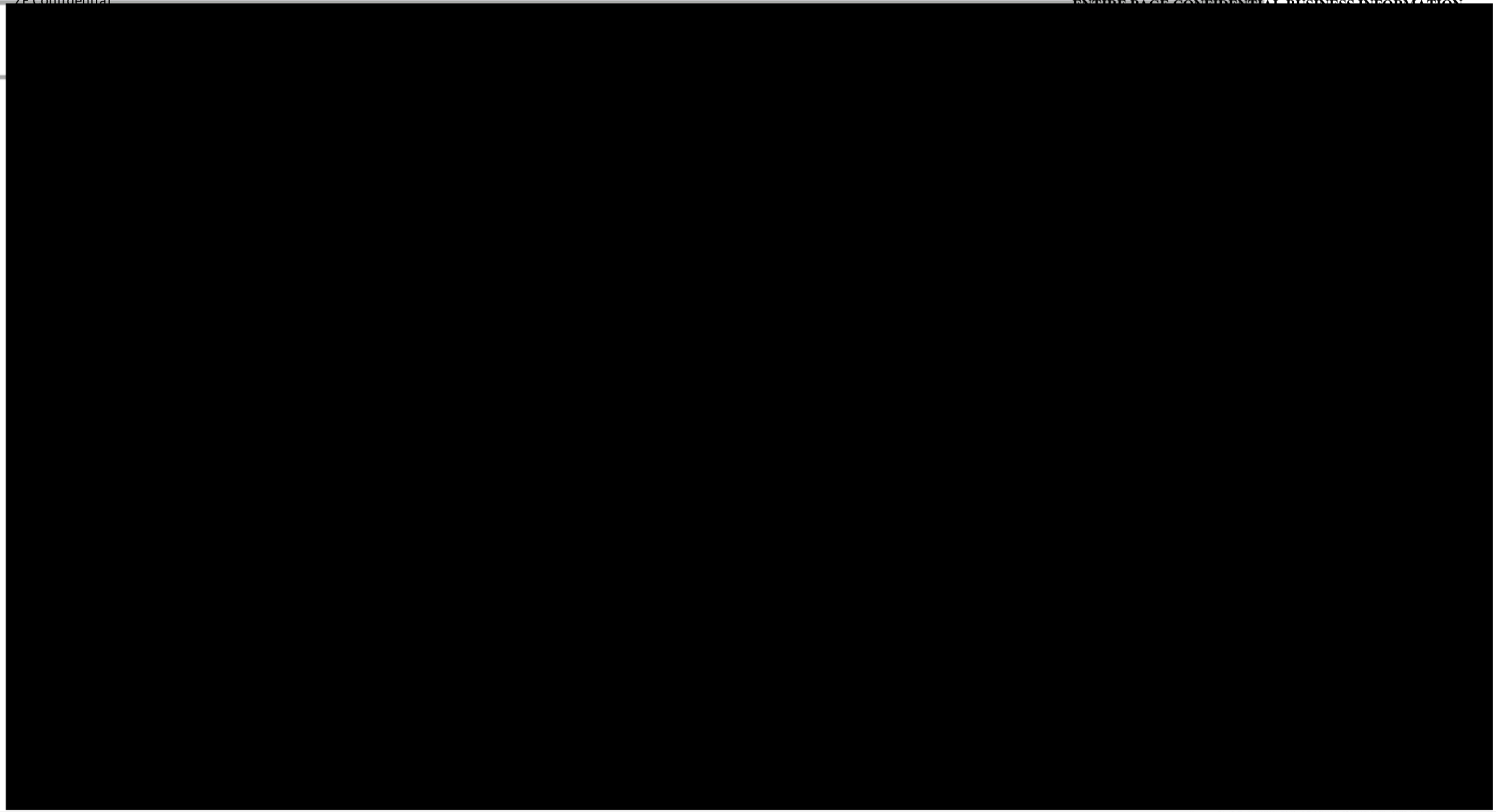

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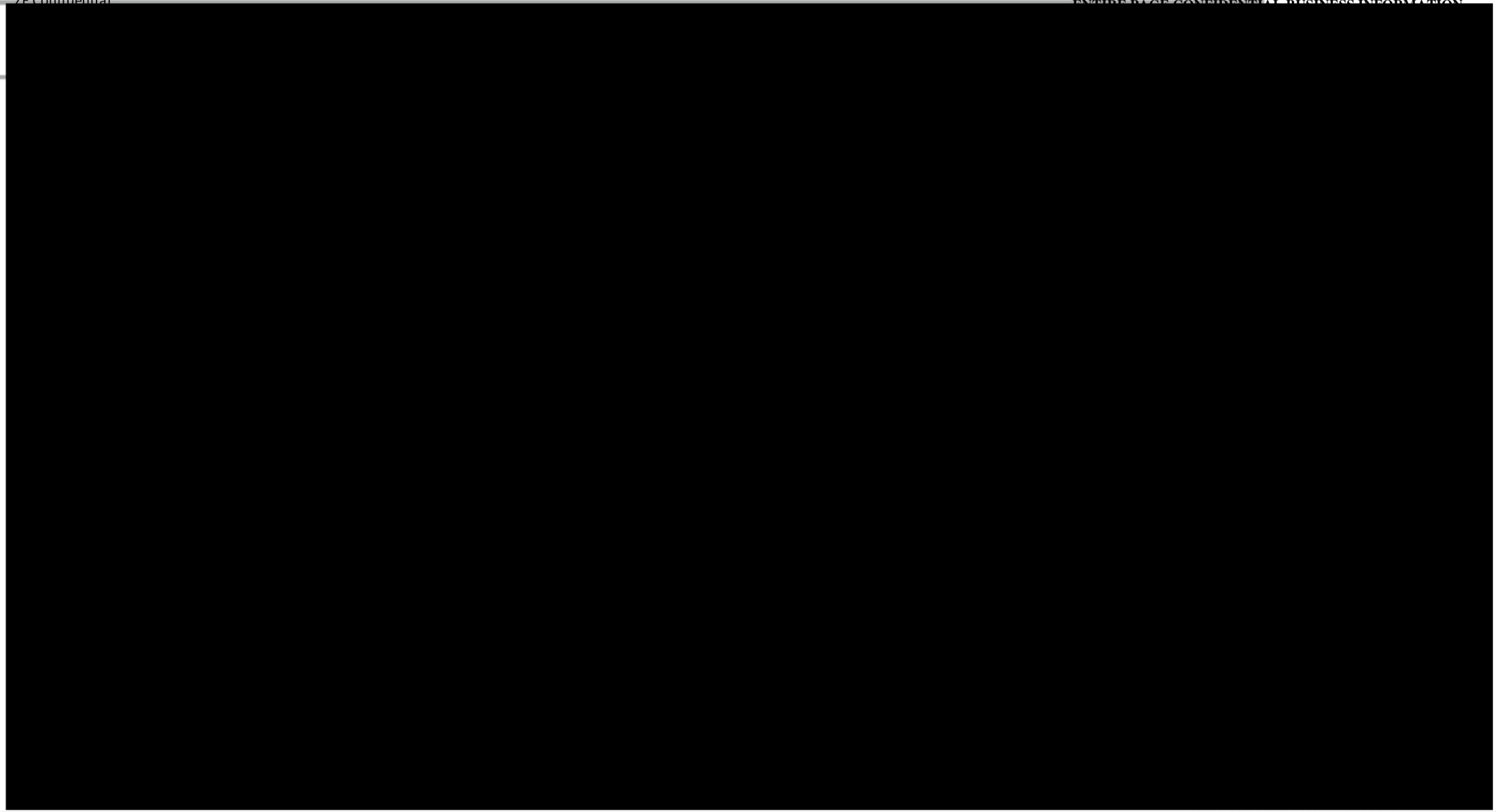

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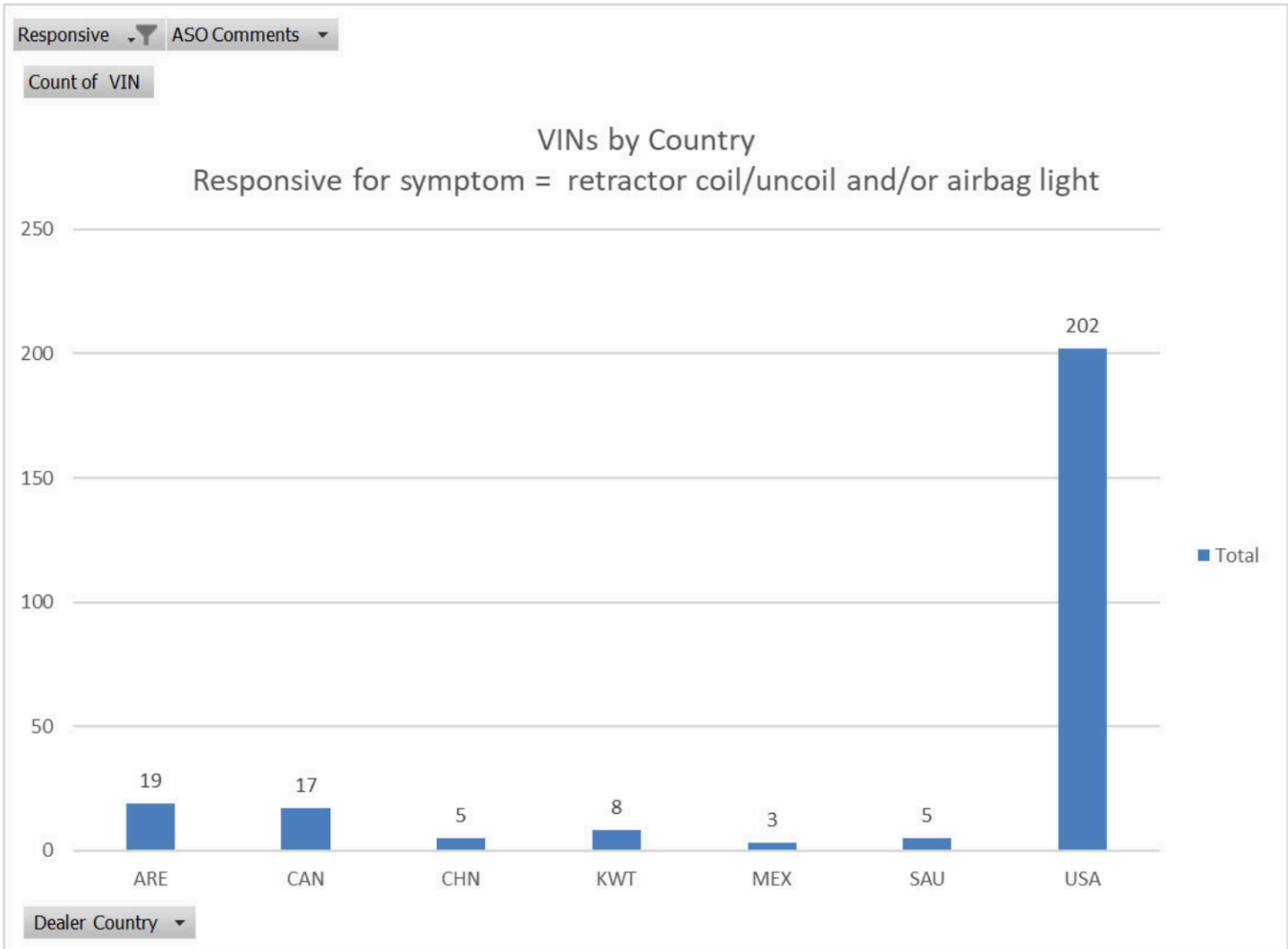
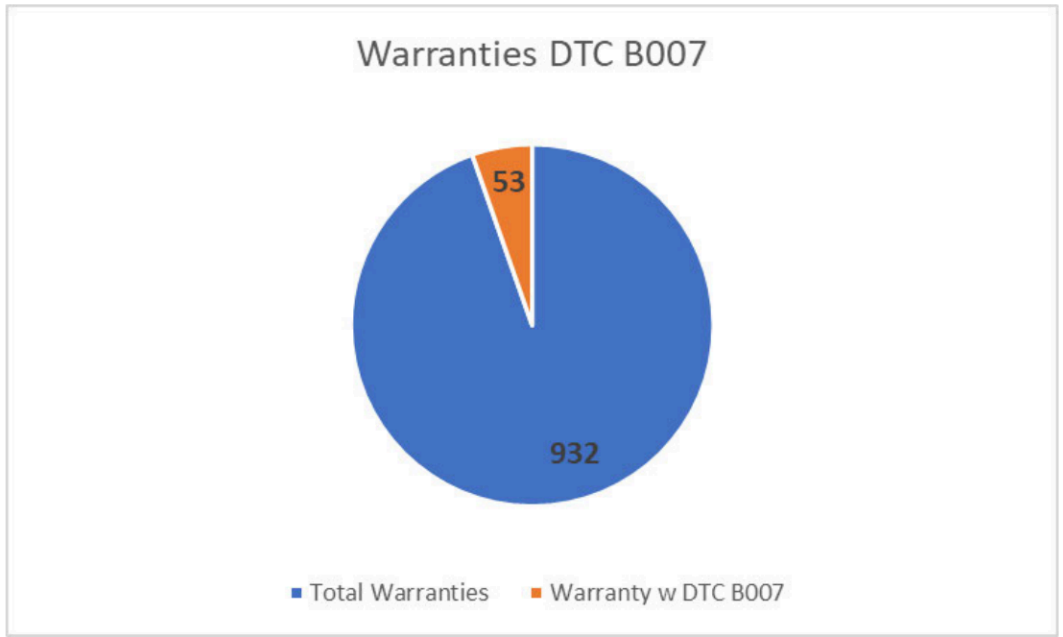
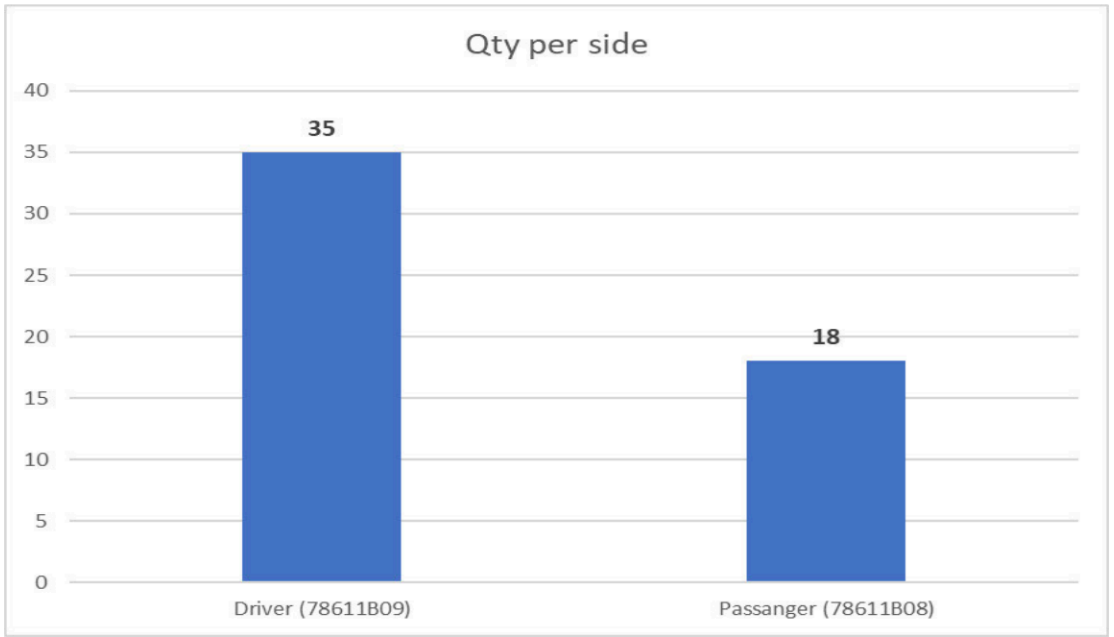
ASO Data: CDR Report from 30-Sep-2021
Commodity = Retractors



PE23-021 000032 RC

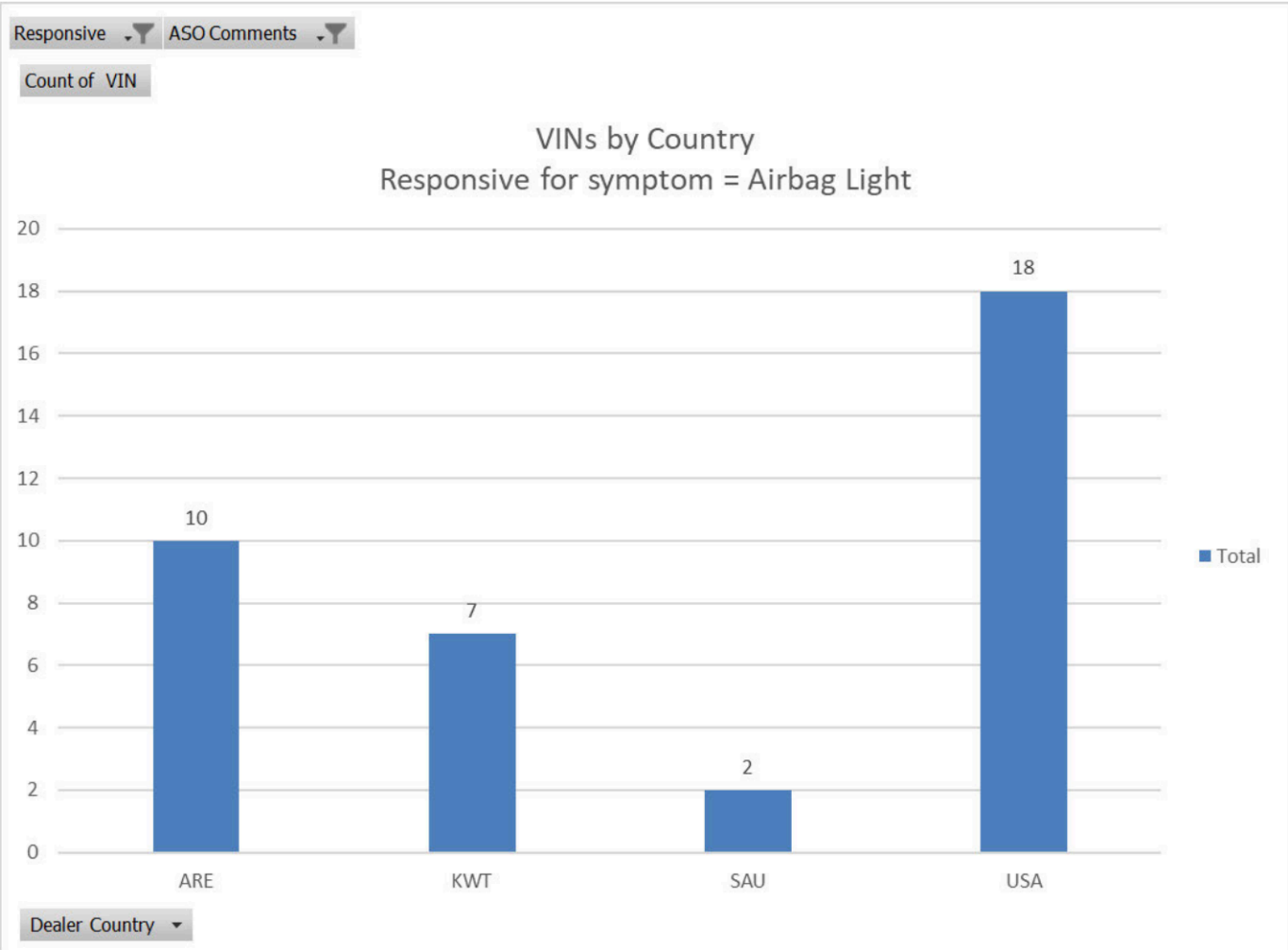
Total Warranty



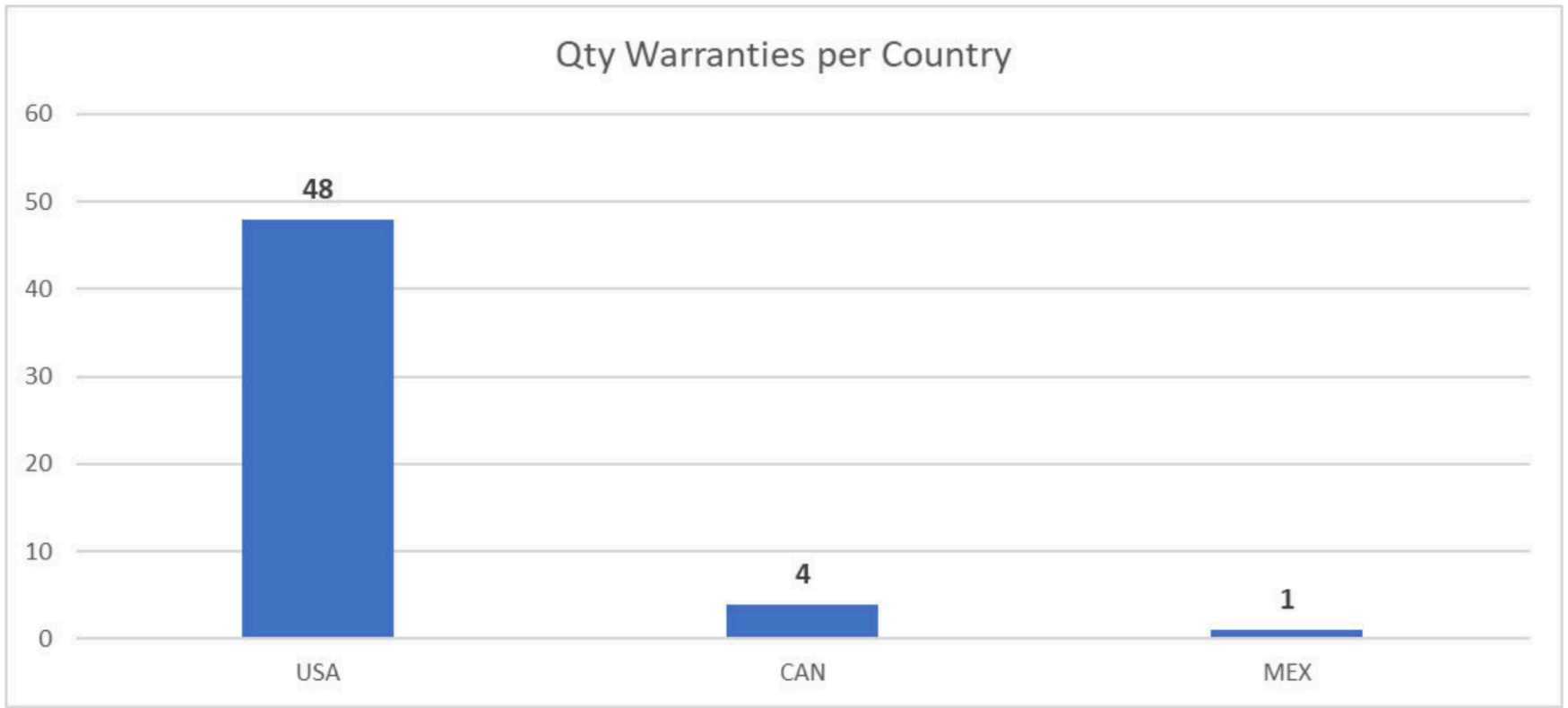


PE23-021 000033 RC

ASO Data: CDR Report from 30-Sep-2021
Commodity = Retractors



2018-2019 Expedition– Seat Belt Retractor



WARRANTY REPORT 78611B09 (part replaced)

COUNTY	2018	2019	2020	2021	Grand Total
ARE	1	3			4
CAN	6	5	2		13
MEX		1			1
SAU	3	6	1		10
USA	67	66	50	2	185
Grand Total	**77**	**81**	**53**	**2**	**213**

[redacted]

PE23-021 000036 RC

Follow-up Assignments	**Date Assigned**	**Lead** (Org – Name)

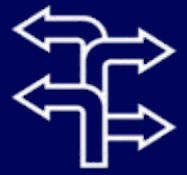
PE23-021 000037 RC

2019MY Expedition Pretensioner Failures

CCRG Review
28-Oct-2021

Turn Around
Automotive Operations

Modernize
Everywhere



Disrupt
Ourselves

PE23-021 000038 RC

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U553 Deployed Devices Claims List

VIN	Mileage	Market	Repeat Failure	GCR	Part Number	Notes	DTC's	Deployed	Retractor Availabl	RCM Availabl	Ambient Temp
1FMJU1MT6KE[redacted]	27661	UAE	No	202193776955	JL1Z 78611B09 AH	Driver side	B007E:13:8B	Yes	Yes	No	40°C +
1FMJU1MT8KE[redacted]	36990	UAE	No	202193777320	JL1Z 78611B09 AH	Driver side	B007E:13:8B	Yes	Yes	No	40°C +
1FMJU1JT1KEA[redacted]	31637	UAE	No	202193779200	JL1Z 78611B09 AG	Driver side	B007E:13:8B	Yes	Yes	No	40°C +
1FMJU1JT3KE[redacted]	12082	UAE	No	202193788946	JL1Z 78611B09 AG	Driver side	B007E:13:8B	Yes	Yes	Yes	40°C +
1FMJU1KT4KE[redacted]	21114	USA	No	xxx	JL1Z 78611B08 AD	Passenger side	B007F:13	Yes	No	Requested	105°F (40.5°C)

4 Seatbelt Pretensioners In MEA / 1 In NA

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[redacted]

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[redacted]

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

[redacted]

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

[redacted]

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

[redacted]

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Appendix

2019 Expedition – Pretensioner Failures

Repair Date	14-AUG-2021
Distance	22984 Miles
Time In Service	20

Vehicle Information

Model Year	2019
Market Derived Code	F - FORD
Body/Cab Type	T/WD-4 DOOR WAGON
Version/Series	T/EF-FORD SERIES
Drive Type	T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line	T/B8-U553N EXPEDITION [18-22]
Warranty Start Date	25-DEC-2019
Production Date	21-FEB-2019
VIN	1FMJU1MT8KE[redacted]

Customer Concern Code	S38-AIR BAG (SRS) TROUBLES
Condition Code	42-DOES NOT OPERATE PROPERLY
Technician Comment	Verified the concern air bag light on all the time. Retrieved DTC B007F-13 , visual inspection not found any abnormalities on the passenger seat belt . Further followed PPT - A , From A1 - Yes,A2 -No , A3 - No, A6- Yes, A7-Yes dtc changed to B007F-1A, then A11- Yes at step A 11 Install a new passenger seat belt retractor includes retractor pretensioner , Replaced passenger seat belt retractor includes retractor pretensioner and verified the repair ,noticed drive side seat belt stuck in closed Retract position fully and not able to pull extract as per customer. Customer noticed while sitting in the driver seat and start to move the vehicle some burst kind of noise from the driver seat belt area and also some smoke fumes coming from driver seat belt mount area at the same time burning smell was also there. After that the seat belt is not able to pull and wear extract and not working at all fully stuck in closed position. Visual inspection not found any abnormalities. No any accident history or any modification noticed. Battery voltage Checked found normal. Retrieved DTC B007E 13 8B Further followed PPT A From A1 Yes A2 No 65.54 ohms A3 No A6 Yes A7 Yes dtc changed to B007F-1A : 8B then A11- Yes and received the same original dtc then at step A11 need to Install a new driver seat belt retractor includes retractor pretensioner and noticed driver side belt pretensioners were deployed as well. As per the hotline assistance replaced RCM also While replacing inspected the all wiring/wiring strain and terminals/terminal fit in the seat belts and RCM connector as well , Not found any abnormalities. While replacing driver seat belt noticed , the seat belt height adjuster mechanism stuck hence replaced as well. HAR 118330743 GCR 2021937773 MT used for diagnosis
Customer Comment	Check for Airbag warning light remains on in the cluster and customer saw some smoke coming from seat belt area and burning smell was also there after that the seat belt is not work.

Casual Flag	Prefix	Base	Suffix	Part Description
N	JL1Z	78602B82	B	ADJUSTER FRT ST STRP
N	LL1Z	14B321	A	SENS & BRKT ASY-AIR BAG FRT
Y	JL1Z	78611B09	AH	S/BELT FRT/SEAT RETR
N	JL1Z	78611B08	AE	S/BELT FRT/SEAT RETR

PE23-021 000048 RC

Back Up

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[redacted]

2019 Expedition – Pretensioner Failures

VIN	MODEL YEAR	ODOMETER	VEHICLE LINE DESC	DEALER COUNTRY ISO3	BUILD DATE	REPORT ENTRY DATE	PLANT ABBREV	ENGINE DESC	BODY MODEL DESC	VEHICLE TYPE CODE	SYMPTOM FULL CODE	DEALER NAME	COMMENTS
1FMJU1JT3KEA[redacted]	2019	7507	EXPDX4	ARE	01/22/2019	08/30/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-21	Al Tayer Motors LLC - Abu Dhab	Repair date = 08/30/2021 Verified the customer concern,Air bag warning lamp on in IC , and driver side seat belt deployed and stuck up.As per customer while driving in high way ,he heard loud explosion noise from driver seat belt area and seat belt become stuck up . No SSM/TSB no any external impact present.checked DTC found,B007 E-13-8B RCM Driver seat belt pre-tensioner C Deployment control circuit open.Performed pinpoint test A, A1-yes, A2-No, A3-No, A6-yes, A7-yes, A 11-Yes.Install new driver seat belt retractor. waiting for Part(VOR).
1FMJU1MT6KE[redacted]	2019	17187	EXPDX4	ARE	03/20/2019	08/16/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	2-27-4-68	Al Tayer Motors LLC	Repair date = 06/20/2021 Verified the concern, airbag warning light stays on in cluster. Checked and retrieved the DTC B007F:13 no TSB/SSM related to this concern and no external damage and nor aftermarket modification on the vehicle. Further carried out Pinpoint test for DTC- B007F:13 A1, A2- 10.50Ohm, A3-10.50ohm, A6- 0.1ohm, in step A7 confirmed that the DTC changes from B007F:13 to B007F:1A and A11- leads to replace Passenger seatbelt retractor assembly So replaced the front RHS seat belt assembly and verified the repair.
1FMJU1JT1KEA[redacted]	2019	19658	EXPDX4	ARE	01/16/2019	08/19/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-21	Al Tayer Motors LLC - Abu Dhab	Repair date = 08/16/2021 Verified the customer concern,Air bag warning lamp on in IC , and driver side seat belt deployed and stuck up.As per customer while driving in high way ,he heard loud explosion noise from driver seat belt area and seat belt become stuck up and unable to unlatch the belt. But customer managed to unbuckle the belt and came out. No SSM/TSB no any external impact present.checked DTC found,B007 E-13-8B RCM Driver seat belt pre-tensioner C Deployment control circuit open.Performed pinpoint test A, A1-yes, A2-No, A3-No, A6-yes, A7-yes, A 11-Yes.Install new driver seat belt retractor pretensioner. Erased the DTC and retested found system working fine.
1FMJU1MT8KE[redacted]	2019	22984	EXPDX4	ARE	02/21/2019	08/17/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	8-84-1-21	Al Tayer Motors LLC	Repair date = 08/14/2021 Verified the concern air bag warning light on all the time and noticed drive side seat belt stuck in closed Retract position fully and not able to pull extract as per customer. Customer noticed while sitting in the driver seat and start to move the vehicle some burst king of noise from the driver seat belt area and also some smoke fumes coming from driver seat belt mount area at the same time burning smell was also there. After that the seat belt is not able to pull and wear extract and not working at all fully stuck in closed position. Visual inspection not found any abnormalities. No any accident history or any modification noticed. Battery voltage checked found normal. Retrieved DTC B007E 13 8B Further followed PPT A From A1 Yes A2 No 65.54 ohms A3 No A6 Yes A7 Yes dtc changed to B007F-1A : 8B then A11- Yes and received the same original dtc then at step A11 need to Install a new driver seat belt retractor includes retractor pretensioner and noticed driver side belt pret ensioners were deployed as well and images attached .

From: Pineda, Mauricio (MPC.)
Sent: Wednesday, October 27, 2021 9:34 AM
To: Grazioli, Alicia (A.B.); Mueller, John (F.); Chascsa, Jim (JRCII.); DeSmet, Edward (E.J.); Kemnitz, Erich (E.P.); Stanhope, Karen (K.A.)
Cc: Arroyo, Jesus (J.); Sangines, Daniel (D.S.); Mejia, Victor (V.); Raub, George (G.); Hultman, Paula (R.); Stanley, Daniel (D.J.); Mejia, Victor (V.)
Subject: RE: CCRG presentation files (links)

Alicia, I am working on updating file for issue 21-398, I need your help to…

- Get an updated report with DTC's of concern (B007E/F)
- Update slides 8-10 based on updated report to scope the DTC's in scope from all other retractor issues

Kind regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: +1[redacted]
Mobile MX: +5[redacted]
Mail to: mpineda6@ford.com

From: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Sent: Tuesday, October 26, 2021 12:08 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Arroyo, Jesus (J.) <JARROY25@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Raub, George (G.) <graub@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>
Subject: RE: CCRG presentation files (links)

Per our meeting, here are the updated links to the presentations. Anyone within the Ford system should be able to edit.

21-398: Airbag Light Issue 28-Oct-2021 CCRG Presentation

21-576: Retractor Pretensioner Deployment Issue 28-Oct-2021 CCRG Presentation

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
[redacted]

From: Grazioli, Alicia (A.B.)
Sent: Tuesday, October 26, 2021 8:30 AM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Arroyo, Jesus (J.) <JARROY25@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Raub, George (G.) <graub@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanley, Daniel (D.J.)

PE23-021 000052 RC

<dstanle1@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>
Subject: RE: CCRG presentation files

Team,

Mauricio and I set up a meeting today at 11:30am to align on the CCRG discussion(s) for this week. Top three things I can think of…

[redacted]

Thanks, all

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
[redacted]

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Monday, October 25, 2021 3:43 PM
To: Mueller, John (F.) <jmuell36@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Arroyo, Jesus (J.) <JARROY25@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Raub, George (G.) <graub@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>
Subject: RE: CCRG presentation files

+Karen Stanhope

Karen, below are the few questions I could thought about

Regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: mpineda6@ford.com

From: Pineda, Mauricio (MPC.)
Sent: Monday, October 25, 2021 8:41 AM
To: Mueller, John (F.) <jmuell36@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Thursday, October 21, 2021 2:51 AM
To: Mueller, John (F.) <jmuell36@ford.com>
Cc: Sangines, Daniel (D.S.) <dsangine@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Raub, George (G.) <graub@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>
Subject: RE: CCRG presentation files

Thanks John!

Is it possible to interview the customers relative to this so we can get more insight than what is provided on the verbatims?
And see if there is any pattern that may arise?

Regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

From: Mueller, John (F.) <jmuell36@ford.com>
Sent: Wednesday, October 20, 2021 7:26 AM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Sangines, Daniel (D.S.) <dsangine@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Raub, George (G.) <graub@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>
Subject: RE: CCRG presentation files

Team

Attached are the service history and location of where each vehicle is serviced.

Secondly, we had a new PT reported failure (non-deployed). Is there any additional data required from the team while vehicle is in the workshop?

Let me know if anything else is needed

John Mueller
Technical Service Operations Manager | Middle East / North Africa
+971 4 253 6575
[redacted]
jmuell36@ford.com

From: Pineda, Mauricio (MPC.) mpineda6@ford.com
Sent: Thursday, October 14, 2021 9:52 PM
To: Mueller, John (F.) <jmuell36@ford.com>
Cc: Sangines, Daniel (D.S.) <dsangine@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Raub, George (G.) <graub@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanley, Daniel (D.J.)

<dstanle1@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>
Subject: RE: CCRG presentation files

John, can you help us with the below questions as discussed on the CCRG review today?

- Confirm physical dealership through which the cars were sold
- Confirm physical dealership that processed the claims, same or through a consolidation entity
- Service history on these units – I already got this
- Aftermarket modifications present on the vehicles – team confirmed no modification already

Kind regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: +[redacted]
Mobile MX: +[redacted]
Mail to: mpineda6@ford.com

From: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Sent: Wednesday, October 13, 2021 1:14 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Raub, George (G.) <graub@ford.com>
Cc: Sangines, Daniel (D.S.) <dsangine@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>
Subject: RE: CCRG presentation files

I added a couple of charts to the retractor presentation. Here is the data set I pulled if anyone would like to play around with it; especially while you are waiting for the quality team to get back to you.

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
[redacted]

From: Grazioli, Alicia (A.B.)
Sent: Tuesday, October 12, 2021 5:04 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Sangines, Daniel (D.S.) <dsangine@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>
Subject: CCRG presentation files

Hi Mauricio,

Here are the links to the CCRG presentations…anyone can edit them. In both cases, we will want to add any information we have since last time such as:
Inspection results
RCM readout info
Photos (esp for 21-398, if we can get a part photo instead of the photo of the screen, that would be good)
Next steps/timing

[redacted]

[redacted]

I will call in for tomorrow's meeting with ZF. Thanks.

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
313-805-6046

2018-2019 Expedition
Faulty seat belt retractor
Region MEA
Investigation Summary
CCRG # 21-398

Meeting Date 28-Oct-2021

GIS2 Classification: CONFIDENTIAL
PE23-021 000058 RC
GIS1 Item: Transient

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[redacted]

PE23-021 000059 RC
GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient

[redacted]

U553 Deployed Devices Claims List

VIN	Mileage	Market	Repeat Failur	GCR	Part Number	Notes	DTC's	Deployed	Available	Comments
1FMJU1MT6KE[redacted]	27661	UAE	No	202193776955	JL1Z 78611B09 AH	Driver side	B007E:13:8B	Yes	Yes	JL1B- C699D65-AB31TB (SB RETR ASY)
1FMJU1MT8KE[redacted]	36990	UAE	No	202193777320	JL1Z 78611B09 AH	Driver side	B007E:13:8B	Yes	Yes	JL1B- C699D65-AB31TB (SB RETR ASY)
1FMJU1JT1KE[redacted]	31637	UAE	No	202193779200	JL1Z 78611B09 AG	Driver side	B007E:13:8B	Yes	Yes	JL1B- C699D65-AB3JA6
1FMJU1JT3KE[redacted]	12082	UAE	No	202193788946	JL1Z 78611B09 AG	Driver side	B007E:13:8B	Yes	Yes	JL1B- C699D65-AB3JA6
1FMJU1KT4KE[redacted]	21114	USA	??	??	JL1Z 78611B08 AD	Passenger side	B007F:13:??	Yes	??	JL1B- C699D65-AB3JA6

4 Seatbelt Pretensioners In MEA / 1 In NA

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[redacted]

PE23-021 000062 RC

[redacted]

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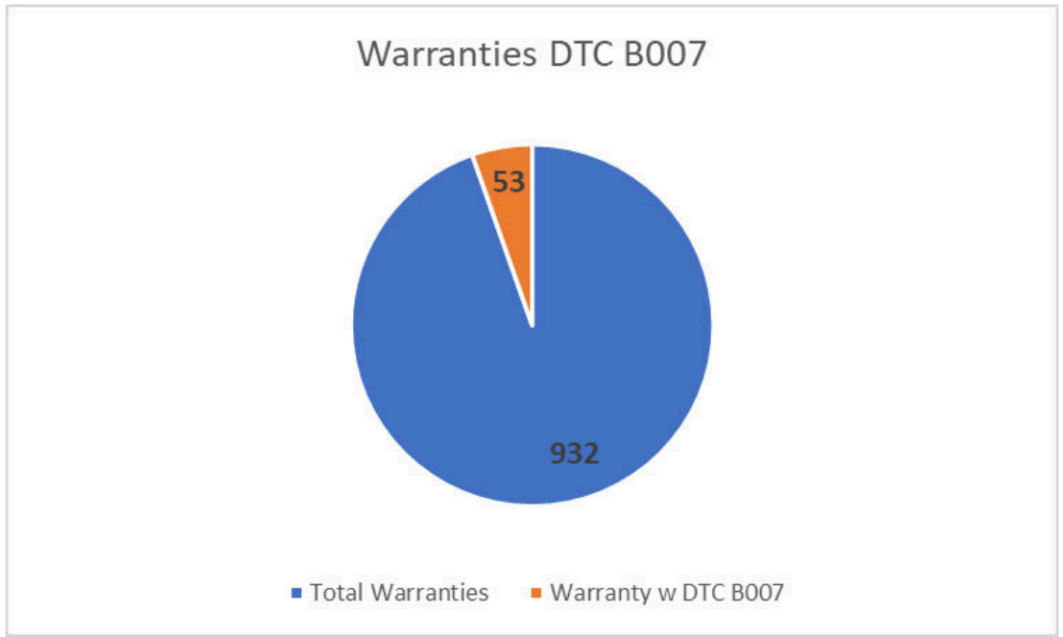
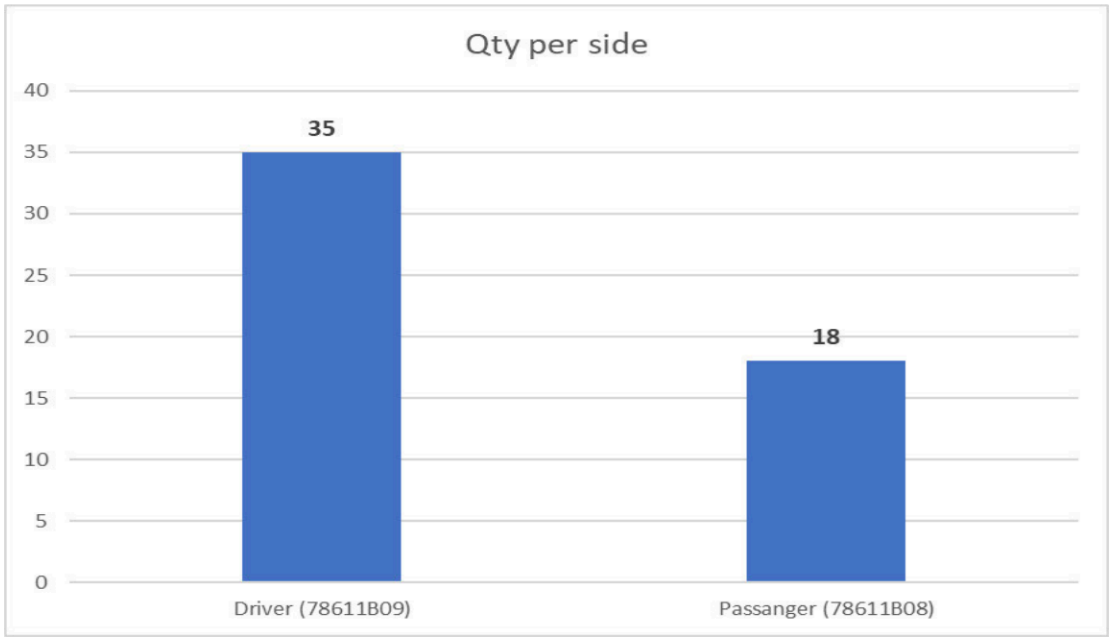
[redacted]

Total Warranty





PE23-021 000077 RC

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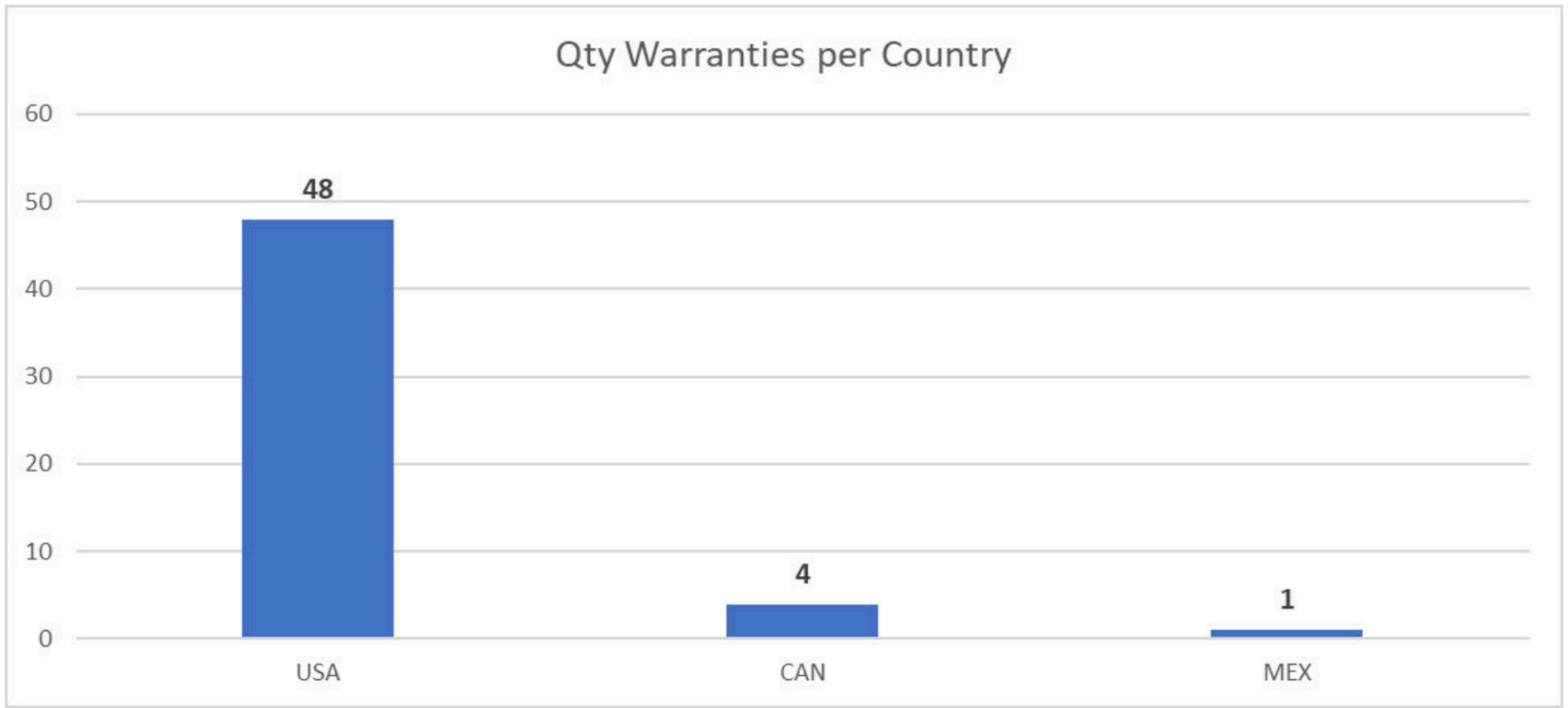
2018-2019 Expedition– Seat Belt Retractor



WARRANTY REPORT 78611B09 (part replaced)

COUNTY	2018	2019	2020	2021	Grand Total
ARE	1	3			4
CAN	6	5	2		13
MEX		1			1
SAU	3	6	1		10
USA	67	66	50	2	185
Grand Total	**77**	**81**	**53**	**2**	**213**

[redacted]

Follow-up Assignments	**Date Assigned**	**Lead** (Org – Name)

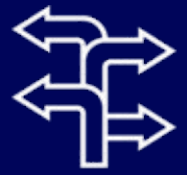
PE23-021 000081 RC

2019MY Expedition Pretensioner Failures

CCRG Review
28-Oct-2021

Turn Around
Automotive Operations

Modernize
Everywhere



Disrupt
Ourselves

PE23-021 000082 RC

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FURTHER PAGE CONFIDENTIAL BUSINESS INFORMATION

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Appendix

2019 Expedition – Pretensioner Failures

Repair Date	14-AUG-2021
Distance	22984 Miles
Time In Service	20

Vehicle Information

Model Year	2019
Market Derived Code	F - FORD
Body/Cab Type	T/WD-4 DOOR WAGON
Version/Series	T/EF-FORD SERIES
Drive Type	T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line	T/B8-U553N EXPEDITION [18-22]
Warranty Start Date	25-DEC-2019
Production Date	21-FEB-2019
VIN	1FMJU1MT8KE[redacted]

Customer Concern Code	S38-AIR BAG (SRS) TROUBLES
Condition Code	42-DOES NOT OPERATE PROPERLY
Technician Comment	Verified the concern air bag light on all the time. Retrieved DTC B007F-13 , visual inspection not found any abnormalities on the passenger seat belt . Further followed PPT - A , From A1 - Yes,A2 -No , A3 - No, A6- Yes, A7-Yes dtc changed to B007F-1A, then A11- Yes at step A 11 Install a new passenger seat belt retractor includes retractor pretensioner , Replaced passenger seat belt retractor includes retractor pretensioner and verified the repair ,noticed drive side seat belt stuck in closed Retract position fully and not able to pull extract as per customer. Customer noticed while sitting in the driver seat and start to move the vehicle some burst kind of noise from the driver seat belt area and also some smoke fumes coming from driver seat belt mount area at the same time burning smell was also there. After that the seat belt is not able to pull and wear extract and not working at all fully stuck in closed position. Visual inspection not found any abnormalities. No any accident history or any modification noticed. Battery voltage Checked found normal. Retrieved DTC B007E 13 8B Further followed PPT A From A1 Yes A2 No 65.54 ohms A3 No A6 Yes A7 Yes dtc changed to B007F-1A : 8B then A11- Yes and received the same original dtc then at step A11 need to Install a new driver seat belt retractor includes retractor pretensioner and noticed driver side belt pretensioners were deployed as well. As per the hotline assistance replaced RCM also While replacing inspected the all wiring/wiring strain and terminals/terminal fit in the seat belts and RCM connector as well , Not found any abnormalities. While replacing driver seat belt noticed , the seat belt height adjuster mechanism stuck hence replaced as well. HAR 118330743 GCR 2021937773 MT used for diagnosis
Customer Comment	Check for Airbag warning light remains on in the cluster and customer saw some smoke coming from seat belt area and burning smell was also there after that the seat belt is not work.

Casual Flag	Prefix	Base	Suffix	Part Description
N	JL1Z	78602B82	B	ADJUSTER FRT ST STRP
N	LL1Z	14B321	A	SENS & BRKT ASY-AIR BAG FRT
Y	JL1Z	78611B09	AH	S/BELT FRT/SEAT RETR
N	JL1Z	78611B08	AE	S/BELT FRT/SEAT RETR

PE23-021 000092 RC

Back Up

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

[redacted]

2019 Expedition – Pretensioner Failures

VIN	MODEL YEAR	ODOMETER	VEHICLE LINE DESC	DEALER COUNTRY ISO3	BUILD DATE	REPORT ENTRY DATE	PLANT ABBREV	ENGINE DESC	BODY MODEL DESC	VEHICLE TYPE CODE	SYMPTOM FULL CODE	DEALER NAME	COMMENTS
1FMJU1JT3KEA[redacted]	2019	7507	EXPDX4	ARE	01/22/2019	08/30/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-21	Al Tayer Motors LLC - Abu Dhab	Repair date = 08/30/2021 Verified the customer concern,Air bag warning lamp on in IC , and driver side seat belt deployed and stuck up.As per customer while driving in high way ,he heard loud explosion noise from driver seat belt area and seat belt become stuck up . No SSM/TSB no any external impact present.checked DTC found,B007 E-13-8B RCM Driver seat belt pre-tensioner C Deployment control circuit open.Performed pinpoint test A, A1-yes, A2-No, A3-No, A6-yes, A7-yes, A 11-Yes.Install new driver seat belt retractor. waiting for Part(VOR).
1FMJU1MT6KE[redacted]	2019	17187	EXPDX4	ARE	03/20/2019	08/16/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	2-27-4-68	Al Tayer Motors LLC	Repair date = 06/20/2021 Verified the concern, airbag warning light stays on in cluster. Checked and retrieved the DTC B007F:13 no TSB/SSM related to this concern and no external damage and nor aftermarket modification on the vehicle. Further carried out Pinpoint test for DTC- B007F:13 A1, A2- 10.50Ohm, A3-10.50ohm, A6- 0.1ohm, in step A7 confirmed that the DTC changes from B007F:13 to B007F:1A and A11- leads to replace Passenger seatbelt retractor assembly So replaced the front RHS seat belt assembly and verified the repair.
1FMJU1JT1KE[redacted]	2019	19658	EXPDX4	ARE	01/16/2019	08/19/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-21	Al Tayer Motors LLC - Abu Dhab	Repair date = 08/16/2021 Verified the customer concern,Air bag warning lamp on in IC , and driver side seat belt deployed and stuck up.As per customer while driving in high way ,he heard loud explosion noise from driver seat belt area and seat belt become stuck up and unable to unlatch the belt. But customer managed to unbuckle the belt and came out. No SSM/TSB no any external impact present.checked DTC found,B007 E-13-8B RCM Driver seat belt pre-tensioner C Deployment control circuit open.Performed pinpoint test A, A1-yes, A2-No, A3-No, A6-yes, A7-yes, A 11-Yes.Install new driver seat belt retractor pretensioner. Erased the DTC and retested found system working fine.
1FMJU1MT8KE[redacted]	2019	22984	EXPDX4	ARE	02/21/2019	08/17/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	8-84-1-21	Al Tayer Motors LLC	Repair date = 08/14/2021 Verified the concern air bag warning light on all the time and noticed drive side seat belt stuck in closed Retract position fully and not able to pull extract as per customer. Customer noticed while sitting in the driver seat and start to move the vehicle some burst king of noise from the driver seat belt area and also some smoke fumes coming from driver seat belt mount area at the same time burning smell was also there. After that the seat belt is not able to pull and wear extract and not working at all fully stuck in closed position. Visual inspection not found any abnormalities. No any accident history or any modification noticed. Battery voltage checked found normal. Retrieved DTC B007E 13 8B Further followed PPT A From A1 Yes A2 No 65.54 ohms A3 No A6 Yes A7 Yes dtc changed to B007F-1A : 8B then A11- Yes and received the same original dtc then at step A11 need to Install a new driver seat belt retractor includes retractor pretensioner and noticed driver side belt pret ensioners were deployed as well and images attached .

PE23-021 000095 RC

2018-2019 Expedition
Faulty seat belt retractor
Region MEA
Investigation Summary
CCRG # 21-398

Meeting Date 28-Oct-2021

GIS2 Classification: CONFIDENTIAL
PE23-021 000096 RC
GIS1 Item: Transient

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PE23-021 000097 RC

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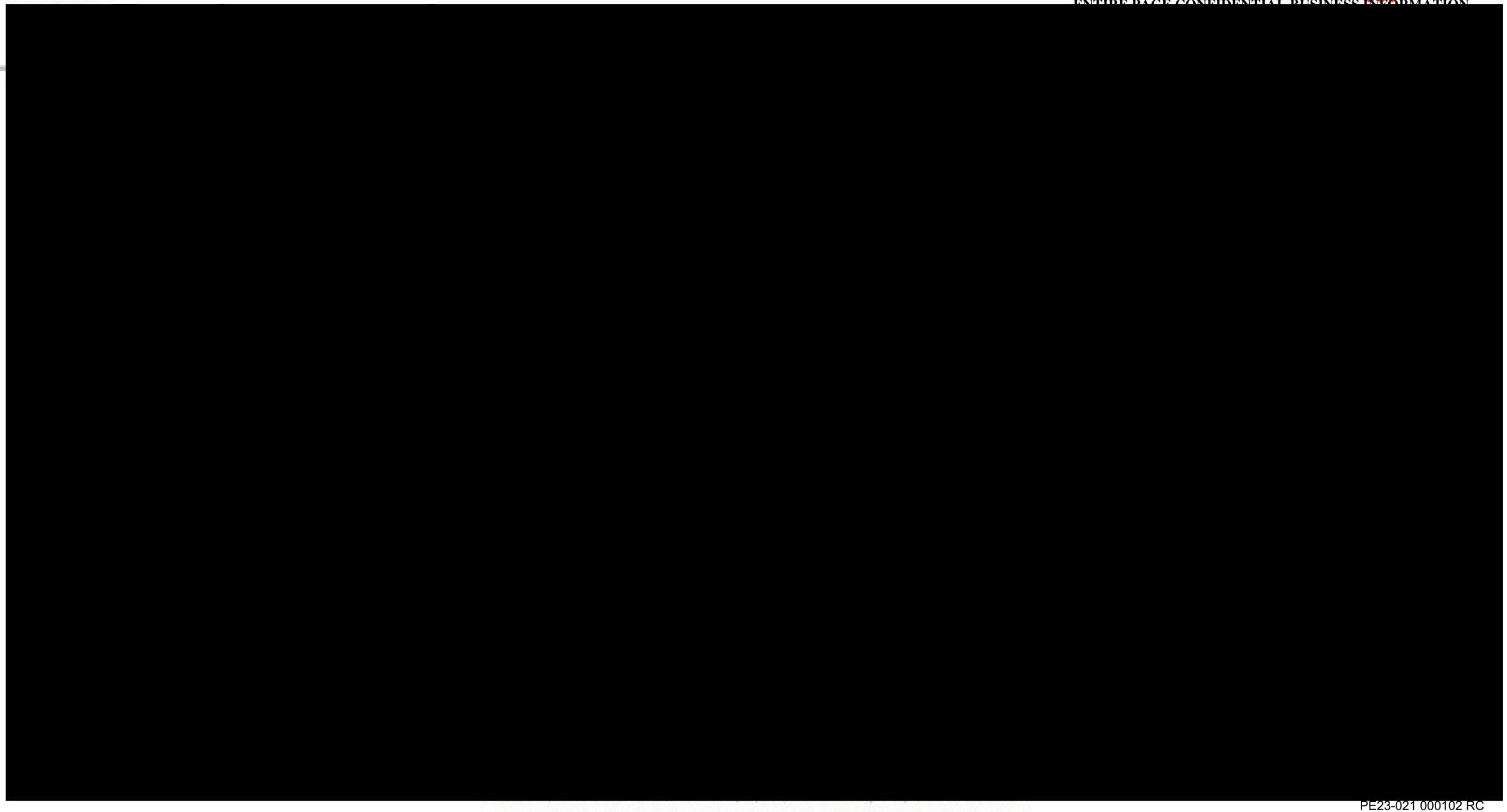

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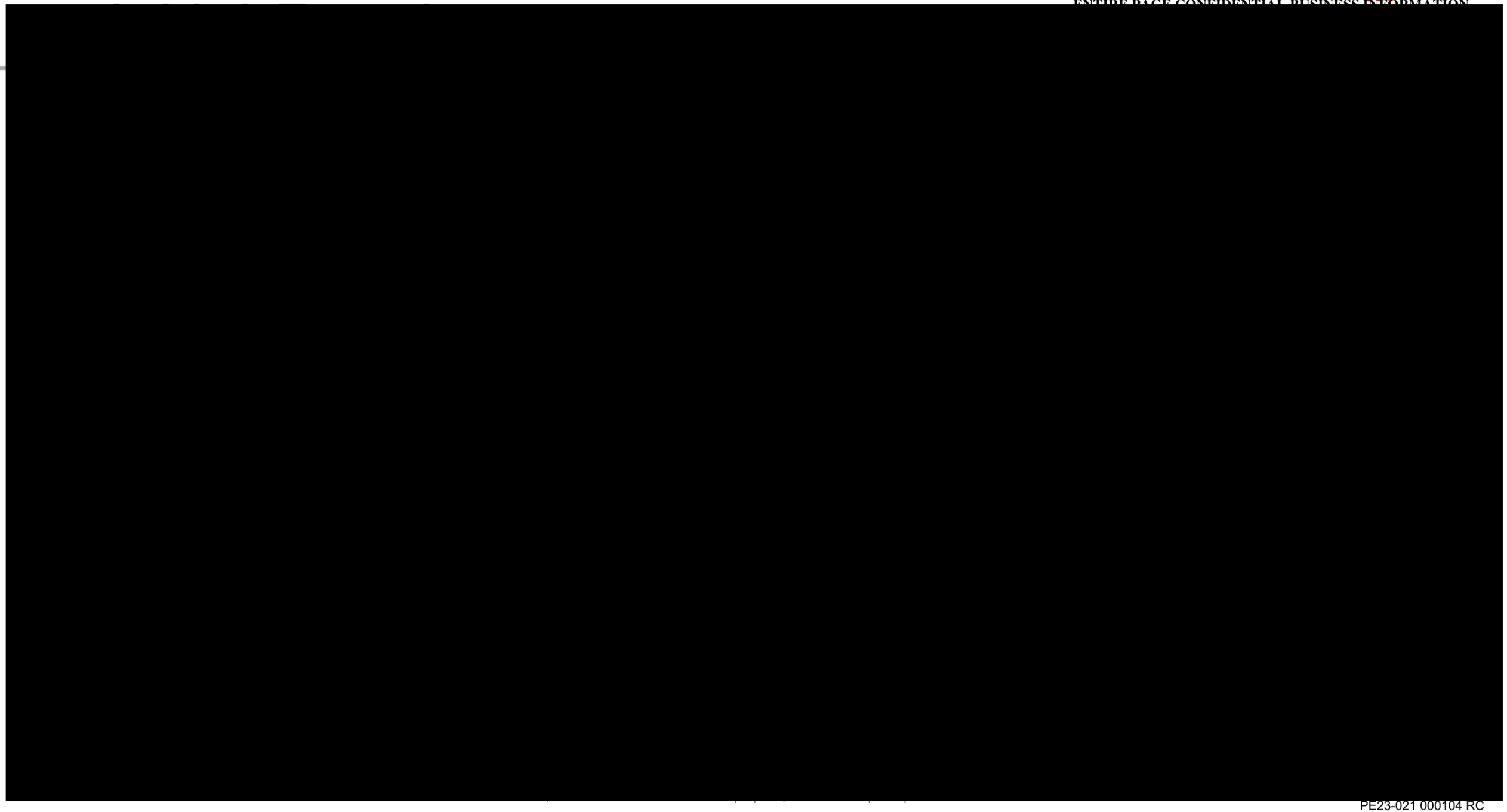

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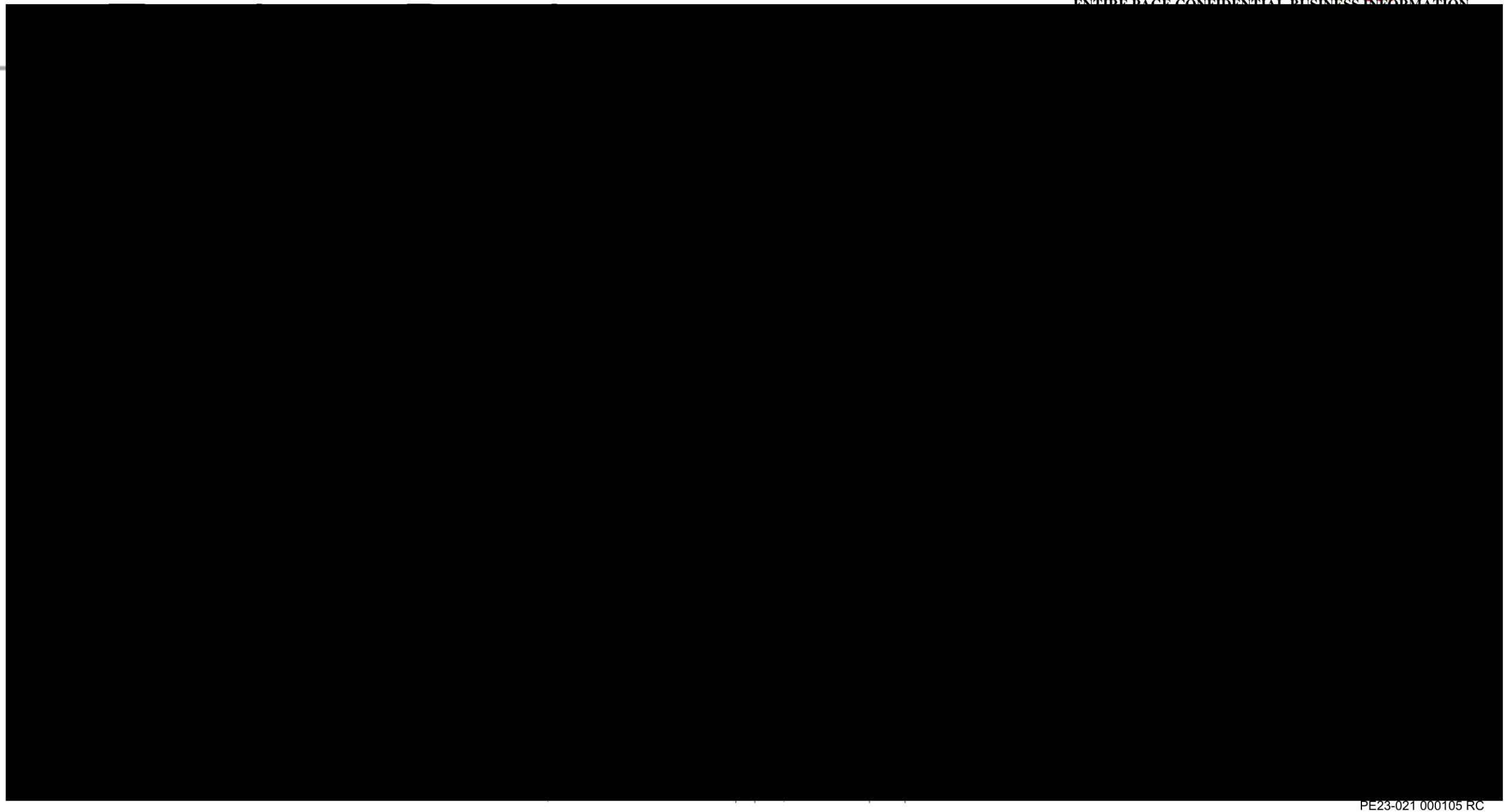

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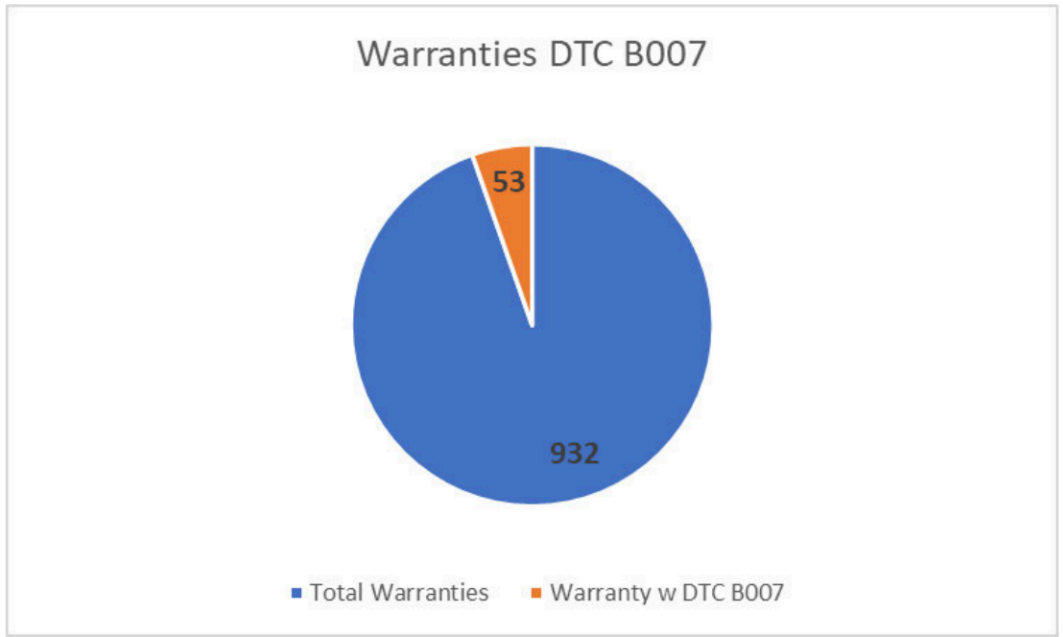
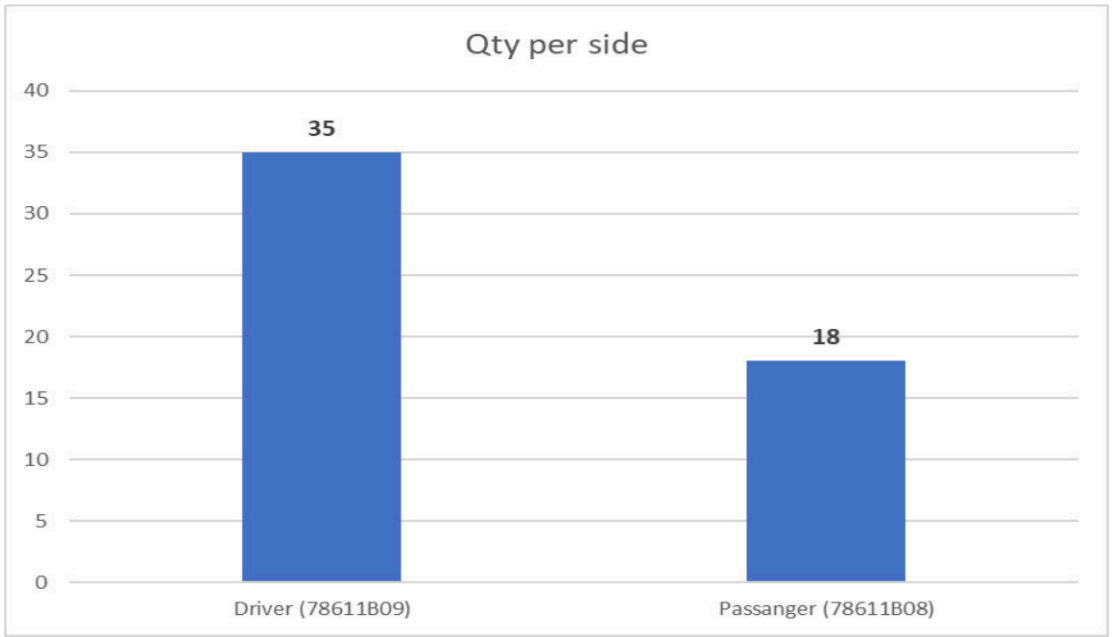
PE23-021 000114 RC

Total Warranty





PE23-021 000115 RC

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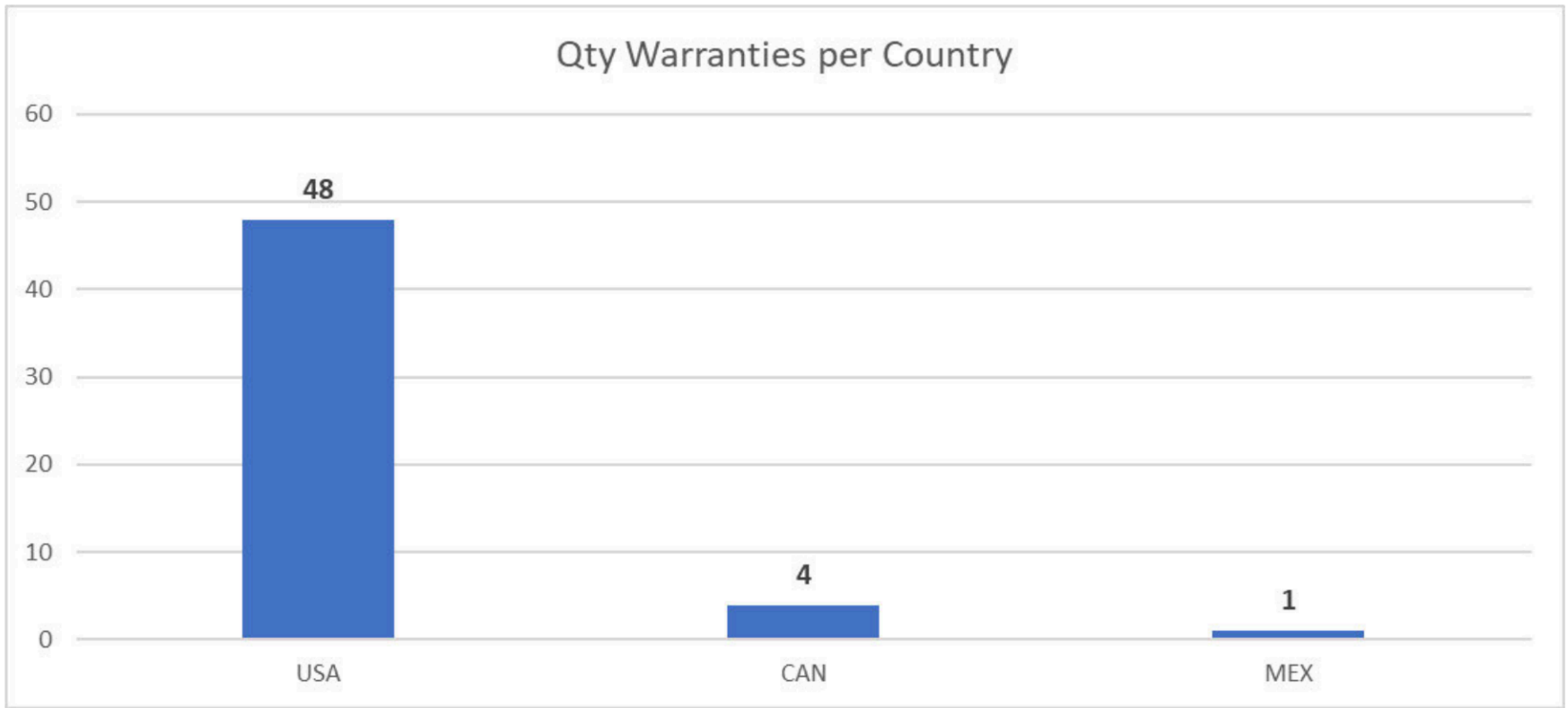
PE23-021 000116 RC

2018-2019 Expedition– Seat Belt Retractor



WARRANTY REPORT 78611B09 (part replaced)

COUNTY	2018	2019	2020	2021	Grand Total
ARE	1	3			4
CAN	6	5	2		13
MEX		1			1
SAU	3	6	1		10
USA	67	66	50	2	185
Grand Total	**77**	**81**	**53**	**2**	**213**

[redacted]

Follow-up Assignments	**Date Assigned**	**Lead** (Org – Name)

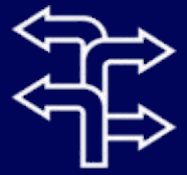
PE23-021 000119 RC

2019MY Expedition Pretensioner Failures

CCRG Review
28-Oct-2021

Turn Around
Automotive Operations

Modernize
Everywhere



Disrupt
Ourselves

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[redacted]

Appendix

2019 Expedition – Pretensioner Failures

Repair Date	14-AUG-2021
Distance	22984 Miles
Time In Service	20

Vehicle Information

Model Year	2019
Market Derived Code	F - FORD
Body/Cab Type	T/WD-4 DOOR WAGON
Version/Series	T/EF-FORD SERIES
Drive Type	T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line	T/B8-U553N EXPEDITION [18-22]
Warranty Start Date	25-DEC-2019
Production Date	21-FEB-2019
VIN	1FMJU1MT8KE[redacted]

Customer Concern Code	S38-AIR BAG (SRS) TROUBLES
Condition Code	42-DOES NOT OPERATE PROPERLY
Technician Comment	Verified the concern air bag light on all the time. Retrieved DTC B007F-13 , visual inspection not found any abnormalities on the passenger seat belt . Further followed PPT - A , From A1 - Yes,A2 -No , A3 - No, A6- Yes, A7-Yes dtc changed to B007F-1A, then A11- Yes at step A 11 Install a new passenger seat belt retractor includes retractor pretensioner , Replaced passenger seat belt retractor includes retractor pretensioner and verified the repair ,noticed drive side seat belt stuck in closed Retract position fully and not able to pull extract as per customer. Customer noticed while sitting in the driver seat and start to move the vehicle some burst kind of noise from the driver seat belt area and also some smoke fumes coming from driver seat belt mount area at the same time burning smell was also there. After that the seat belt is not able to pull and wear extract and not working at all fully stuck in closed position. Visual inspection not found any abnormalities. No any accident history or any modification noticed. Battery voltage Checked found normal. Retrieved DTC B007E 13 8B Further followed PPT A From A1 Yes A2 No 65.54 ohms A3 No A6 Yes A7 Yes dtc changed to B007F-1A : 8B then A11- Yes and received the same original dtc then at step A11 need to Install a new driver seat belt retractor includes retractor pretensioner and noticed driver side belt pretensioners were deployed as well. As per the hotline assistance replaced RCM also While replacing inspected the all wiring/wiring strain and terminals/terminal fit in the seat belts and RCM connector as well , Not found any abnormalities. While replacing driver seat belt noticed , the seat belt height adjuster mechanism stuck hence replaced as well. HAR 118330743 GCR 2021937773 MT used for diagnosis
Customer Comment	Check for Airbag warning light remains on in the cluster and customer saw some smoke coming from seat belt area and burning smell was also there after that the seat belt is not work.

Casual Flag	Prefix	Base	Suffix	Part Description
N	JL1Z	78602B82	B	ADJUSTER FRT ST STRP
N	LL1Z	14B321	A	SENS & BRKT ASY-AIR BAG FRT
Y	JL1Z	78611B09	AH	S/BELT FRT/SEAT RETR
N	JL1Z	78611B08	AE	S/BELT FRT/SEAT RETR

PE23-021 000130 RC

Back Up

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

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2019 Expedition – Pretensioner Failures

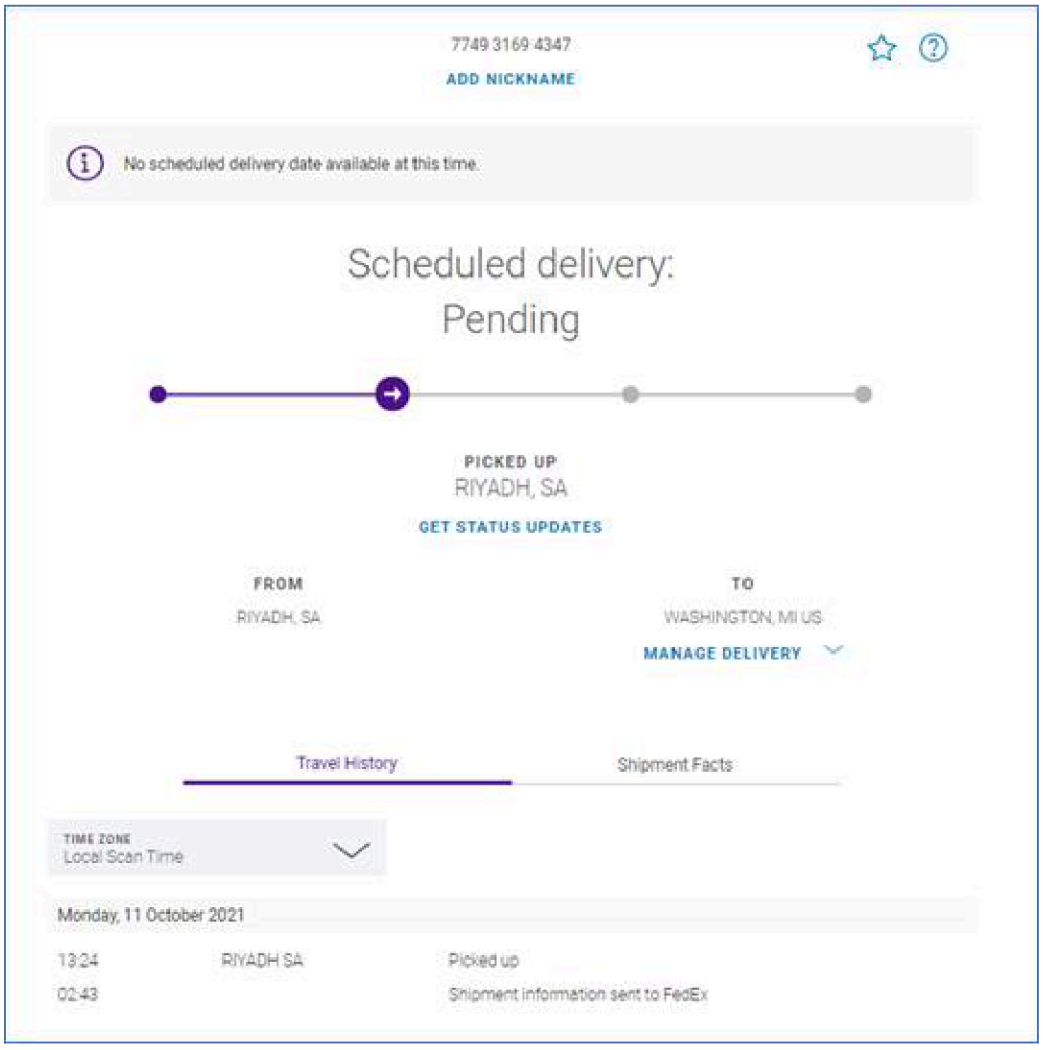
VIN	MODEL YEAR	ODOMETER	VEHICLE LINE DESC	DEALER COUNTRY ISO3	BUILD DATE	REPORT ENTRY DATE	PLANT ABBREV	ENGINE DESC	BODY MODEL DESC	VEHICLE TYPE CODE	SYMPTOM FULL CODE	DEALER NAME	COMMENTS
1FMJU1JT3KEA[redacted]	2019	7507	EXPDX4	ARE	01/22/2019	08/30/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-21	Al Tayer Motors LLC - Abu Dhab	Repair date = 08/30/2021 Verified the customer concern,Air bag warning lamp on in IC , and driver side seat belt deployed and stuck up.As per customer while driving in high way ,he heard loud explosion noise from driver seat belt area and seat belt become stuck up . No SSM/TSB no any external impact present.checked DTC found,B007 E-13-8B RCM Driver seat belt pre-tensioner C Deployment control circuit open.Performed pinpoint test A, A1-yes, A2-No, A3-No, A6-yes, A7-yes, A 11-Yes.Install new driver seat belt retractor. waiting for Part(VOR).
1FMJU1MT6KE[redacted]	2019	17187	EXPDX4	ARE	03/20/2019	08/16/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	2-27-4-68	Al Tayer Motors LLC	Repair date = 06/20/2021 Verified the concern, airbag warning light stays on in cluster. Checked and retrieved the DTC B007F:13 no TSB/SSM related to this concern and no external damage and nor aftermarket modification on the vehicle. Further carried out Pinpoint test for DTC- B007F:13 A1, A2- 10.50Ohm, A3-10.50ohm, A6- 0.1ohm, in step A7 confirmed that the DTC changes from B007F:13 to B007F:1A and A11-leads to replace Passenger seatbelt retractor assembly So replaced the front RHS seat belt assembly and verified the repair.
1FMJU1JT1KE[redacted]	2019	19658	EXPDX4	ARE	01/16/2019	08/19/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-21	Al Tayer Motors LLC - Abu Dhab	Repair date = 08/16/2021 Verified the customer concern,Air bag warning lamp on in IC , and driver side seat belt deployed and stuck up.As per customer while driving in high way ,he heard loud explosion noise from driver seat belt area and seat belt become stuck up and unable to unlatch the belt. But customer managed to unbuckle the belt and came out. No SSM/TSB no any external impact present.checked DTC found,B007 E-13-8B RCM Driver seat belt pre-tensioner C Deployment control circuit open.Performed pinpoint test A, A1-yes, A2-No, A3-No, A6-yes, A7-yes, A 11-Yes.Install new driver seat belt retractor pretensioner. Erased the DTC and retested found system working fine.
1FMJU1MT8KE[redacted]	2019	22984	EXPDX4	ARE	02/21/2019	08/17/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	8-84-1-21	Al Tayer Motors LLC	Repair date = 08/14/2021 Verified the concern air bag warning light on all the time and noticed drive side seat belt stuck in closed Retract position fully and not able to pull extract as per customer. Customer noticed while sitting in the driver seat and start to move the vehicle some burst king of noise from the driver seat belt area and also some smoke fumes coming from driver seat belt mount area at the same time burning smell was also there. After that the seat belt is not able to pull and wear extract and not working at all fully stuck in closed position. Visual inspection not found any abnormalities. No any accident history or any modification noticed. Battery voltage checked found normal. Retrieved DTC B007E 13 8B Further followed PPT A From A1 Yes A2 No 65.54 ohms A3 No A6 Yes A7 Yes dtc changed to B007F-1A : 8B then A11- Yes and received the same original dtc then at step A11 need to Install a new driver seat belt retractor includes retractor pretensioner and noticed driver side belt pret ensioners were deployed as well and images attached .

From: Mejia, Victor (V.)
Sent: Monday, October 11, 2021 11:23 AM
To: Pineda, Mauricio (MPC.); Sangines, Daniel (D.S.); DeSmet, Edward (E.J.)
Cc: Torres, Ricardo (R.); Maharaj, Randhir (R.); Mueller, John (F.); Ishaq, Osman (O.)
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Hi Team,

This is to inform you that the second batch of retractors/pretensioners has been send to the supplier today with FedEx tracking number: [redacted].

The second batch consist of 5 defective assemblies.



Victor Mejía
Product Concern Engineer
Ford Motor Company
VMEJIA5@ford.com

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: miércoles, 6 de octubre de 2021 01:39 p. m.
To: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Grazioli, Alicia (A.B.)

<agraziol@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Alicia, please lets have a touch point prior. I am packed, but have some time on Friday.

Relative to the deployed PTs, Erich has now the RCM, but we wont have anything until next week, but 14th maybe doable. Also we have a follow up with ZF for the airbag light issue next Tuesday.

Regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: +[redacted]
Mobile MX: [redacted]
Mail to: mpineda6@ford.com

From: Stanley, Daniel (D.J.) <dstanle1@ford.com>
Sent: Wednesday, October 6, 2021 2:07 PM
To: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

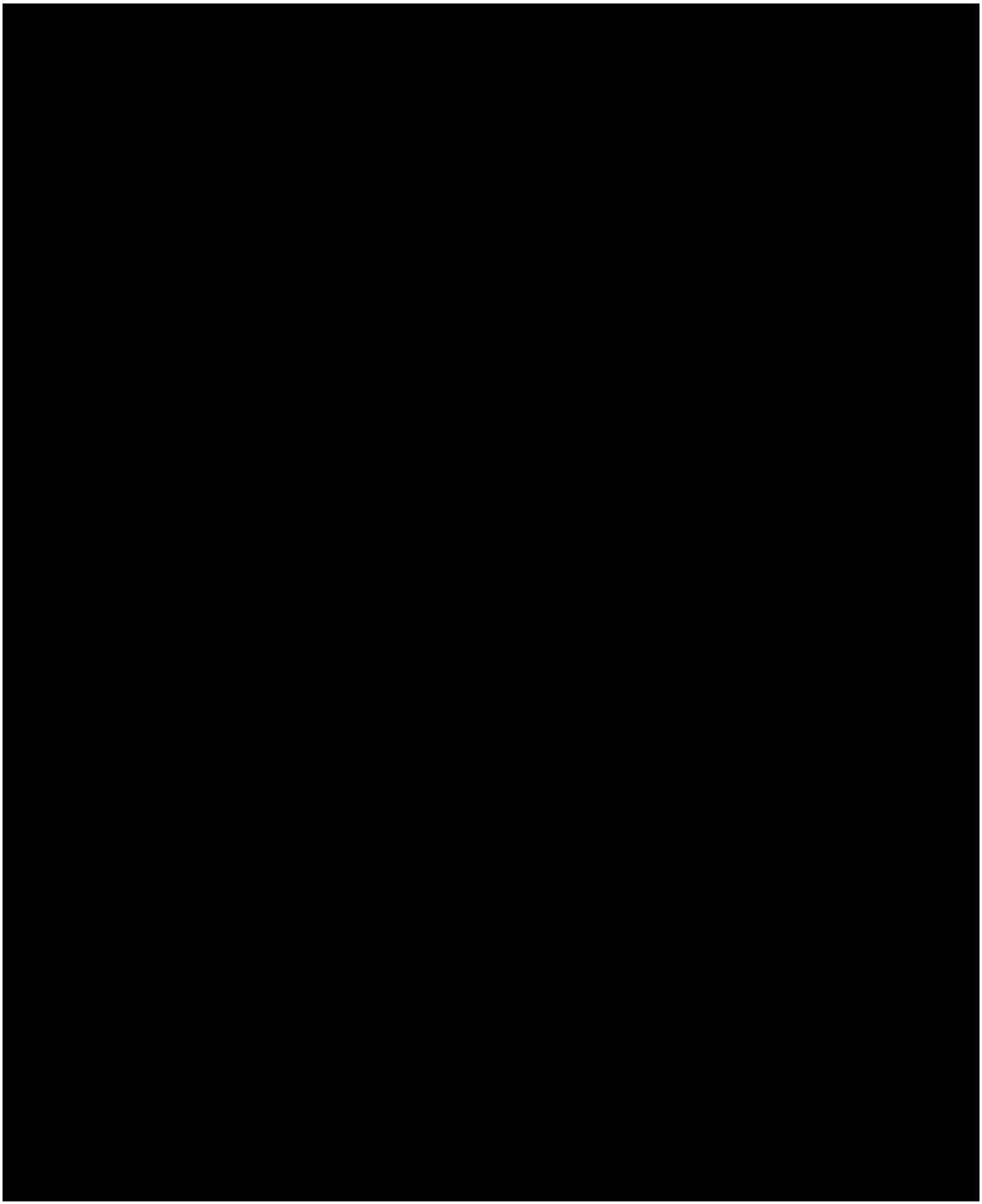
Alicia,
I will have these back-to-back in the October 14th Truck CCRG Agenda.

Daniel J. Stanley
Critical Concern Engineering
Design Assurance
Vehicle Component & System Engineering (VCSE)
Ford Motor Company
Dstanle1@ford.com
PDC 2CE30
[redacted]

From: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Sent: Wednesday, October 6, 2021 1:01 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Hello everyone,

PE23-021 000135 RC



Thanks, Mauricio. Per our Webex chat, we will use the Tuesday ZF meeting as a touchpoint.

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
[redacted]

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Wednesday, October 6, 2021 2:39 PM
To: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Alicia, please lets have a touch point prior. I am packed, but have some time on Friday.

Relative to the deployed PTs, Erich has now the RCM, but we wont have anything until next week, but 14th maybe doable. Also we have a follow up with ZF for the airbag light issue next Tuesday.

Regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

From: Stanley, Daniel (D.J.) <dstanle1@ford.com>
Sent: Wednesday, October 6, 2021 2:07 PM
To: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Alicia,
I will have these back-to-back in the October 14th Truck CCRG Agenda.

Daniel J. Stanley
Critical Concern Engineering
Design Assurance
Vehicle Component & System Engineering (VCSE)
Ford Motor Company
Dstanle1@ford.com
PDC 2CE30
[redacted]

[redacted]

From: Mejia, Victor (V.)
Sent: Wednesday, October 13, 2021 10:53 AM
To: Pineda, Mauricio (MPC.); Sangines, Daniel (D.S.)
Cc: Sanchez, Monica (MGSB.); Torres, Ricardo (R.); Maharaj, Randhir (R.); Grazioli, Alicia (A.B.); Kemnitz, Erich (E.P.); Stanley, Daniel (D.J.); Mueller, John (F.); Yilma, Benjamin (B.); Raub, George (G.); DeSmet, Edward (E.J.)
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market
Attachments: my-export1.xlsx

Forget the previous file.

The attached is the correct one.

Victor Mejía
Product Concern Engineer
Ford Motor Company
VMEJIA5@ford.com

From: Mejia, Victor (V.)
Sent: miércoles, 13 de octubre de 2021 09:49 a. m.
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Hi Daniel, Mauricio,

As requested yesterday, the attached file shows the service history of the vehicles mentioned yesterday (shown on the screenshot below).

I’ve highlighted the service events related to the retractor/pretensioners.

VIN	MODEL YEAR	ODOMETER	VEHICLE LINE DESC	DEALER COUNTRY ISO3	BUILD DATE	REPORT ENTRY DATE	PLANT ABBREV	ENGINE DESC	BODY MODEL DESC	VEHICLE TYPE CODE	SYMPTOM FULL CODE	DEALER NAME	COMMENTS
1FMJU1JT3KE[redacted]	2019	7507	EXPDX4	ARE	01/22/2019	08/30/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-21	Al Tayer Motors LLC - Abu Dhab	Verified the customer concern,Air bag warning lan per customer while driving in high way ,he heard l become stuck up . No SSM/TSB no any external i seat belt pre-tensioner C Deployment control circu A7-yes, A 11-Yes.Install new driver seat belt retra
1FMJU1MT6KE[redacted]	2019	17187	EXPDX4	ARE	03/20/2019	08/16/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	2-27-4-68	Al Tayer Motors LLC	Verified the concern, airbag warning light stays or TSB/SSM related to this concern and no external carried out Pinpoint test for DTC- B007F:13 A1, A that the DTC changes from B007F:13 to B007F:1/ assembly So replaced the front RHS seat belt ass
1FMJU1JT1KE[redacted]	2019	19658	EXPDX4	ARE	01/16/2019	08/19/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-21	Al Tayer Motors LLC - Abu Dhab	Verified the customer concern,Air bag warning lan per customer while driving in high way ,he heard l become stuck up and unable to unlatch the belt. E SSM/TSB no any external impact present checke Deployment control circuit open.Performed pinpoi new driver seat belt retractor pretensioner. Erase
1FMJU1MT8KE[redacted]	2019	22984	EXPDX4	ARE	02/21/2019	08/17/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	8-84-1-21	Al Tayer Motors LLC	Verified the concern air bag warning light on all th position fully and not able to pull extract as per cu to move the vehicle some burst king of noise from from driver seat belt mount area at the same time pull and wear extract and not working at all fully st abnormalities. No any accident history or any moc Retrieved DTC B007E 13 8B Further followed PP changed to B007F-1A : 8B then A11- Yes and rec driver seat belt retractor includes retractor pretens as well and images attached .

Victor Mejía
Product Concern Engineer
Ford Motor Company
VMEJIA5@ford.com

From: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Sent: miércoles, 6 de octubre de 2021 02:18 p. m.
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
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Alicia B. Grazioli
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Critical Concern Review Group (CCRG)
Automotive Safety Office

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Sent: Wednesday, October 6, 2021 2:39 PM
To: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
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Regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

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To: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
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Alicia,
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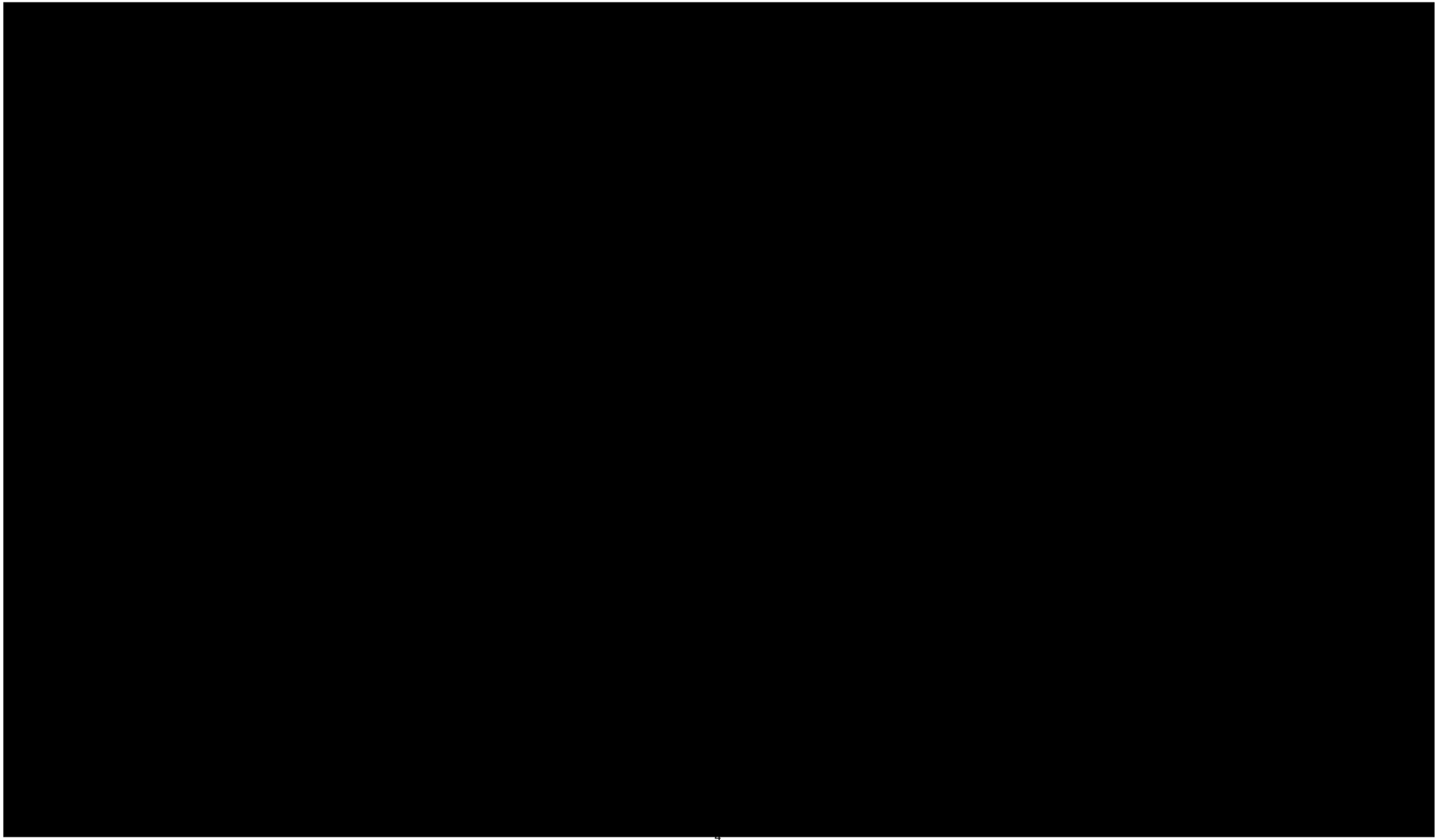
Daniel J. Stanley
Critical Concern Engineering
Design Assurance
Vehicle Component & System Engineering (VCSE)
Ford Motor Company
Dstanle1@ford.com
PDC 2CE30



VIN	Repair Date	Model Year	Customer Comment	Technician Comment	Causal Part Base Num	FCC BIN	Condition Code	CCC	Claim Key
1FMJU1MT8KE[redacted]	9/30/2021	2019	CARRY OUT 40000KM S	CARRIED OUT 40000KM S	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	10019185
1FMJU1MT8KE[redacted]	9/30/2021	2019	CARRY OUT FSA 21B10	CARRIED OUT FSA 21B10	RECAL	POWERTRA	42 - DOES NOT OPE	N09 - UNU	10041643
1FMJU1JT3KE[redacted]	8/30/2021	2019	CARRY OUT FSA 21B10.	Reprogramed the PCM to th	RECAL	POWERTRA	42 - DOES NOT OPE	N09 - UNU	10117497
1FMJU1JT3KE[redacted]	8/30/2021	2019	Air bag warning light on IC	GCR 202193788946.Verifie	78611B08	RESTRAINT	42 - DOES NOT OPE	S38 - AIR I	10117540
1FMJU1JT1KE[redacted]	9/18/2019	2019	During PDI found FLHS d	GCR 201993280238.During	7820125	NON-POWE	06 - DENTS/DINGS	B01 - SHEI	1832442
1FMJU1JT3KE[redacted]	11/12/2019	2019	FRT FORD EMBLEM CR/	DURING PDI FOUND FRT	8213	NON-POWE	D4 - FLAW IN MATE	B60 - EXTI	2517219
1FMJU1JT3KE[redacted]	11/12/2019	2019	CHIP ON FRT LHS DOOI	DURING PDI FOUND CHIP	7820125	NON-POWE	P1 - POLISH REPAII	F19 - CHIP	2517223
1FMJU1MT8KE[redacted]	12/23/2019	2019	TAILDOOR BODY SEAL (	DURING PDI FOUND TAILI	78404A06	NON-POWE	42 - DOES NOT OPE	B71 - WEA	3320831
1FMJU1MT8KE[redacted]	12/23/2019	2019	STEERING VIBRATION A	DURING PDI TEST DRIVE	ALBAL	NON-POWE	D9 - OUT OF BALAN	N24 - STEI	3324226
1FMJU1MT8KE[redacted]	12/23/2019	2019	FRT BUMPER DEFORM (	DURING PDI FOUND FRT	17757	NON-POWE	07 - IMPROPERLY A	B07 - BUM	3428237
1FMJU1MT6KE[redacted]	1/15/2020	2019	FOUND STEERING VIBR	DURING PDI TEST DRIVE	1007	NON-POWE	D9 - OUT OF BALAN	N24 - STEI	3499003
1FMJU1MT6KE[redacted]	1/15/2020	2019	FOUND BRAKE SHUDDE	DURING PDI FOUND BRAI	2001	NON-POWE	14 - SURFACE ROU	N27 - BRA	3500804
1FMJU1MT6KE[redacted]	1/15/2020	2019	FOUND BOTH HEADLAM	DURING PDI FOUND BOTI	7820124	NON-POWE	07 - IMPROPERLY A	B02 - BOD	3706098
1FMJU1JT1KE[redacted]	4/1/2020	2019	10K service done	10K service done	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	4514282
1FMJU1MT8KE[redacted]	6/10/2020	2019	CARRY OUT 10000 KM S	CARRIED OUT 10000 KM S	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	5277951
1FMJU1MT8KE[redacted]	6/10/2020	2019	CHECK OUTSIDE SMELL	VERIFIED THE CONCERN	19B739	NON-POWE	42 - DOES NOT OPE	C30 - AC/H	5587127
1FMJU1JT3KE[redacted]	7/23/2020	2019	Carried out 10000 km ser	Carried out 10000 km servi	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	5769042
1FMJU1MT8KE[redacted]	8/3/2020	2019	Whistling noise heard nea	Concern duplicated when n	17683	NON-POWE	42 - DOES NOT OPE	M05 - EXT	6092362
1FMJU1JT3KE[redacted]	7/23/2020	2019	Vehicle bouncy while drivi	Carried out the road test an	18125	NON-POWE	42 - DOES NOT OPE	N54 - SQU	6142492
1FMJU1JT1KE[redacted]	9/30/2020	2019	CARRIED OUT 20000 KM	CARRIED OUT 20000 KM S	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	6494462
1FMJU1JT1KE[redacted]	10/28/2020	2019	CUP HOLDER INNER PC	ON INSP FOUND MIDDLE	7813562	NON-POWE	31 - SEWING FAILU	B81 - INST	6874536
1FMJU1MT8KE[redacted]	11/22/2020	2019	CARRY OUT 20,000 KMS	CARRIED OUT 20,000 KMS	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	7080328
1FMJU1MT8KE[redacted]	11/22/2020	2019	wipers are not cleaning w	CONCERN VERIFIED. WIF	17528	NON-POWE	30 - CHAFED,EXCES	W05 - WIP	7132683
1FMJU1MT6KE[redacted]	12/21/2020	2019	CARRY OUT 10000KM S	CARRIED OUT 10000KM S	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	7384618
1FMJU1JT3KE[redacted]	1/18/2021	2019	CARRIED OUT 20000KM	CARRIED OUT 20000KM S	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	7746092
1FMJU1JT3KE[redacted]	3/21/2021	2019	ENGINE NOT STARTING	DIAGNOSED USING MIDT	10654	NON-POWE	42 - DOES NOT OPE	C31 - 12V	8253448
1FMJU1JT1KE[redacted]	3/28/2021	2019	CARRIED OUT 30000 KM	CARRIED OUT 30000 KM S	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	8354981
1FMJU1JT1KE[redacted]	3/28/2021	2019	RR RHS SHOCK ABSOR	DURING INSPECTION FOI	18125	NON-POWE	42 - DOES NOT OPE	L89 - OIL (	8394702
1FMJU1JT3KE[redacted]	3/21/2021	2019	FRT WIPER BLADES NO	FRT WIPER RUBBERS SP	17528	NON-POWE	30 - CHAFED,EXCES	A99 - ADM	8513183
1FMJU1MT8KE[redacted]	4/22/2021	2019	CARRY OUT 30000 KM S	CARRIED OUT 30000 KM S	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	8585906
1FMJU1JT3KE[redacted]	7/17/2021	2019	CARRIED OUT 30000 KM	CARRIED OUT 30000 KM S	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	9365105
1FMJU1MT6KE[redacted]	6/20/2021	2019	CARRY OUT 30K SERVI(	CARRIED OUT 30K SERVI	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	9496254
1FMJU1MT6KE[redacted]	6/20/2021	2019	AIRBAG WARNING LIGH	CHECKED THE CONCERN	78611B09	RESTRAINT	42 - DOES NOT OPE	S38 - AIR I	9496255
1FMJU1MT6KE[redacted]	6/20/2021	2019	TAIL GATE SWITCH INO	CHEKCED THE CONCERN	54432A38	NON-POWE	42 - DOES NOT OPE	G33 - ELE(	9496257
1FMJU1MT6KE[redacted]	6/20/2021	2019	forgot to add front wiper b	forgot to add front wiper bla	17528	NON-POWE	42 - DOES NOT OPE	A39 - HOR	9548590
1FMJU1JT1KE[redacted]	8/16/2021	2019	Airbag warning light ON	DTC B007E.PPT done A1 \	78611B09	RESTRAINT	42 - DOES NOT OPE	S38 - AIR I	9667092
1FMJU1JT1KE[redacted]	8/16/2021	2019	40K service done	40K service done	MAINT	NON-POWE	82 - FREIGHT/POST	A99 - ADM	9731580
1FMJU1MT8KE[redacted]	8/14/2021	2019	Check for Airbag warning	Verified the concern air bag	78611B09	RESTRAINT	42 - DOES NOT OPE	S38 - AIR I	9858812

From: Mueller, John (F.)
Sent: Thursday, October 14, 2021 6:41 AM
To: Grazioli, Alicia (A.B.); Pineda, Mauricio (MPC.); Mejia, Victor (V.)
Cc: Sanchez, Monica (MGSB.); Torres, Ricardo (R.); Maharaj, Randhir (R.); Kemnitz, Erich (E.P.); Stanley, Daniel (D.J.); Yilma, Benjamin (B.); Raub, George (G.); DeSmet, Edward (E.J.); Sangines, Daniel (D.S.)
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Alicia

I did follow up with the dealer today and questioned the VIN.

They did confirm that the driver's side pretensioner did deploy and failed to document into the warranty system. Let me know if you need further details.

Regards

John Mueller
Technical Service Operations Manager | Middle East / North Africa
+971 4 253 6575
[redacted]
jmuell36@ford.com

From: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Sent: Wednesday, October 13, 2021 8:25 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

I pulled the warranty history details for these four VINs and added the actual repair dates to the draft CCRG presentation.

[redacted]

One question I still have: Why is the VIN ending in [redacted] on this list? I don't see any reference to inadvertent deployment.

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
[redacted]

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Wednesday, October 13, 2021 12:08 PM
To: Mejia, Victor (V.) <VMEJIA5@ford.com>

Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>
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Victor, we would like actual confirmation the report has the true date, and not just a batch date on which the claim was process. I want to confirm when the car was walked into the dealership.

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: mpineda6@ford.com

From: Mejia, Victor (V.) <VMEJIA5@ford.com>
Sent: Wednesday, October 13, 2021 11:54 AM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>
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Hi Mauricio,

Please see my comments below.

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Product Concern Engineer
Ford Motor Company
VMEJIA5@ford.com

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: miércoles, 13 de octubre de 2021 09:54 a. m.
To: Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Victor, In addition to what we discussed yesterday, can you help us to get the following details for these claims

- The actual date the vehicle was brough to the dealership
  - Information at "Column B" (Repair Date)

From yesterday's meeting…

- Dealership through which the cars were sold
  - According to GSAR all these 4 vehicles were sold by AL TAYER MOTORS LLC with dealer code 9B201

- Dealership that processed the claims, same or through a consolidation entity
  - As per Randhir comments on the last meeting, there is a head office/consolidation entity which submit all the reports for all the dealers within AL TAYER MOTOR group
- Service history on these units
  - All service Information shown at the attached file
- Aftermarket modifications present on the vehicles
  - No aftermarket modifications on any of these vehicles.

Kind regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

From: Mejia, Victor (V.) <VMEJIA5@ford.com>
Sent: Wednesday, October 13, 2021 10:49 AM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Hi Daniel, Mauricio,

As requested yesterday, the attached file shows the service history of the vehicles mentioned yesterday (shown on the screenshot below).

I've highlighted the service events related to the retractor/pretensioners.

VIN	MODEL YEAR	ODOMETER	VEHICLE LINE DESC	DEALER COUNTRY ISO3	BUILD DATE	REPORT ENTRY DATE	PLANT ABBREV	ENGINE DESC	BODY MODEL DESC	VEHICLE TYPE CODE	SYMPT FUL COD
1FMJU1JT3KE[redacted]	2019	7507	EXPDX4	ARE	01/22/2019	08/30/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-
1FMJU1MT6KE[redacted]	2019	17187	EXPDX4	ARE	03/20/2019	08/16/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	2-27-4-
1FMJU1JT1KE[redacted]	2019	19658	EXPDX4	ARE	01/16/2019	08/19/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-
1FMJU1MT8KE[redacted]	2019	22984	EXPDX4	ARE	02/21/2019	08/17/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	8-84-1-

Victor Mejía
Product Concern Engineer
Ford Motor Company
VMEJIA5@ford.com

From: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Sent: miércoles, 6 de octubre de 2021 02:18 p. m.
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Thanks, Mauricio. Per our Webex chat, we will use the Tuesday ZF meeting as a touchpoint.

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
[redacted]

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Wednesday, October 6, 2021 2:39 PM
To: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

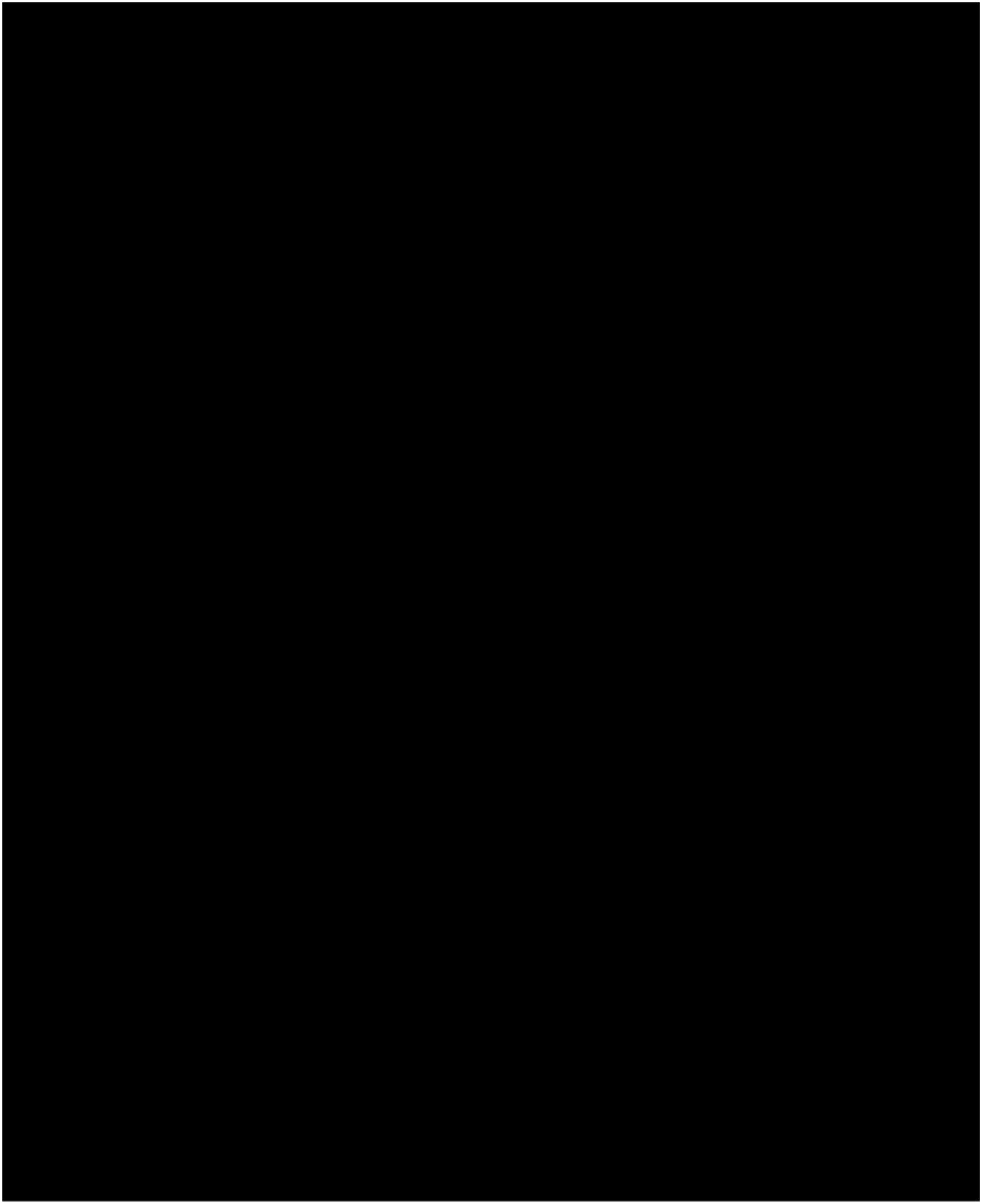
Alicia, please lets have a touch point prior. I am packed, but have some time on Friday.

Relative to the deployed PTs, Erich has now the RCM, but we wont have anything until next week, but 14th maybe doable. Also we have a follow up with ZF for the airbag light issue next Tuesday.

Regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

From: Stanley, Daniel (D.J.) <dstanle1@ford.com>
Sent: Wednesday, October 6, 2021 2:07 PM
To: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>



From: Jadhav, Nitesh (N.C.)
Sent: Friday, January 19, 2024 3:41 PM
To: Hultman, Paula (R.)
Cc: Beyer, Laura (L.D.); Boehk, Karen (K.S.)
Subject: RE: Safety TRG: (21-576) 2018-2020MY Expedition/ Navigator Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment

Sensitivity: Private

Hey Paula,
Thank you for bringing this difference to my attention. We may have to go to GCCRG after the TRG, once there is an alignment with the cross functional teams in North America on the next steps. Also, because the 21-576 claims are related to IMG region (Middle-east), we could engage with Caro Hosier, unless team thinks that engaging with IMG-Australia is more important.

Hey Laura/ Karen,
Your thoughts/ advice?

Thank you,
Best Regards,
Nitesh
[redacted]

From: Hultman, Paula (R.) <prieden@ford.com>
Sent: Friday, January 19, 2024 2:38 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: Safety TRG: (21-576) 2018-2020MY Expedition/ Navigator Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment
Sensitivity: Private

Hi Nitesh,

The G-CCRG on 30-Jan is in the morning, not the afternoon. If you're planning to discuss with ASO in IMG-Australia, maybe this coming Tuesday would be better as G-CCRG is in the afternoon on 23-Jan.

The morning G-CCRG on 30-Jan might be good if we want Caro engaged.

Paula
Mobile Phone: [redacted]
"If you can't explain it simply, you don't understand it well enough." – Albert Einstein

---

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Friday, January 19, 2024 2:32 PM
To: Lambert, Lauralee (L.A.) <llambe27@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: Safety TRG: (21-576) 2018-2020MY Expedition/ Navigator Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment
Sensitivity: Private

Hello Lauralee,

Tom Single has a conflict with the evening time for the subject TRG. Can you please move it to morning hours when Tom single is also available?

We typically used evening hour for this topic because of IMG-Australia. We plan to discuss with them in the GCCRG on Jan 30, 2024 separately.

Thank you,
Best Regards,
Nitesh
[redacted]

-----Original Appointment-----
From: Frascaroli, Emily (E.E.) <efrascar@ford.com>
Sent: Tuesday, December 12, 2023 10:55 AM
To: Frascaroli, Emily (E.E.); Schop, Christopher (C.D.); Boehk, Karen (K.S.); Hultman, Paula (R.); Jadhav, Nitesh (N.C.); Beyer, Laura (L.D.); Single, Tom (T.C.); Landry, Mike (M.P.); Grazioli, Alicia (A.B.); Vega, Andres (A.); Hotrum, Erin (E.M.); Hosier, Caro (C.S.); Williams, Jeffrey (J.R.); Krishnaswami, Ram (R.); Kemnitz, Erich (E.P.); Donovan, Kevin (K.M.); Brophy, Adam (A.); Brezee, Shane (S.B.); Parrish, Will (W.F.); Stanley, Daniel (D.J.); Carene, Daniel (D.J.); Bhavsar, Daven (D.); Amos, Jeffrey (J.R.); Remington, Jenny (J.); Fusco, John (J.J.); Buehl, Margaret (M.L.); Vushaj, Valentin (V.); Fischer, Robert (R.M.); Reid, TR Reid (.); Henkel, Karl (K.); Buczkowski, Maria (M.); Balzer, Stacy (S.L.); Wilyard, Dan (D.J.); Gillanders, Eric (E.S.); Strachan, Jonathan (J.); Heldke, Barton (B.L.); Hansen, Thayne (T.); DeTombeur, Michele (M.); Liddle, Preston (P.); Russ, John (J.T.); Parker, Valencia (V.L.); Reid, Alice (A.D.); Kilar, Kurt (K.R.); Ramos, Patricia (M.); Barrish, Dennis (D.J.); Murray, Tavia (T.); Soucie, Tanya (T.); Regan, Jane (J.L.); Sandefur, Kyle (K.D.); Miller, Jessica (.); Newlin, Andrea (A.M.); Dunlap, Zachary (Z.); Ribeiro, Emerson (E.B.); Halliburton, Joshua (J.L.); Kennedy, Kara (K.); Cummings, James (J.); Bojicic, Vojo (V.); Svenson, Thomas (T.E.); Oden, Marcus (O.); Conley, Joseph (J.C.); Durham, Philip (P.M.); Raub, George (G.); Barber, Todd (T.A.); Mitchell, Jason (D.); Fix, Dorian (D.S.); Wylie, Pamela (P.V.); Osanai, Nahuel (N.); Aguirre, Adrian (A.); Coffey, Jolanta (K.); Saleem, Fayyaz (F.); Green, Ann (A.D.); Ahmadi, Shadan (S.); Hider, Alyce (A.); Brown, Jerry (J.R.); Reese, Chuck (C.R.); West, Sean (S.B.); Marentic, Jeffrey (J.M.); Peterson, Eric (E.J.); Clark, Heather (H.M.); Stoneley, Dean (D.); Ngwenya, Eniso (E.M.); Buckhalt, Brandon (B.); Hunt, Travis (T.); Douglass, Harrison (H.); Chascsa, Jim (JRCII.); DeSmet, Edward (E.J.); Kish, Joseph (J.M.); Olguin, Oscar (O.); Browne, Michelle (M.F.); Sanchez, Monica (MGSB.); Kamath, Mohan (M.V.); Stanhope, Karen (K.A.); Appukutty, Jayagopal (J.); Yilma, Benjamin (B.); Thiel, Brian (B.M.); Mejia, Victor (V.); Rajesh, Dev (.); Mueller, John (F.); Malapati, Reddy (S.R.); Aekbote, Krish (E.); Frantzeskakis, Petros (Peter.)
Cc: Newman, John (J.F.); Spinneweber, Craig (C.M.); Dunn, Jason (J.)
Subject: Safety TRG: (21-576) 2018-2020MY Expedition/ Navigator Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment
When: Thursday, January 25, 2024 5:00 PM-6:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
Sensitivity: Private

01/17/2024: Rescheduled the 1/17 @ 4:00 – 5:00pm meeting to 1/25 @ 5:00 – 6:00pm (9:00 – 10:00am Australia). I was asked to postpone this topic.--LL

Requester: Emily Frascaroli (Lauralee A. Lambert #84-54321 / LLAMBE27)
Regional Participation Only: NA & IMG – Australia Region
Ford Confidential - Do not forward or distribute - Contact [Paula Rieden Hultman / PRIEDEN] to be added to the meeting.

Purpose:	Recommendation
DRI:	Jim Chascsa
Responsible Director:	Phil Durham - ***If Director is not available, feel free to include an empowered delegate.***
Supplier Responsibility:	Yes (Supplier Manufacturing)
Regions Affected:	NA / IMG
Alternate Host(s):	Paula Rieden Hultman

-~-

-- Do not delete or change any of the following text. --

Join Meeting

[redacted]

Join by phone

[redacted]

Global call-in numbers | Toll-free calling restrictions

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Dial [redacted] and enter your meeting number.

If you are a host, [redacted] and login site to view host information.

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For company policies on recording: [redacted]
For additional help joining Webex meetings: [redacted]
Can't join the meeting? Ford users submit a ticket: [redacted]

T32MC04

From: Appukutty, Jayagopal (J.) [jappukut@ford.com]
Sent: 10/8/2022 2:40:40 AM
To: Jadhav, Nitesh (N.C.) [njadhav@ford.com]; Kula, Paul (P.K.) [pkula@ford.com]; Ferreira, Islan Peterson (I.P.) [iferre12@ford.com]; Chascsa, Jim (JRCII.) [jchascsa@ford.com]
CC: Browne, Michelle (M.F.) [MBROW604@ford.com]; Yilma, Benjamin (B.) [byilma@ford.com]; Kemnitz, Erich (E.P.) [ekemnitz@ford.com]; Hage, Kam (H.) [khage1@ford.com]; Tovar, Rodrigo (R. R.) [RTOVARU1@ford.com]; Hultman, Paula (R.) [prieden@ford.com]; Stanhope, Karen (K.A.) [kstanhop@ford.com]; Voelker, Martin (M.C.) [mvoelker@ford.com]; DeSmet, Edward (E.J.) [edesmet@ford.com]; Arroyo, Jesus (J.) [JARROY25@ford.com]; Pineda, Mauricio (MPC.) [mpineda6@ford.com]
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Thanks Nitesh for pulling this together. Please add Paul Kula and Islan so they can support from RCM warranty perspective.
Paul and Islan, Please help in the warranty parts analysis and CV data.

Best regards,
Jay Appukutty
Restraints Module & Sensors Supervisor.
Mobile: [redacted]
jappukut@ford.com
Building 5; 3G-047
20300 Rotunda Dr., Dearborn, MI, 48124, USA.

Vehicle Controls
PROPULSION · BODY · CHASSIS

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Friday, October 7, 2022 2:53 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Hello Team,

Please find attached the list of alleged IADs. Also listed the parts that are received (RCM, LH pret, RH pret).
Still trying to figure out which ones are fleet vs. private ownership. Did not want to delay sending this file to the team.

Thank you,
Best Regards,
Nitesh
[redacted]

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Friday, October 7, 2022 12:56 PM
To: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Makes sense.

Jesus, please proceed accordingly.

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: **mpineda6@ford.com**

From: Chascsa, Jim (JRCII.) <jchascsa@ford.com>
Sent: Friday, October 7, 2022 12:54 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Mauricio,

I think we should have either Ed or Marty as the owner, with Kam and Ben and yourselves as users?

Jim Chascsa
Global Restraints Technical Leader
Ford Motor Company
Cell: [redacted]

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Friday, October 07, 2022 12:51 PM
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Jim, I will have a team member local next week, and even myself. Are you ok if we assign it to either of us? We can then just make it available to the team.

Let us know,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: mpineda6@ford.com

From: Arroyo, Jesus (J.) <jarroy25@ford.com>
Sent: Friday, October 7, 2022 12:26 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Hello Jim,

Regarding the unit for system-level testing, there are no MY2019 available, but the team has a 2020MY available, please noted that the content is the same as 2019MY units, also the production date was 2019,

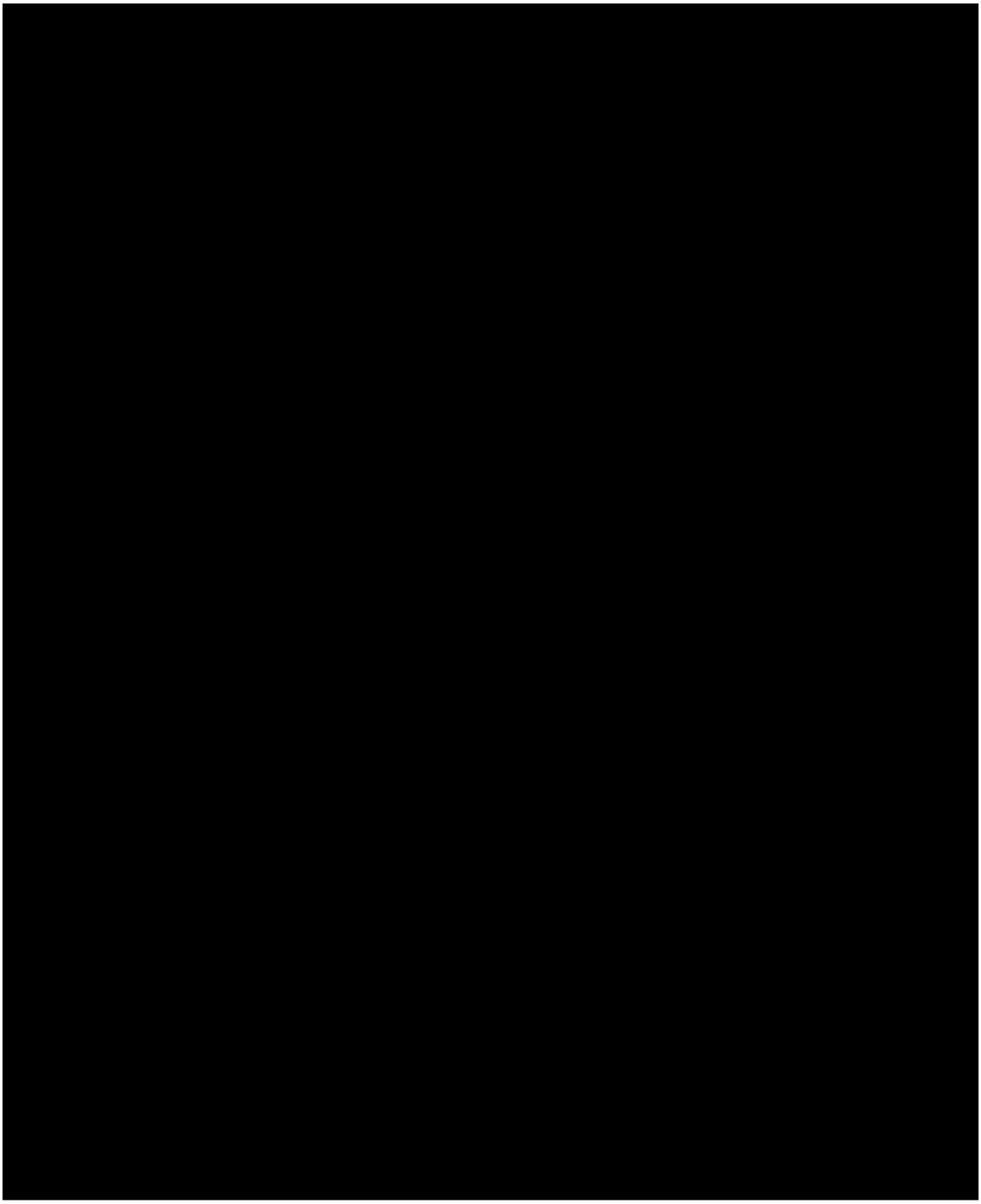
The unit is available at ROLO in Dearborn [redacted], we only have to confirm when and who will get the unit,

TAG	VIN	MY	Production date	Platform	**Heated and vent seats (BY1)**	**Moonroof (CHA)**	**Heated rear window (Standard)**	**Amplifier circuits only for 12 speakers (IDB)**
589W592	1FMJU1MT1LE[redacted]	2020	July 24-2019	EXPEDITION PLATINUM 4X4 S/W	Y	Y	Y	12

Regards
Jesús

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: jueves, 6 de octubre de 2022 08:30 a. m.
To: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Hello Team,



From: Jadhav, Nitesh (N.C.)
Sent: Friday, October 7, 2022 2:53 PM
To: Pineda, Mauricio (MPC.); Chascsa, Jim (JRCII.); Arroyo, Jesus (J.); DeSmet, Edward (E.J.); Voelker, Martin (M.C.); Tovar, Rodrigo (R. R.); Hage, Kam (H.); Hultman, Paula (R.); Stanhope, Karen (K.A.)
Cc: Browne, Michelle (M.F.); Yilma, Benjamin (B.); Kula, Paul (P.K.); Ferreira, Islan Peterson (I.P.); Appukutty, Jayagopal (J.); Kemnitz, Erich (E.P.)
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022
Attachments: 21-576_List_of_IADs_Oct_07_2022.xlsx

Hello Team,

Please find attached the list of alleged IADs. Also listed the parts that are received (RCM, LH pret, RH pret).
Still trying to figure out which ones are fleet vs. private ownership. Did not want to delay sending this file to the team.

Thank you,
Best Regards,
Nitesh
[redacted]

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Friday, October 7, 2022 12:56 PM
To: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Makes sense.

Jesus, please proceed accordingly.

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

From: Chascsa, Jim (JRCII.) <jchascsa@ford.com>
Sent: Friday, October 7, 2022 12:54 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

PE23-021 000157 RC

Mauricio,

I think we should have either Ed or Marty as the owner, with Kam and Ben and yourselves as users?

Jim Chascsa
Global Restraints Technical Leader
Ford Motor Company
Cell: [redacted]

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Friday, October 07, 2022 12:51 PM
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Jim, I will have a team member local next week, and even myself. Are you ok if we assign it to either of us? We can then just make it available to the team.

Let us know,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: +[redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

From: Arroyo, Jesus (J.) <jarroy25@ford.com>
Sent: Friday, October 7, 2022 12:26 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Hello Jim,

Regarding the unit for system-level testing, there are no MY2019 available, but the team has a 2020MY available, please noted that the content is the same as 2019MY units, also the production date was 2019,

The unit is available at ROLO in Dearborn[redacted]), we only have to confirm when and who will get the unit,

TAG	VIN	MY	Production date	Platform		**Heated seat**
589W592	1FMJU1MT1LE[redacted]	2020	July 24- 2019	EXPEDITION PLATINUM 4X4	S/W	

Regards

[redacted]

DTC, NO IAD VINs

#		RCM received by Ford?	LH Pretensioners received by ZF?	RH Pretensioner received by ZF?
1	1FMJU1MT6KE[redacted]	Y	Y	Y
2	1FMJU1JT5KE[redacted]			Y
3	1FMJU1MT2KE[redacted]			Y
4	1FMJU1JT5KE[redacted]		Y	
5	1FMJU1JT3KE[redacted]		Y	Y
6	1FMJU1JTXKE[redacted]			Y
7	1FMJU1KT6KE[redacted]			Y
8	1FMJU1MT1KE[redacted]			Y
9	1FMJU1MT7KE[redacted]			Y
10	5LMJJ2LT7JE[redacted]		Y	Y
11	1FMJU1JT6JE[redacted]		Y	Y
12	1FMJU1MT1KE[redacted]		Y	Y
13	1FMJU1JT7KE[redacted]		Y	
14	1FMJU1MT1KE[redacted]			Y
15	5LMJJ2LT5ME[redacted]			Y
16	1FMJU1JT3KE[redacted]		Y	Y
17	1FMJU1JT1KE[redacted]			Y
18	1FMJU1HT8LE[redacted]			Y
19	1FMJU1JT1KE[redacted]		Y	
20	5LMJJ2ST6JE[redacted]		Y	Y
21	KE[redacted]		Y	
22	NA		Y	
23	1FMJU2AT6KE[redacted]		Y	
24	1FMJU1MT9ME[redacted]			Y
25	1FMJU1HT0KE[redacted]		Y	

2019 Ford Expedition Trims	Key Features
XLT	Eight-way power driver's seat
Starting at $52,130 MSRP	Two-way manual passenger seat
	Six-speaker audio system
	Halogen headlamps and fog lamps
	8-in. touchscreen
	Tri-zone climate control
Limited	XLT features plus:
Starting at $63,015 MSRP	Heated second row seating
	12-speaker audio system
	Forward Sensing System
	LED taillamps
	Upgraded carpet floor mats
	Leather-wrapped steering wheel
Platinum	Limited features plus:
Starting at $73,365 MSRP	Leather door trim accents
	Enhanced active noise control

The 2019 Lincoln Navigator is available four trim levels: **base, Select, Reserve and Black Label** . All trims are powered by a turbocharged 3.5-liter V6 (450 hp, 510 lb-ft) paired to a 10-speed automatic transmission. Rear-wheel drive is standard and four-wheel drive is optional for the first two trims

Sum of Count	Column Labels						
Row Labels	**Black Label**	**Limited**	**Platinum**	**Reserve**	**Select**	**XLT**	**Grand Total**
Expedition		2	7			6	15
Navigator	2			6	3		11
Grand Total	**2**	**2**	**7**	**6**	**3**	**6**	**26**

From: Chascsa, Jim (JRCII.) [jchascsa@ford.com]
Sent: 9/23/2022 6:04:04 PM
To: Arroyo, Jesus (J.) [JARROY25@ford.com]; Hage, Kam (H.) [khage1@ford.com]; Appukutty, Jayagopal (J.) [jappukut@ford.com]; Pineda, Mauricio (MPC.) [mpineda6@ford.com]; Tovar, Rodrigo (R. R.) [RTOVARU1@ford.com]; Jadhav, Nitesh (N.C.) [njadhav@ford.com]; Hultman, Paula (R.) [prieden@ford.com]
CC: Polsinelli, Antonietta (A.) [abravo1@ford.com]; Strachan, Jonathan (J.) [jstrach7@ford.com]; Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: RE: CCRG-21-576 next steps
Attachments: Monitor status C.pptx

Jim Chascsa
Global Restraints Technical Leader
Ford Motor Company
Cell: [redacted]

-----Original Appointment-----
From: Chascsa, Jim (JRCII.) **On Behalf Of** Arroyo, Jesus (J.)
Sent: Friday, September 23, 2022 9:53 AM
To: Hage, Kam (H.); Appukutty, Jayagopal (J.); Tovar, Rodrigo (R. R.); Arroyo, Jesus (J.)
Subject: FW: CCRG-21-576 next steps
When: Tuesday, August 09, 2022 11:00 AM-11:30 AM (UTC-06:00) Guadalajara, Mexico City, Monterrey.
Where: webex
Importance: High

Good morning, Team!

Please find attached an 8-D summarizing the U55x pretensioner issue; it needs to be updated with the most recent vehicles affected.

-----Original Appointment-----
From: Arroyo, Jesus (J.) <jarroy25@ford.com>
Sent: Friday, August 05, 2022 12:54 PM
To: Arroyo, Jesus (J.); Pineda, Mauricio (MPC.); Chascsa, Jim (JRCII.); Jadhav, Nitesh (N.C.); Hultman, Paula (R.)
Cc: Polsinelli, Antonietta (A.); Strachan, Jonathan (J.); Hanson, Chris (C.)
Subject: CCRG-21-576 next steps
When: Tuesday, August 09, 2022 11:00 AM-11:30 AM (UTC-06:00) Guadalajara, Mexico City, Monterrey.
Where: webex
Importance: High

Hello team,

Let discuss the next steps for this item,

Regards
Jesús

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: jueves, 4 de agosto de 2022 09:11 a. m.
To: Ott, David (D.J.) <dott@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>; Jadhav, Nitesh (N.C.)

<njadhav@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>
Cc: Nagy, Jason (J.R.) <jnagy14@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>
Subject: RE: Airbags Deployed
Importance: High

+ Jesus

Jesus, per our review today, can you please schedule a review with Nitesh, Paula, and Jim so we can discuss the details behind the next steps.

Kind regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: **mpineda6@ford.com**

From: Ott, David (D.J.) <dott@ford.com>
Sent: Thursday, August 4, 2022 8:15 AM
To: Hanson, Chris (C.) <chanson3@lincoln.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Cc: Nagy, Jason (J.R.) <jnagy14@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Subject: FW: Airbags Deployed
Importance: High

We have an open CCRG investigation on this subject and would be interested in anything that can be learned here, parts returns, etc.

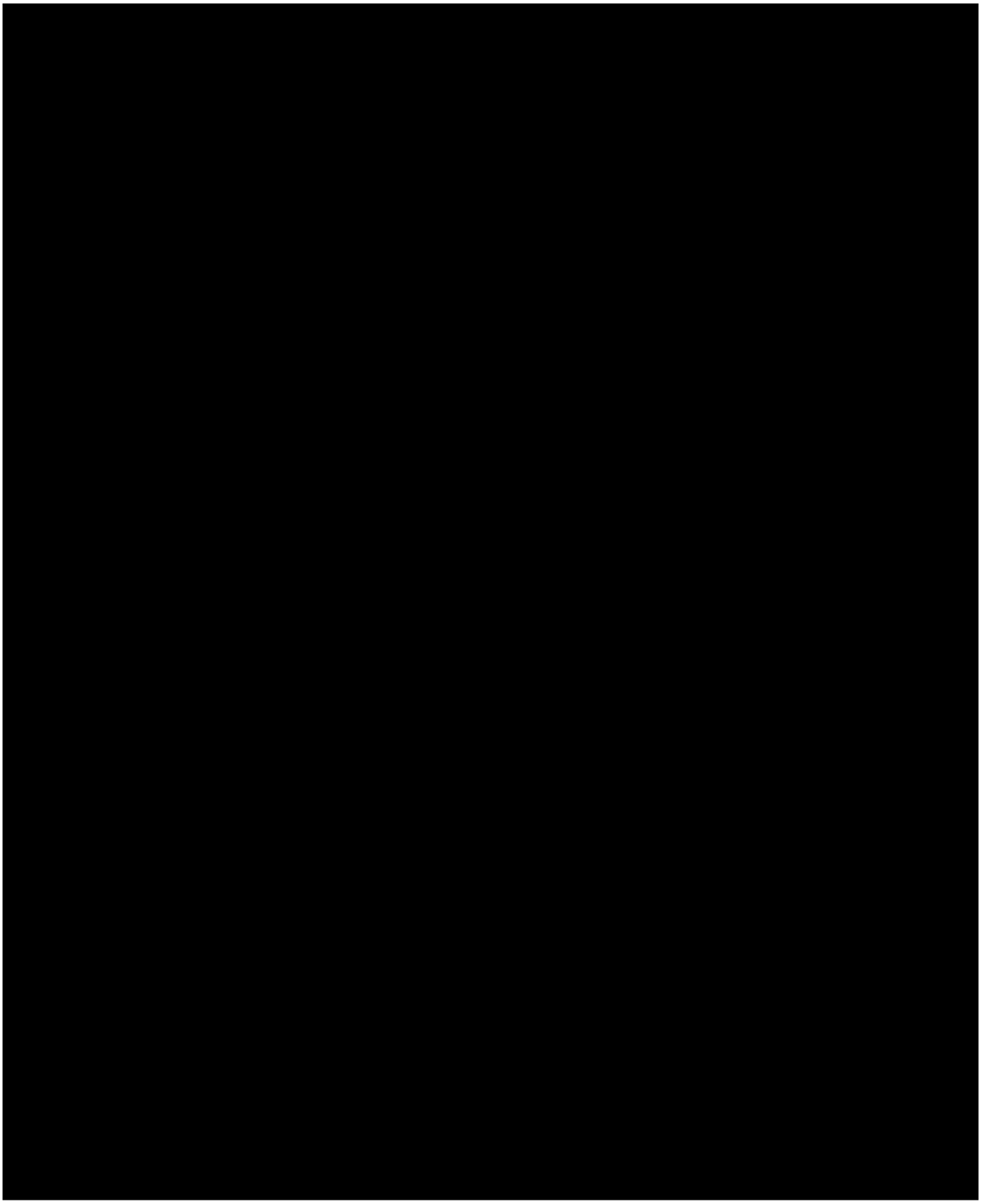
Nitesh, can you please coordinate with PD and FCSD?

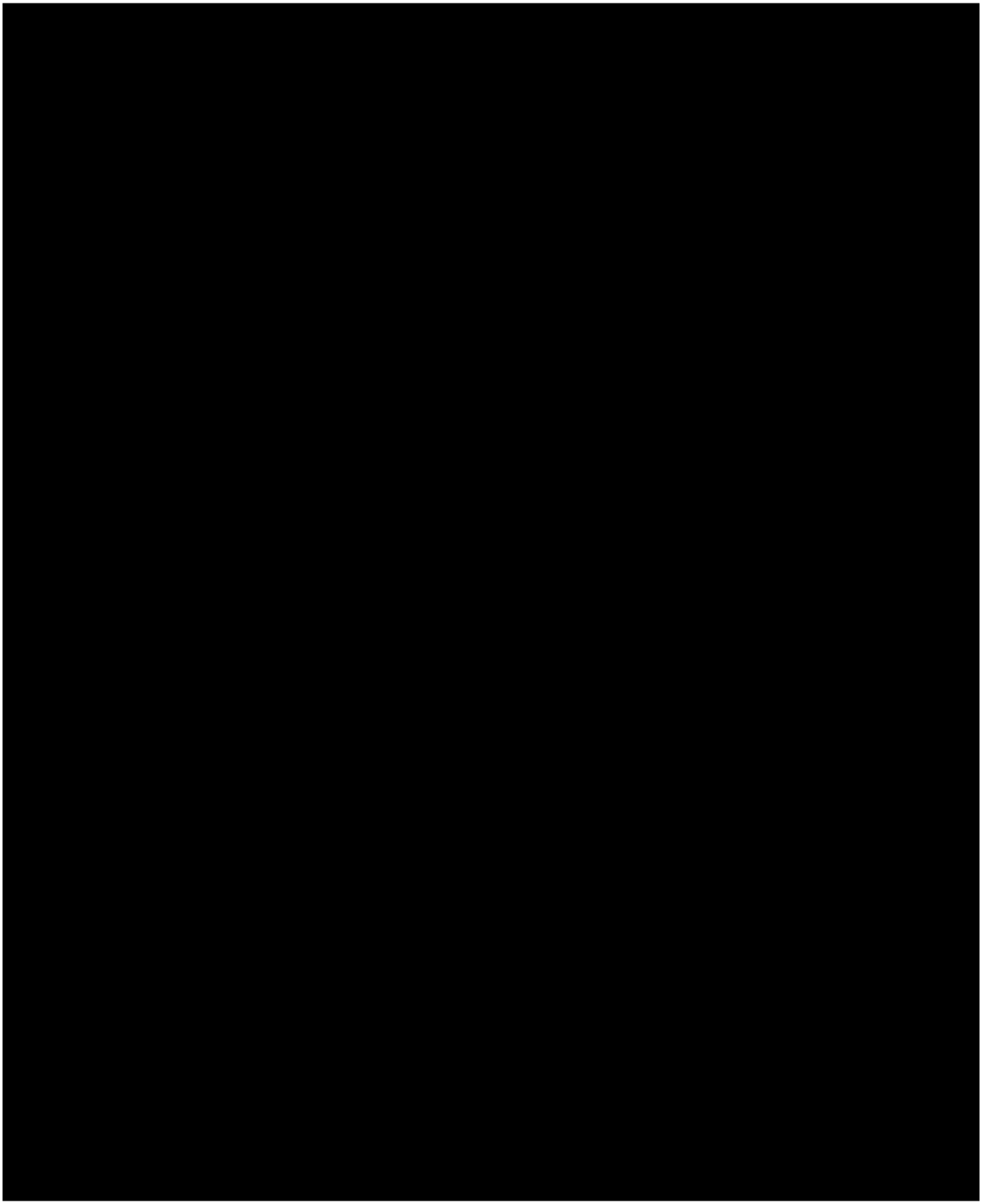
Thanks,

David J. Ott
Defect Investigations Manager – Truck Programs (CCRG Chair)
Automotive Safety Office
Ford Motor Company
[redacted]

From: Nagy, Jason (J.R.) <jnagy14@ford.com>
Sent: Tuesday, August 2, 2022 4:32 PM
To: Ott, David (D.J.) <dott@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>
Subject: FW: Airbags Deployed

Hi Chris. These vehicles would fall under Dave Ott's group. I have included Dave in this e-mail.





EST. 1922 | 100 years

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 10:39 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: RE: Airbags Deployed for No Reason

The Navigator is 5LMJJ2LT2K[redacted]

Agree, I'm not trying to speculate.

Gary

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Tuesday, July 26, 2022 7:03 PM
To: Macheske, Gary (G.) <gmachesk@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Re: Airbags Deployed for No Reason

Get me the VIN. Let's not say they went off for no reason until we see the data.

Get Outlook for iOS

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 7:15:00 PM
To: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Airbags Deployed for No Reason

Hi guys,

[redacted]

Parts & Service Operations Manager
West Market Area
GMACHESK@LINCOLN.COM
Cell: [redacted]

Fax: (866) 638-1295

THE LINCOLN MOTOR COMPANY

-~-

-- Do not delete or change any of the following text. --

Join Meeting

Meeting number (access code): [redacted]

Tap to join from a mobile device (attendees only)

[redacted] FordNet 248-3668 / Toll

[redacted] US Toll Free Number

Join by phone

[redacted]

Global call-in numbers | Toll-free calling restrictions

Join from a video system or application

[redacted] and enter your meeting number.

If you are a host, [redacted] to view host information.

NOTICE: ***Protecting and Properly Using Company Assets: We are careful not to disclose Ford information, even accidentally. If we share non-public information outside of Ford, we follow applicable procedures and obtain proper approvals and ensure appropriate confidentiality agreements are in place. · We follow Ford's information and records retention protocols and programs. · We do not destroy information if there is a legal requirement to maintain it, such as a suspension order or other litigation hold.***

For company policies on recording: [redacted]

For additional help joining Webex meetings: [redacted]

Can't join the meeting? Ford users submit a ticket: [redacted]

T32MC04

2018-2021MY Expedition/ Navigator

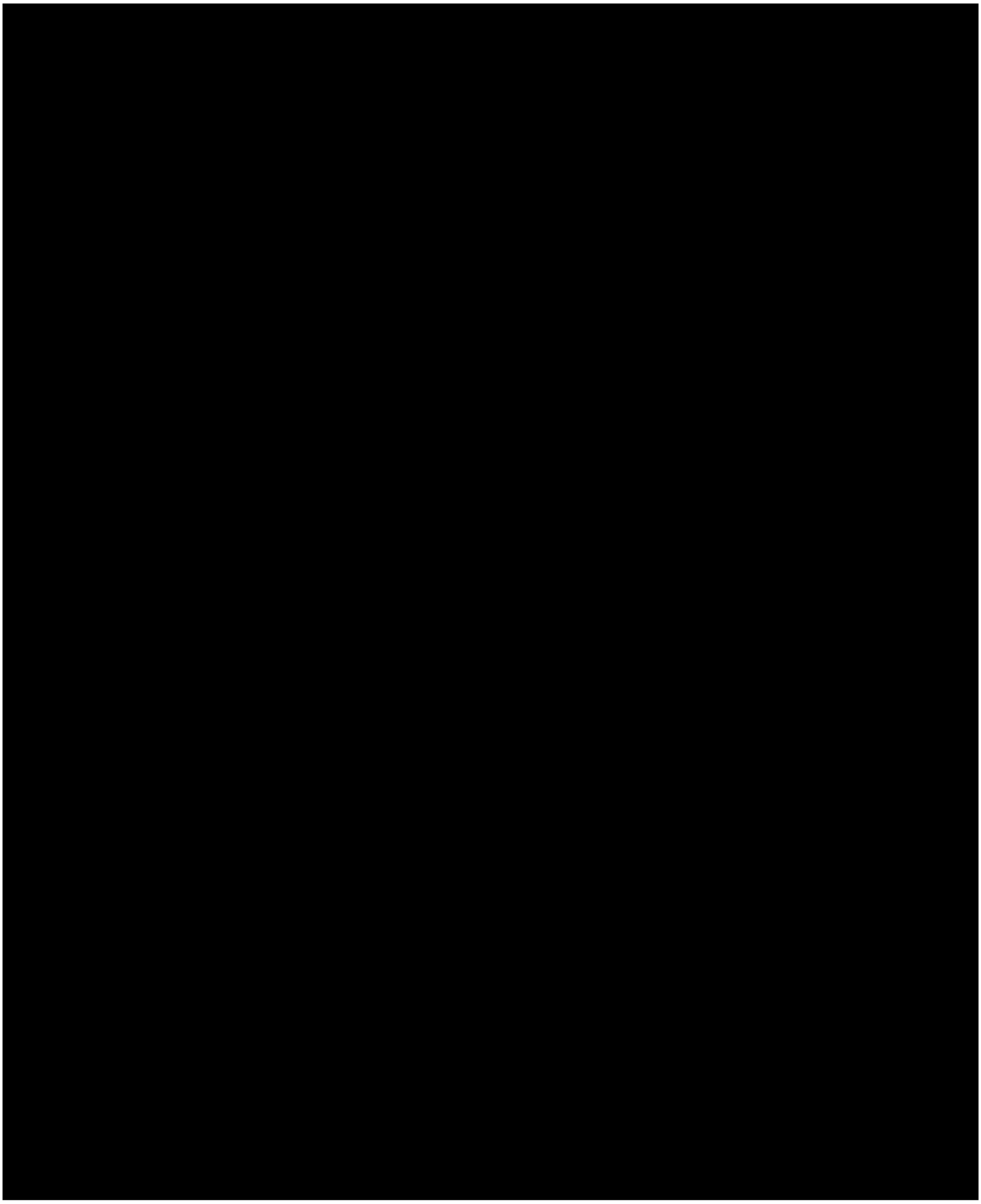
Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment CCRG – 21-576

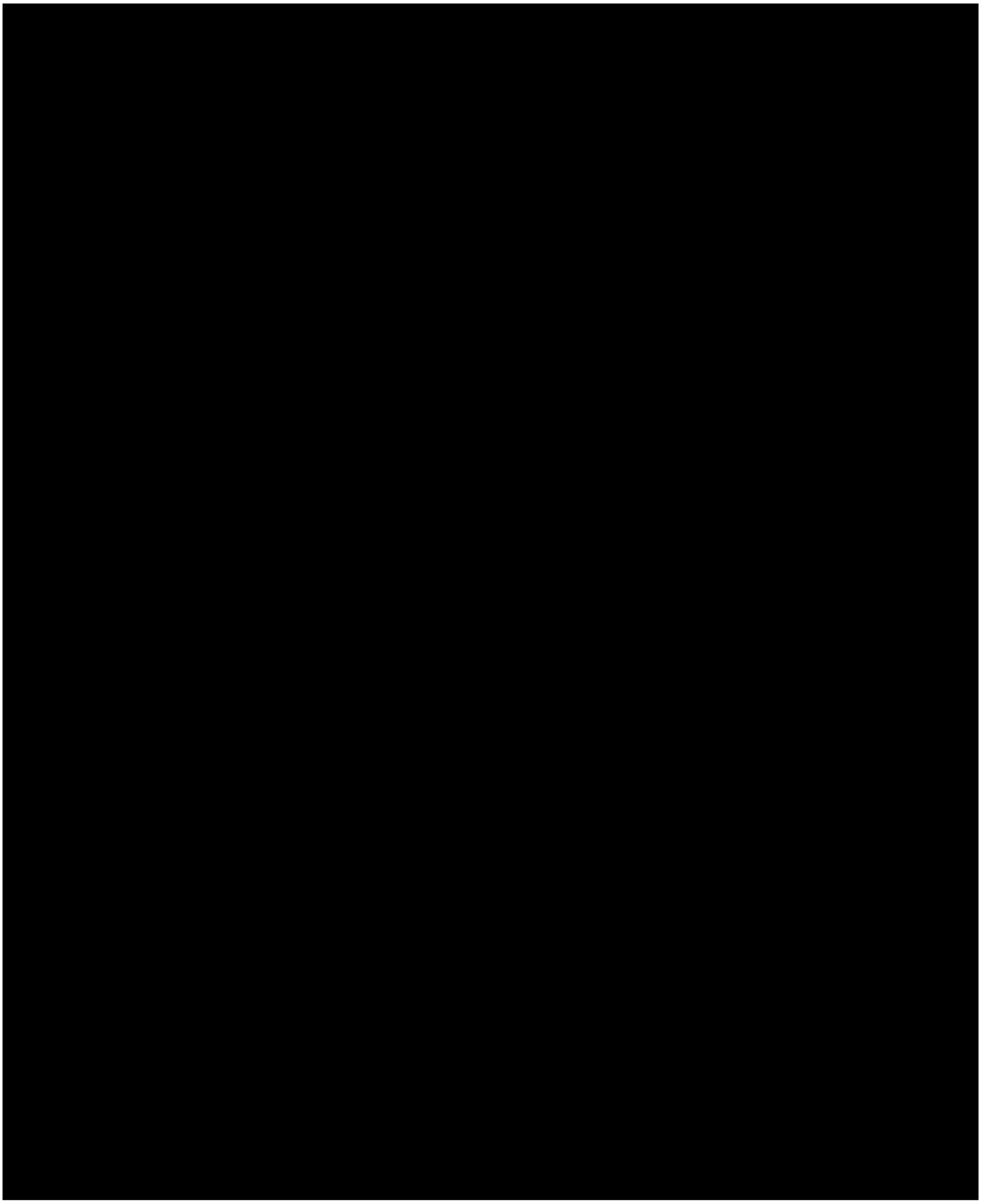
Awareness TRG Review
Aug-04th, 2022

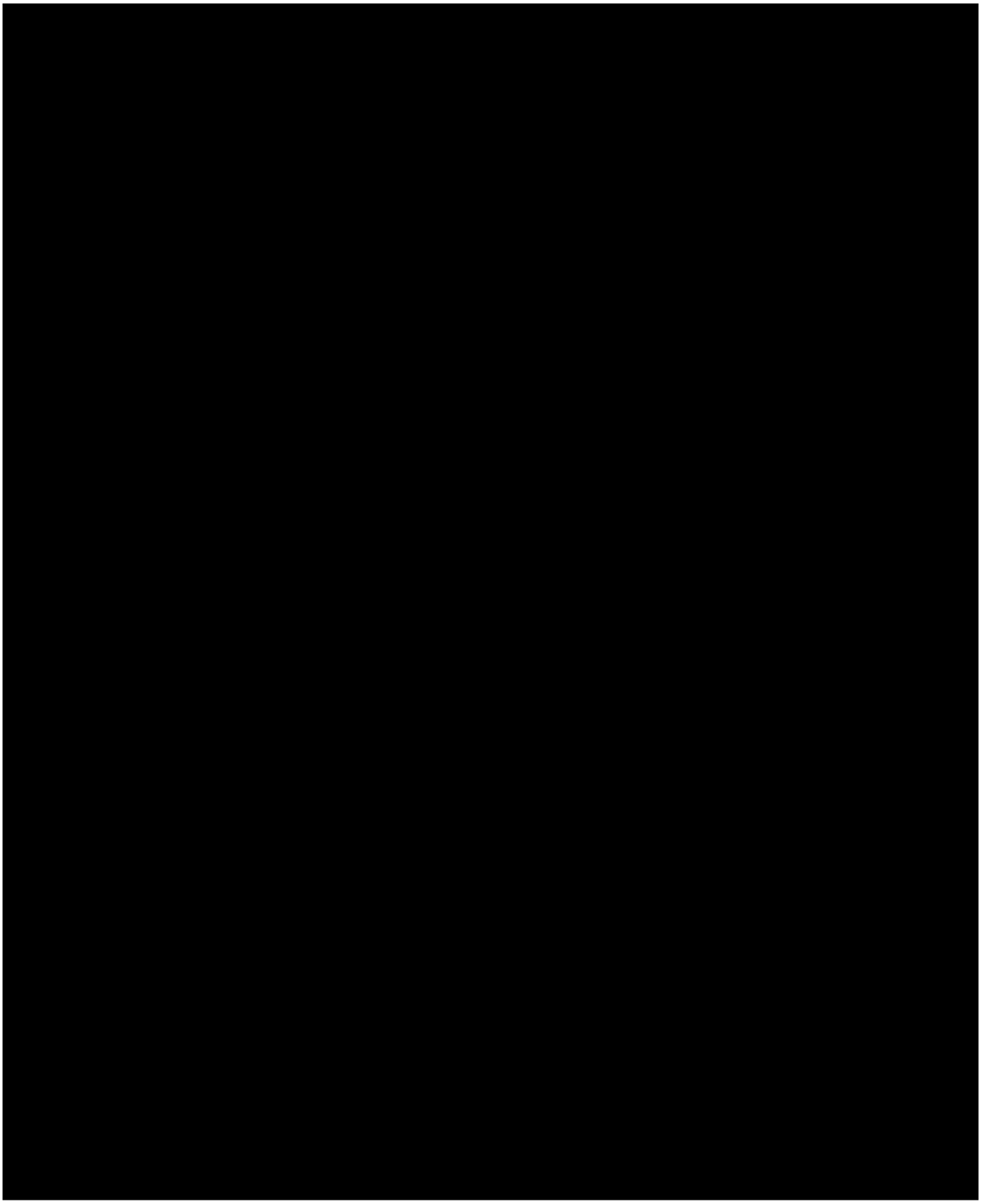
Turn Around
Automotive Operations

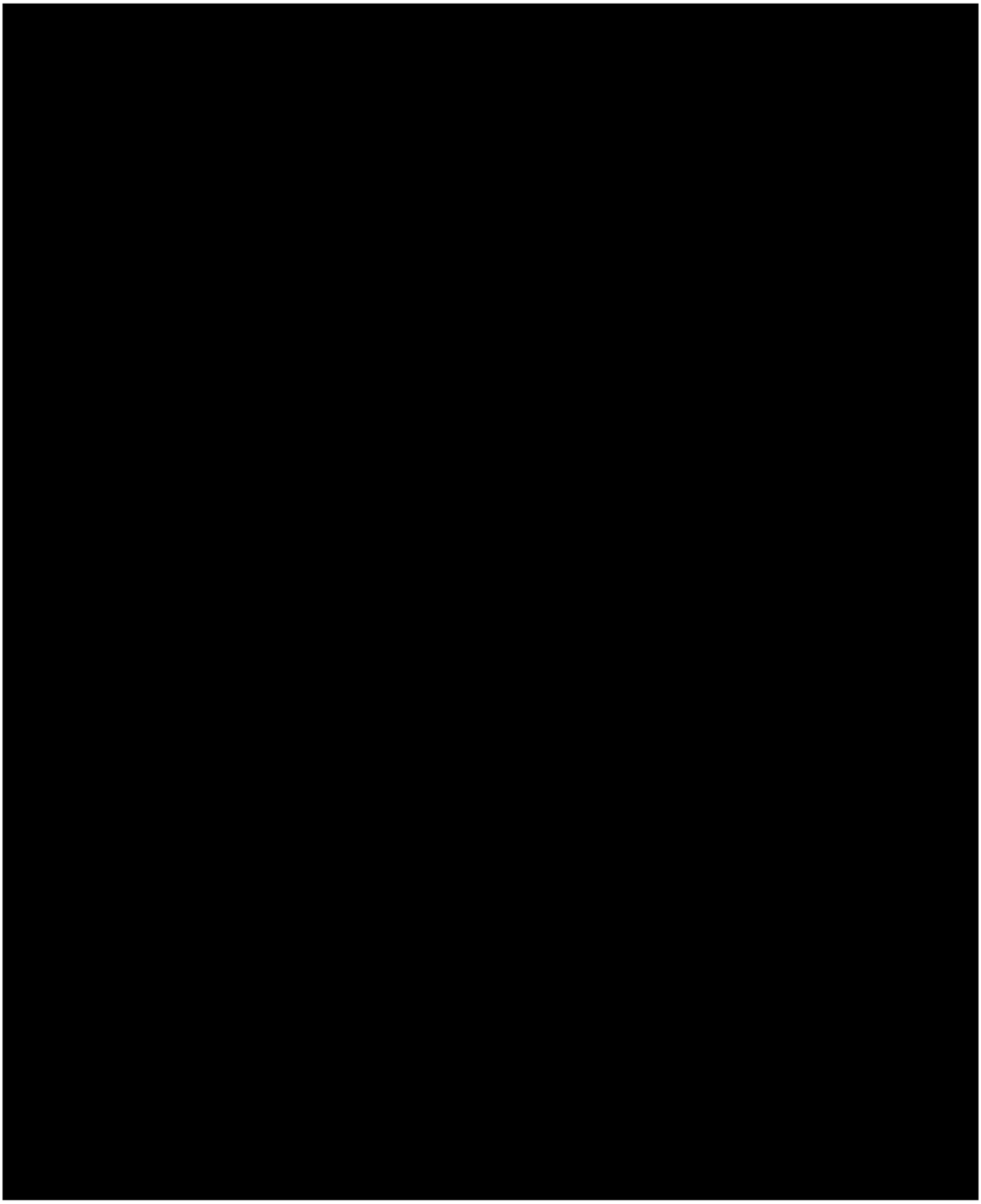
Modernize
Everywhere

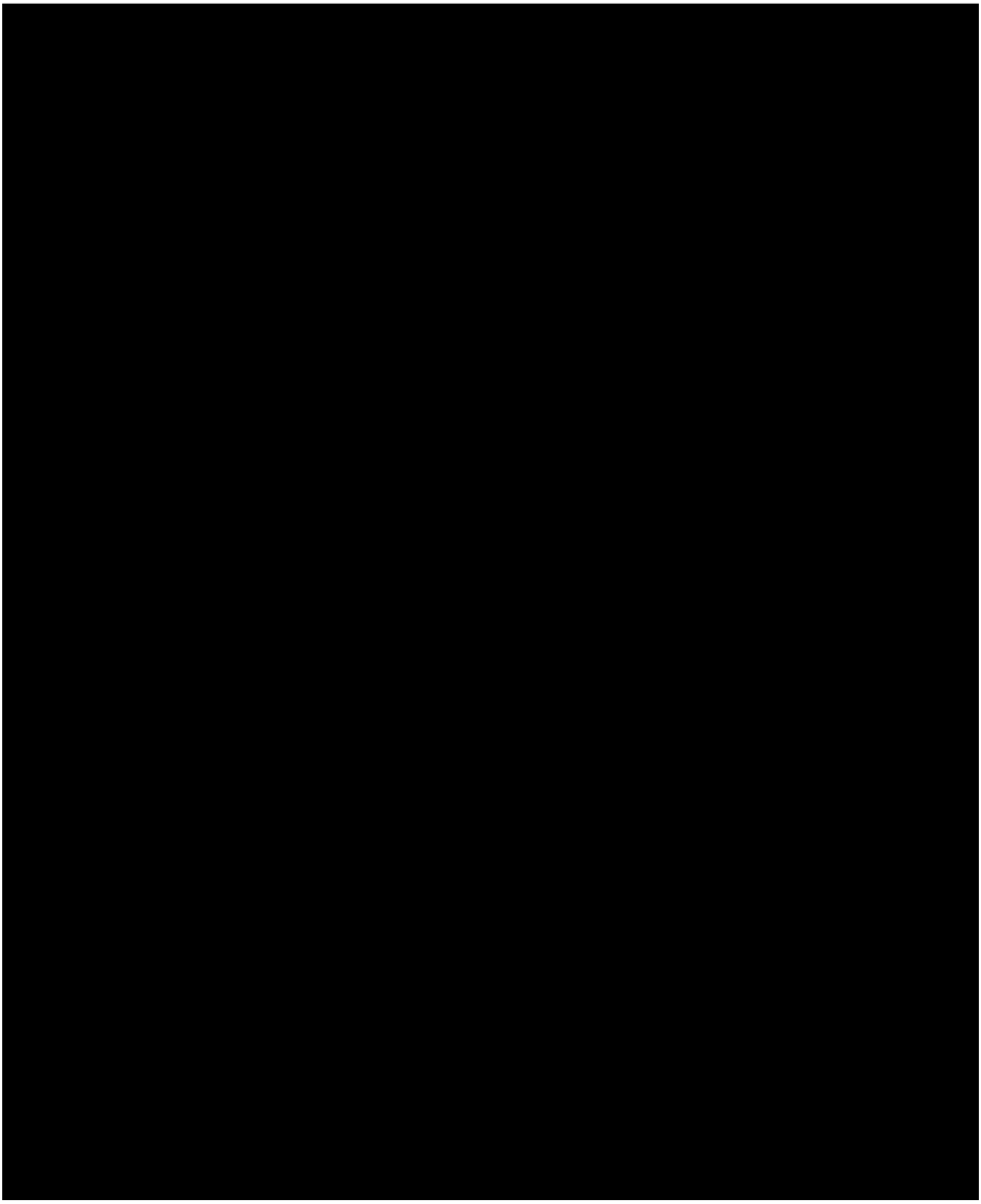
Disrupt
Ourselves

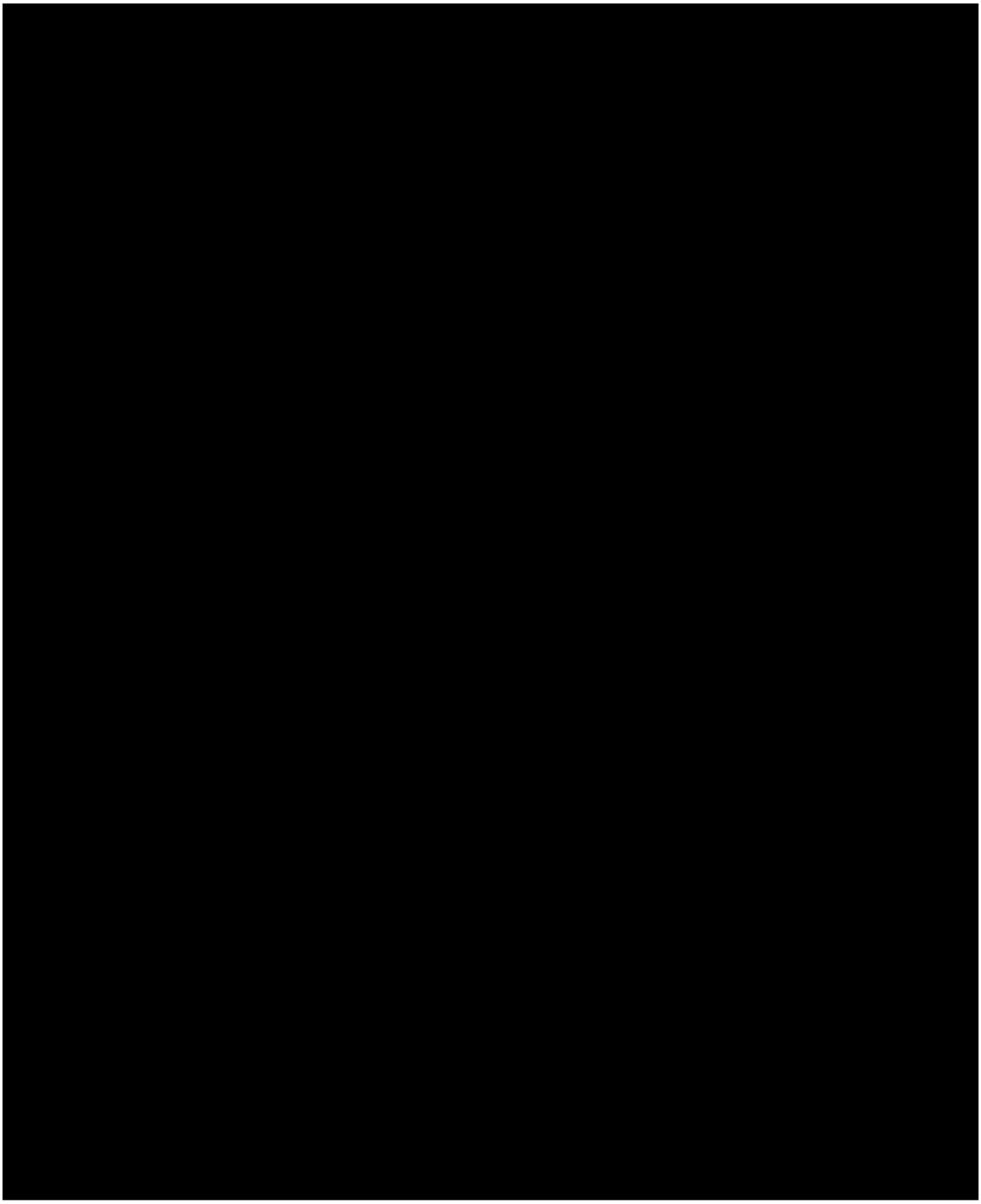


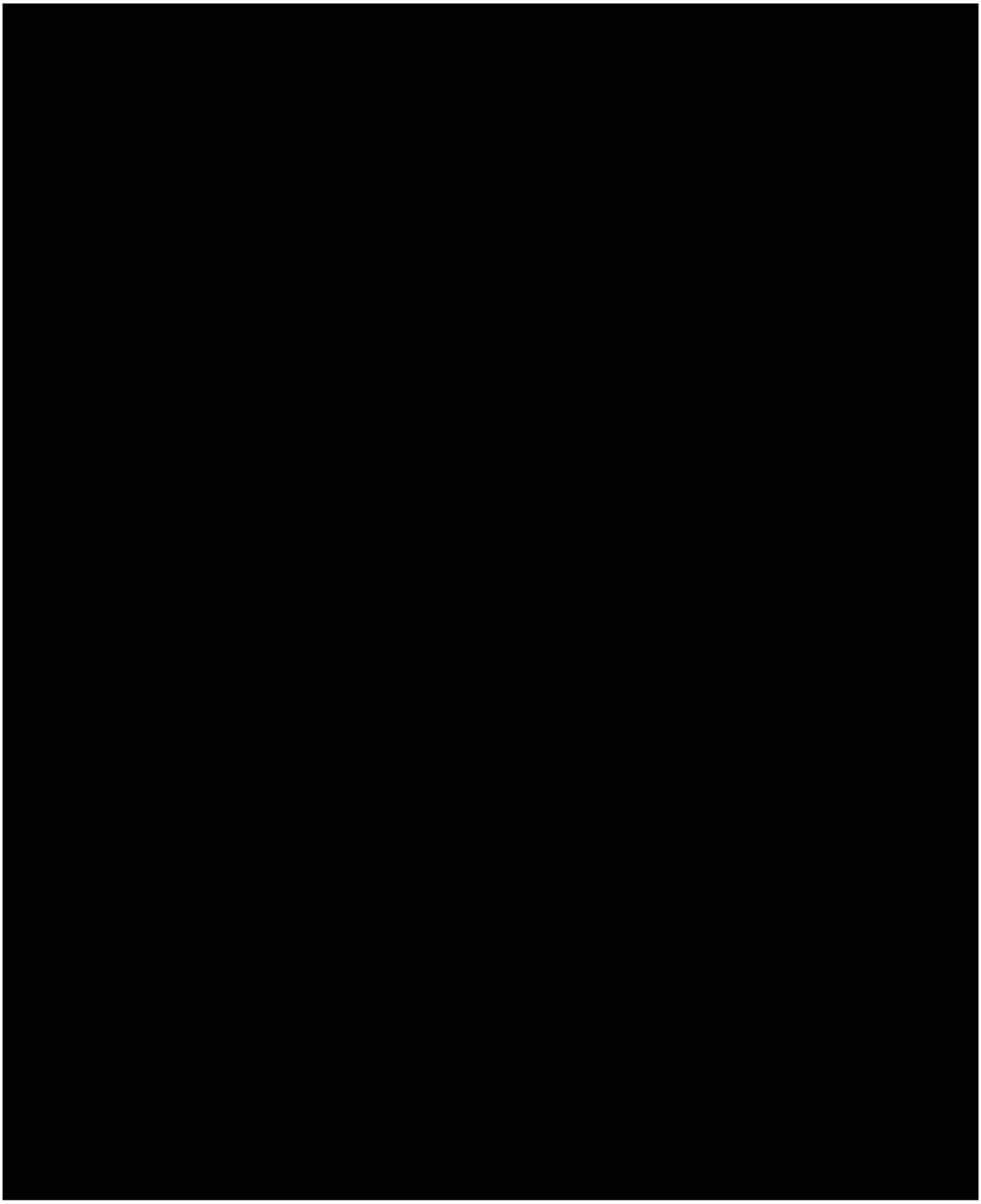


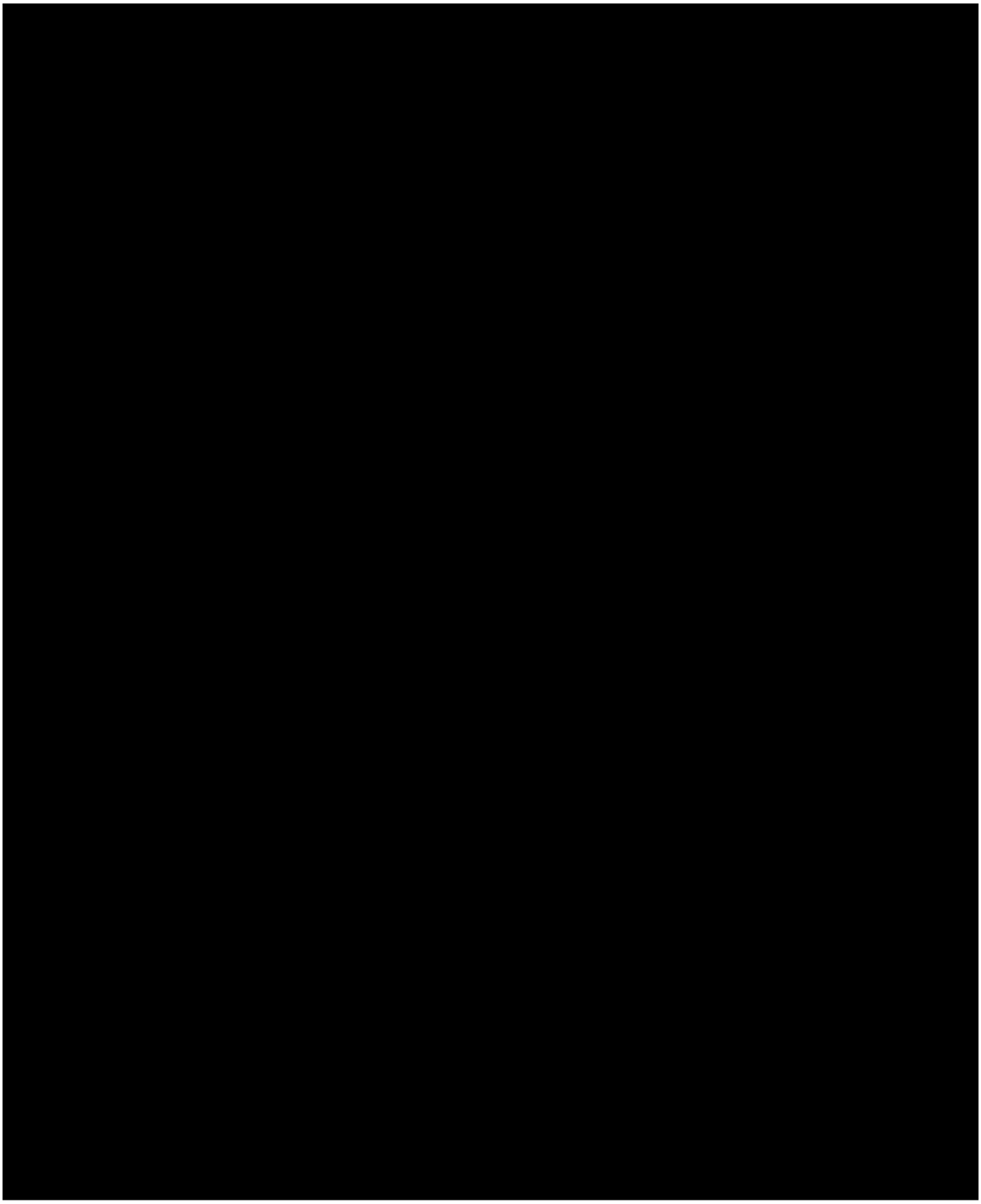


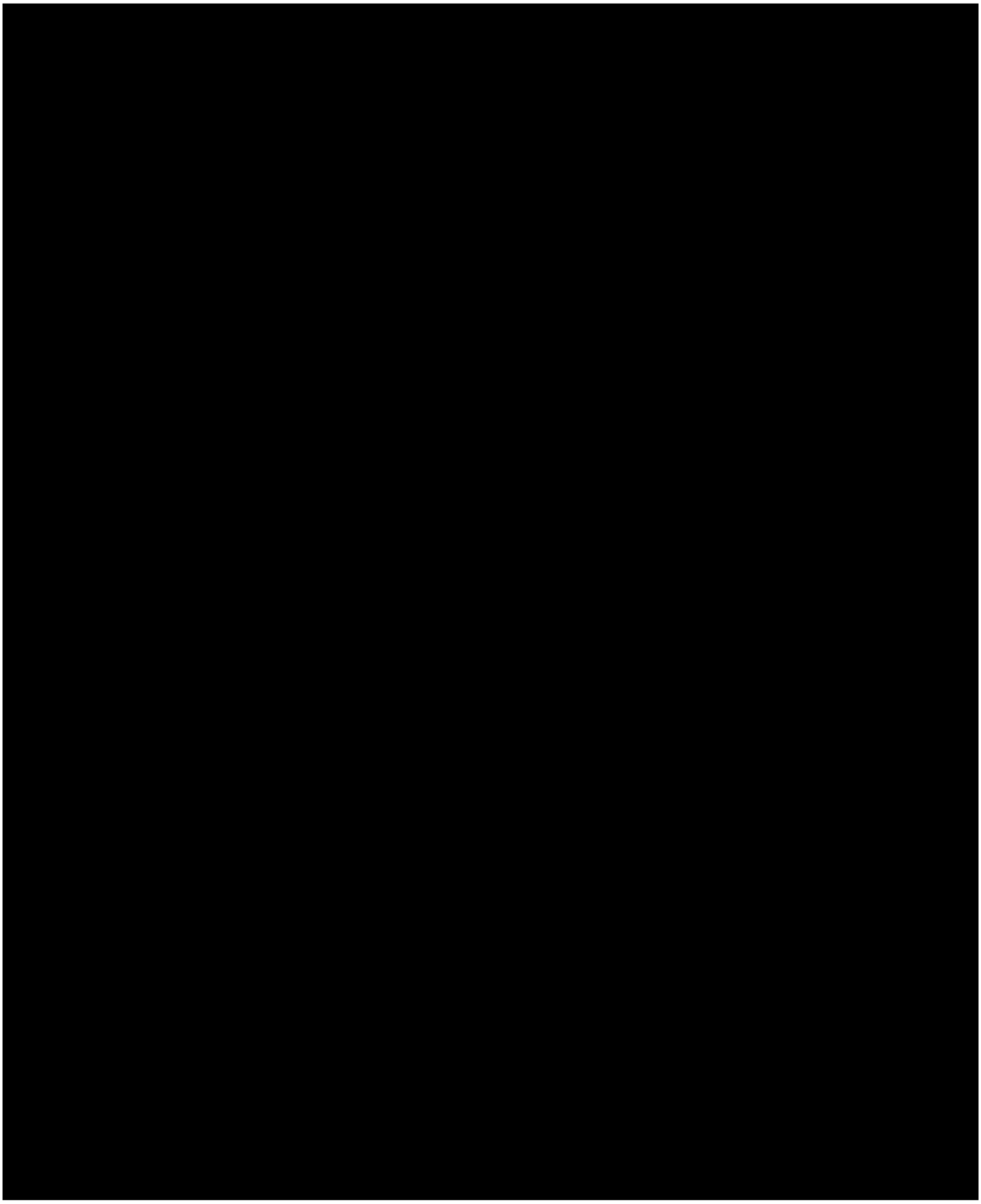


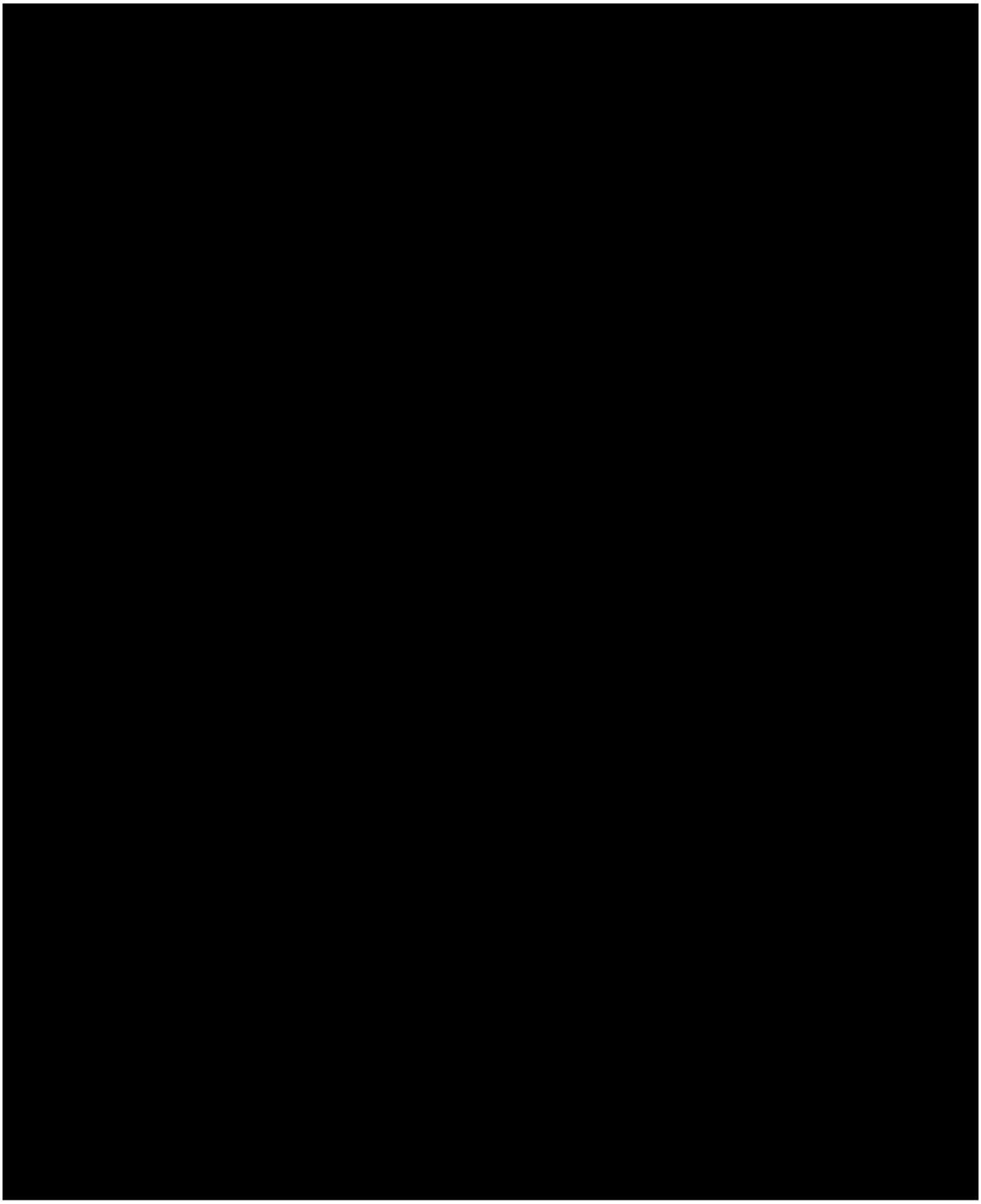


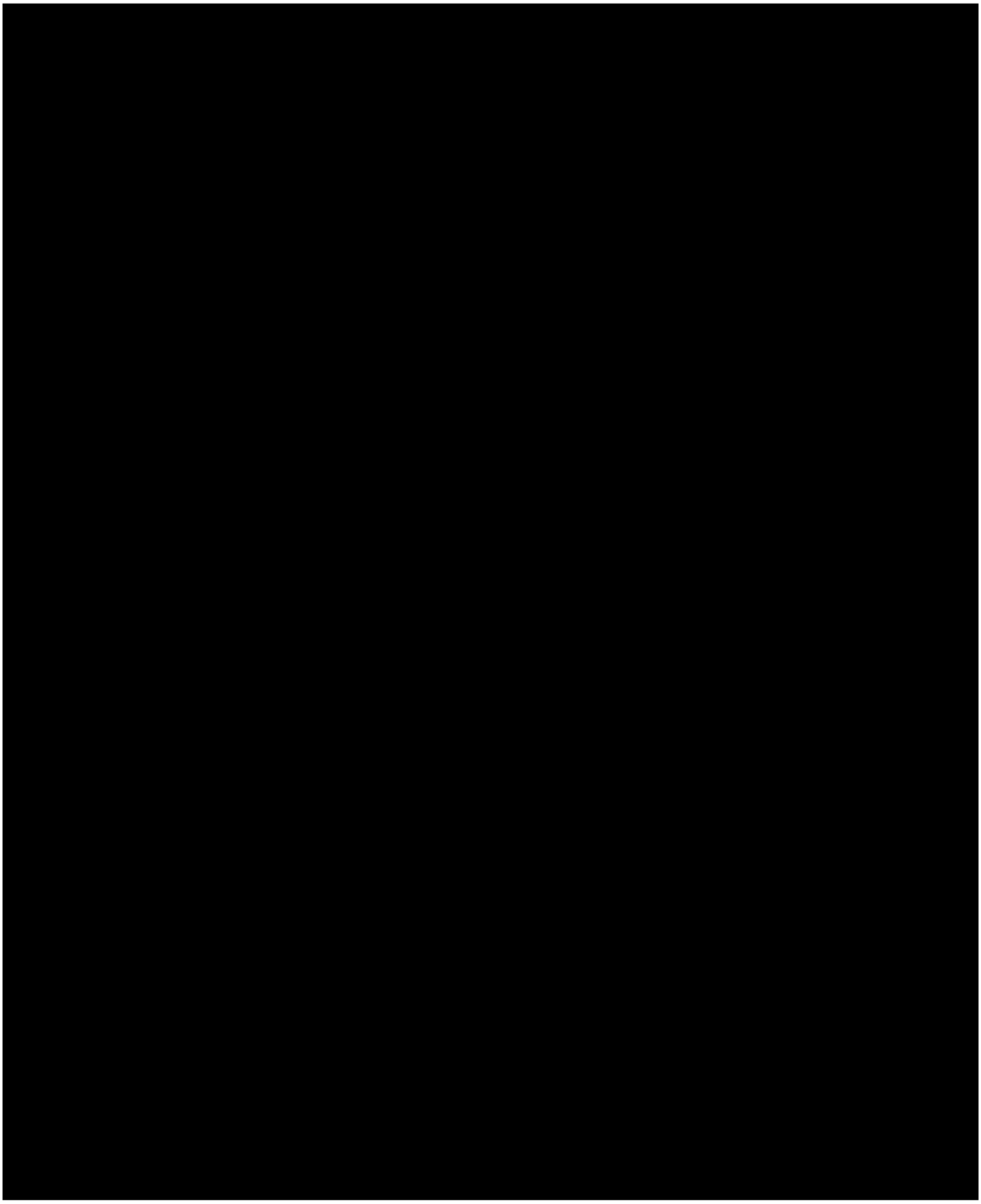


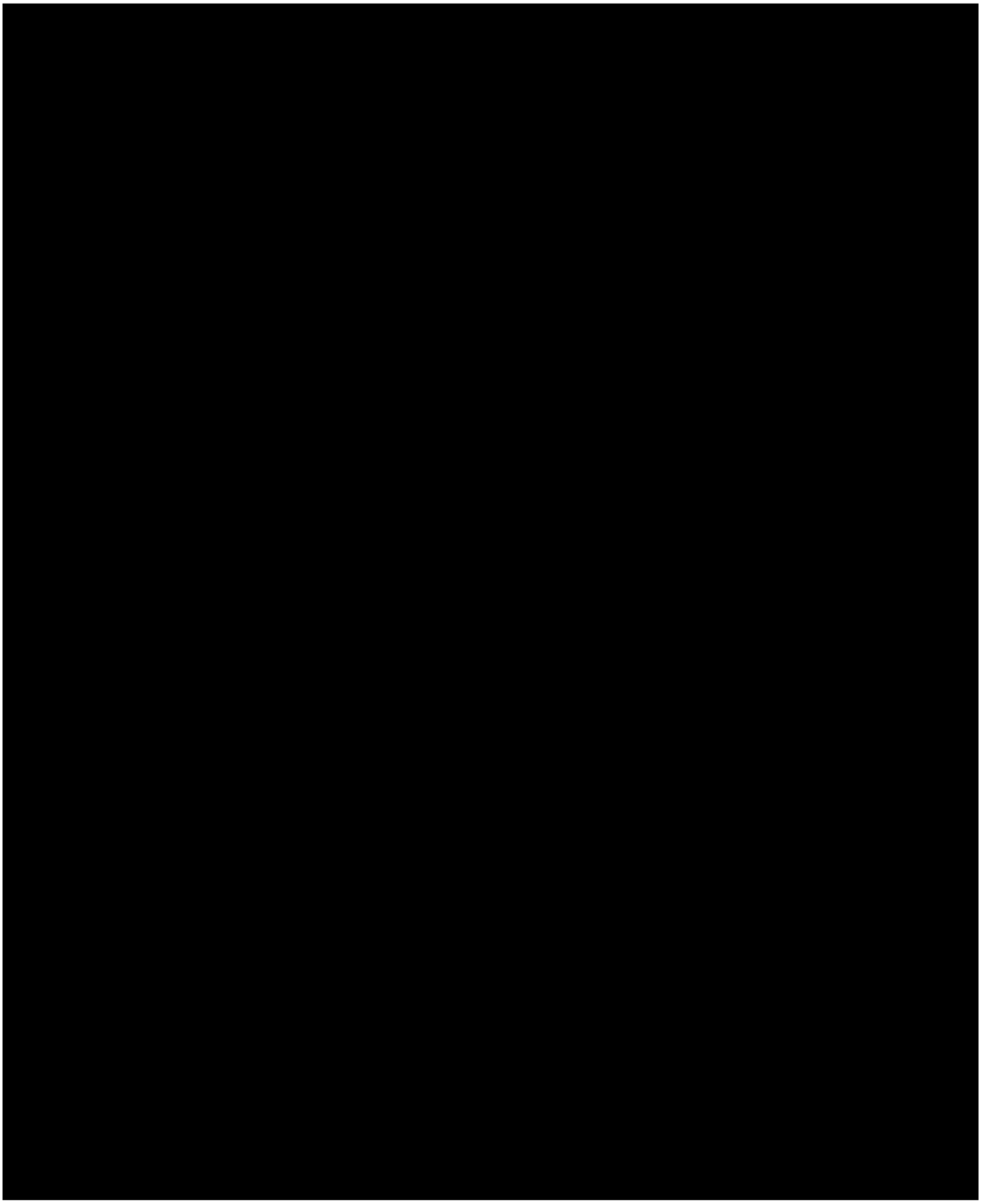


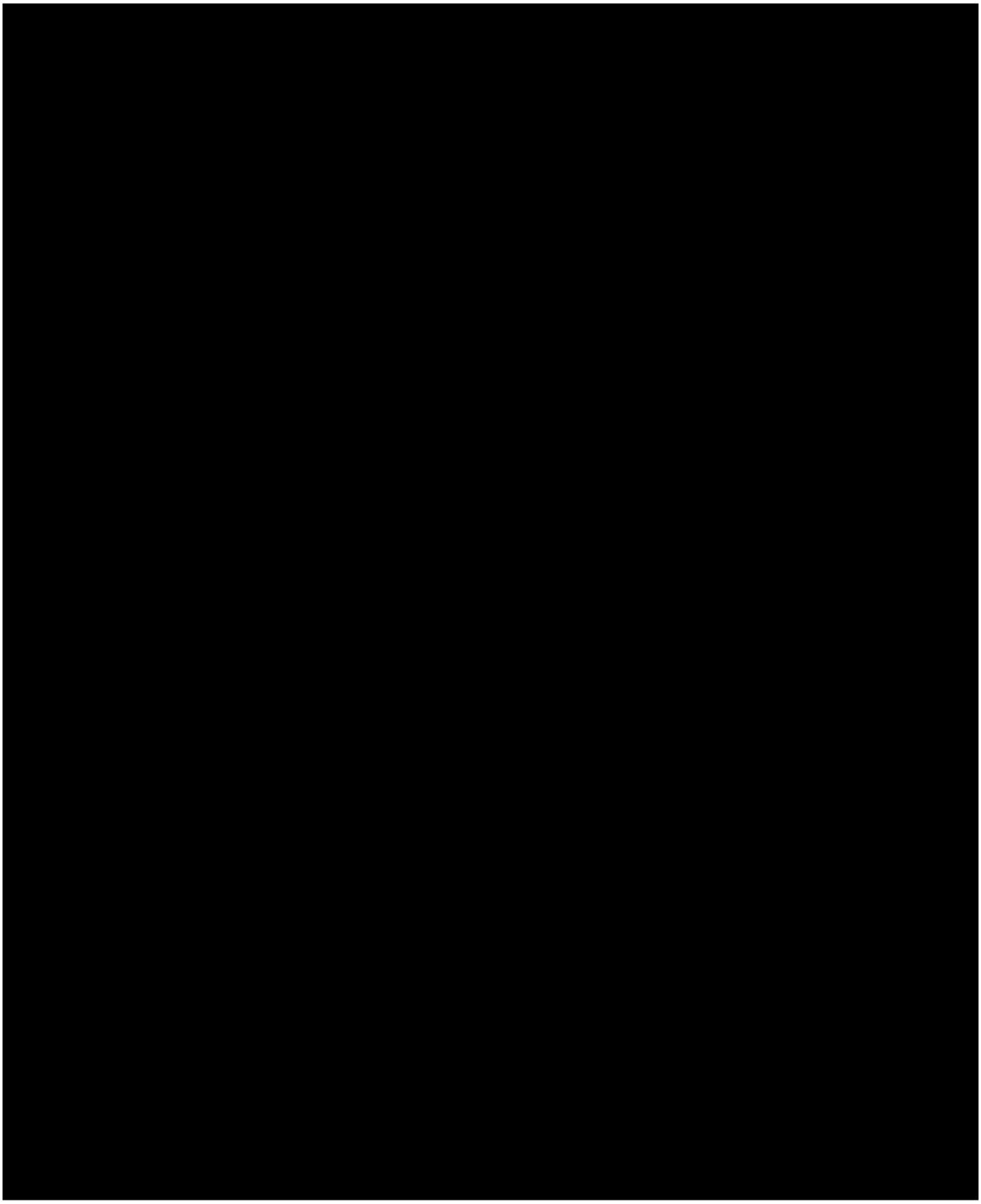




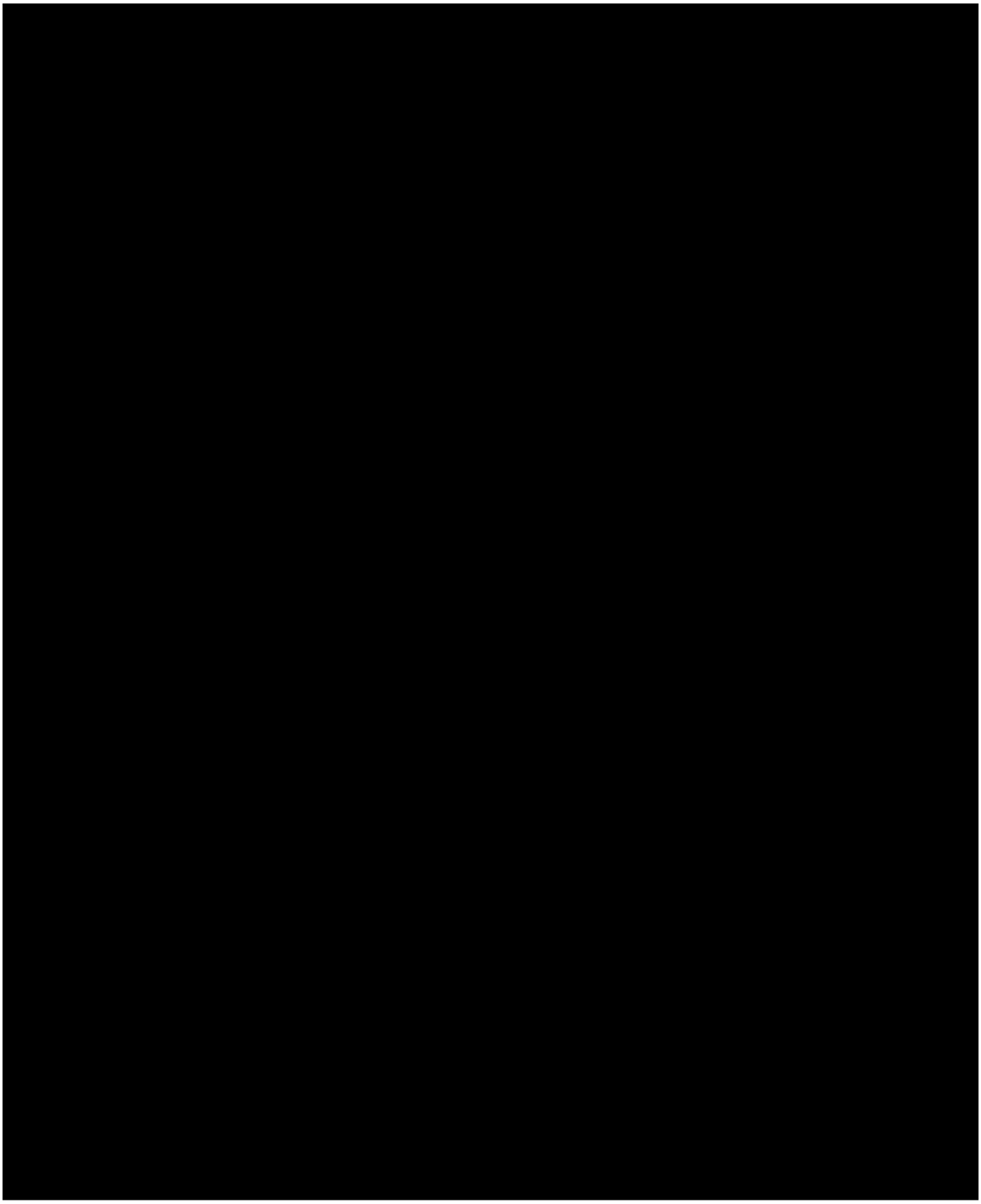


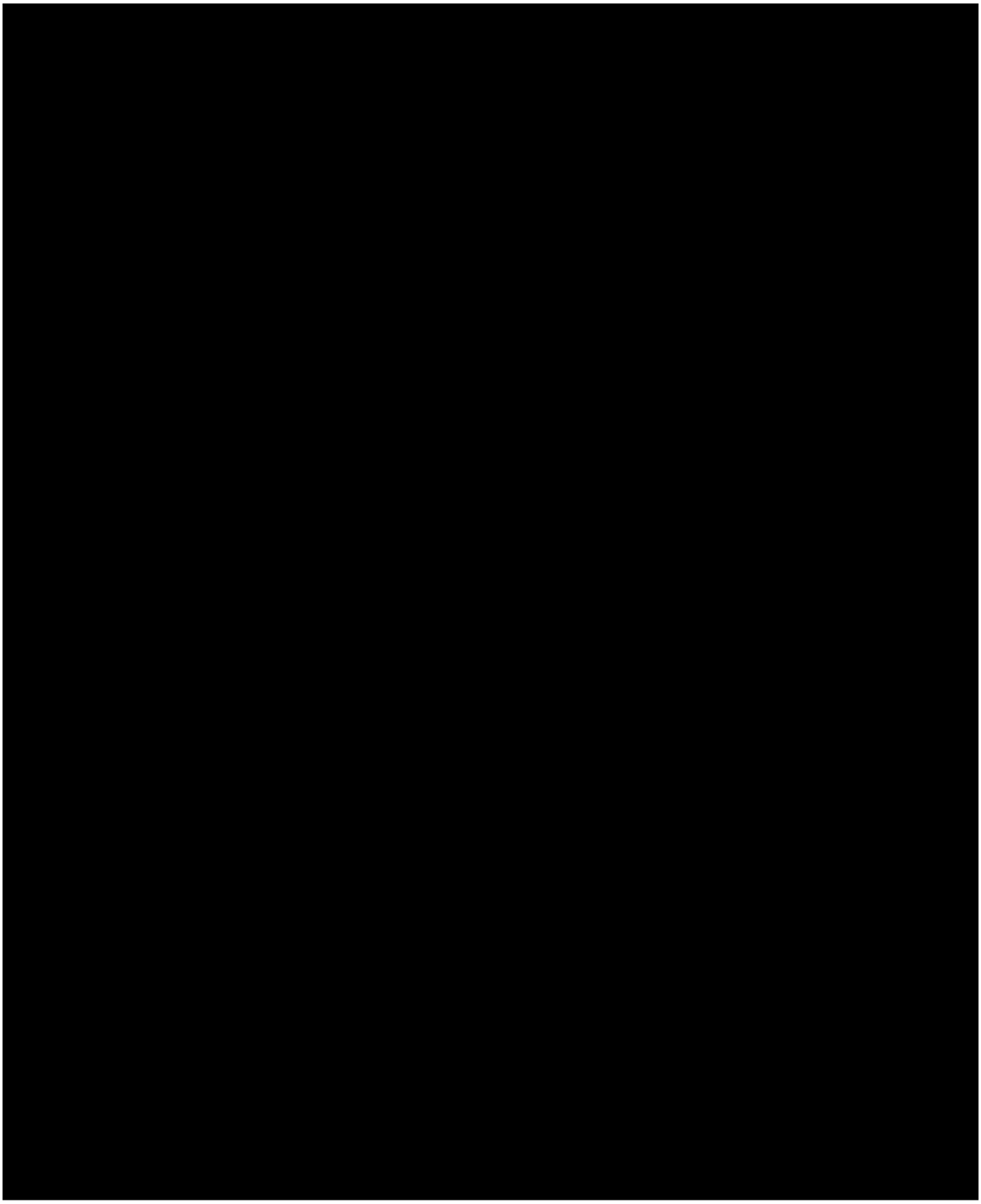


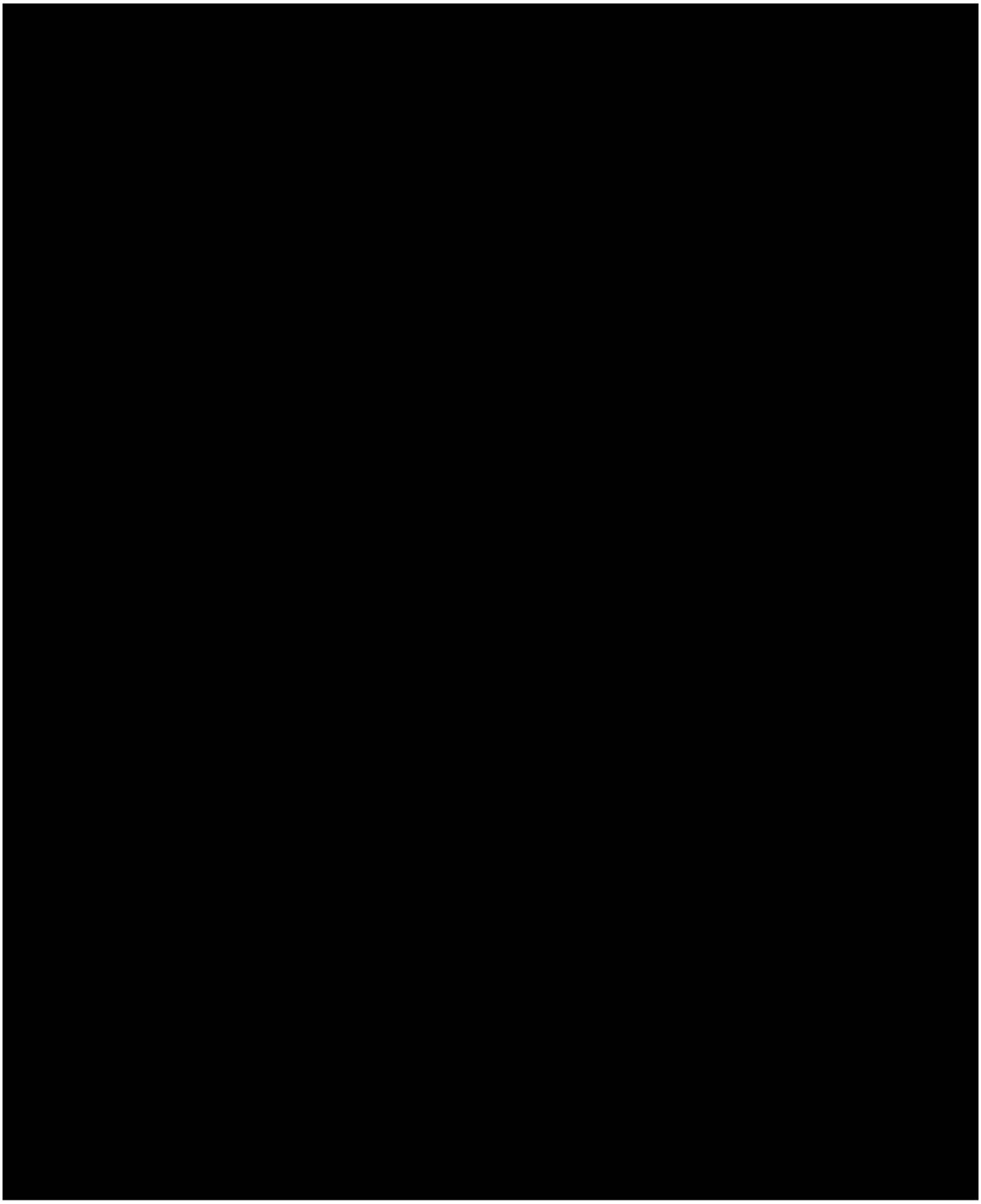


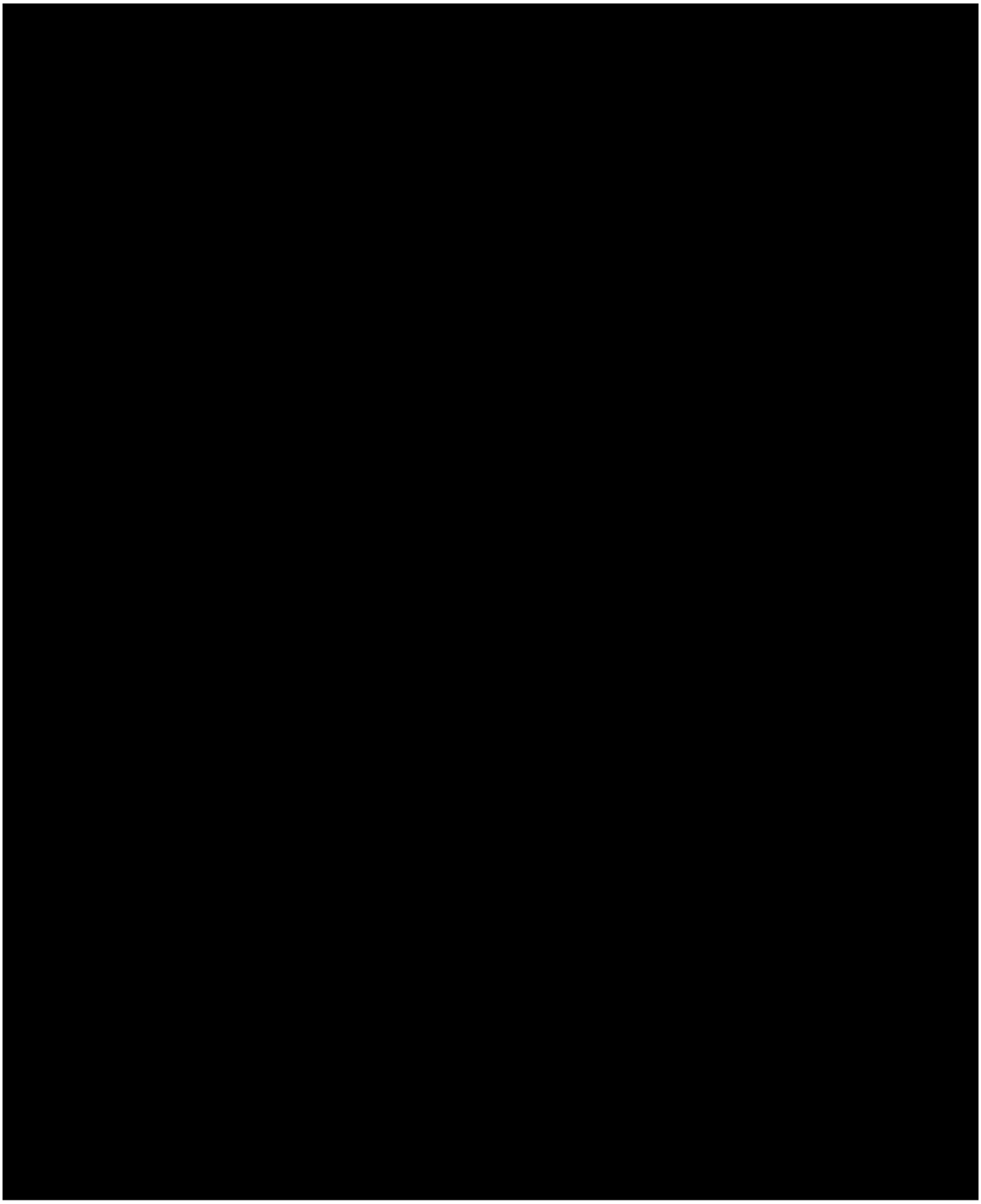


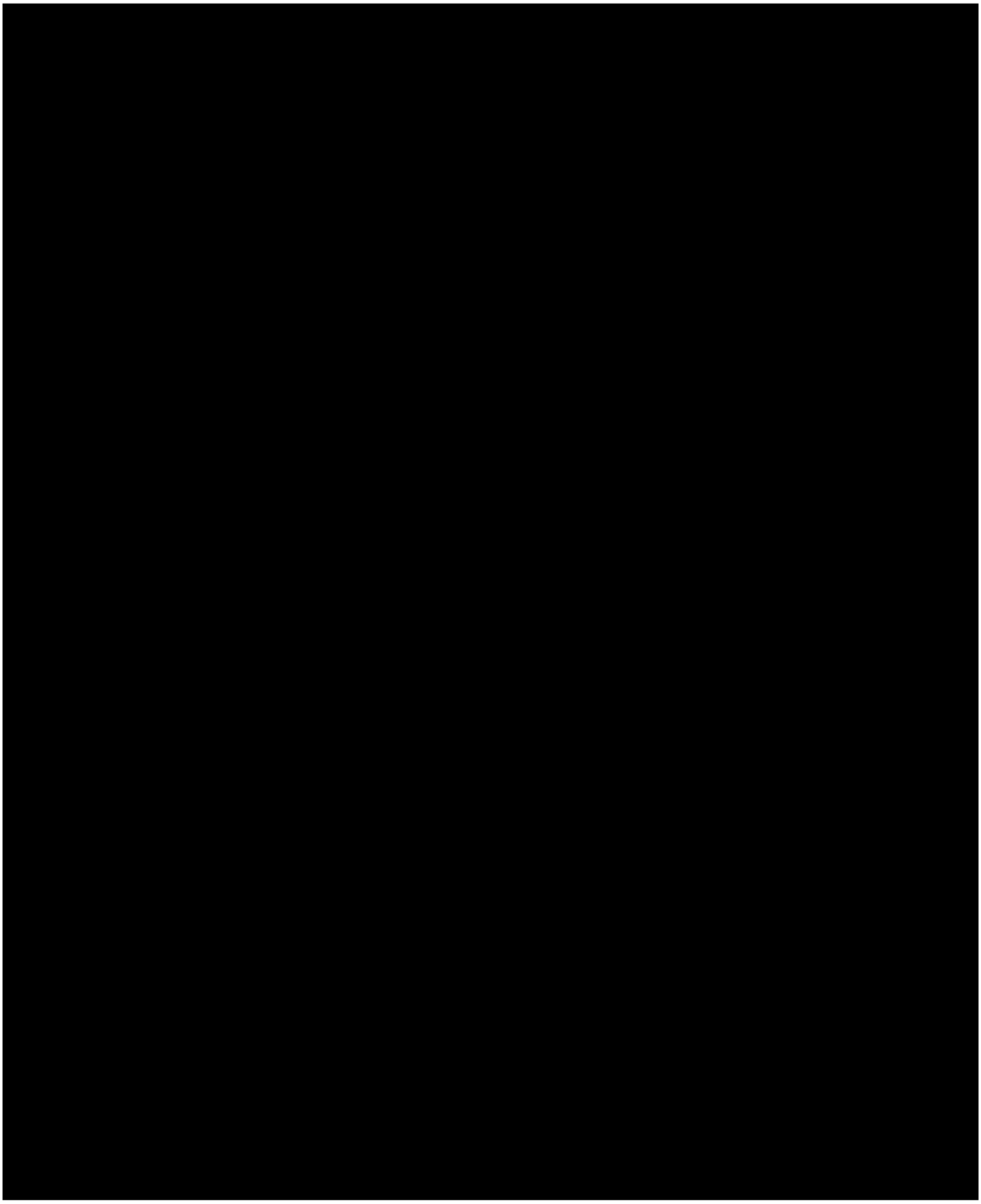
Appendix

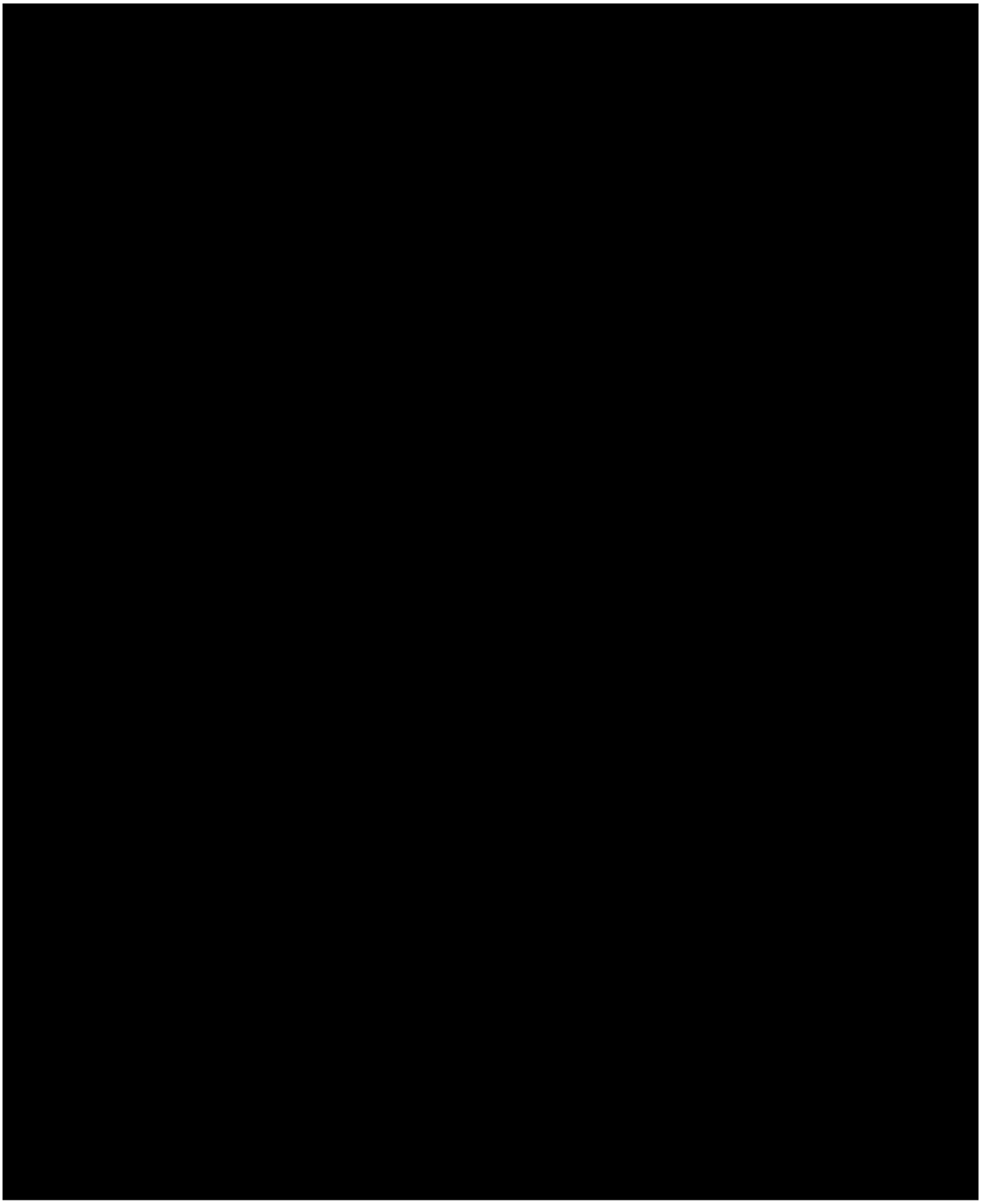


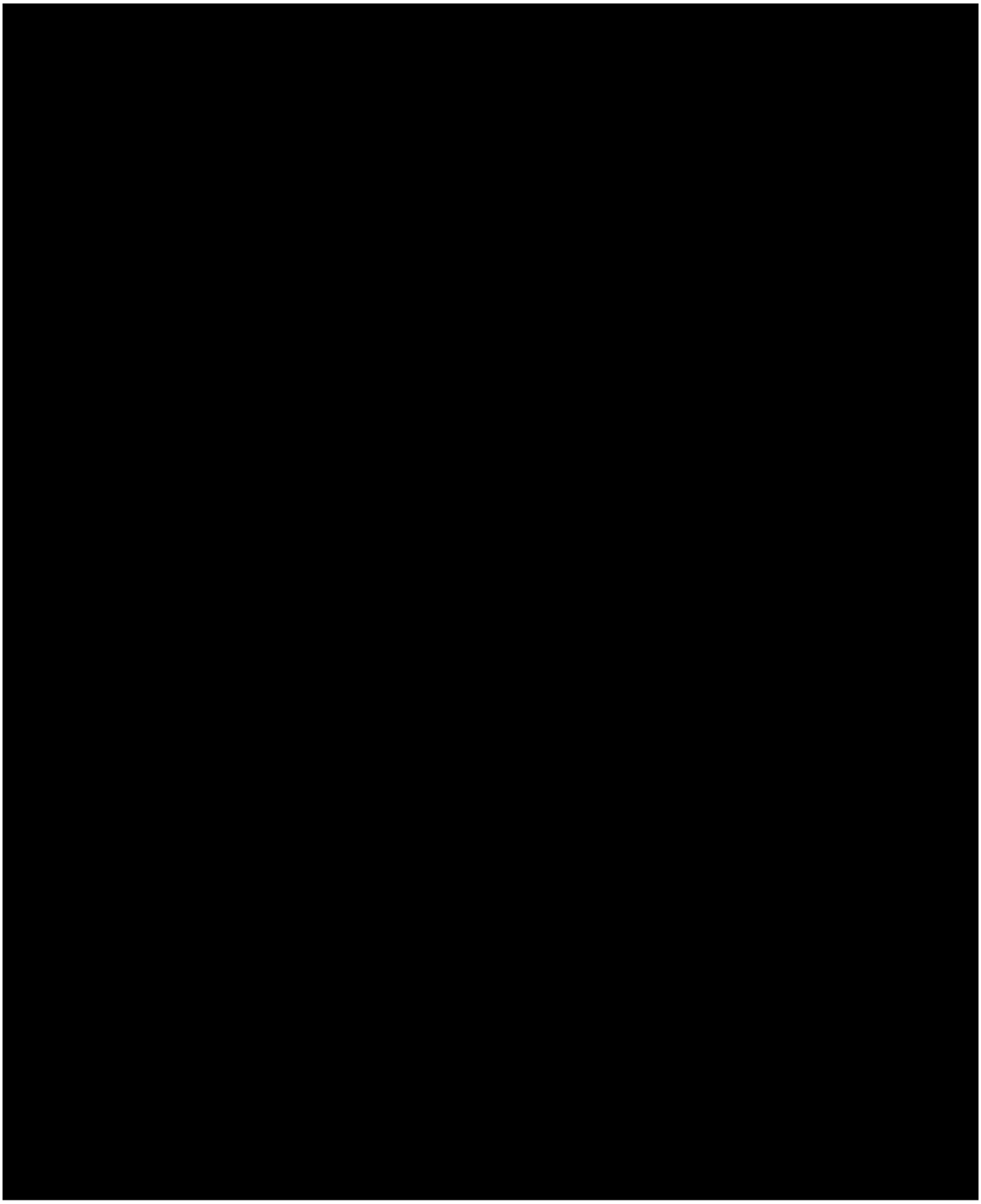


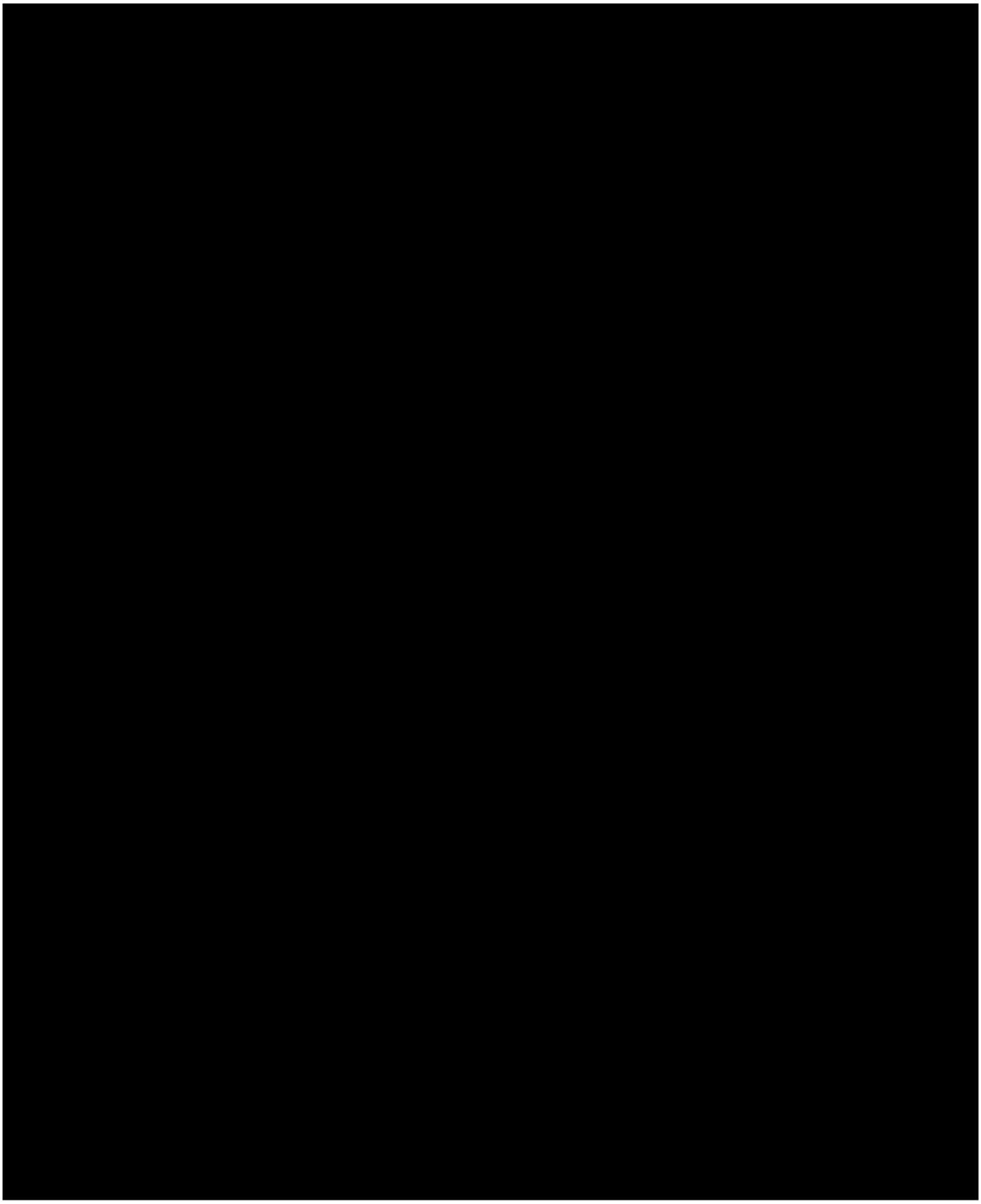


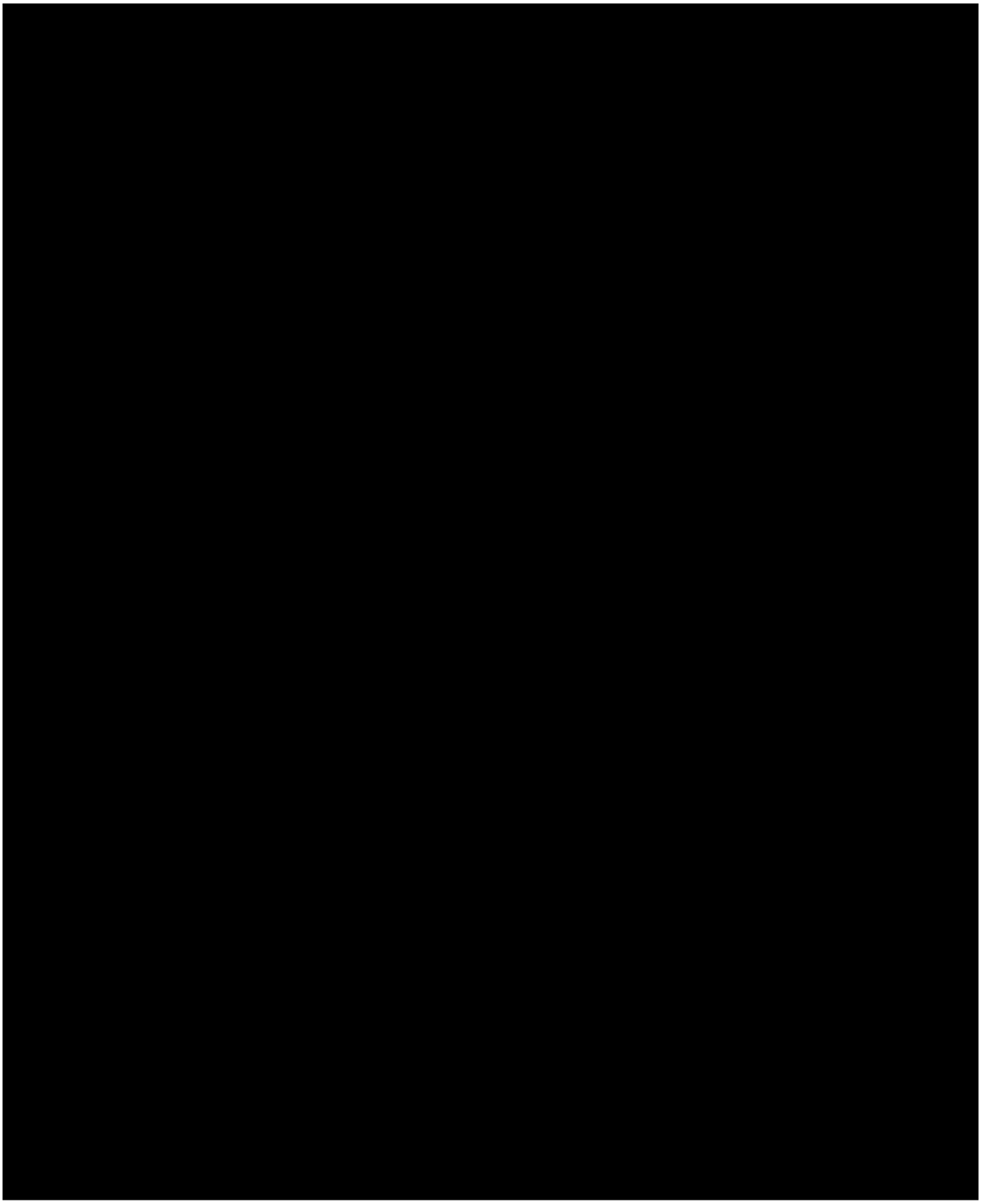


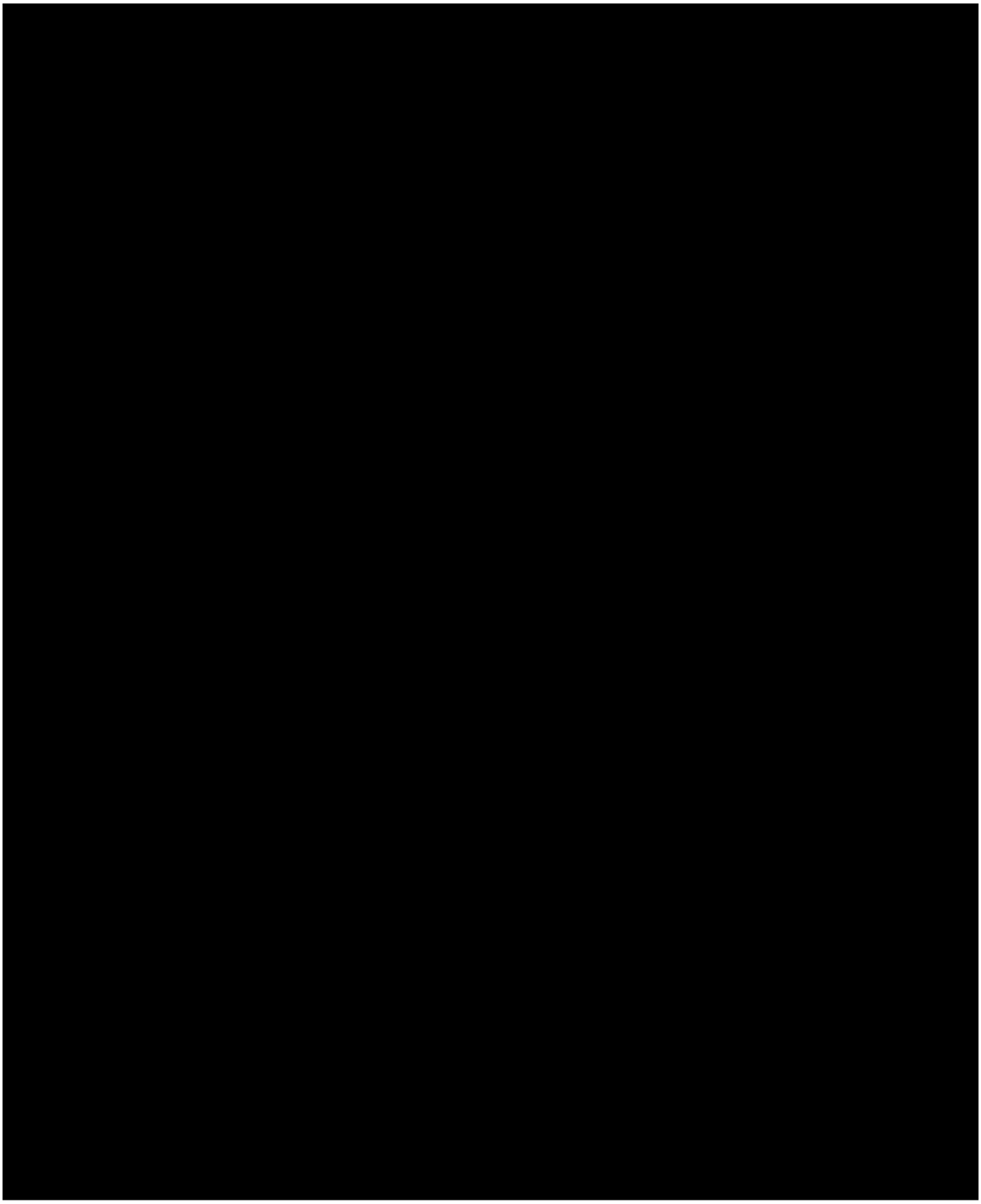


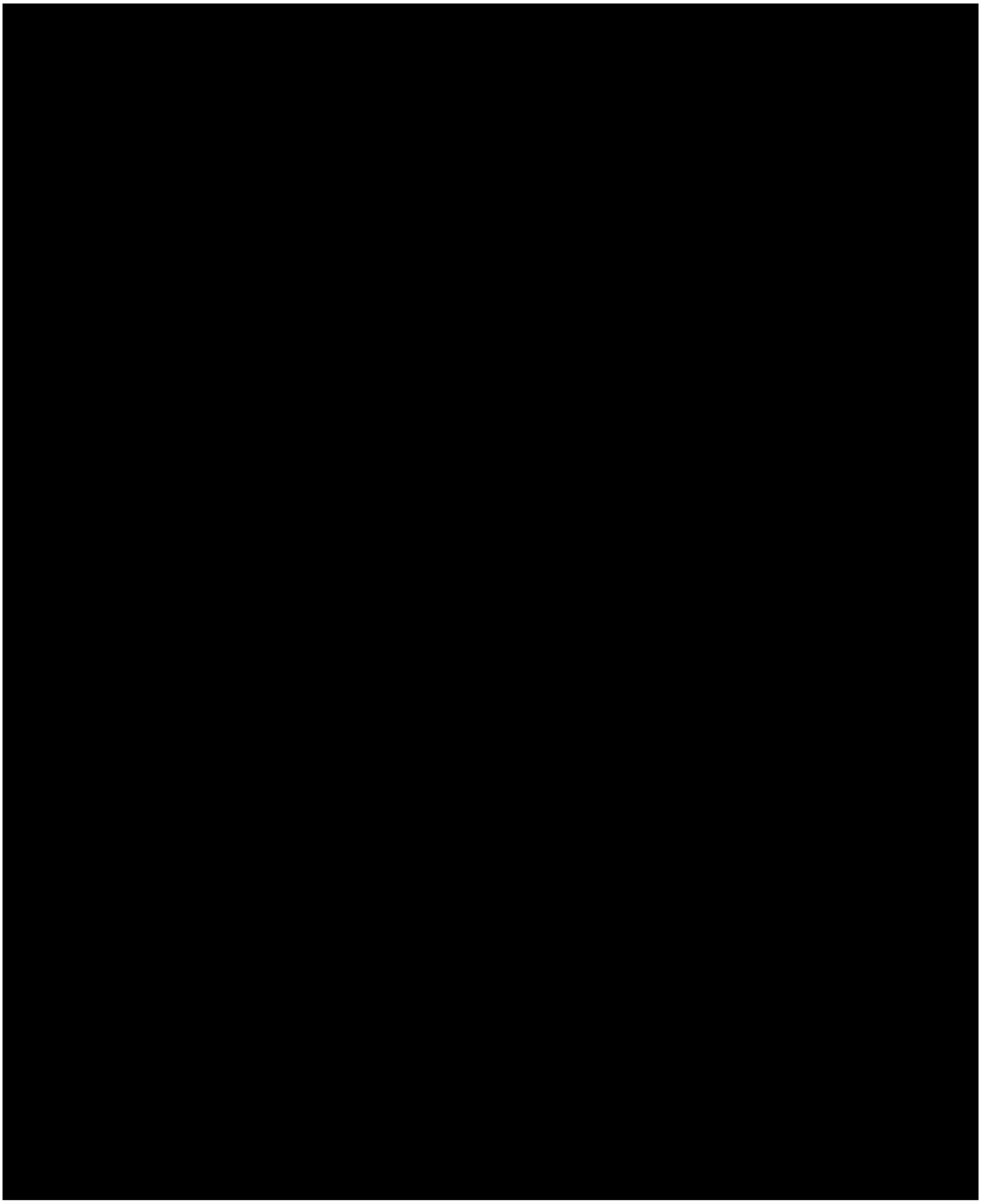


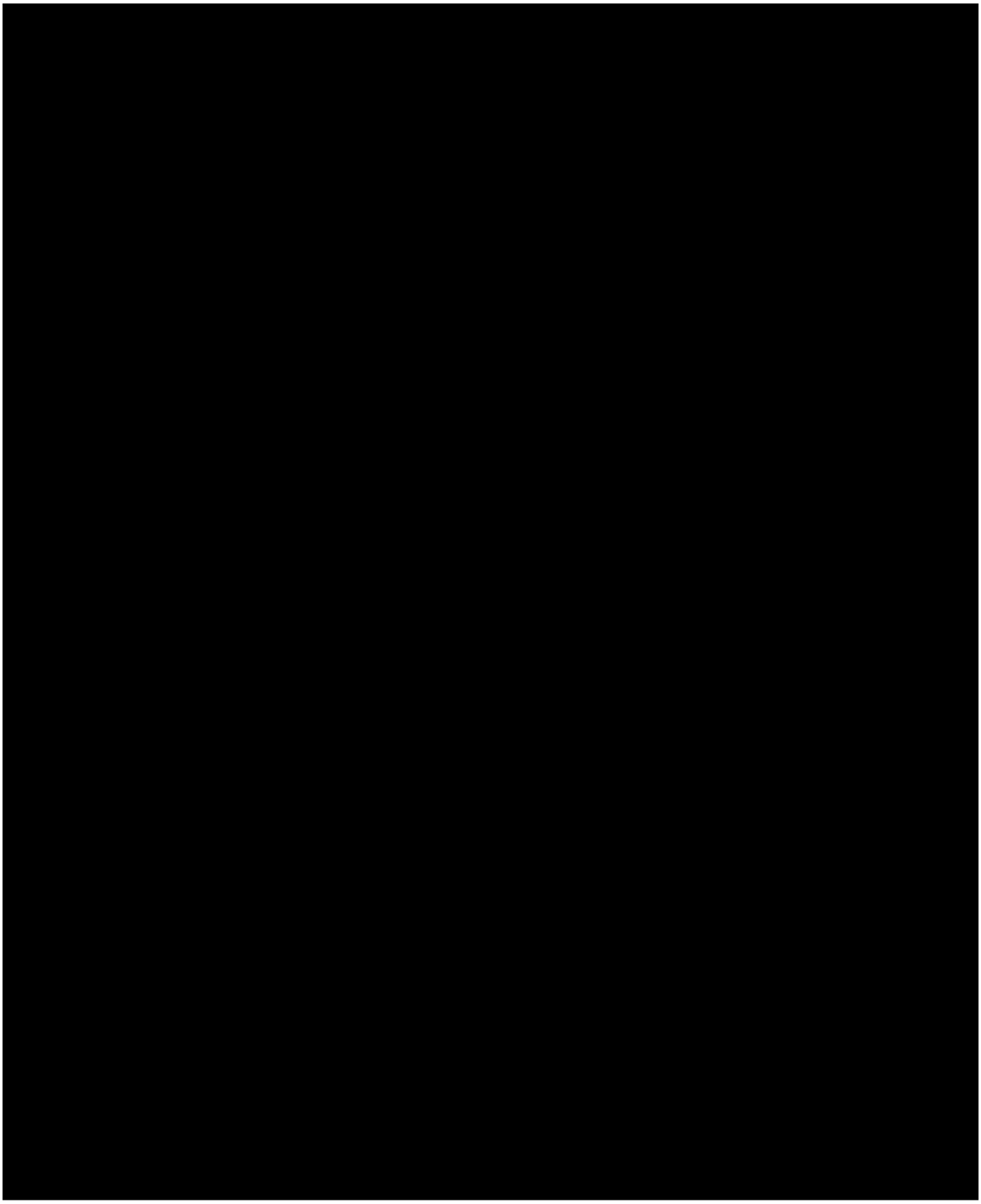


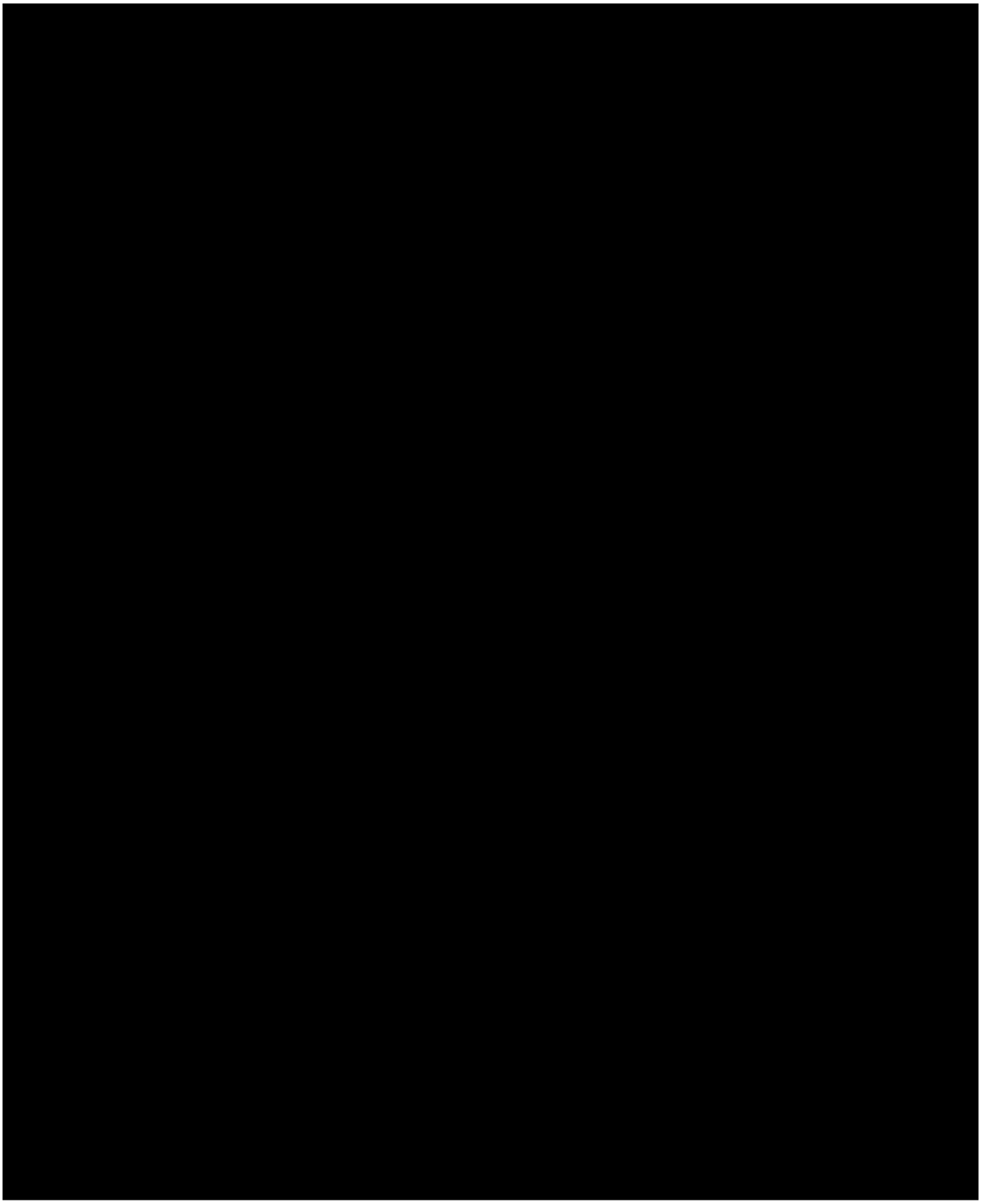


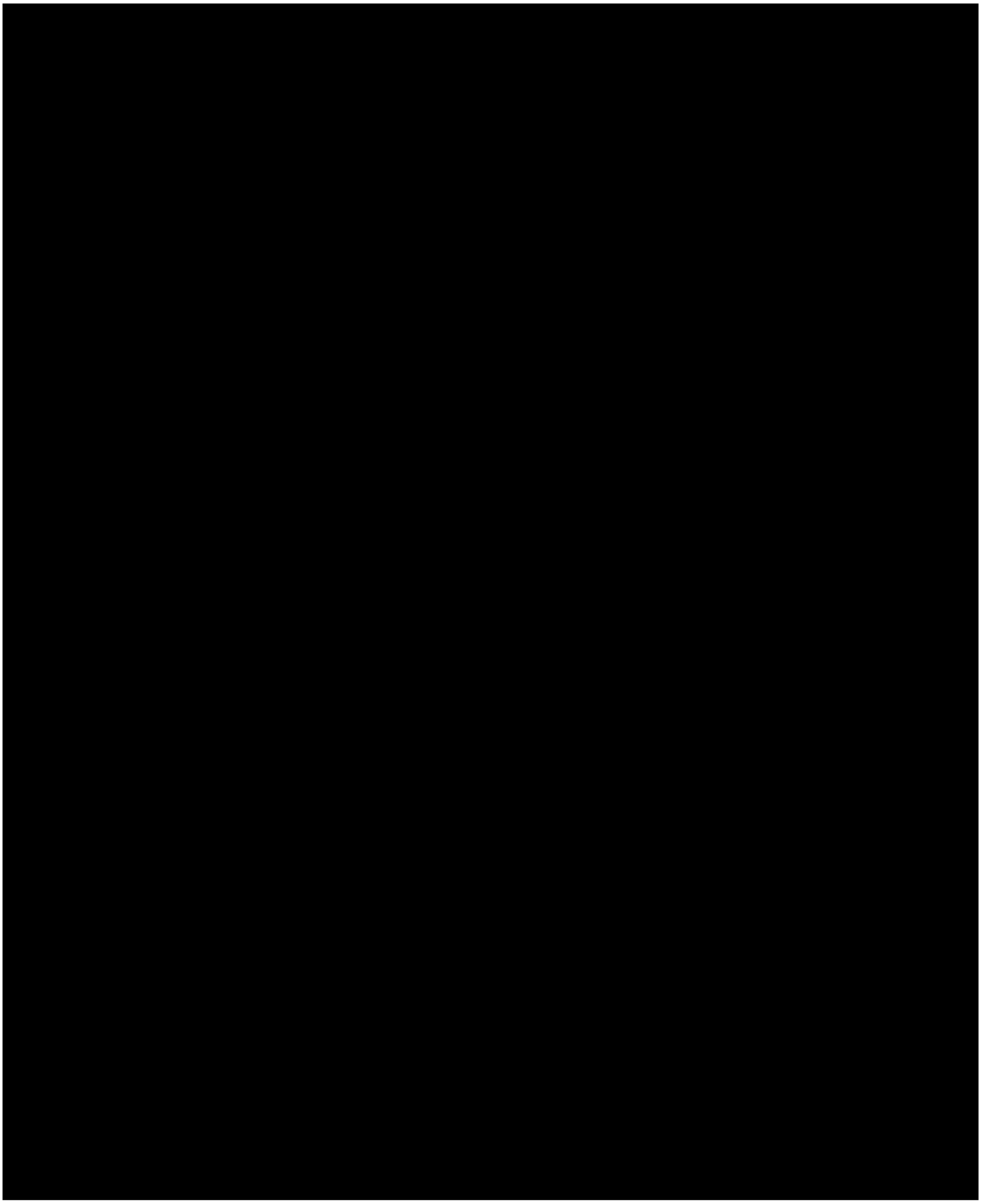


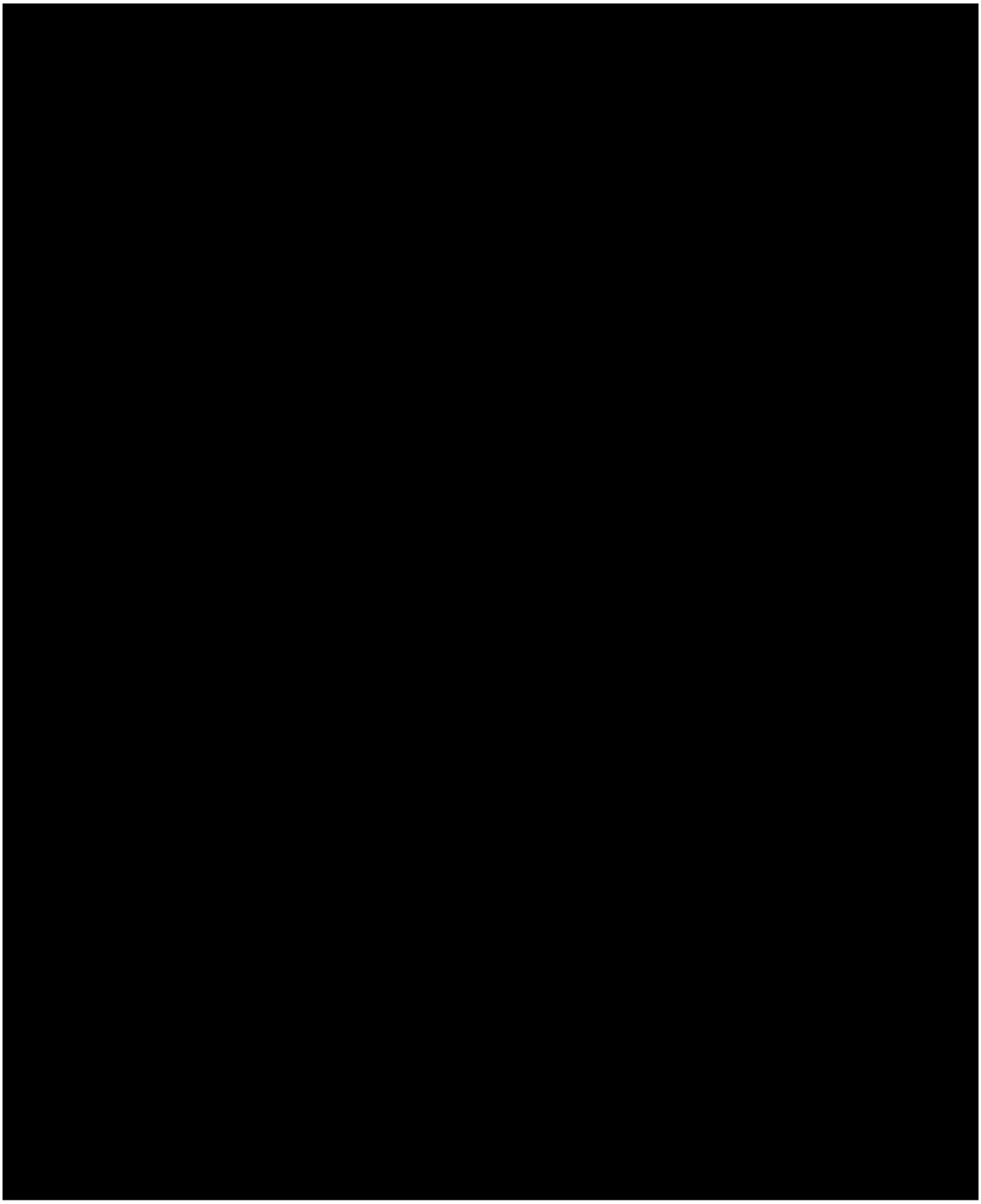


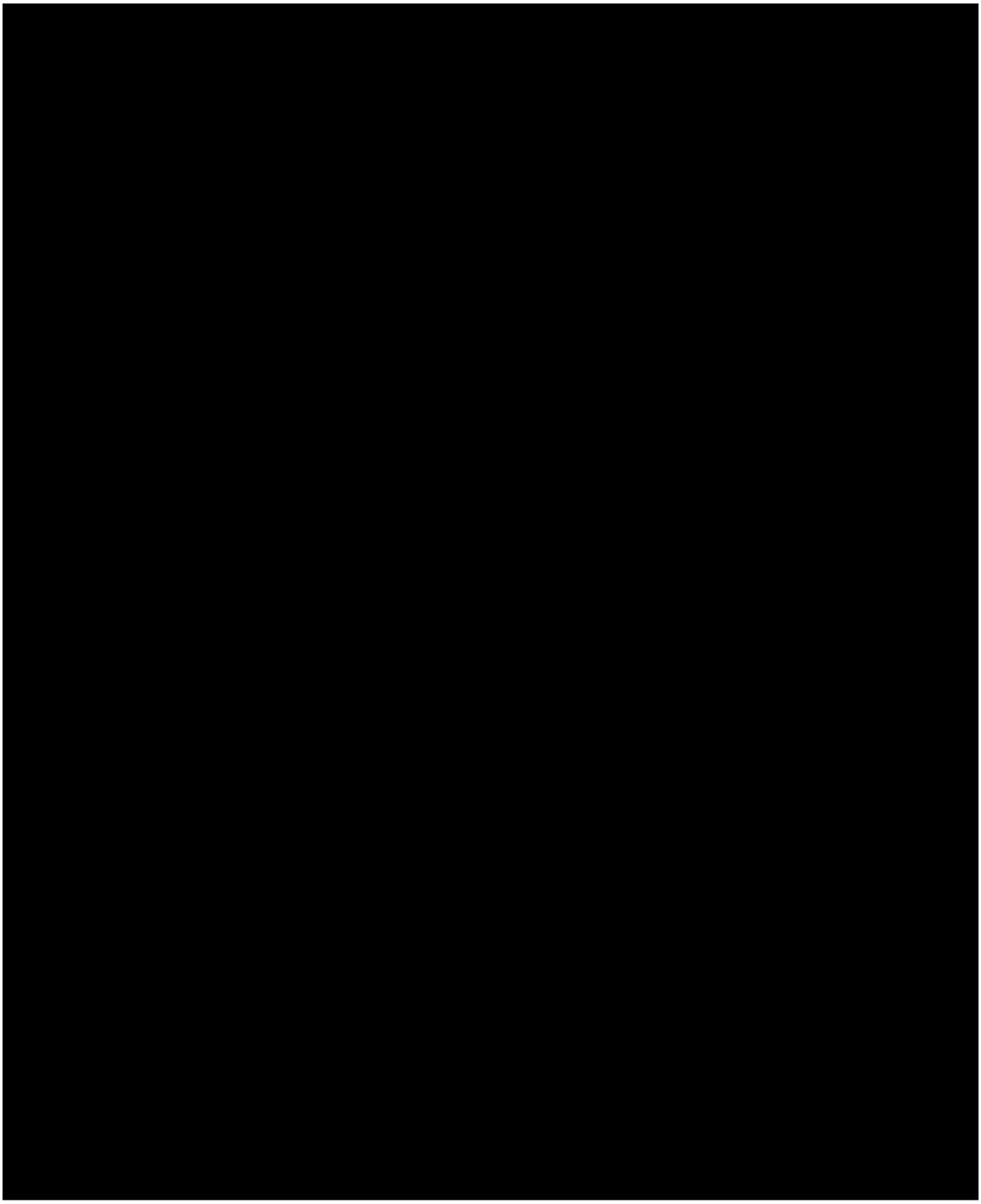


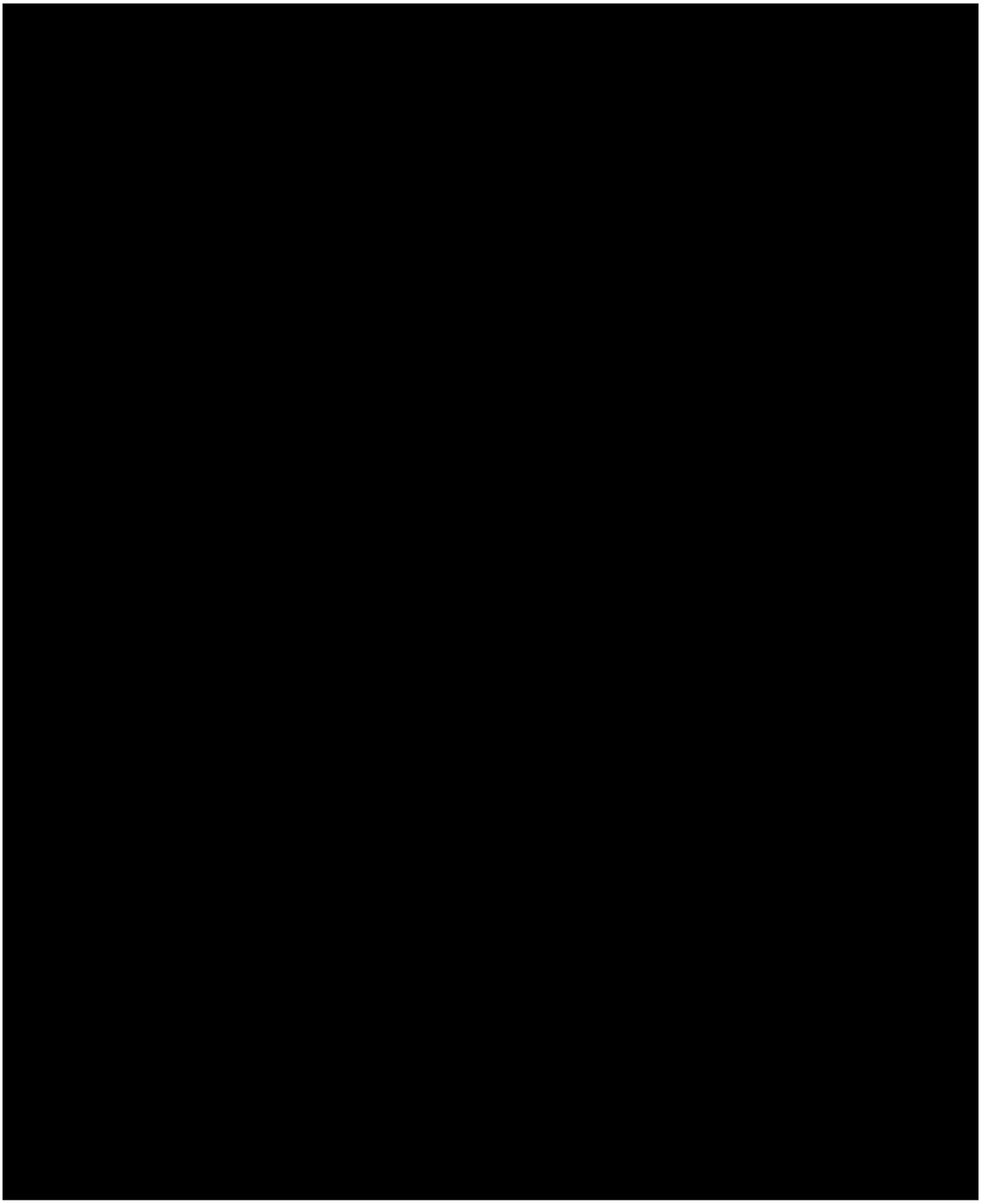


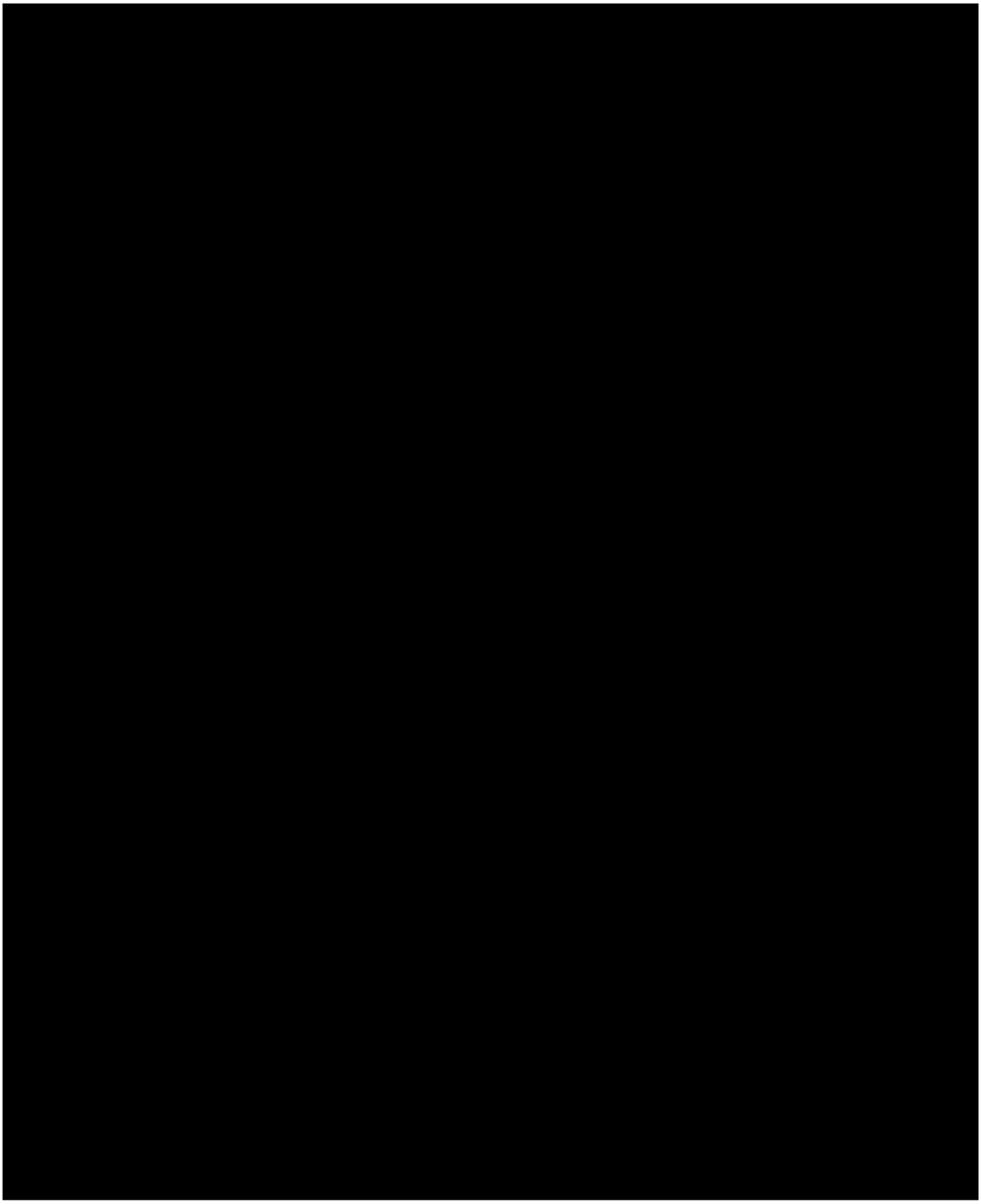


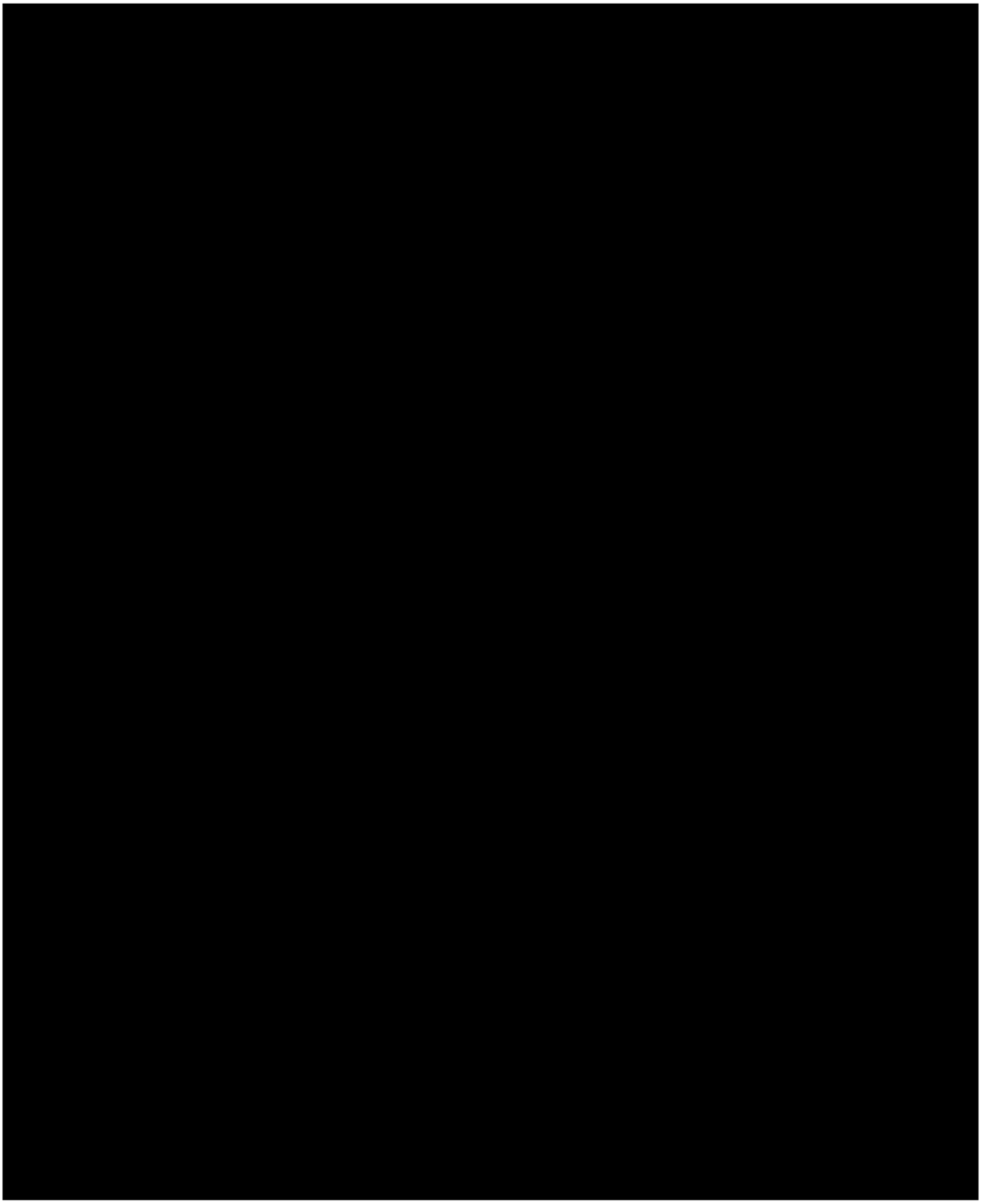


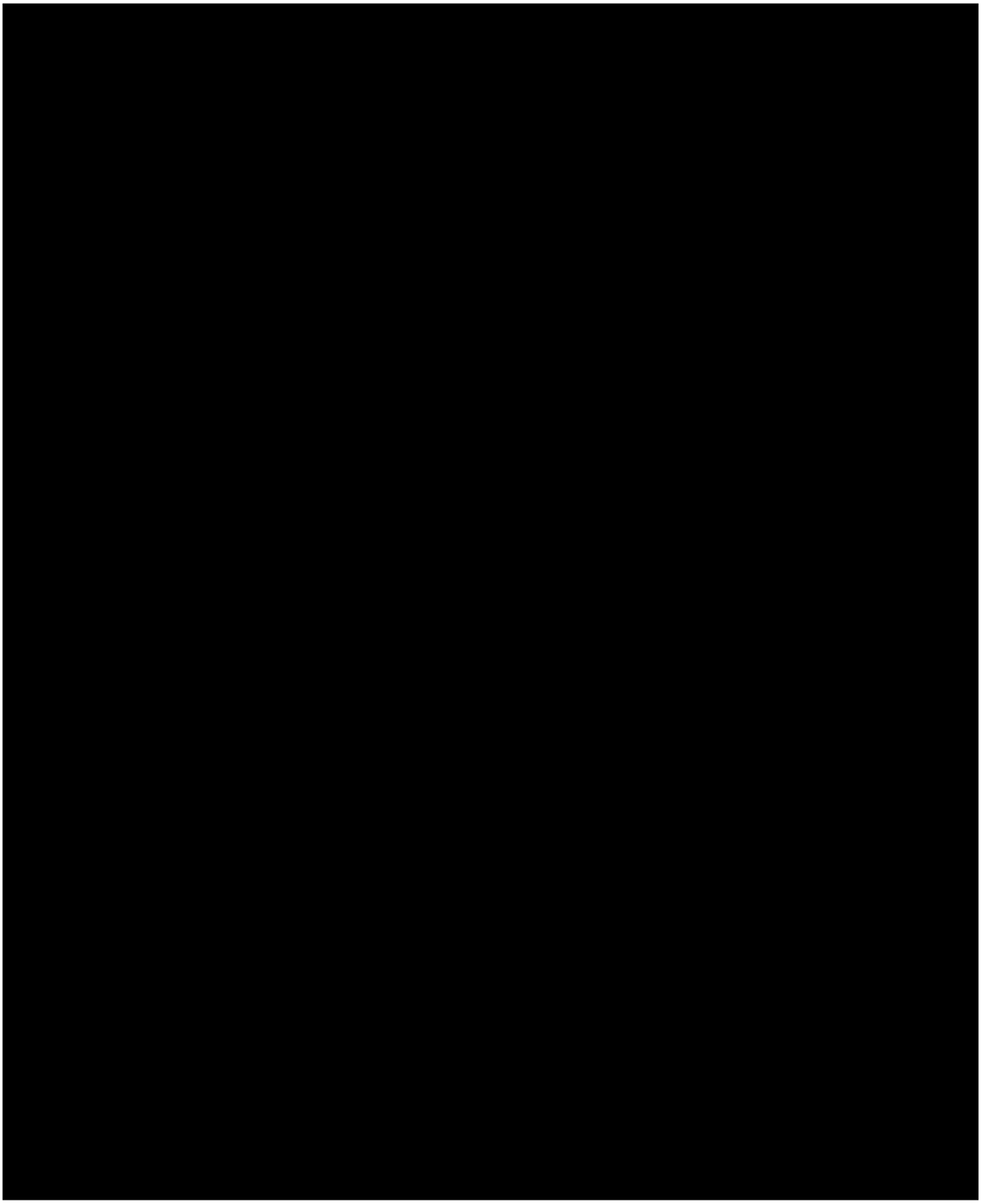


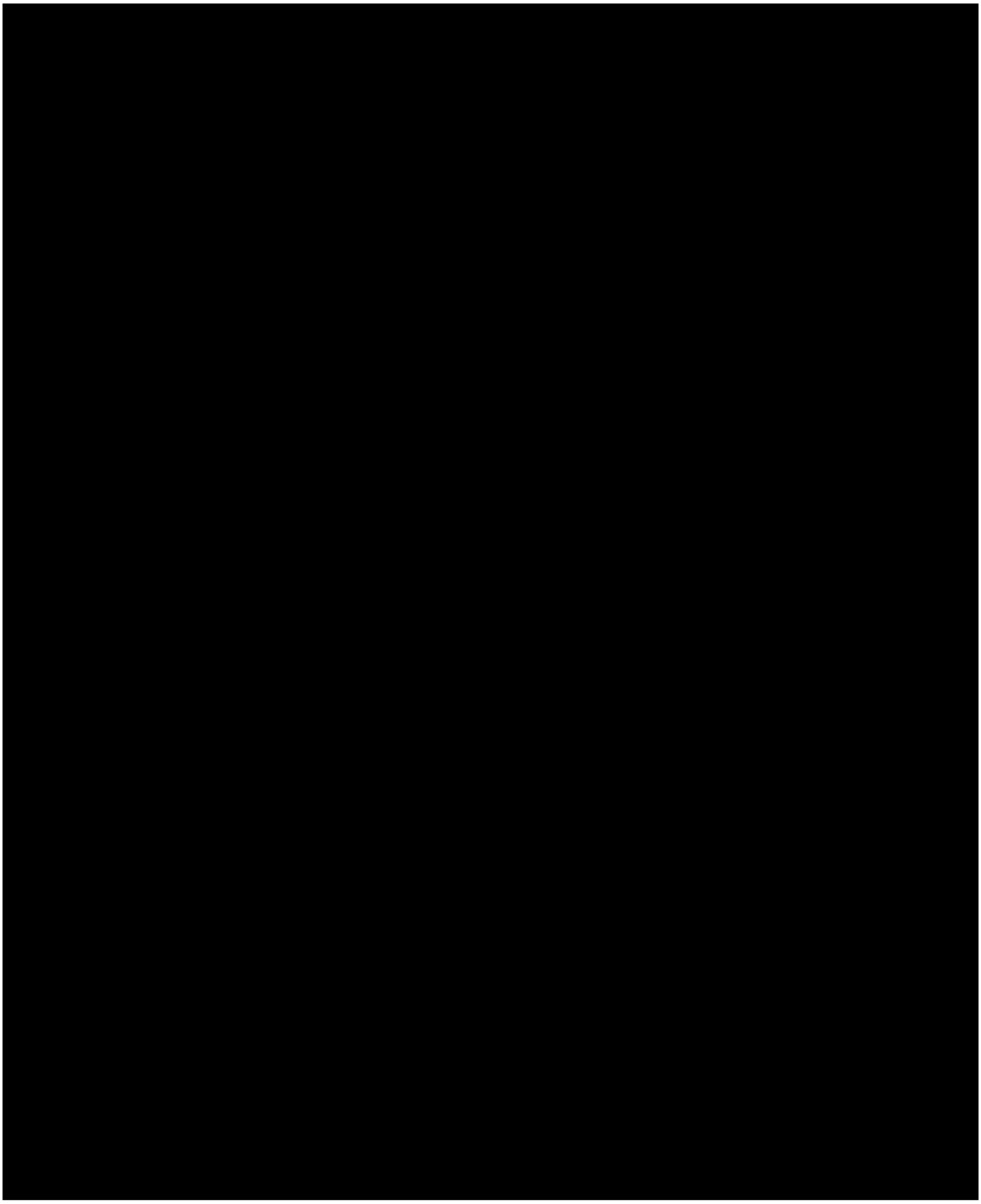


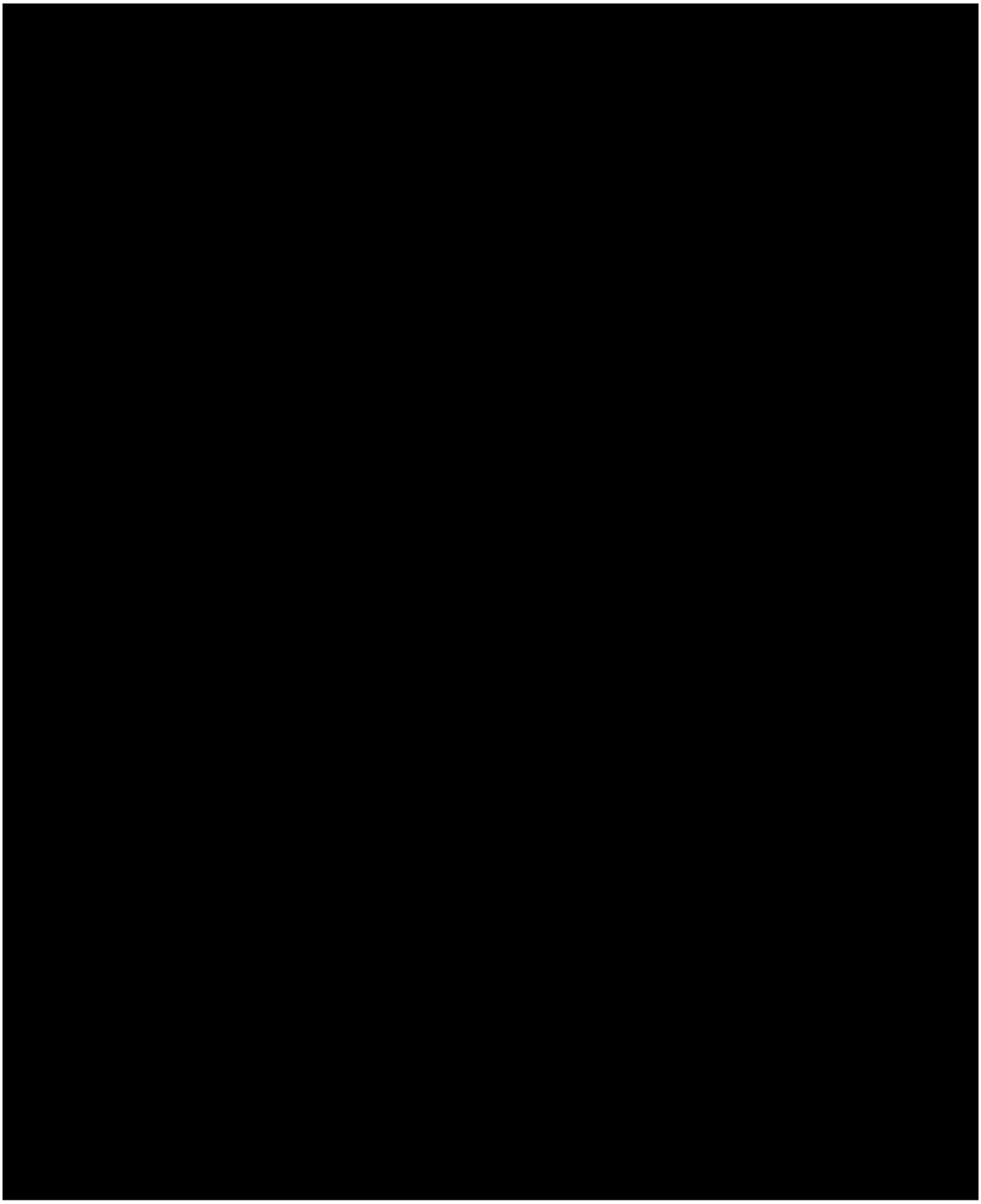


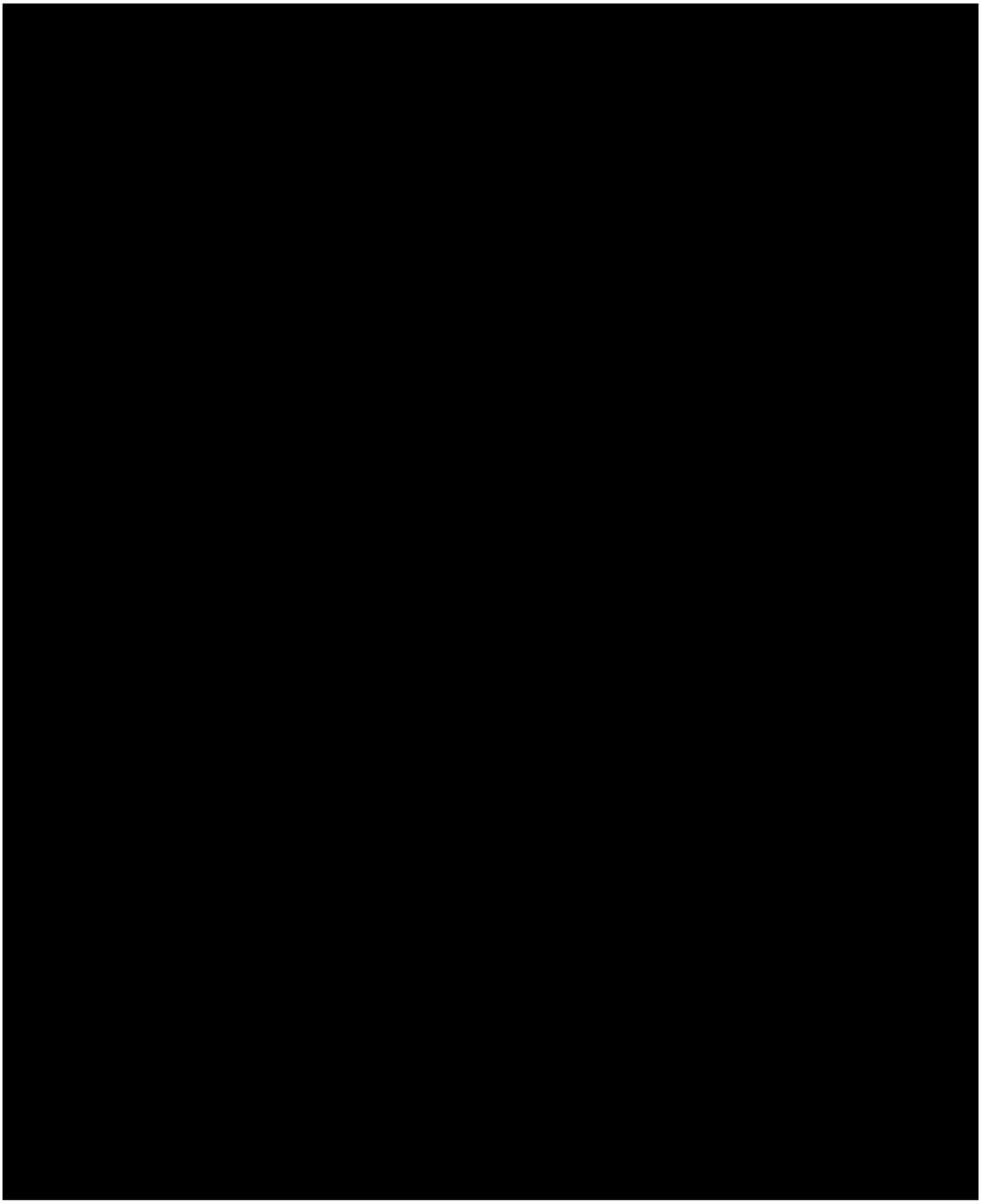




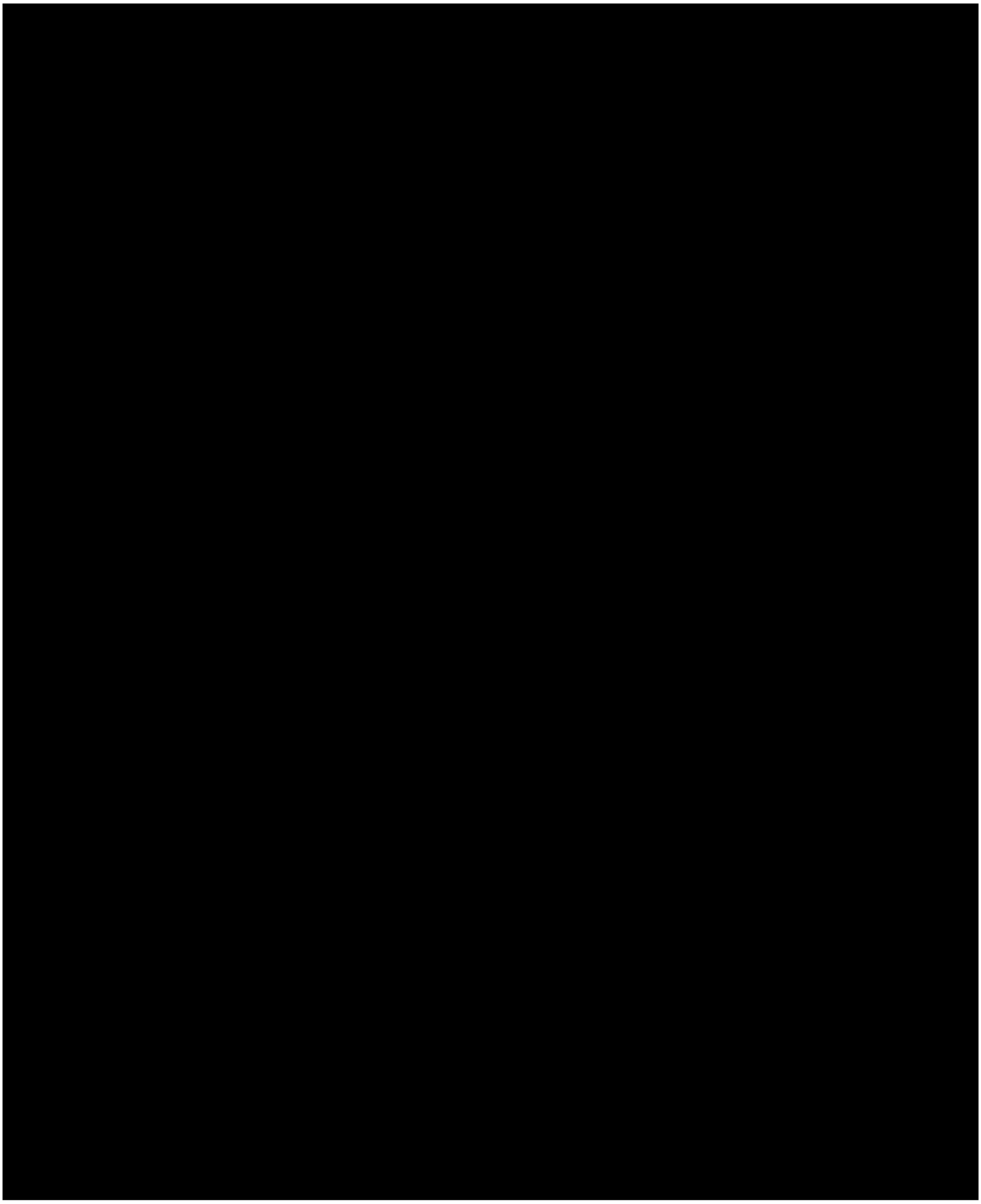


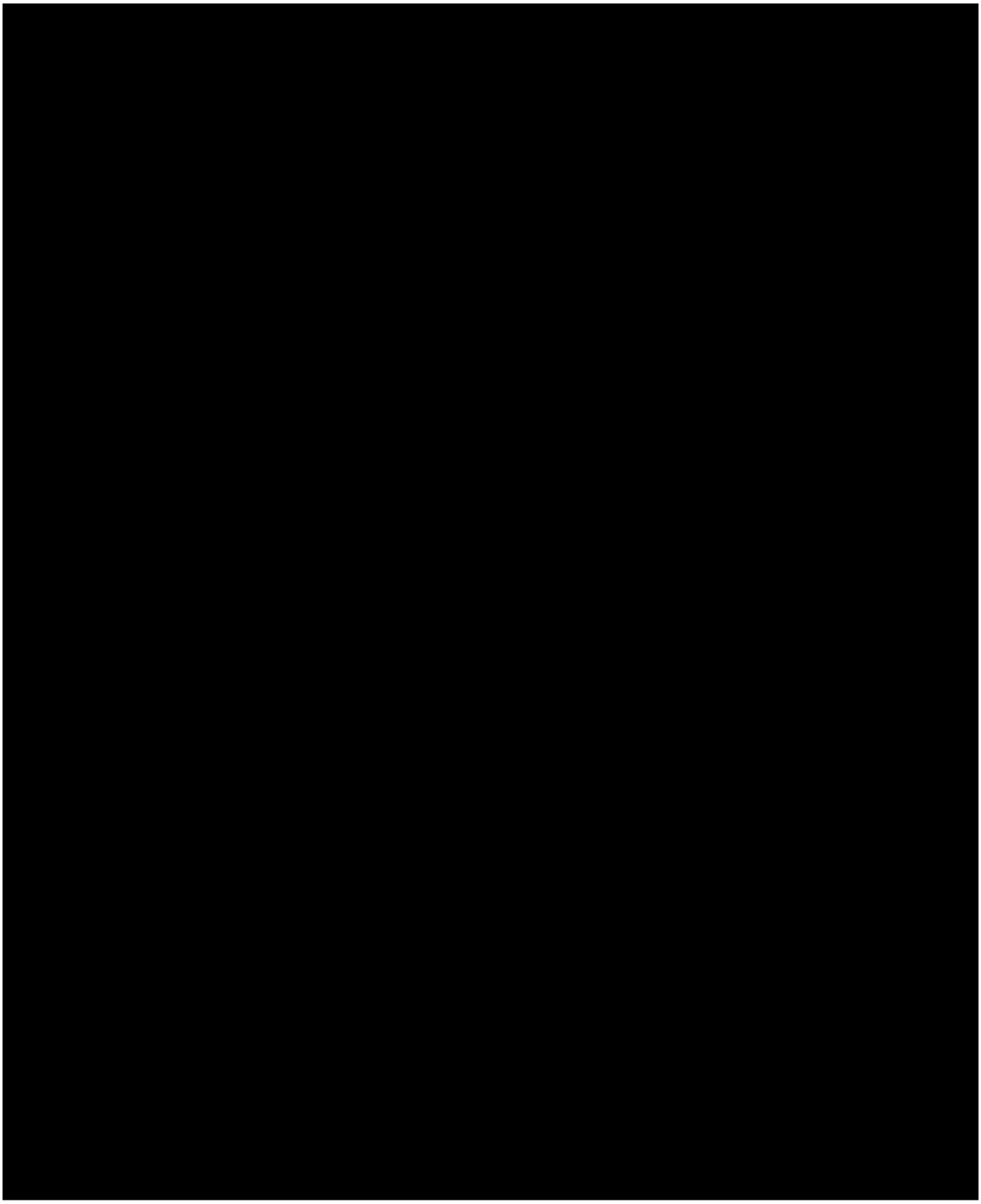


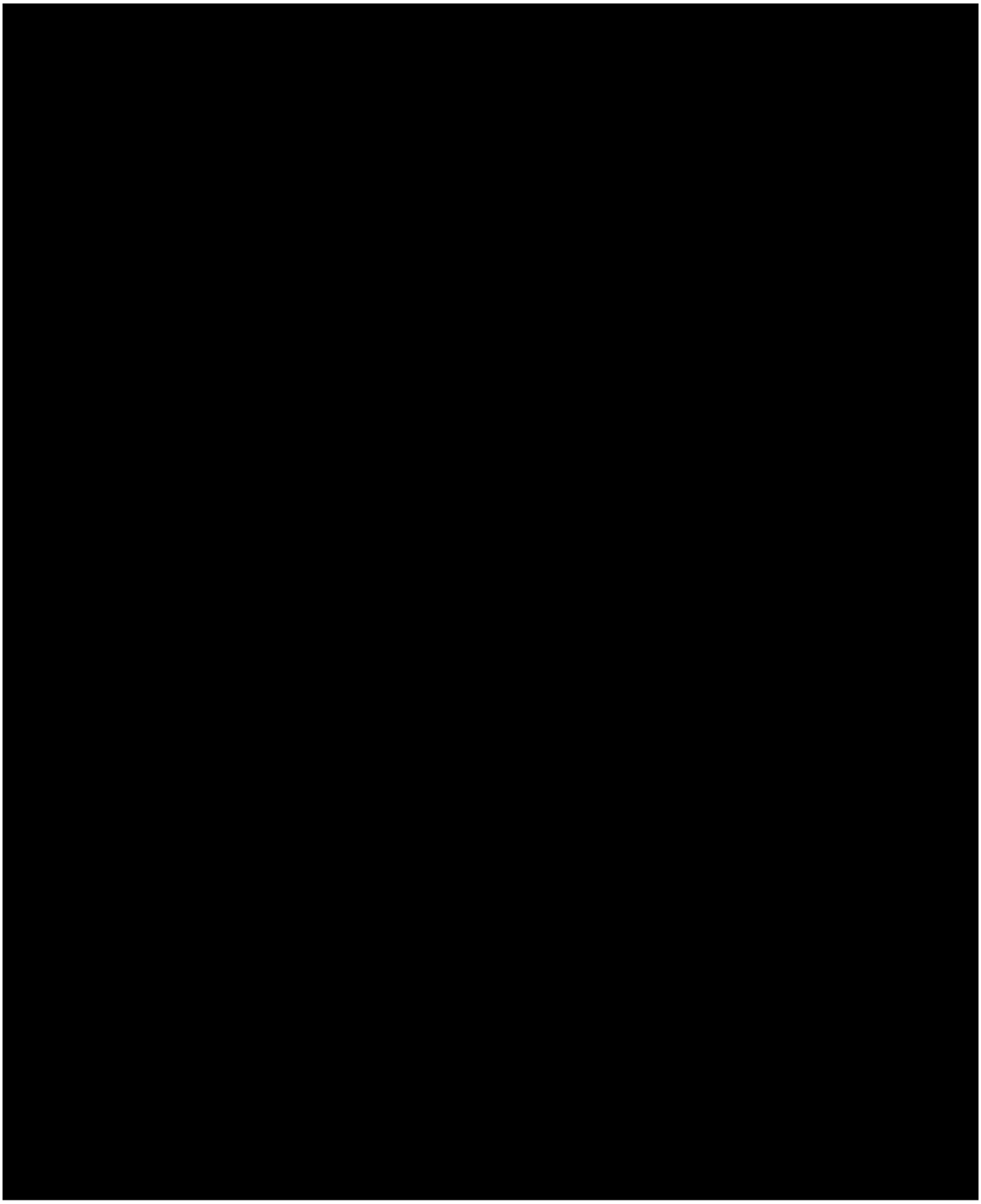


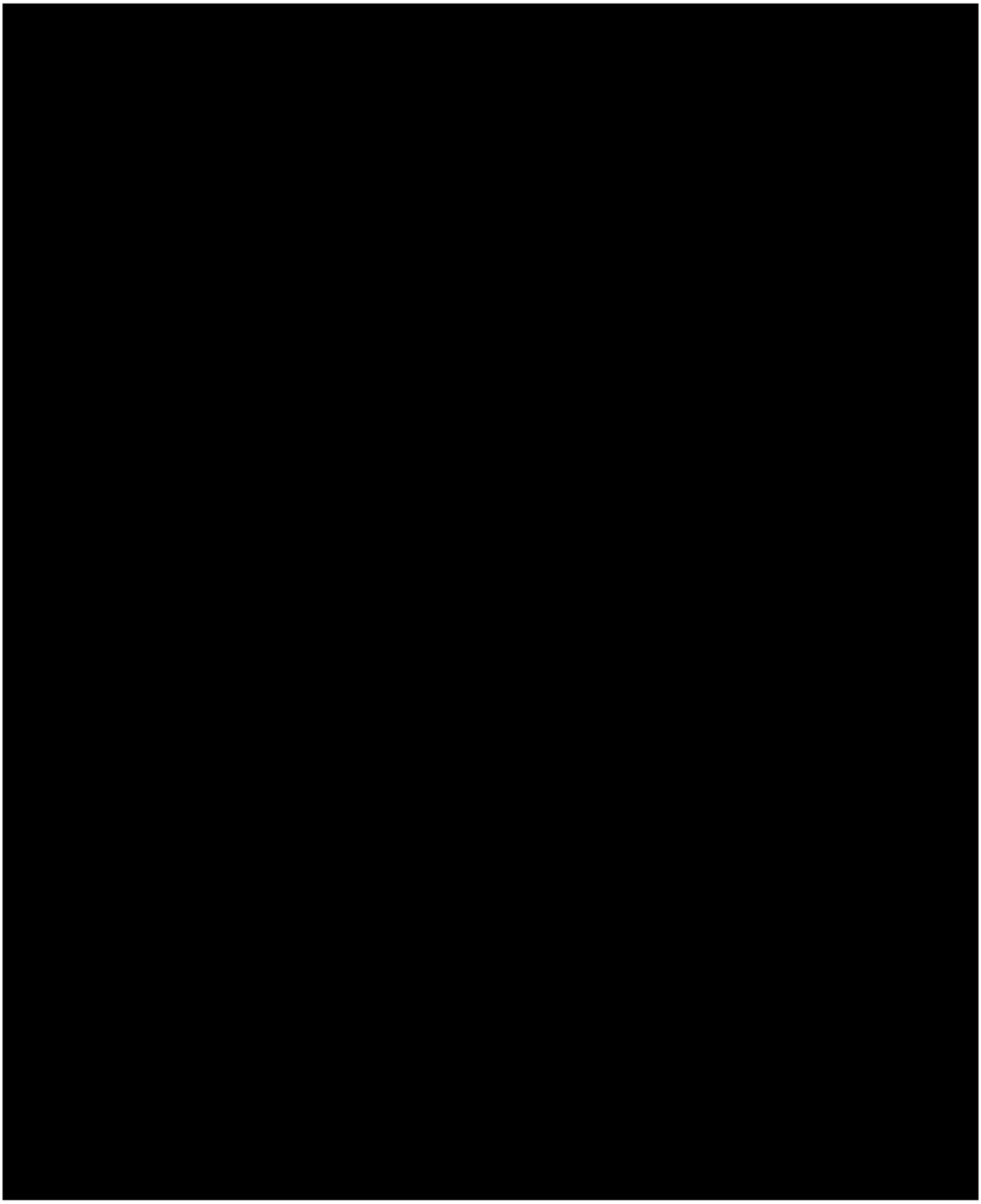


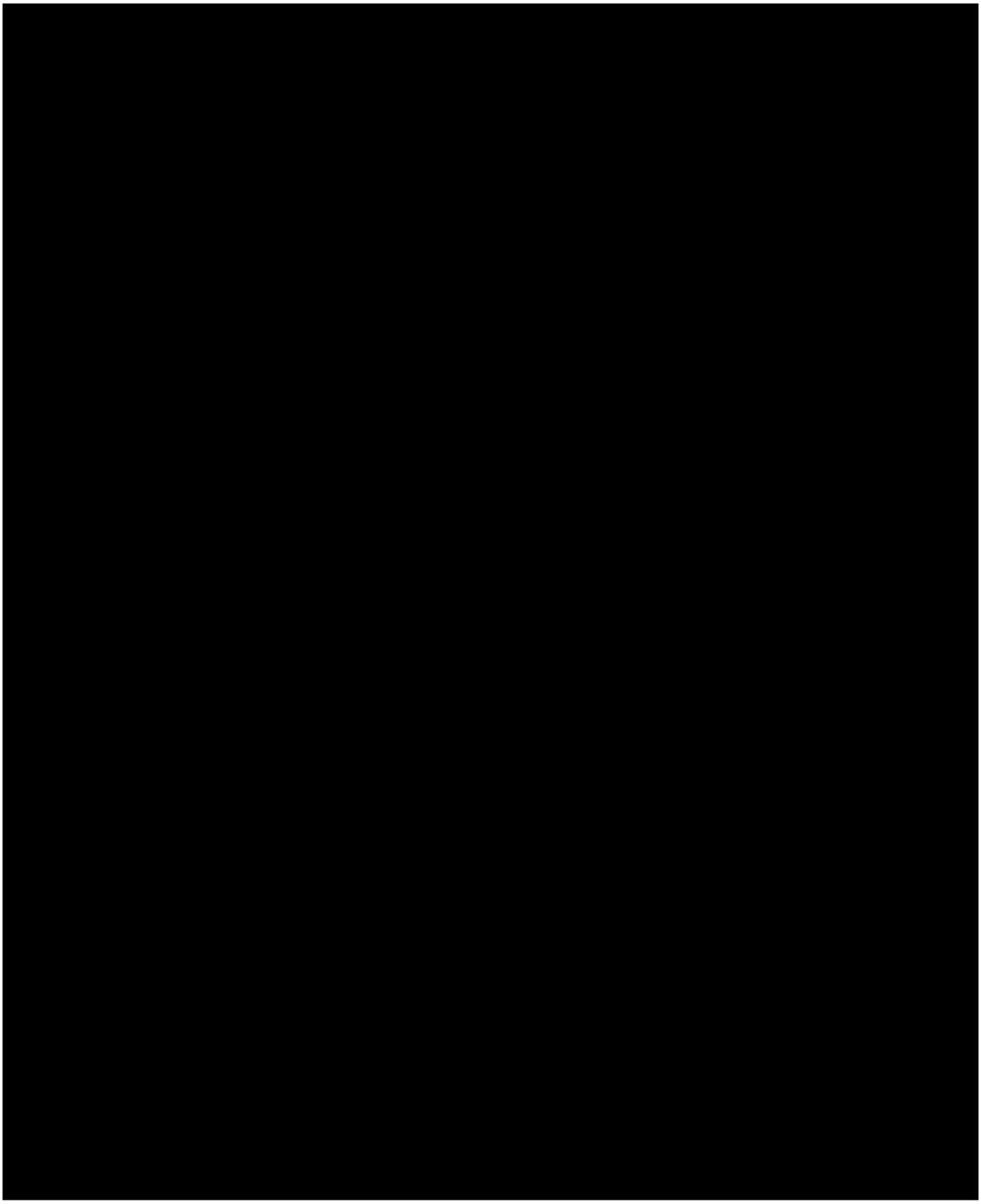
Back-Up

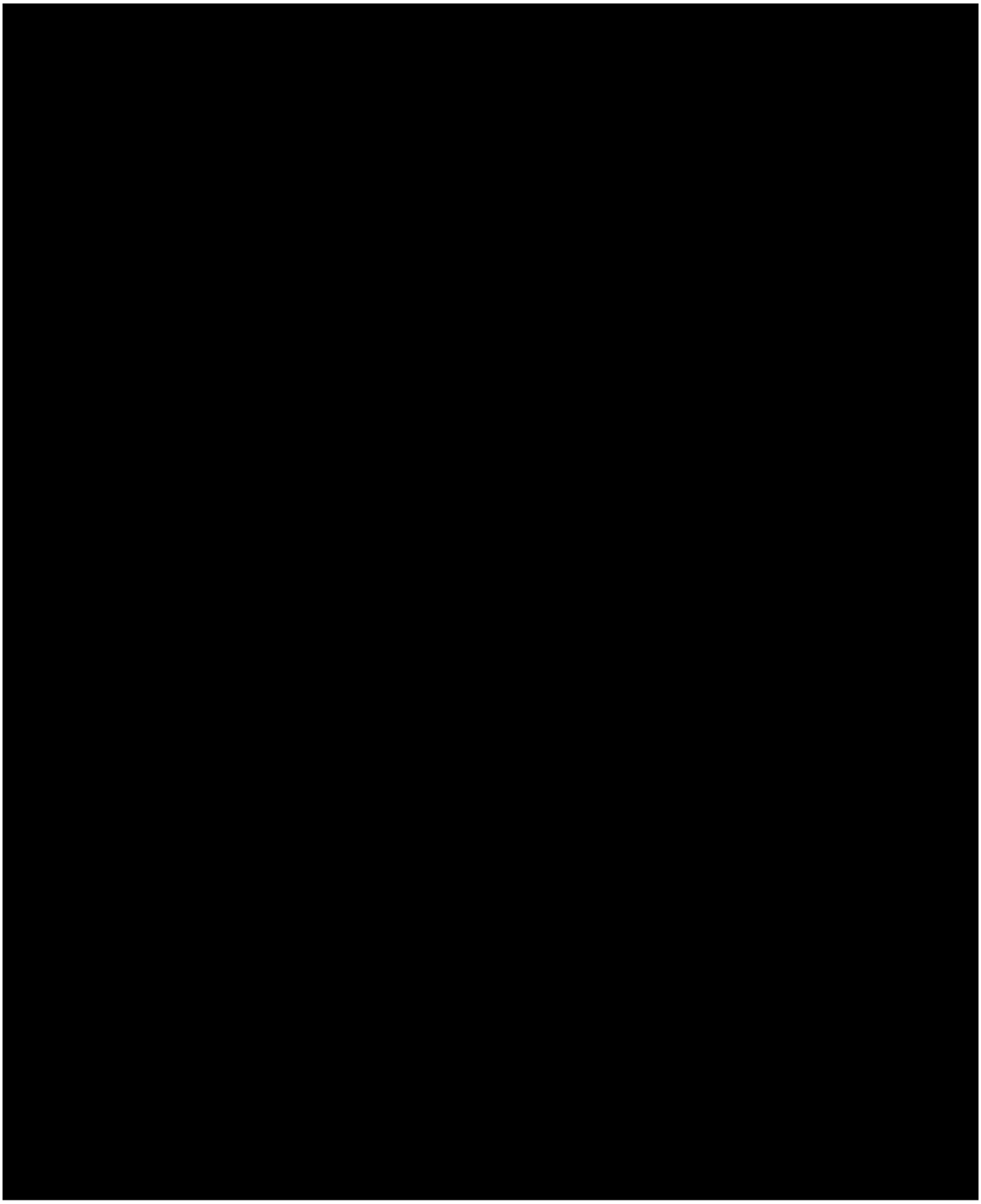


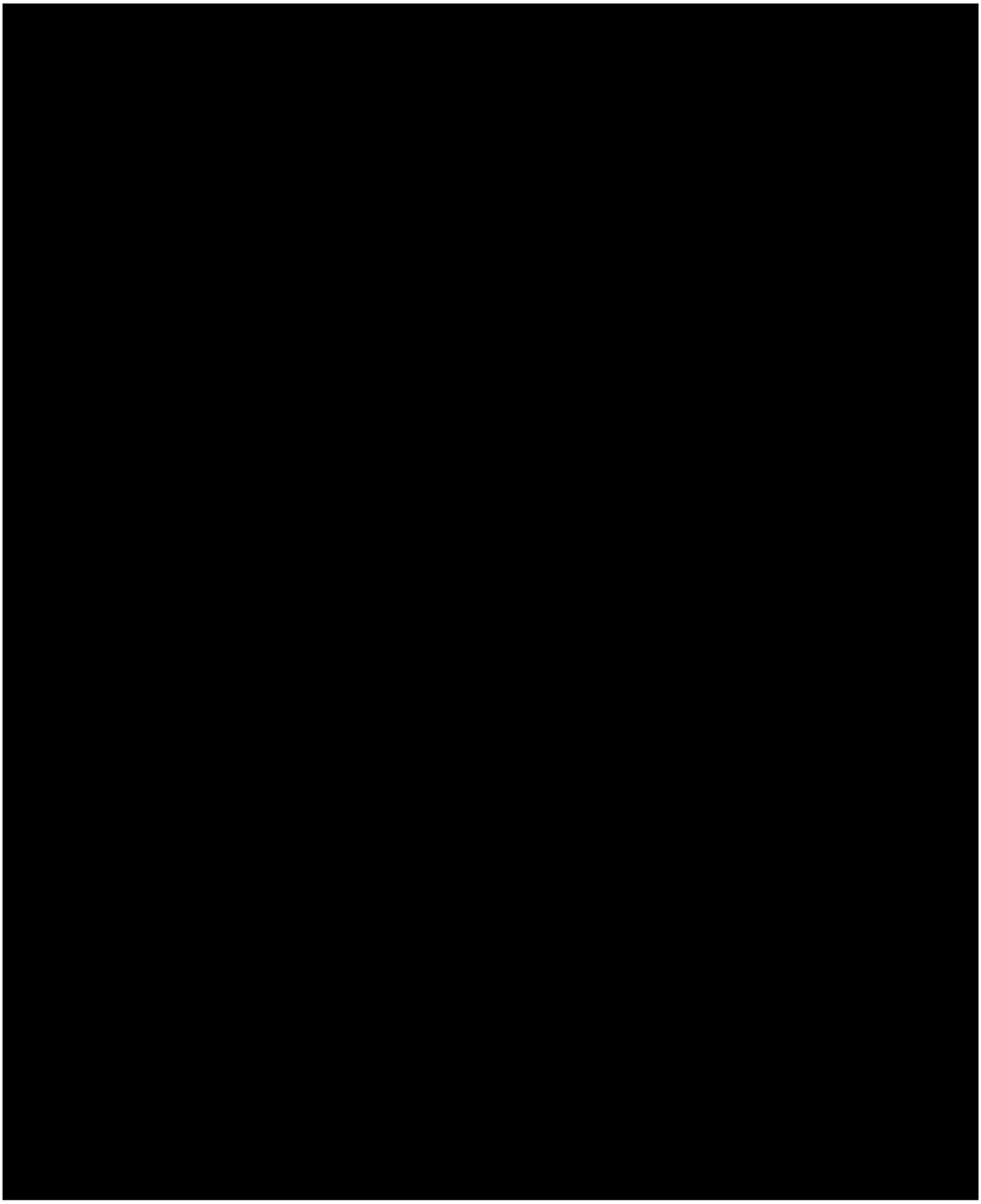












From: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Sent: 8/31/2022 6:17:21 PM
To: Pineda, Mauricio (MPC.) [mpineda6@ford.com]; Hultman, Paula (R.) [prieden@ford.com]; Appukutty, Jayagopal (J.) [jappukut@ford.com]; Arroyo, Jesus (J.) [JARROY25@ford.com]; Raub, George (G.) [graub@ford.com]; DeSmet, Edward (E.J.) [edesmet@ford.com]; Stanhope, Karen (K.A.) [kstanhop@ford.com]; Kemnitz, Erich (E.P.) [ekemnitz@ford.com]; Tippy, David (D.J.) [dtippy@ford.com]; Chascsa, Jim (JRCII.) [jchascsa@ford.com]; Browne, Michelle (M.F.) [MBROW604@ford.com]
Subject: RE: ASO EMM: (21-576) Expedition - Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment
Attachments: CCRG_21-576__seatbelt_pretensioner_ASO_EMM_Aug_31_mod1.pdf

Hello Jesus & Ed,

Sharing the data that was discussed in today's EMM.

[redacted]

Best Regards,
Nitesh
[redacted]

-----Original Appointment-----
From: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Sent: Wednesday, August 10, 2022 2:58 PM
To: Diaz, Adrian (A.D.); Jadhav, Nitesh (N.C.); Ott, David (D.J.); Pineda, Mauricio (MPC.); Hultman, Paula (R.); Appukutty, Jayagopal (J.); Arroyo, Jesus (J.); Raub, George (G.); DeSmet, Edward (E.J.); Stanhope, Karen (K.A.); Kemnitz, Erich (E.P.); Tippy, David (D.J.); Chascsa, Jim (JRCII.); Browne, Michelle (M.F.)
Cc: Ahmadi, Shadan (S.); Baker, Donna (D.J.); Beyer, Laura (L.D.); Bhavsar, Daven (D.); Boehk, Karen (K.S.); Brezee, Shane (S.B.); Britton, Eric (E.J.); Castro, Silney (S. C.); Cherman, Andre (A.L.); Cooper, Andy (A. H.); Cueceoglu, Aslan (A.D.); Culkeen, Patrick (P.M.); Darney, Simon (S.); Donovan, Kevin (K.M.); Dostie, Natalie (N.); Duchaine, Thomas (T.); Dunlap, Zachary (Z.); Fazio, John (J.V.); Freeman, Scott (S.T.); Furgerson, Bryan (B.L.); Grazioli, Alicia (A.B.); Gu, Tao (T.); Henney, Travis (J.); Johnson, Brandon (B.L.); Kolar, Sara (S.N.); Landry, Mike (M.P.); Gillanders, Eric (E.S.); Ling, Gunther (G.); Marepalli, Krishna chaitan (K.); Neborg, Kai (K.); Owens, Karen (K.E.); Page, Kimberly (K.A.); Parrish, Will (W.F.); Pawlica, Gregory (G.D.); Perez, Hugo (H.); Piña Ocampo, Enrique (EPO.); Raval, Jody (J.); Schop, Christopher (C.D.); Schultz, Matthew (M.J.); Smolarek, David (D.T.); Stanley, Daniel (D.J.); Svenson, Thomas (T.E.); Tuneff, Mark (M.S.); VanBelle, Laura (L.A.); Vazquez, Valeria (A.); Villela, Fernando (F.N.); Werthman, Alyssa (A.A.); Zacharski, Jessica (J.L.); Hansen, Thayne (T.); Leifson, Kirk (K.V.); Hider, Alyce (A.)
Subject: ASO EMM: (21-576) Expedition - Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment
When: Wednesday, August 31, 2022 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

08/18/2022: Rescheduled the 8/24 @ 12:00 – 12:30 meeting to 8/31 @ 1:30 – 2:00 at the request of the Engineering team.

Requester: Adrian Diaz (Lauralee A. Lambert #84-54321 / LLAMBE27)
Alternate Hosts: Nitesh Jadhav and Dave Ott

Deep-dive CCRG investigations or any business-related topics that need support from the ASO Assistant Director, Adrian Diaz.
Please direct any questions to ASO Lead of each agenda topic. Topics and attendees are based on agenda (managed by Enrique Pina).
Distributed to the broader ASO team for awareness. You may connect at your discretion if not directly involved in the items discussed.

Agenda:

Lead Region	NA
GRID #	21-576
Title	Expedition - Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment
ASO Lead	N. Jadhav
CCRG Chair	dott@ford.com
Objective / Desired Outcome	Review post-monitor Field data

-~-

-- Do not delete or change any of the following text. --

Join Meeting

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[redacted] Mexico - Sante Fe

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[redacted] Toll
[redacted] Mexico - Sante Fe
Global call-in numbers | Toll-free calling restrictions

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Dial [redacted]
You [redacted] er your meeting number.

If you are a host, [redacted] to view host information.

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For company policies on recording: [redacted]
For additional help joining Webex meeting [redacted]
Can't join the meeting? Ford users submit [redacted]

T32MC04

2018-2022MY Expedition/ Navigator

Seatbelt Retractor Pretensioner
CCRG – 21-576

ASO EMM Review
Aug 31, 2022

Turn Around
Automotive Operations

Modernize
Everywhere

Disrupt
Ourselves

Retractor Pretensioners Alleged Inadvertent Deployments

#	VIN #	MY	Driver	Passenger	Production Date	Repair Date	TIS (Months)	Mileage	Region Sold in
1	1FMJU1MT6KE[redacted]	2019	x	-	Mar 20, 2019	Jun 20, 2021	27	17187	United Arab Emirates (ARE)
2	1FMJU1MT8KE[redacted]	2019	x	-	Feb 21, 2019	Aug 14, 2021	30	22984	United Arab Emirates (ARE)
3	1FMJU1JT1KE[redacted]	2019	x	-	Jan 16, 2019	Aug 16, 2021	31	19658	United Arab Emirates (ARE)
4	1FMJU1JT3KE[redacted]	2019	x	-	Jan 22, 2019	Aug 30, 2021	31	7507	United Arab Emirates (ARE)
5	1FMJU1JT5KE[redacted]	2019	-	x	Feb 14, 2019	Jun 28, 2021	29	12820	Saudi Arabia (SAU)
6	1FMJU1JT2KE[redacted]	2019	-	x	Feb 16, 2019	Jun 28, 2021	28	43535	Saudi Arabia (SAU)
7	1FMJU1KT4KE[redacted]	2019	-	x	Nov 27, 2018	July 02, 2021	31	21114	Arizona, USA
8	1FMJU1JT9KE[redacted]	2019	-	x	Feb 27, 2019	Apr 22, 2022	38	21147	United Arab Emirates (ARE)
9	1FMJU1MT1KE[redacted]	2019	-	x	Jan 23, 2019	May 09, 2022	40	23167	United Arab Emirates (ARE)
10	5LMJJ2TT6KE[redacted]	2019	-	x	Apr 17, 2019	May 22, 2022	37	41735	United Arab Emirates (ARE)
11	5LMJJ3JT5KE[redacted]	2019	x	-	Feb 18, 2019	Jun 06, 2022	40	31433	United Arab Emirates (ARE)
12	5LMJJ3JT3KE[redacted]	2019	x	-	Nov 19, 2018	Jun 06, 2022	43	31433	United Arab Emirates (ARE)
13	1FMJK1JT6KE[redacted]	2019	-	x	Jun 04, 2019	Jun 08, 2022	36	49651	Phoenix, Arizona, USA
14	1FMJU1MT6KE[redacted]	2019	x	-	Apr 17, 2019	Jun 30, 2022	39	50494	Gilbert, Arizona, USA
15	1FMJK1MTXKE[redacted]	2019	x	-	Apr 23, 2019	July 26, 2022	39		Arizona, USA
16	5LMJJ2LT2KE[redacted]	2019	-	x	Feb 01, 2019	July 26, 2022	42	64445	Arizona, USA
17	5LMJJ2LT5JE[redacted]	2018	-	x	Sep 11, 2018	July 05, 2022	40	53256	United Arab Emirates (ARE)
18	5LMJJ2TT5KE[redacted]	2019	x	-	Feb 23, 2019	July 28, 2022	26	27929	United Arab Emirates (ARE)
19	5LMJJ2LT8KE[redacted]	2019	x	-	Nov 06, 2018	Aug 05, 2022	40	45235	United Arab Emirates (ARE)
20	1FMJU1KT1KE[redacted]	2019	-	x	Feb 15, 2019	Aug 15, 2022	37	40490	Arizona, USA
21	5LMJJ3LT7KE[redacted]	2019	-	x	Nov 29, 2018	Aug 16, 2022	44	49621	Florida, USA
22	5LMJJ3JT4JE[redacted]	2018	-	x	Sep 14, 2018	Aug 18, 2022	39	34904	United Arab Emirates (ARE)

Arizona = 6
Florida = 1
UAE = 13
Saudi Arabia = 2

PE23-021 000221 RC

Rates for the region

[redacted]

22 Alleged Inadvertent Deployments

Customer Comments-

- Bursting noise from Driver seatbelt area.
- Smoke fumes coming from Seatbelt area.
- Burning Smell coming thereafter.
- Seatbelt is stuck in closed position. Cannot extract. But customer manage to unbuckle and extract themselves out of the situation.
- Slide track for seat belt (hidden behind B-pillar trim) was broken from deployment of pretensioner (1FMJK1JT6KE[redacted]
- Customer dissatisfied.

[redacted]

Next Steps

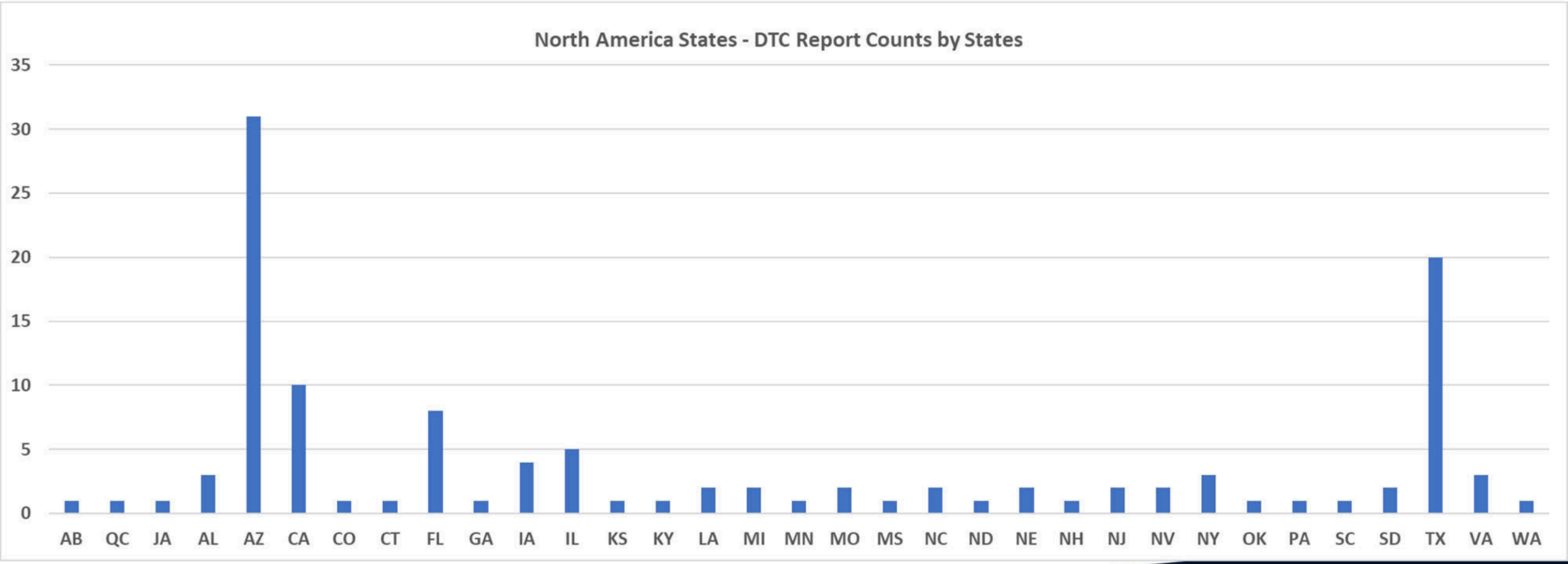
Need understanding of-

- Root-cause
- Clarity on Front-door & Rear-door

PE23-021 000224 RC

Appendix

DTCs by States in North America



PE23-021 000226 RC

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

[redacted]

US Average 205

From: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Sent: 8/23/2022 8:36:35 PM
To: Arroyo, Jesus (J.) [JARROY25@ford.com]; Chascsa, Jim (JRCII.) [jchascsa@ford.com]; Pineda, Mauricio (MPC.) [mpineda6@ford.com]; Raub, George (G.) [graub@ford.com]; Yilma, Benjamin (B.) [byilma@ford.com]; DeSmet, Edward (E.J.) [edesmet@ford.com]
CC: Hultman, Paula (R.) [prieden@ford.com]; Tippy, David (D.J.) [dtippy@ford.com]; Appukutty, Jayagopal (J.) [jappukut@ford.com]
Subject: RE: U55x system level tesing CCRG 21-576
Attachments: CCRG_seatbelt_pretensioner_alleged_IAD_Aug_09_2022_mod1.pdf

Hello Team,

Sending the list of VINs...

Thank you,
Best Regards,
Nitesh
[redacted]

-----Original Appointment-----
From: Arroyo, Jesus (J.) <jarroy25@ford.com>
Sent: Thursday, August 11, 2022 4:42 PM
To: Arroyo, Jesus (J.); Chascsa, Jim (JRCII.); Mauricio Pineda; Raub, George (G.); Ott, David (D.J.); Yilma, Benjamin (B.); DeSmet, Edward (E.J.)
Cc: Hultman, Paula (R.); Jadhav, Nitesh (N.C.); Boehk, Karen (K.S.); Appukutty, Jayagopal (J.)
Subject: U55x system level tesing CCRG 21-576
When: Tuesday, August 23, 2022 3:00 PM-4:00 PM (UTC-06:00) Guadalajara, Mexico City, Monterrey.
Where: webex

We have to re schedule the meeting, some key members are OOO,

Hello team,

[redacted]

Regards
Jesús

-~~~

Meeting number (access code): [redacted]

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US Toll Free Number

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er
[redacted]

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T32MC04

2018-2022MY Expedition/ Navigator

Seatbelt Retractor Pretensioner Alleged Inadvertent Deployment
CCRG – 21-576

Review
Aug 09, 2022

Turn Around
Automotive Operations

Modernize
Everywhere

Disrupt
Ourselves

PE23-021 000230 RC

Retractor Pretensioners Alleged Inadvertent Deployments (IAD)

#	VIN #	Driver	Passenger	Production Date	Repair Date	Time in service (Months)	Region Sold in
1	1FMJU1MT6KE[redacted]	x	-	Mar 20, 2019	Jun 20, 2021	27	United Arab Emirates (ARE)
2	1FMJU1MT8KE[redacted]	x	-	Feb 21, 2019	Aug 14, 2021	30	United Arab Emirates (ARE)
3	1FMJU1JT1KE[redacted]	x	-	Jan 16, 2019	Aug 16, 2021	31	United Arab Emirates (ARE)
4	1FMJU1JT3KE[redacted]	x	-	Jan 22, 2019	Aug 30, 2021	31	United Arab Emirates (ARE)
5	1FMJU1JT5KE[redacted]	-	x	Feb 14, 2019	Jun 28, 2021	29	Saudi Arabia (SAU)
6	1FMJU1JT2KE[redacted]	-	x	Feb 16, 2019	Jun 28, 2021	28	Saudi Arabia (SAU)
7	1FMJU1KT4KE[redacted]	-	x	Nov 27, 2018	July 02, 2021	31	Arizona, USA
8	1FMJU1JT9KE[redacted]	-	x	Feb 27, 2019	Apr 22, 2022	38	United Arab Emirates (ARE)
9	1FMJU1MT1KE[redacted]	-	x	Jan 23, 2019	May 09, 2022	40	United Arab Emirates (ARE)
10	5LMJJ2TT6KE[redacted]	-	x	Apr 17, 2019	May 22, 2022	37	United Arab Emirates (ARE)
11	5LMJJ3JT5KE[redacted]	x	-	Feb 18, 2019	Jun 06, 2022	40	United Arab Emirates (ARE)
12	5LMJJ3JT3KE[redacted]	x	-	Nov 19, 2018	Jun 06, 2022	43	United Arab Emirates (ARE)
13	1FMJK1JT6KE[redacted]	-	x	Jun 04, 2019	Jun 08, 2022	36	Phoenix, Arizona, USA
14	1FMJU1MT6KE[redacted]	x	-	Apr 17, 2019	Jun 30, 2022	39	Gilbert, Arizona, USA
15	1FMJK1MTXKE[redacted]	x	-	Apr 23, 2019	July 26, 2022	39	Arizona, USA
16	5LMJJ2LT2KE[redacted]	-	x	Feb 01, 2019	July 26, 2022	42	Arizona, USA

16 Alleged Inadvertent Deployments (IAD)

PE23-021 000231 RC

From: Hultman, Paula (R.) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5F9204E849EB4BEFA6DB36B484BB60E7-PRIEDEN]
Sent: 8/5/2022 5:04:38 PM
To: Jadhav, Nitesh (N.C.) [njadhav@ford.com]; Pineda, Mauricio (MPC.) [mpineda6@ford.com]
CC: Polsinelli, Antonietta (A.) [abravo1@ford.com]; Strachan, Jonathan (J.) [jstrach7@ford.com]; Arroyo, Jesus (J.) [JARROY25@ford.com]; Chascsa, Jim (JRCII.) [jchascsa@ford.com]
Subject: RE: CCRG-21-576 next steps

Mauricio – please add Antonietta and Jonathan.

Nitesh – Antonietta and Jonathan are in GRID.

Paula
Mobile Phone: [redacted]
"If you can't explain it simply, you don't understand it well enough." – Albert Einstein

---

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Friday, August 5, 2022 1:01 PM
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG-21-576 next steps

Hey Paula –
Can we please add the FCSD team to this discussion – one who is working to get the parts from the recent Inadvertent deployment?
Did not catch the name of the person in CCRG.

Best Regards,
Nitesh

-----Original Appointment-----
From: Arroyo, Jesus (J.) <jarroy25@ford.com>
Sent: Friday, August 5, 2022 12:53 PM
To: Pineda, Mauricio (MPC.); Chascsa, Jim (JRCII.); Jadhav, Nitesh (N.C.); Hultman, Paula (R.)
Subject: CCRG-21-576 next steps
When: Tuesday, August 9, 2022 11:00 AM-11:30 AM (UTC-06:00) Guadalajara, Mexico City, Monterrey.
Where: webex
Importance: High

Hello team,

Let discuss the next steps for this item,

Regards
Jesús

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: jueves, 4 de agosto de 2022 09:11 a. m.
To: Ott, David (D.J.) <dott@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>

Cc: Nagy, Jason (J.R.) <jnagy14@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>
Subject: RE: Airbags Deployed
Importance: High

+ Jesus

Jesus, per our review today, can you please schedule a review with Nitesh, Paula, and Jim so we can discuss the details behind the next steps.

Kind regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: **mpineda6@ford.com**

From: Ott, David (D.J.) <dott@ford.com>
Sent: Thursday, August 4, 2022 8:15 AM
To: Hanson, Chris (C.) <chanson3@lincoln.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Cc: Nagy, Jason (J.R.) <jnagy14@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Subject: FW: Airbags Deployed
Importance: High

We have an open CCRG investigation on this subject and would be interested in anything that can be learned here, parts returns, etc.

Nitesh, can you please coordinate with PD and FCSD?

Thanks,

David J. Ott
Defect Investigations Manager – Truck Programs (CCRG Chair)
Automotive Safety Office
Ford Motor Company
[redacted]

From: Nagy, Jason (J.R.) <jnagy14@ford.com>
Sent: Tuesday, August 2, 2022 4:32 PM
To: Ott, David (D.J.) <dott@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>
Subject: FW: Airbags Deployed

Hi Chris. These vehicles would fall under Dave Ott's group. I have included Dave in this e-mail.

Regards,

Jason Nagy
Senior Safety Investigations Engineer
Ford Motor Company
Phone: 313-805-6057
E-mail: JNagy14@Ford.com

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Tuesday, August 02, 2022 3:40 PM
To: Nagy, Jason (J.R.) <jnagy14@ford.com>
Subject: FW: Airbags Deployed

Jason,

The email below is regarding two VINs that recently have come into a dealer in AZ where they are experiencing high heat. They have pretensioner codes, but no DTC to indicate a crash event.

1FMJK1MTXKE[redacted] – B007E:13:8B for Driver Seatbelt Pretensioner C Deployment Control
5LMJJ2LT2KE[redacted] – B007F:13:8B for Passenger Seatbelt Pretensioner C Deployment Control

I did a word search in GCQIS for 2019 Expedition/Navigator using DTC B007E and/or B007F as the keywords and returned 96 reports. I've attached the reports that seem to indicate an actual deployment. It's odd that 90% of the reports were from Dubai, and the others were high temp states like AZ.

Can you direct these as appropriate?

Thanks,

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Saturday, July 30, 2022 6:44 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: RE: Airbags Deployed

Chris,

Here's the email from Francisco at Sanderson Lincoln. Just as you suspected it was the pretensioner…

Is it possible to have an FSE look at both vehicles? I'm also curious if the vehicle was giving a warning to the owner of the vehicle advising them to get service prior to this occurring?

Thanks for all of your help here as always.

Gary

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Wednesday, July 27, 2022 6:01 AM
To: Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Re: Airbags Deployed for No Reason

Chris, I am almost sure you are spot on, but I will get more info. Francisco, SM, said he would send me more info when he got the Expedition.

Sent from my iPhone

On Jul 26, 2022, at 9:23 PM, Hanson, Chris (C.) <chanson3@lincoln.com> wrote:

Gary,

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

EST. 1922 | 100 years

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 10:39 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: RE: Airbags Deployed for No Reason

The Navigator is 5LMJJ2LT2K[redacted]

Agree, I'm not trying to speculate.

Gary

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Tuesday, July 26, 2022 7:03 PM
To: Macheske, Gary (G.) <gmachesk@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Re: Airbags Deployed for No Reason

Get me the VIN. Let's not say they went off for no reason until we see the data.

Get Outlook for iOS

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 7:15:00 PM
To: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Airbags Deployed for No Reason

Hi guys,

Rebecca from Sanderson Lincoln just called to let me know that they have a Navigator in their shop (I think 2018MY) that the right passenger airbag deployed while sitting stopped at a red light. They just got informed that an Expedition is on their way that had the same issue. They will be sending me VINs and any codes they can pull, but she wanted me to bring this to the powers to be asap due to the nature of the issue. The client in the Navigator isn't comfortable getting their vehicle back until we can explain why it happened.

You may know that Phoenix has had record temperatures and humidity in the recent weeks. Perhaps that's a factor?

Would there be any benefit of having our FSE inspect both vehicles as both should be in their shop tomorrow?

She is very, very concerned about this while it's only two vehicles it is a trend and a serious and dangerous impact when not expecting anything like this to occur.

Gary Macheske
Parts & Service Operations Manager
West Market Area
GMACHESK@LINCOLN.COM
Cell: [redacted]

Fax: (866) 638-1295

THE LINCOLN MOTOR COMPANY

-~-

-- Do not delete or change any of the following text. --

Join Meeting

Meeting number (access code): [redacted]

Tap to join from a mobile device (attendees only)

[redacted] / Toll

[redacted] US Toll Free Number

Join by phone

[redacted] FordNet 248-3668 / Toll

[redacted] US Toll Free Number

[redacted]

Join from a video system or application

Dial [redacted]

[redacted] and enter your meeting number.

If you are a host, [redacted] o view host information.

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For company policies on recording: [redacted]

For additional help joining Webex meetings: [redacted]

Can't join the meeting? Ford users submit a ticke[redacted]

T32MC04

From: Hanson, Chris (C.) [chanson3@lincoln.com]
Sent: 8/3/2022 9:19:07 PM
To: Hultman, Paula (R.) [prieden@ford.com]
Subject: RE: Pretensioners deployed

Okay, thanks. Lord know we all have a lot going on.

I had the PCE tell me yesterday he couldn't find any reports on the issue when I had already found what I sent you, so I figured maybe it was because they were export reports.

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

From: Hultman, Paula (R.) <prieden@ford.com>
Sent: Wednesday, August 03, 2022 5:07 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>
Subject: RE: Pretensioners deployed

Sorry – multi-tasking and swapped Navigator and Expedition around in my head and in print. I did not mean to confuse things.

Paula
Mobile Phone: [redacted]
"If you can't explain it simply, you don't understand it well enough." – Albert Einstein

---

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Wednesday, August 3, 2022 2:42 PM
To: Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: Pretensioners deployed

Interesting that we are saying this is our first Expedition claim. See attached GCQIS reports. Most are from Dubai or Arizona.

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

From: Hultman, Paula (R.) prieden@ford.com
Sent: Wednesday, August 03, 2022 2:31 PM
To: Hanson, Chris (C.) chanson3@lincoln.com; Hamilton, Steven (S.C.) shamilt3@ford.com; Pineda, Mauricio (MPC.) mpineda6@ford.com; Gleason, Rob (.) rgleason@ford.com
Cc: Jadhav, Nitesh (N.C.) njadhav@ford.com; Boehk, Karen (K.S.) kboehk@ford.com
Subject: RE: Pretensioners deployed

Yes, both, please. Thank you.

Paula
Mobile Phone: [redacted]
"If you can't explain it simply, you don't understand it well enough." – Albert Einstein

---

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Wednesday, August 3, 2022 2:26 PM
To: Hultman, Paula (R.) <prieden@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Gleason, Rob (.) <rgleason@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: Pretensioners deployed

Paula and Team,

Do you want the pretensioner **and** the RCM?

Rob,

Can you advise how to proceed? Engineering wants the parts back for an investigation. We're covering the repairs on the Navigator but need guidance with the Expedition. I think the dealer has a financial assistance case in GCCT the dealer said they were awaiting approval. Can we get this approved? Their request might only be for replacing the seatbelt retractor, and we might need to replace the RCM as well. VIN is below.

1FMJK1MTXKE[redacted] – B007E:13:8B for Driver Seatbelt Pretensioner C Deployment Control

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

EST. 1922 | 100 years

From: Hultman, Paula (R.) <prieden@ford.com>
Sent: Wednesday, August 03, 2022 2:06 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: Pretensioners deployed

Thanks, Chris.

If you have any influence on the approval for the Expedition, we'd appreciate it. This is our first Expedition claim we have a chance to review.

Paula
Mobile Phone: [redacted]
"If you can't explain it simply, you don't understand it well enough." – Albert Einstein

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Wednesday, August 3, 2022 2:04 PM
To: Hamilton, Steven (S.C.) <shamilt3@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: Pretensioners deployed

FYI, we are replacing the deployed retractor and RCM on the Navigator using Lincoln Loyalty funds. The 700-part return tag should then get these parts back, but I did tell the dealer to hold on to them. I guess I should ask, if we need to replace the RCM?

The Expedition is out of bump-to-bumper coverage and the dealer is awaiting a decision on loyalty approval.

Chris Hanson
Lincoln Service Programs Manager
313-418-4805
EST. 1922 | 100 years

From: Hamilton, Steven (S.C.) <shamilt3@ford.com>
Sent: Wednesday, August 03, 2022 1:54 PM
To: Hultman, Paula (R.) <prieden@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: Pretensioners deployed

Chris,

Can you help with getting parts back from Sanderson or ask them to hold them? I am not sure if normal warranty part return request will work if they are out of warranty.

Best regards,

Steve Hamilton
Concern ID & Resolution Program Manager – FCSD Service Engineering Operations
Edge/Nautilus; Explorer/Aviator; Expedition/Navigator
Phone: Call using WebEx teams
Email: SHAMILT3@FORD.COM

From: Hultman, Paula (R.) <prieden@ford.com>
Sent: Wednesday, August 03, 2022 1:47 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: FW: Pretensioners deployed
Importance: High

Hello Mauricio – attached are 2 new claims that appear to be associated with 21-576 – 2019 Navigator Pretensioners. One is an Expedition (I think this is our first Expedition).

Steve – we have active 700 tags for the pretensioner and RCM. Please help us get these parts back. Thank you!

Regards,
Paula Rieden Hultman
Critical Concern Engineer
GVHM / Design Assurance
Mobile Phone: [redacted]
Email: prieden@ford.com
"The information contained herein is FORD PROPRIETARY information and may include FORD CONFIDENTIAL information as defined in Ford's Global Information Standard II. Reproduction of this document, disclosure of the information, and use for any purpose other than the conduct of business with Ford is expressly prohibited."

From: Boehk, Karen (K.S.) <kboehk@ford.com>
Sent: Wednesday, August 3, 2022 1:38 PM
To: Hultman, Paula (R.) <prieden@ford.com>
Subject: FW: Pretensioners deployed

I believe you are working on this topic with Nitesh. And it's 21-576

Karen S. Boehk
NA Truck Critical Concern Manager
Cell: [redacted]
CDSID: kboehk E-mail: kboehk@ford.com

From: Hamilton, Steven (S.C.) <shamilt3@ford.com>
Sent: Wednesday, August 03, 2022 1:14 PM
To: Boehk, Karen (K.S.) <kboehk@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Cc: Hanson, Chris (C.) <chanson3@lincoln.com>; Smith, D J (D.J.) <dsmith48@ford.com>
Subject: FW: Pretensioners deployed

Karen, Shane,

Not sure if this warrants a deeper dive or not from the PD Restraints Team on seat belt pretensioner deployment but wanted to send your way just in case. Sanderson Lincoln in San Francisco had both a 2019 Expedition and Navigator come in with seat belt pre-tensioners deployed for no apparent reason allegedly per the note chain below. Chris Hanson from the Lincoln Service team ran a GCQIS report query and did come up with 11 reports of this for 2019 Expedition/Navigator (attached). I ran this by KTP PVT and there are not aware of any concerns seen at the plant or during 0-3 MIS for that model year.

Thanks.

Best regards,
Steve Hamilton
Concern ID & Resolution Program Manager – FCSD Service Engineering Operations
Edge/Nautilus; Explorer/Aviator; Expedition/Navigator
Phone: Call using WebEx teams
Email: SHAMILT3@FORD.COM

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Monday, August 01, 2022 11:11 AM
To: Smith, D J (D.J.) <dsmith48@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>
Subject: Pretensioners deployed

I'm going to tell the dealer to install a simulator to verify there is no circuit issue before we do anything. I'm suspecting a circuit issue of some kind.

Do we have any reports of pretensioner DTCs on 2019 Exped/Nav?

Below are the VINs: They are both 2019 MY, one Expedition one Navigator (I know the attachment says Explorer, which is not correct).

1FMJK1MTXKE[redacted] – B007E:13:8B for Driver Seatbelt Pretensioner C Deployment Control
5LMJJ2LT2KE[redacted] – B007F:13:8B for Passenger Seatbelt Pretensioner C Deployment Control

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Saturday, July 30, 2022 6:44 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: RE: Airbags Deployed for No Reason

Chris,

Here's the email from Francisco at Sanderson Lincoln. Just as you suspected it was the pretensioner…

Is it possible to have an FSE look at both vehicles? I'm also curious if the vehicle was giving a warning to the owner of the vehicle advising them to get service prior to this occurring?

Thanks for all of your help here as always.

Gary

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Wednesday, July 27, 2022 6:01 AM
To: Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Re: Airbags Deployed for No Reason

Chris, I am almost sure you are spot on, but I will get more info. Francisco, SM, said he would send me more info when he got the Expedition.

Sent from my iPhone

On Jul 26, 2022, at 9:23 PM, Hanson, Chris (C.) <chanson3@lincoln.com> wrote:

Gary,

[redacted]

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

EST. 1922 | 100 years

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 10:39 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: RE: Airbags Deployed for No Reason

The Navigator is 5LMJJ2LT2KE[redacted]

Agree, I'm not trying to speculate.

Gary

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Tuesday, July 26, 2022 7:03 PM
To: Macheske, Gary (G.) <gmachesk@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>

Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Re: Airbags Deployed for No Reason

Get me the VIN. Let's not say they went off for no reason until we see the data.

Get Outlook for iOS

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 7:15:00 PM
To: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Airbags Deployed for No Reason

Hi guys,

Rebecca from Sanderson Lincoln just called to let me know that they have a Navigator in their shop (I think 2018MY) that the right passenger airbag deployed while sitting stopped at a red light. They just got informed that an Expedition is on their way that had the same issue. They will be sending me VINs and any codes they can pull, but she wanted me to bring this to the powers to be asap due to the nature of the issue. The client in the Navigator isn't comfortable getting their vehicle back until we can explain why it happened.

You may know that Phoenix has had record temperatures and humidity in the recent weeks. Perhaps that's a factor?

Would there be any benefit of having our FSE inspect both vehicles as both should be in their shop tomorrow?

She is very, very concerned about this while it's only two vehicles it is a trend and a serious and dangerous impact when not expecting anything like this to occur.

Gary Macheske
Parts & Service Operations Manager
West Market Area
GMACHESK@LINCOLN.COM
Cell: [redacted]
Fax: (866) 638-1295

THE LINCOLN MOTOR COMPANY

From: Hanson, Chris (C.) [chanson3@lincoln.com]
Sent: 8/3/2022 6:41:38 PM
To: Hultman, Paula (R.) [prieden@ford.com]
Subject: RE: Pretensioners deployed
Attachments: Report Summary for the CQIS Report#N64D3004, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#N6HBW010, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#N6FA4047, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#N6FA4059, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#N5IBK243, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#N4VCM005, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#M8SAA011, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#M8QAB012, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#M8QAK019, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#M8OAG003, from CHANSON3@LINCOLN.COM

Interesting that we are saying this is our first Expedition claim. See attached GCQIS reports. Most are from Dubai or Arizona.

Chris Hanson
Lincoln Service Programs Manager
313-418-4805
EST. 1922 | 100 years

From: Hultman, Paula (R.) prieden@ford.com
Sent: Wednesday, August 03, 2022 2:31 PM
To: Hanson, Chris (C.) chanson3@lincoln.com; Hamilton, Steven (S.C.) shamilt3@ford.com; Pineda, Mauricio (MPC.) mpineda6@ford.com; Gleason, Rob (.) rgleason@ford.com
Cc: Jadhav, Nitesh (N.C.) njadhav@ford.com; Boehk, Karen (K.S.) kboehk@ford.com
Subject: RE: Pretensioners deployed

Yes, both, please. Thank you.

Paula
Mobile Phone: [redacted]
"If you can't explain it simply, you don't understand it well enough." – Albert Einstein

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Wednesday, August 3, 2022 2:26 PM
To: Hultman, Paula (R.) <prieden@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Gleason, Rob (.) <rgleason@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: Pretensioners deployed

Paula and Team,

Do you want the pretensioner **and** the RCM?

Rob,

Can you advise how to proceed? Engineering wants the parts back for an investigation. We're covering the repairs on the Navigator but need guidance with the Expedition. I think the dealer has a financial assistance case in GCCT the

dealer said they were awaiting approval. Can we get this approved? Their request might only be for replacing the seatbelt retractor, and we might need to replace the RCM as well. VIN is below.

1FMJK1MTXKE[redacted]– B007E:13:8B for Driver Seatbelt Pretensioner C Deployment Control

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

From: Hultman, Paula (R.) <prieden@ford.com>
Sent: Wednesday, August 03, 2022 2:06 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: Pretensioners deployed

Thanks, Chris.

If you have any influence on the approval for the Expedition, we'd appreciate it. This is our first Expedition claim we have a chance to review.

Paula
Mobile Phone: [redacted]
"If you can't explain it simply, you don't understand it well enough." – Albert Einstein

---

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Wednesday, August 3, 2022 2:04 PM
To: Hamilton, Steven (S.C.) <shamilt3@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: Pretensioners deployed

FYI, we are replacing the deployed retractor and RCM on the Navigator using Lincoln Loyalty funds. The 700-part return tag should then get these parts back, but I did tell the dealer to hold on to them. I guess I should ask, if we need to replace the RCM?

The Expedition is out of bump-to-bumper coverage and the dealer is awaiting a decision on loyalty approval.

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

From: Hamilton, Steven (S.C.) <shamilt3@ford.com>
Sent: Wednesday, August 03, 2022 1:54 PM
To: Hultman, Paula (R.) <prieden@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: Pretensioners deployed

Chris,

Can you help with getting parts back from Sanderson or ask them to hold them? I am not sure if normal warranty part return request will work if they are out of warranty.

Best regards,

Steve Hamilton
Concern ID & Resolution Program Manager – FCSD Service Engineering Operations
Edge/Nautilus; Explorer/Aviator; Expedition/Navigator
Phone: Call using WebEx teams
Email: SHAMILT3@FORD.COM

From: Hultman, Paula (R.) <prieden@ford.com>
Sent: Wednesday, August 03, 2022 1:47 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: FW: Pretensioners deployed
Importance: High

Hello Mauricio – attached are 2 new claims that appear to be associated with 21-576 – 2019 Navigator Pretensioners. One is an Expedition (I think this is our first Expedition).

Steve – we have active 700 tags for the pretensioner and RCM. Please help us get these parts back. Thank you!

Regards,

Paula Rieden Hultman
Critical Concern Engineer
GVHM / Design Assurance
Mobile Phone: [redacted]
Email: prieden@ford.com

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From: Boehk, Karen (K.S.) <kboehk@ford.com>
Sent: Wednesday, August 3, 2022 1:38 PM
To: Hultman, Paula (R.) <prieden@ford.com>
Subject: FW: Pretensioners deployed

I believe you are working on this topic with Nitesh. And it's 21-576

Karen S. Boehk
NA Truck Critical Concern Manager
Cell: [redacted]
CDSID: kboehk E-mail: kboehk@ford.com

From: Hamilton, Steven (S.C.) <shamilt3@ford.com>
Sent: Wednesday, August 03, 2022 1:14 PM
To: Boehk, Karen (K.S.) <kboehk@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Cc: Hanson, Chris (C.) <chanson3@lincoln.com>; Smith, D J (D.J.) <dsmith48@ford.com>
Subject: FW: Pretensioners deployed

Karen, Shane,

Not sure if this warrants a deeper dive or not from the PD Restraints Team on seat belt pretensioner deployment but wanted to send your way just in case. Sanderson Lincoln in San Francisco had both a 2019 Expedition and Navigator come in with seat belt pre-tensioners deployed for no apparent reason allegedly per the note chain below. Chris Hanson from the Lincoln Service team ran a GCQIS report query and did come up with 11 reports of this for 2019 Expedition/Navigator (attached). I ran this by KTP PVT and there are not aware of any concerns seen at the plant or during 0-3 MIS for that model year.

Thanks.

Best regards,

Steve Hamilton
Concern ID & Resolution Program Manager – FCSD Service Engineering Operations
Edge/Nautilus; Explorer/Aviator; Expedition/Navigator
Phone: Call using WebEx teams
Email: SHAMILT3@FORD.COM

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Monday, August 01, 2022 11:11 AM
To: Smith, D J (D.J.) <dsmith48@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>
Subject: Pretensioners deployed

I'm going to tell the dealer to install a simulator to verify there is no circuit issue before we do anything. I'm suspecting a circuit issue of some kind.

Do we have any reports of pretensioner DTCs on 2019 Exped/Nav?

Below are the VINs: They are both 2019 MY, one Expedition one Navigator (I know the attachment says Explorer, which is not correct).

1FMJK1MTXKE[redacted] – B007E:13:8B for Driver Seatbelt Pretensioner C Deployment Control
5LMJJ2LT2KE[redacted] – B007F:13:8B for Passenger Seatbelt Pretensioner C Deployment Control

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

EST. 1922 | 100 years

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Saturday, July 30, 2022 6:44 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>

Cc: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: RE: Airbags Deployed for No Reason

Chris,

Here's the email from Francisco at Sanderson Lincoln. Just as you suspected it was the pretensioner...

Is it possible to have an FSE look at both vehicles? I'm also curious if the vehicle was giving a warning to the owner of the vehicle advising them to get service prior to this occurring?

Thanks for all of your help here as always.

Gary

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Wednesday, July 27, 2022 6:01 AM
To: Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Re: Airbags Deployed for No Reason

Chris, I am almost sure you are spot on, but I will get more info. Francisco, SM, said he would send me more info when he got the Expedition.

Sent from my iPhone

On Jul 26, 2022, at 9:23 PM, Hanson, Chris (C.) <chanson3@lincoln.com> wrote:

Gary,

[redacted]

C

[redacted]

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

EST. 1922 | 100 years

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 10:39 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: RE: Airbags Deployed for No Reason

The Navigator is 5LMJJ2LT2KE[redacted]

Agree, I'm not trying to speculate.

Gary

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Tuesday, July 26, 2022 7:03 PM
To: Macheske, Gary (G.) <gmachesk@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Re: Airbags Deployed for No Reason

Get me the VIN. Let's not say they went off for no reason until we see the data.

Get Outlook for iOS

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 7:15:00 PM
To: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Hanson, Chris (C.) <chanson3@lincoln.com>

Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Airbags Deployed for No Reason

Hi guys,

Rebecca from Sanderson Lincoln just called to let me know that they have a Navigator in their shop (I think 2018MY) that the right passenger airbag deployed while sitting stopped at a red light. They just got informed that an Expedition is on their way that had the same issue. They will be sending me VINs and any codes they can pull, but she wanted me to bring this to the powers to be asap due to the nature of the issue. The client in the Navigator isn't comfortable getting their vehicle back until we can explain why it happened.

You may know that Phoenix has had record temperatures and humidity in the recent weeks. Perhaps that's a factor?

Would there be any benefit of having our FSE inspect both vehicles as both should be in their shop tomorrow?

She is very, very concerned about this while it's only two vehicles it is a trend and a serious and dangerous impact when not expecting anything like this to occur.

Gary Macheske
Parts & Service Operations Manager
West Market Area
GMACHESK@LINCOLN.COM
Cell: [redacted]
Fax: (866) 638-1295

THE LINCOLN MOTOR COMPANY

From: CQIS@ford.com [CQIS@ford.com]
Sent: 8/2/2022 7:02:35 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#N64D3004, from CHANSON3@LINCOLN.COM

Attachments : 0

Report# :	[redacted]			**Received:**	06/30/2022
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,EXPEDITION 4X4 ,4X4 ,PLATNUM,MPV ,1FMJU1MT6KE[redacted]			**Build Date:**	04/17/2019
Odometer :	50,494 M	**Engine:**	3.5L-GTDI	**Calibration:**	KTB8URNA
Transmission:	10R80	**Axle:**	3.31 RATIO	**A/C:**	YES
Dealer:	USA 07488 San Tan Ford			**Phone#:**	[redacted]
City:	Gilbert	**State:**	Arizona	**Country :**	USA
Originator:	[redacted]	**Originator e-mail:**	[redacted]		

Symptom: 8 84 1 21 SAFE/SEC,AIR BAG,FRONT DRIVER,UNINT DEPLOY
Status:
VFG: V05 OCCUPANT RESTRAINT
Additional Symptom: Pretensioner deployment
Fix: **Causal Component :**
Condition Code:

Hotliner: PBABINEC Phone: Regn Cd: W3 Phoenix
Engineering: Phone: TAR:
Dlr Contact: [redacted] Phone: Title Cde: T

DTC:
RCM:B007E-13
Comments :

CONCER 06/30/2022 09:47AM PIERCE BABINEC MSS - FCSD - TECH ASSIT CENTER

Web Form Data(119525722) Description of Vehicle Concern: customer was driving vehicle with airbag on the last few days,yesterday while driving customer states a loud bang and drivers seatbelt tightened up. Please list any diagnostics already performed: performed body electrical test and performed pinpoint test a1 yes,a2 no,65ohms,a3 no,a6 yes .3ohms,a7 yes,a11 yes Parts Replaced: none Your Question: drivers seatbelt retractor pretensioner deployed in vehicle while driving,no other codes are present,if i use a simulator pid value is correct and can erase the codes,before i replace retractor i need to know if its even safe to do so.I have never witnessed a deployment event without additional codes in rcm,vehicle has no impact damage.I have checked circuits and am unable to find any damage.I am unsure what else to check that would cause this

deployment.What would be the correct course of diagnosis for this concern? Are you aware of this concern happening before?

RECOMM 06/30/2022 09:47AM PIERCE BABINEC MSS - FCSD - TECH ASSIT CENTER

Hello [redacted] A search through the self-help tool did not reveal any similar reports at this time. If the RCM deployed the pretensioner due to an accident event, there would be DTCs indicating the event. Since there aren t any crash DTCs present, there is likely an RCM or a circuit fault that has caused this. Reviewing Connected Vehicle Data, it appears the B007E:13 has been present since June 13, indicating there may be a circuit fault present. If it hasn t already been completed, run through Pinpoint Test L in section 501-20B to ensure no circuit faults are present. If the test doesn t have you check for shorts, inspect both circuits for any shorts as well. If you notice any faults but the damage cannot be seen when inspecting the harness, you can replace the C323 connector pigtail, and run new circuits from the RCM connector (spliced into the existing circuits near the connector) to the pretensioner, ensuring to follow the splicing procedure outlined on cell 5 page 5. When doing this, first inspect the RCM connector and ensure there are no signs of corrosion, damage, or pin fitment issues. If there are any issues with the connector, harness replacement is necessary. After repairing the circuits or ensuring no faults are present, inspect the RCM mounting location and ensure the RCM is securely mounted to a clean surface. Ensure there is no damage present to the floor pan. If there are no issues seen, continue with replacing the RCM and the deployed pretensioner, as it is necessary to replace both the RCM and any deployed components after a deployment event. -Pierce B Ford Technical Assistance Center As your dealership is equipped with the See What I See (SWIS) headset, if additional technical assistance is required and a SWIS session would be beneficial (live video or picture would help), click [redacted] to book a SWIS call with the TAC. After booking an appointment a TAC representative will reach out to you at the appropriate time. Verify the following prior to your appointment:

- Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest software level.
- Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)
- The vehicle you are working on is in a bay with good Wi-Fi connectivity

If the bullet points above are met the TAC can be reached at (800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to perform a SWIS call.

[redacted]

[redacted]

ADD-ON 06/30/2022 09:47AM PIERCE BABINEC MSS - FCSD - TECH ASSIT CENTER

SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : N/A

[redacted]

From: CQIS@ford.com [CQIS@ford.com]
Sent: 8/2/2022 7:04:52 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#N6HBW010, from CHANSON3@LINCOLN.COM

Attachments : 0

Report# :	[redacted]			**Received:**	06/08/2022
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,EXPEDITION 4X4 ,4X4 ,XLT MAX,MPV ,1FMJK1JT6KE[redacted]			**Build Date:**	06/04/2019
Odometer :	49,651 M	**Engine:**	3.5L-GTDI	**Calibration:**	KTB8URNA
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	USA 20360 Bell Ford			**Phone#:**	[redacted]
City:	Phoenix	**State:**	Arizona	**Country :**	USA
Originator:	[redacted]	**Originator e-mail:**	[redacted]		

Symptom: 8 85 2 21 SAFE/SEC,SEAT BELT,FRONT PASSNGR,UNINT DEPLOY
Status:
VFG: V05 OCCUPANT RESTRAINT
Additional Symptom: pretensioner deployed unintend
Fix: **Causal Component :**
Condition Code:

Hotliner: CKAMRADT Phone: Regn Cd: W3 Phoenix
Engineering: Phone: TAR:
Dlr Contact: ALECZANDER TAM Phone: Title Cde: T

DTC:
RCM:B007F:13-8B
Comments :

CONCER **06/08/2022 02:32PM CONNOR KAMRADT MSS - FCSD - TECH ASSIT CENTER**
Web Form Data(119514627) Description of Vehicle Concern: VEHICLE SEATBELT PRETENSIONER DEPLOYED UNINTENDEDLY. VEHILE HAS NO SIGNS OF DAMAGE ANYWHERE ON IT DO NOT BELIEVE CUSTOMER HIT ANYTHING. CODE B007:13 AS PRETENSIONER IS DEPLOYED Please list any diagnostics already performed: INSPECTED WIRING HARNESS FOR ANY SINGNS OF DAMAGE NONE FOUND. ALSO CHECKED FOR SHORT TO GROUND AND RESISTANCES OF BOTH CONNECTORS C303 AND C3066. PREFORMED WIGGLE TEST WITH NO CHANGE ALL READINGS WERE WITHIN SPEC ATTEMPTED TO FOLLOW PPT M HOWEVER SOME STEP WERE NOT DOOABLE AS PRETENSIONER WAS ALREADY DEPLOYED Parts Replaced: NONE YET

HOWEVER WE WILL NEED SEAT BELT PRETENSIONER AND AND SEATBELT Your Question: WHAT WOULD CAUSE ONLY 1 SEATBELT PRETENSIONER TO DEPLOY UNINTENDEDLY? WOULD IT BE THOUGHT THAT RCM SENT INVALID SIGNAL TO THAT PRETENSIONER DUE TO FINDING NO WIRE CONCERN OR MAYBE AN INTERNAL FAULT OF PRETENSIONER? WOULD I REPLACE THE RCM IF NOT WHAT WOULD THE NEXT PPT STEPS BE TO FIND THE CAUSE OF THE UNINTENDED DEPLOYMENT OF THE PASSENGER FRONT PRETENSIONER? THANKS FOR THE HELP IN ADVANCE

RECOMM **06/08/2022 02:32PM CONNOR KAMRADT MSS - FCSD - TECH ASSIT CENTER**

Hello [redacted], With the pretensioner deploying and the RCM and circuitry passing PPT M that can be done, it is suspected the pretensioner was faulted internal causing it to deploy. If all the steps performed in PPT M of 501-20B clear the RCM and circuitry of fault, replace the deployed pretensioner, and verify all RCM DTCs clear. If they do not clear, perform the appropriate PPT to diagnose the fault and repair it. As your dealership is equipped with the See What I See (SWIS) headset, if additional technical assistance is required and a SWIS session would be beneficial (live video or picture would help), click [redacted] to book a SWIS call with the TAC. After booking an appointment a TAC representative will reach out to you at the appropriate time. Verify the following prior to your appointment:

- Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest software level.
- Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)
- The vehicle you are working on is in a bay with good Wi-Fi connectivity

If the bullet points above are met the TAC can be reached at (800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to perform a SWIS call.

[redacted]

[redacted]Thanks, Connor K. Ford GTAC

[redacted]

From: CQIS@ford.com [CQIS@ford.com]
Sent: 8/2/2022 7:05:18 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report[redacted], from CHANSON3@LINCOLN.COM

Attachments : 2

Report# :	[redacted]			**Received:**	06/06/2022
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,NAVIGATOR 4X4 ,4X4 ,SELECTL,MPV ,5LMJJ3JT3KEL02151			**Build Date:**	11/19/2018
Odometer :	31,433 M	**Engine:**	3.5L-GTDI	**Calibration:**	
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	ARE K0T10 Al Tayer Motors LLC			**Phone#:**	
City:	Dubai			**Country :**	ARE
Originator:	[redacted]	**Originator e-mail:**	olithie@altayer-motors.com		
Symptom:	2 27 4 68 AID/INFO,WNG IND/MESS/C,AIRBAG,STAYS ON				
Status:					
VFG:	V17 ELECTRICAL ASSESSORIES				
Additional Symptom:					
Fix:	**Causal Component :**		268192/PRETENSIONER -- RPL		

Condition Code:

Cust Sat?	Prt St:	MIL?	ABA?	Air Temp: 9	Survey? N
Intmit?			Sym Vf?		

RCM B007E:13-8B,B007E:11-08

DTC:

RCM:B007E:13-8B,B007E:11-08

Comments :

CONCER **06/06/2022 01:35AM**

Inspect air bag warning lamp on and front LHS seat belt deploy.

TECH/C **06/06/2022 01:35AM**

Verified the customer concern, visual inspection noticed FT LHS seat belt deployed, carried out IDS self-test B007E:13-8B & B007E:11-08 RCM on demand DTC retrieved. Checked OASIS, no TSB and SSM related to this concern, visually inspected no evident of external damage and no aftermarket modification. Further as pet DTC chart carried out pinpoint test A1- A11 and confirmed FT LHS seat belt deployed. As per internal mail from FSE -Ford, [redacted] need to replace front both seat belt. Front both seal belt replaced as per work shop manual procedure and cleared DTC , verified repair.

AUDIT **06/06/2022 08:33PM**

SYNC: Gen3 V4 MODEM:

[redacted]

From: CQIS@ford.com [CQIS@ford.com]
Sent: 8/2/2022 7:05:43 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#N6FA4059, from CHANSON3@LINCOLN.COM

Attachments : 2

Report# :	[redacted]			**Received:**	06/06/2022
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,NAVIGATOR 4X4 ,4X4 ,SELECTL,MPV ,5LMJJ3JT5KE[redacted]			**Build Date:**	02/18/2019
Odometer :	31,433 M	**Engine:**	3.5L-GTDI	**Calibration:**	
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	ARE K0T10 Al Tayer Motors LLC			**Phone#:**	
City:	Dubai			**Country :**	ARE
Originator:	[redacted]	**Originator e-mail:**	olithie@altayer-motors.com		

Symptom: 2 27 4 68 AID/INFO,WNG IND/MESS/C,AIRBAG,STAYS ON
Status:
VFG: V17 ELECTRICAL ASSESSORIES
Additional Symptom:
Fix: **Causal Component :** 268192/PRETENSIONER -- RPL
Condition Code:

Cust Sat?	Prt St:	MIL?	ABA?	Air Temp: 9	Survey? N
Intmit?			Sym Vf?		

RCM B007E:13-8B,B007E:11-08

DTC:
RCM:B007E:13-8B,B007E:11-08
Comments :

CONCER **06/06/2022 01:45AM**
Inspect air bag warning lamp on and front LHS seat belt deploy.

TECH/C **06/06/2022 01:45AM**
Verified the customer concern, visual inspection noticed FT LHS seat belt deployed, carried out IDS self-test B007E:13-8B & B007E:11-08 RCM on demand DTC retrieved. Checked OASIS, no TSB and SSM related to this concern, visually inspected no evident of external damage and no aftermarket modification. Further as pet DTC chart carried out pinpoint test A1- A11 and confirmed FT LHS seat belt deployed. As per internal mail from FSE -Ford,[redacted]eed to replace front both seat belt. Front both seal belt replaced as per work shop manual procedure and cleared DTC , verified repair.

AUDIT **06/06/2022 08:33PM**
SYNC: Gen3 V4 MODEM:

[redacted]

From: CQIS@ford.com [CQIS@ford.com]
Sent: 8/2/2022 7:07:24 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report[redacted] from CHANSON3@LINCOLN.COM

Attachments : 0

Report# :	[redacted]			**Received:**	05/09/2022
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,EXPEDITION 4X4 ,4X4 ,PLATNUM,MPV ,1FMJU1MT1KE[redacted]			**Build Date:**	01/23/2019
Odometer :	23,167 M	**Engine:**	3.5L-GTDI	**Calibration:**	
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	ARE K0T10 Al Tayer Motors LLC			**Phone#:**	
City:	Dubai			**Country :**	ARE
Originator:	Prakash katapadi	**Originator e-mail:**	pkatapadi@altayer-motors.com		
Symptom:	2 27 4 68 AID/INFO,WNG IND/MESS/C,AIRBAG,STAYS ON				
Status:					
VFG:	V17 ELECTRICAL ASSESSORIES				
Additional Symptom:					
Fix:	**Causal Component :**		S/BELT FRT/SEAT RETR -- RPL		
Condition Code:					

Cust Sat?	Prt St:	MIL?	ABA?	Air Temp: 9	Survey? N
Intmit?			Sym Vf?		

Comments :

CONCER **05/09/2022 06:08AM**

Inspect for air bag light came in cluster on 20.04.2022 and on 21.04.2022 customer heard bang sound with burning smell in cabin and front rh seatbelt stuck.

TECH/C **05/09/2022 06:08AM**

Verified the concern found air bag light on in cluster, Customer Verbatim: Air bag light came in cluster on 20.04.2022 and on 21.04.2022 customer heard heavy bang/blast sound with burning smell in cabin and front Rh (passenger) seatbelt stuck. When Concern happened vehicle in idle and customer was waiting in the vehicle to pick up his child from school. retrieve DTC-P166A,B007F found passenger seat belt tight and not possible to pull, carried out PPT A1 to A11 need to replace passenger seat belt retractor, as per ford regional office instruction we replace front both seat belt retractors and RCM module.

AUDIT **05/09/2022 08:33PM**

SYNC: Gen3 V4 MODEM:

[redacted]

From: CQIS@ford.com [CQIS@ford.com]
Sent: 8/2/2022 7:07:58 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report [redacted], from CHANSON3@LINCOLN.COM

Attachments : 0

Report# :	[redacted]			**Received:**	04/22/2022
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,EXPEDITION 4X4 ,4X4 ,XLT ,MPV ,1FMJU1JT9KE[redacted]			**Build Date:**	02/27/2019
Odometer :	21,147 M	**Engine:**	3.5L-GTDI	**Calibration:**	
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	ARE K0T10 Al Tayer Motors LLC			**Phone#:**	
City:	Dubai			**Country :**	ARE
Originator:	Joshy Joseph	**Originator e-mail:**	jjoseph@altayer-motors.com		
Symptom:	8 85 2 21 SAFE/SEC,SEAT BELT,FRONT PASSNGR,UNINT DEPLOY				
Status:					
VFG:	V05 OCCUPANT RESTRAINT				
Additional Symptom:					
Fix:	**Causal Component :**		S/BELT FRT/SEAT RETR -- RPL		
Condition Code:					

Cust Sat?	Prt St:	MIL?	ABA?	Air Temp: 9	Survey? N
Intmit?			Sym Vf?		

Comments :

CONCER **04/22/2022 09:19AM**

WHILE DRIVING,SUDDENLY A NOISE AND SMOKE CAME FROM RHS B PILLARAREA AND FRONT RH SEAT BELT GOTSTUCK FOR THE PASSENGER

TECH/C **04/22/2022 09:19AM**

WHILE DRIVING,SUDDENLY A NOISE AND SMOKE CAME FROM RHS B PILLARAREA AND FRONT RH SEAT BELT GOTSTUCK FOR THE PASSENGER CONCERN VERIFIED.CHECKED AND FOUNDFRONT RHS SEAT BELT GETS STUCK , WARNING LIGHT IS ON.NO TSB OR SSM FOUND.DTC B007F 13 B007F 1A.FOLLOWEDPPT A1 YES A2 NO 65 OHMS A3 NOA6 YES 0.4OHMS A7 YES A11 YES.FRONTRHS SEAT BELT INTERNAL FAULTY.A PERPPT REPLACED FRONT RHS SEAT BELT ASY,CUSTOMER IS VERY UNHAPPY THIS KIND FO PANNIC SUITVATION, IT WILL CREATE SERIES INJURAY.

[redacted]

From: CQIS@ford.com [CQIS@ford.com]
Sent: 8/2/2022 7:24:02 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report [redacted] from CHANSON3@LINCOLN.COM

Attachments : 4

Report# :	[redacted]			**Received:**	08/19/2021
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,EXPEDITION 4X4 ,4X4 ,XLT ,MPV ,1FMJU1JT1KE[redacted]			**Build Date:**	01/16/2019
Odometer :	19,658 M	**Engine:**	3.5L-GTDI	**Calibration:**	
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	ARE K0T12 Al Tayer Motors LLC - Abu Dhab			**Phone#:**	
City:	Dubai			**Country :**	ARE
Originator:	Allen George	**Originator e-mail:**	algeorge@altayer-motors.com		
Symptom:	8 85 1 21 SAFE/SEC,SEAT BELT,FRONT DRIVER,UNINT DEPLOY				
Status:					
VFG:	V05 OCCUPANT RESTRAINT				
Additional Symptom:					
Fix:	**Causal Component :**		SEAT BELT ASY -- RPL		

Condition Code:

Cust Sat?	Prt St:	MIL?	ABA?	Air Temp: 9	Survey? N
Intmit?			Sym Vf?		

RCM B007E:13-8B

DTC:

RCM:B007E:13-8B

Comments :

CONCER 08/19/2021 00:42AM

Air bag warning lamp on in IC , AS per customer while driving in high way he heard loud noise explosion noise from driver seat.

TECH/C 08/19/2021 00:42AM

Verified the customer concern,Air bag warning lamp on in IC , and driver side seat belt deployed and stuck up.As per customer while driving in high way ,he heard loud explosion noise from driver seat belt area and seat belt become stuck up and unable to unlatch the belt. But customer managed to unbuckle the belt and came out. No SSM/TSB no any external impact present.checked DTC found,B007 E-13-8B RCM Driver seat belt pre-tensioner C Deployment control circuit open.Performed pinpoint test A, A1-yes, A2-No, A3-No, A6-yes, A7-yes, A 11-Yes.Install new driver seat belt retractor pretensioner. Erased the DTC and retested found system working fine.

[redacted]

[redacted]

From: CQIS@ford.com [CQIS@ford.com]
Sent: 8/2/2022 7:24:44 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report# [redacted] from CHANSON3@LINCOLN.COM

Attachments : 0

Report# :	[redacted]			**Received:**	08/17/2021
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,EXPEDITION 4X4 ,4X4 ,PLATNUM,MPV ,1FMJU1MT8KE[redacted]			**Build Date:**	02/21/2019
Odometer :	22,984 M	**Engine:**	3.5L-GTDI	**Calibration:**	
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	ARE K0T10 Al Tayer Motors LLC			**Phone#:**	
City:	Dubai			**Country :**	ARE
Originator:	chandra muthusamy	**Originator e-mail:**	cmuthusamy@altayer-motors.com		
Symptom:	8 85 2 00 SAFE/SEC,SEAT BELT,FRONT PASSNGR,UNKNOWN				
Status:					
VFG:	V05 OCCUPANT RESTRAINT				
Additional Symptom:					
Fix:	**Causal Component :**		S/BELT FRT/SEAT RETR -- RPL		
Condition Code:					

Cust Sat?	Prt St:	MIL?	ABA?	Air Temp: 9	Survey? N
Intmit?			Sym Vf?		

Comments :

CONCER **08/17/2021 00:22AM**

Airbag warning light remains on in the cluster and customer same some smoke coming from driver seat belt area and burning smell was alos there at the same time. after that the driver seat belt is not working at all.

TECH/C **08/17/2021 00:22AM**

Verified the concern air bag light on all the time . Retrieved DTC B007F-13 , visual inspection not found any abnormalities on the passenger seat belt . Further followed PPT - A , From A1 - Yes, A2 -No , A3 - No, A6- Yes, A7-Yes dtc changed to B007F-1A,then A11- Yes at step A 11 Install a new passenger seat belt retractor includes retractor pretensioner , Replaced passenger seat belt retractor includes retractor pretensioner and verified the repair ,concern fully resolved. Note Driver seat belt side only smoke came noticed.

[redacted]

From: CQIS@ford.com [CQIS@ford.com]
Sent: 8/2/2022 7:24:57 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report# [redacted] from CHANSON3@LINCOLN.COM

Attachments : 3

Report# :	[redacted]			**Received:**	08/17/2021
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,EXPEDITION 4X4 ,4X4 ,PLATNUM,MPV ,1FMJU1MT8KE[redacted]			**Build Date:**	02/21/2019
Odometer :	22,984 M	**Engine:**	3.5L-GTDI	**Calibration:**	
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	ARE K0T10 Al Tayer Motors LLC			**Phone#:**	
City:	Dubai			**Country :**	ARE
Originator:	chandra muthusamy	**Originator e-mail:**	cmuthusamy@altayer-motors.com		
Symptom:	8 84 1 21 SAFE/SEC,AIR BAG,FRONT DRIVER,UNINT DEPLOY				
Status:					
VFG:	V05 OCCUPANT RESTRAINT				
Additional Symptom:					
Fix:	**Causal Component :**		S/BELT FRT/SEAT RETR -- RPL		
Condition Code:					

Cust Sat?	Prt St:	MIL?	ABA?	Air Temp: 9	Survey? N
Intmit?			Sym Vf?		

Comments :

CONCER 08/17/2021 01:24AM

Airbag warning light remains on in the cluster and customer same some smoke coming from seat belt area and burningsmell was alos there. after that the seat belt is not working at all and not able to pullout to wear.

TECH/C 08/17/2021 01:24AM

Verified the concern air bag warning light on all the time and noticed drive side seat belt stuck in closed Retract position fully and not able to pull extract as per customer. Customer noticed while sitting in the driver seat and start to move the vehicle some burst king of noise from the driver seat belt area and also some smoke fumes coming from driver seat belt mount area at the same time burning smell was also there. After that the seat belt is not able to pull and wear extract and not working at all fully stuck in closed position. Visual inspection not found any abnormalities. No any accident history or any modification noticed. Battery voltage checked found normal. Retrieved DTC B007E 13 8B Further followed PPT A From A1 Yes A2 No 65.54 ohms A3 No A6 Yes A7 Yes dtc changed to B007F-1A : 8B then A11- Yes and received the same original dtc then at step A11 need to Install a new driver seat belt retractor includes retractor pretensioner and noticed driver side belt pret ensioners were deployed as well and images attached .

[redacted]

From: CQIS@ford.com [CQIS@ford.com]
Sent: 8/2/2022 7:25:40 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Repor[redacted] from CHANSON3@LINCOLN.COM

Attachments : 2

Report# :	[redacted]			**Received:**	08/15/2021
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,EXPEDITION 4X4 ,4X4 ,PLATNUM,MPV ,1FMJU1MT8KE[redacted]			**Build Date:**	02/21/2019
Odometer :	22,984 M	**Engine:**	3.5L-GTDI	**Calibration:**	
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	ARE K0T10 Al Tayer Motors LLC			**Phone#:**	
City:	Dubai			**Country :**	ARE
Originator:	CHANDRASEK MUTHUSAWA	**Originator e-mail:**	CMUTHUSAMY@ALTAYER-MOTORS.COM		
Symptom:	8 85 1 71 SAFE/SEC,SEAT BELT,FRONT DRIVER,STICK/BIND				
Status:					
VFG:	V05 OCCUPANT RESTRAINT				
Additional Symptom:	885171				
Fix:Y	**Causal Component :**				
Condition Code:					

Region Code: 9B Region Name: FCSD REGION- 9B

DTC:

RBM:U3003:16-48

RCM:B007E:13-8B,B007F:13-8B

Comments :

CONCER **08/15/2021 02:52AM ARRIE FROEHLICH MSS - WDMO - SOUTH AFRICAN OPS**

Web Form Data(118330743) Description of Vehicle Concern: Airbag warning light remain on in the cluster and customer saw some smoke coming from seat belt area and burning smell was also there. after that the seat belt is not working at all. stuck in closed position only , not extracting at all . Please list any diagnostics already performed: Verified the concern air bag warning light on all the time and noticed drive side seat belt stuck in closed (Retract) position fully and not able to extract ,as per customer , customer noticed while sitting in the driver seat and start to move the vehicle , some burst king of noise from the driver seat belt area and also saw some smoke fumes coming from driver seat belt mount area at the same time burning smell was also there. after that the seat belt is not able to wear (extract) and not working at all fully stuck in closed position. Visual inspection not found any abnormalities. No any accident history or any modification noticed. Battery voltage checked found normal . retrieved DTC B007E : 13 : 8B , B007F : 13 : 8B , Further followed PPT -A for the DTC B007F : 13 : 8B From A1 - Yes, A2 -

No , A3 - No, A6- Yes, A7-Yes dtc changed to B007F-1A,then A11- Yes ,at step A11 request to Install a new passenger seat belt retractor includes retractor pretensioner (Removed B pillar inner trim to access the retractor pretensioner) . Hence for the driver side we could not able to remove the B pillar inner trim to access the retractor pretensioner to carry out PPT and check the component as well. Kindly advice further to check and rectify the customer concern , What could be the reason for driver belt stuck and smoke comes . note Driver belt stuck video attached for your reference. Parts Replaced: None Your Question: Is there any similar concern or report available with you kindly advice further to check to rectify the concern

RECOMM 08/15/2021 02:52AM ARRIE FROEHLICH MSS - WDMO - SOUTH AFRICAN OPS

Good day Chandrasekaran, Thank you for submitting a HAR to us as well as a video clip showing the concern on the drivers side seat belt to be in the fully locked position. We looked in our database but could not find any similar cases reported. From the time set for DTC B007E and B007F it seems that the DTC codes set already occurred some time ago. As for the smoke and seat belt to be stuck comes from the pre-tensioner that was activated, hence the reason for the seat belt to be retracted. This could have been caused by a resistance change in the component or wiring itself that the RCM pick-up to be below or outside it desired operating range of 1.44ohm to 3.52ohm. To access the driver side seat belt area to remove the trim panel, the recommendation would to cut the seat belt webbing to get access to the trim panel. The recommendation would be to replace both passenger and driver seat belts, inspect all wiring/wiring strain and terminals/terminal fit which include baggy terminals. We further recommend that you also inspect the RCM connectors for any damage and wiring/wiring strain and terminals/terminal fit which include baggy terminals and we further recommend for the replacement of the RCM module as well. After the repair ensure that all DTC codes is cleared before releasing the vehicle. Kindly update the HAR for us with your feedback. Kind regards Please follow your Cost Cap Processes that is in place in your market. Please acquire all the necessary Pre-Approval and Authorization as per your market policies. **NOTE** Please note that this HAR cannot be construed as authorization for repairs to be performed, or for the replacement of parts. The suggestions or recommendations made on this HAR are to support the successful completion of repairs to the vehicle based on information provided by the dealer. It is the repairing Dealers responsibility to determine if the repair is warrantable or not and to follow the appropriate steps for payment. The guidance offered here does not imply the repair costs will be reimbursed by Ford Motor Company. The terms and conditions of the warranty policy manual strictly apply.

CONCER 08/24/2021 11:03AM

We have cut the seat belt webbing and removed the trim panel. Replaced both passenger and driver seat belt and RCM . While replacing inspected the all wiring/wiring strain and terminals/terminal fit in the seat belts and RCM connector as well , Not found any abnormalities . While replacing driver seat belt noticed , the seat belt height adjuster mechanism stuck hence replaces as well. Erased all dtcs , carried out road test and verified the repair .

RECOMM 08/24/2021 11:16AM KAMOGELO MAABA MSS - WDMO - SOUTH AFRICAN OPS

Hi Chandrasekaran, Thank you for the feedback on this HAR and we consider this HAR closed as fix verified. Regards

[redacted]

From: Hultman, Paula (R.) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5F9204E849EB4BEFA6DB36B484BB60E7-PRIEDEN]
Sent: 8/3/2022 6:29:37 PM
To: DeSmet, Edward (E.J.) [edesmet@ford.com]; Chascsa, Jim (JRCII.) [jchascsa@ford.com]; Browne, Michelle (M.F.) [MBROW604@ford.com]
CC: Boehk, Karen (K.S.) [kboehk@ford.com]
Subject: FW: Pretensioners deployed
Attachments: FW: 2019 Exped/Nav Pretensioner Deploy; RE: 2019 Exped/Nav Pretensioner Deploy

Importance: High

Hi Ed/Jim/Michelle,

We have new claims associated with 21-576. Please see attached. We're trying to get the pretensioners and RCMs back – one is an Expedition.

Regards,
Paula Rieden Hultman
Critical Concern Engineer
GVHM / Design Assurance
Mobile Phone: [redacted]
Email: prieden@ford.com
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From: Hultman, Paula (R.)
Sent: Wednesday, August 3, 2022 1:47 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: FW: Pretensioners deployed
Importance: High

Hello Mauricio – attached are 2 new claims that appear to be associated with 21-576 – 2019 Navigator Pretensioners. One is an Expedition (I think this is our first Expedition).

Steve – we have active 700 tags for the pretensioner and RCM. Please help us get these parts back. Thank you!

Regards,
Paula Rieden Hultman
Critical Concern Engineer
GVHM / Design Assurance
Mobile Phone: [redacted]
Email: prieden@ford.com
"The information contained herein is FORD PROPRIETARY information and may include FORD CONFIDENTIAL information as defined in Ford's Global Information Standard II. Reproduction of this document, disclosure of the information, and use for any purpose other than the conduct of business with Ford is expressly prohibited."

From: Boehk, Karen (K.S.) <kboehk@ford.com>
Sent: Wednesday, August 3, 2022 1:38 PM
To: Hultman, Paula (R.) <prieden@ford.com>
Subject: FW: Pretensioners deployed

I believe you are working on this topic with Nitesh. And it's 21-576

Karen S. Boehk

NA Truck Critical Concern Manager
Cell: [redacted]
CDSID: kboehk E-mail: kboehk@ford.com

From: Hamilton, Steven (S.C.) <shamilt3@ford.com>
Sent: Wednesday, August 03, 2022 1:14 PM
To: Boehk, Karen (K.S.) <kboehk@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Cc: Hanson, Chris (C.) <chanson3@lincoln.com>; Smith, D J (D.J.) <dsmith48@ford.com>
Subject: FW: Pretensioners deployed

Karen, Shane,

Not sure if this warrants a deeper dive or not from the PD Restraints Team on seat belt pretensioner deployment but wanted to send your way just in case. Sanderson Lincoln in San Francisco had both a 2019 Expedition and Navigator come in with seat belt pre-tensioners deployed for no apparent reason allegedly per the note chain below. Chris Hanson from the Lincoln Service team ran a GCQIS report query and did come up with 11 reports of this for 2019 Expedition/Navigator (attached). I ran this by KTP PVT and there are not aware of any concerns seen at the plant or during 0-3 MIS for that model year.

Thanks.

Best regards,

Steve Hamilton
Concern ID & Resolution Program Manager – FCSD Service Engineering Operations
Edge/Nautilus; Explorer/Aviator; Expedition/Navigator
Phone: Call using WebEx teams
Email: SHAMILT3@FORD.COM

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Monday, August 01, 2022 11:11 AM
To: Smith, D J (D.J.) <dsmith48@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>
Subject: Pretensioners deployed

I'm going to tell the dealer to install a simulator to verify there is no circuit issue before we do anything. I'm suspecting a circuit issue of some kind.

Do we have any reports of pretensioner DTCs on 2019 Exped/Nav?

Below are the VINs: They are both 2019 MY, one Expedition one Navigator (I know the attachment says Explorer, which is not correct).

1FMJK1MTXKE[redacted] – B007E:13:8B for Driver Seatbelt Pretensioner C Deployment Control
5LMJJ2LT2KE[redacted] – B007F:13:8B for Passenger Seatbelt Pretensioner C Deployment Control

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

EST. 1922 | 100 years

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Saturday, July 30, 2022 6:44 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: RE: Airbags Deployed for No Reason

Chris,

Here's the email from Francisco at Sanderson Lincoln. Just as you suspected it was the pretensioner...

Is it possible to have an FSE look at both vehicles? I'm also curious if the vehicle was giving a warning to the owner of the vehicle advising them to get service prior to this occurring?

Thanks for all of your help here as always.

Gary

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Wednesday, July 27, 2022 6:01 AM
To: Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Re: Airbags Deployed for No Reason

Chris, I am almost sure you are spot on, but I will get more info. Francisco, SM, said he would send me more info when he got the Expedition.

Sent from my iPhone

On Jul 26, 2022, at 9:23 PM, Hanson, Chris (C.) <chanson3@lincoln.com> wrote:

Gary,

[redacted]

[redacted]

Chris Hanson
Lincoln Service Programs Manager
313-418-4805
EST. 1922 | 100 years

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 10:39 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: RE: Airbags Deployed for No Reason

The Navigator is 5LMJJ2LT2KE[redacted]

Agree, I'm not trying to speculate.

Gary

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Tuesday, July 26, 2022 7:03 PM
To: Macheske, Gary (G.) <gmachesk@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Re: Airbags Deployed for No Reason

Get me the VIN. Let's not say they went off for no reason until we see the data.

Get Outlook for iOS

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 7:15:00 PM
To: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Hanson, Chris (C.) <chanson3@lincoln.com>

Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Airbags Deployed for No Reason

Hi guys,

Rebecca from Sanderson Lincoln just called to let me know that they have a Navigator in their shop (I think 2018MY) that the right passenger airbag deployed while sitting stopped at a red light. They just got informed that an Expedition is on their way that had the same issue. They will be sending me VINs and any codes they can pull, but she wanted me to bring this to the powers to be asap due to the nature of the issue. The client in the Navigator isn't comfortable getting their vehicle back until we can explain why it happened.

You may know that Phoenix has had record temperatures and humidity in the recent weeks. Perhaps that's a factor?

Would there be any benefit of having our FSE inspect both vehicles as both should be in their shop tomorrow?

She is very, very concerned about this while it's only two vehicles it is a trend and a serious and dangerous impact when not expecting anything like this to occur.

Gary Macheske
Parts & Service Operations Manager
West Market Area
GMACHESK@LINCOLN.COM
Cell: [redacted]
Fax: (866) 638-1295

THE LINCOLN MOTOR COMPANY

From: Bell, Daniel (D.K.) [dbell30@ford.com]
Sent: 8/3/2022 10:48:09 AM
To: Froehlich, David (D.C.) [dfroehl3@ford.com]
CC: Hamilton, Steven (S.C.) [shamilt3@ford.com]; Smith, D J (D.J.) [dsmith48@ford.com]; Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: FW: 2019 Exped/Nav Pretensioner Deploy
Attachments: Report Summary for the CQIS Report#M8OAG003, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#M8QAK019, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#M8QAB012, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#M8SAA011, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#N4VCM005, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#N5IBK243, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#N6FA4059, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#N6FA4047, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#N6HBW010, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#N64D3004, from CHANSON3@LINCOLN.COM; Report Summary for the CQIS Report#L6SHF009, from CHANSON3@LINCOLN.COM

Dave

Can you advise?

From: Hamilton, Steven (S.C.) <shamilt3@ford.com>
Sent: Tuesday, August 02, 2022 6:01 PM
To: Bell, Daniel (D.K.) <dbell30@ford.com>
Cc: Hanson, Chris (C.) <chanson3@lincoln.com>; Smith, D J (D.J.) <dsmith48@ford.com>
Subject: FW: 2019 Exped/Nav Pretensioner Deploy

Hi Dan,

I am looking for someone on the Restraints team to see if we had any known concerns on 2019 Expedition/Navigator with inadvertent seat belt pretensioners deploying. Any ideas who we should start with?

Thanks.

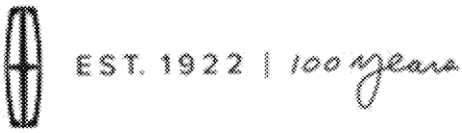
Best regards,

Steve Hamilton
Concern ID & Resolution Program Manager – FCSD Service Engineering Operations
Edge/Nautilus; Explorer/Aviator; Expedition/Navigator
Phone: Call using WebEx teams
Email: SHAMILT3@FORD.COM

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Tuesday, August 02, 2022 3:30 PM
To: Hamilton, Steven (S.C.) <shamilt3@ford.com>
Subject: 2019 Exped/Nav Pretensioner Deploy

This last report, GCQIS L6SHF009 I included just because it indicated a possible connector issue.

Chris Hanson
Lincoln Service Programs Manager
313-418-4805



From: CQIS, Help (.) [cqis@ford.com]
Sent: 8/2/2022 7:25:40 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#M8OAG003, from CHANSON3@LINCOLN.COM

Attachments : 2

Report# : M8OAG003 FAPHL Received: 08/15/2021CCRG/EPRC:
Reviewed Status: Date:
Vehicle: 2019,EXPEDITION 4X4 ,4X4 ,PLATNUM,MPV ,1FMJU1MT8KE[redacted]Build
Date:02/21/2019Odometer : 22,984 M Engine: 3.5L-GTDI Calibration:
Transmission: 10R80 Axle: A/C: YES
Dealer:ARE K0T10 Al Tayer Motors LLC Phone#:City: Dubai
Country : ARE
Originator: CHANDRASEK MUTHUSAWA Originator
e-mail:CMUTHUSAMY@ALTAYER-MOTORS.COMSymptom: 8 85 1 71 SAFE/SEC,SEAT BELT,FRONT DRIVER,STICK/BIND
Status:VFG:
V05 OCCUPANT RESTRAINT
Additional Symptom: 885171
Fix:Y Causal Component :Condition Code:

Region Code: 9B Region Name: FCSD REGION- 9BDTC:
RBM:U3003:16-48RCM:B007E:13-8B,B007F:13-8B
Comments :CONCER 08/15/2021
02:52AM[redacted]MSS - WDMO - SOUTH AFRICAN OPS Web
Form Data(118330743) Description of Vehicle Concern: Airbag warning light remain on in the cluster and customer saw some smoke coming from seat belt area and burning smell was also there. after that the seat belt is not working at all. stuck in closed position only , not extracting at all . Please list any diagnostics already performed: Verified the concern air bag warning light on all the time and noticed drive side seat belt stuck in closed (Retract) position fully and not able to extract ,as per customer , customer noticed while sitting in the driver seat and start to move the vehicle , some burst king of noise from the driver seat belt area and also saw some smoke fumes coming from driver seat belt mount area at the same time burning smell was also there. after that the seat belt is not able to wear (extract) and not working at all fully stuck in closed position. Visual inspection not found any abnormalities. No any accident history or any modification noticed. Battery voltage checked found normal . retrieved DTC B007E : 13 : 8B , B007F : 13 : 8B , Further followed PPT -A for the DTC B007F : 13 : 8B From A1 - Yes, A2 -No , A3 - No, A6- Yes, A7-Yes dtc changed to B007F-1A,then A11- Yes ,at step A11 request to Install a new passenger seat belt retractor includes retractor pretensioner (Removed B pillar inner trim to access the retractor pretensioner) . Hence for the driver side we could not able to remove the B pillar inner trim to access the retractor pretensioner to carry out PPT and check the component as well. Kindly advice further to check and rectify the customer concern , What could be the reason for driver belt stuck and smoke comes . note Driver belt stuck video attached for your reference. Parts Replaced: None Your Question: Is there any similar concern or report available with you kindly advice further to check to rectify the concernRECOMM08/15/202102:52AM ARRIE FROEHLICH MSS - WDMO - SOUTH AFRICAN OPSGoodday Chandrasekaran,
Thank you for submitting a HAR to us as well as a video clip showing the concern on the drivers side seat belt to be in the fully locked position. We looked in our database but could not find any similar cases reported. From the time set for DTC B007E and B007F it seems that the DTC codes set already occurred some time ago. As for the smoke and seat belt to be stuck comes from the pre-tensioner that was activated, hence the reason for the seat belt to be retracted. This could have been caused by a resistance change in the component or wiring itself that the RCM pick-up to be below or outside it desired operating range of 1.44ohm to 3.52ohm. To access the driver side seat belt area to remove the trim panel, the recommendation would to cut the seat belt webbing to get access to the trim panel. The recommendation would be to replace both passenger and driver seat belts, inspect all wiring/wiring strain and terminals/terminal fit which include baggy terminals. We further recommend that you also inspect the RCM connectors for any damage and wiring/wiring strain and terminals/terminal fit which include baggy terminals and we further recommend for the replacement of the RCM module as well. After the repair ensure that all DTC codes is cleared before releasing

the vehicle. Kindly update the HAR for us with your feedback. Kind regards Please follow your Cost Cap Processes that is in place in your market. Please acquire all the necessary Pre-Approval and Authorization as per your market policies. **NOTE** Please note that this HAR cannot be construed as authorization for repairs to be performed, or for the replacement of parts. The suggestions or recommendations made on this HAR are to support the successful completion of repairs to the vehicle based on information provided by the dealer. It is the repairing Dealers responsibility to determine if the repair is warrantable or not and to follow the appropriate steps for payment. The guidance offered here does not imply the repair costs will be reimbursed by Ford Motor Company. The terms and conditions of the warranty policy manual strictly apply.CONCER08/24/2021
11:03AMWe
have cut the seat belt webbing and removed the trim panel. Replaced both passenger and driver seat belt and RCM . While replacing inspected the all wiring/wiring strain and terminals/terminal fit in the seat belts and RCM connector as well , Not found any abnormalities . While replacing driver seat belt noticed , the seat belt height adjuster mechanism stuck hence replaces as well. Erased all dtcs , carried out road test and verified the repair .RECOMM08/24/202111:16AM KAMOGELO MAABA MSS - WDMO - SOUTH AFRICAN OPSHi Chandrasekaran, Thank you for the feedback on this HAR and we consider this HAR closed as fix verified. RegardsClick

[redacted]

From: CQIS, Help (.) [cqis@ford.com]
Sent: 8/2/2022 7:24:57 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#M8QAK019, from CHANSON3@LINCOLN.COM

Attachments : 3

Report# : M8QAK019 EXPORT--or-- K 202193777353 Received: 08/17/2021CCRG/EPRC:
Reviewed Status: Date:
Vehicle: 2019,EXPEDITION 4X4 ,4X4 ,PLATNUM,MPV ,1FMJU1MT8KE[redacted]Build
Date:02/21/2019Odometer : 22,984 M Engine: 3.5L-GTDI Calibration:
Transmission: 10R80 Axle: A/C: YES
Dealer:ARE K0T10 Al Tayer Motors LLC Phone#:City: Dubai
Country : ARE
Originator: chandra muthusamy Originator
e-mail:cmuthusamy@altayer-motors.comSymptom: 8 84 1 21 SAFE/SEC,AIR BAG,FRONT DRIVER,UNINT DEPLOY
Status:VFG:
V05 OCCUPANT RESTRAINT
Additional Symptom:
Fix: Causal Component : S/BELT FRT/SEAT RETR -- RPL
Condition Code:

Cust Sat? Prt St: MIL? ABA? Air Temp: 9 Survey? N
Intmit? Sym Vf?

Comments :CONCER 08/17/2021
01:24AMAirbag
warning light remains on in the cluster and customer same some smoke coming from seat belt area and burningsmell was alos there. after that the seat belt is not working at all and not able to pullout to wear.TECH/C 08/17/2021
01:24AMVerified
the concern air bag warning light on all the time and noticed drive side seat belt stuck in closed Retract position fully and not able to pull extract as per customer. Customer noticed while sitting in the driver seat and start to move the vehicle some burst king of noise from the driver seat belt area and also some smoke fumes coming from driver seat belt mount area at the same time burning smell was also there. After that the seat belt is not able to pull and wear extract and not working at all fully stuck in closed position. Visual inspection not found any abnormalities. No any accident history or any modification noticed. Battery voltage checked found normal. Retrieved DTC B007E 13 8B Further followed PPT A From A1 Yes A2 No 65.54 ohms A3 No A6 Yes A7 Yes dtc changed to B007F-1A : 8B then A11- Yes and received the same original dtc then at step A11 need to Install a new driver seat belt retractor includes retractor pretensioner and noticed driver side belt pret ensioners were deployed as well and images attached .Click here to View Attachments

[redacted]

Click here to View Report Summary

[redacted]

From: CQIS, Help (.) [cqis@ford.com]
Sent: 8/2/2022 7:24:44 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#M8QAB012, from CHANSON3@LINCOLN.COM

Attachments : 0

Report# :	M8QAB012 EXPORT--or-- K 202193777320			**Received:**	08/17/2021
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,EXPEDITION 4X4 ,4X4 ,PLATNUM,MPV ,1FMJU1MT8KE[redacted]			**Build Date:**	02/21/2019
Odometer :	22,984 M	**Engine:**	3.5L-GTDI	**Calibration:**	
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	ARE K0T10 Al Tayer Motors LLC			**Phone#:**	
City:	Dubai			**Country :**	ARE
Originator:	chandra muthusamy	**Originator e-mail:**	cmuthusamy@altayer-motors.com		
Symptom:	8 85 2 00 SAFE/SEC,SEAT BELT,FRONT PASSNGR,UNKNOWN				
Status:					
VFG:	V05 OCCUPANT RESTRAINT				
Additional Symptom:					
Fix:	**Causal Component :**		S/BELT FRT/SEAT RETR -- RPL		
Condition Code:					

Cust Sat?	Prt St:	MIL?	ABA?	Air Temp: 9	Survey? N
Intmit?			Sym Vf?		

Comments :

CONCER 08/17/2021 00:22AM

Airbag warning light remains on in the cluster and customer same some smoke coming from driver seat belt area and burning smell was alos there at the same time. after that the driver seat belt is not working at all.

TECH/C 08/17/2021 00:22AM

Verified the concern air bag light on all the time . Retrieved DTC B007F-13 , visual inspection not found any abnormalities on the passenger seat belt . Further followed PPT - A , From A1 - Yes, A2 -No , A3 - No, A6- Yes, A7-Yes dtc changed to B007F-1A,then A11- Yes at step A 11 Install a new passenger seat belt retractor includes retractor pretensioner , Replaced passenger seat belt retractor includes retractor pretensioner and verified the repair ,concern fully resolved. Note Driver seat belt side only smoke came noticed.

[redacted]

From: CQIS, Help (.) [cqis@ford.com]
Sent: 8/2/2022 7:24:02 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#M8SAA011, from CHANSON3@LINCOLN.COM

Attachments : 4

Report# : M8SAA011 EXPORT--or-- K 202193779200 Received: 08/19/2021CCRG/EPRC:
Reviewed Status: Date:
Vehicle: 2019,EXPEDITION 4X4 ,4X4 ,XLT ,MPV ,1FMJU1JT1KE[redacted] Build
Date:01/16/2019Odometer : 19,658 M Engine: 3.5L-GTDI Calibration:
Transmission: 10R80 Axle: A/C: YES
Dealer:ARE K0T12 Al Tayer Motors LLC - Abu Dhab Phone#:City: Dubai
Country : ARE
Originator: Allen George Originator e-mail: algeorge@altayer-motors.com
Symptom: 8 85 1 21 SAFE/SEC,SEAT BELT,FRONT DRIVER,UNINT DEPLOY
Status:VFG:
V05 OCCUPANT RESTRAINT
Additional Symptom:
Fix: Causal Component : SEAT BELT ASY -- RPL
Condition Code:

Cust Sat? Prt St: MIL? ABA? Air Temp: 9 Survey? N
Intmit? Sym Vf?

RCM B007E:13-8BDTC:
RCM:B007E:13-8BComments
:
CONCER 08/19/2021 00:42AM Air
bag warning lamp on in IC , AS per customer while driving in high way he heard
loud noise explosion noise from driver seat.TECH/C 08/19/2021
00:42AMVerified
the customer concern,Air bag warning lamp on in IC , and driver side seat belt
deployed and stuck up.As per customer while driving in high way ,he heard loud
explosion noise from driver seat belt area and seat belt become stuck up and
unable to unlatch the belt. But customer managed to unbuckle the belt and came
out. No SSM/TSB no any external impact present.checked DTC found,B007 E-13-8B
RCM Driver seat belt pre-tensioner C Deployment control circuit open.Performed
pinpoint test A, A1-yes, A2-No, A3-No, A6-yes, A7-yes, A 11-Yes.Install new
driver seat belt retractor pretensioner. Erased the DTC and retested found
system working fine.Click
here to View Attachments
[redacted]
Click here to View Report Summary
[redacted]

From: CQIS, Help (.) [cqis@ford.com]
Sent: 8/2/2022 7:07:58 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#N4VCM005, from CHANSON3@LINCOLN.COM

Attachments : 0

Report# :	N4VCM005 EXPORT--or-- K 202293938513			**Received:**	04/22/2022
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,EXPEDITION 4X4 ,4X4 ,XLT ,MPV ,1FMJU1JT9KE[redacted]			**Build Date:**	02/27/2019
Odometer :	21,147 M	**Engine:**	3.5L-GTDI	**Calibration:**	
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	ARE K0T10 Al Tayer Motors LLC			**Phone#:**	
City:	Dubai			**Country :**	ARE
Originator:	Joshy Joseph	**Originator e-mail:**	jjoseph@altayer-motors.com		
Symptom:	8 85 2 21 SAFE/SEC,SEAT BELT,FRONT PASSNGR,UNINT DEPLOY				
Status:					
VFG:	V05 OCCUPANT RESTRAINT				
Additional Symptom:					
Fix:	**Causal Component :**		S/BELT FRT/SEAT RETR -- RPL		
Condition Code:					

Cust Sat?	Prt St:	MIL?	ABA?	Air Temp: 9	Survey? N
Intmit?			Sym Vf?		

Comments :

CONCER 04/22/2022 09:19AM

WHILE DRIVING,SUDDENLY A NOISE AND SMOKE CAME FROM RHS B PILLARAREA AND FRONT RH SEAT BELT GOTSTUCK FOR THE PASSENGER

TECH/C 04/22/2022 09:19AM

WHILE DRIVING,SUDDENLY A NOISE AND SMOKE CAME FROM RHS B PILLARAREA AND FRONT RH SEAT BELT GOTSTUCK FOR THE PASSENGER CONCERN VERIFIED.CHECKED AND FOUNDFRONT RHS SEAT BELT GETS STUCK , WARNING LIGHT IS ON.NO TSB OR SSM FOUND.DTC B007F 13 B007F 1A.FOLLOWEDPPT A1 YES A2 NO 65 OHMS A3 NOA6 YES 0.4OHMS A7 YES A11 YES.FRONTRHS SEAT BELT INTERNAL FAULTY.A PERPPT REPLACED FRONT RHS SEAT BELT ASY,CUSTOMER IS VERY UNHAPPY THIS KIND FO PANNIC SUITVATION, IT WILL CREATE SERIES INJURAY.

[redacted]

From: CQIS, Help (.) [cqis@ford.com]
Sent: 8/2/2022 7:07:24 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#N5IBK243, from CHANSON3@LINCOLN.COM

Attachments : 0

Report# :	N5IBK243 EXPORT--or-- K 202293948291			**Received:**	05/09/2022
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2019,EXPEDITION 4X4 ,4X4 ,PLATNUM,MPV ,1FMJU1MT1KE[redacted]			**Build Date:**	01/23/2019
Odometer :	23,167 M	**Engine:**	3.5L-GTDI	**Calibration:**	
Transmission:	10R80	**Axle:**		**A/C:**	YES
Dealer:	ARE K0T10 Al Tayer Motors LLC			**Phone#:**	
City:	Dubai			**Country :**	ARE
Originator:	Prakash katapadi	**Originator e-mail:**	pkatapadi@altayer-motors.com		
Symptom:	2 27 4 68 AID/INFO,WNG IND/MESS/C,AIRBAG,STAYS ON				
Status:					
VFG:	V17 ELECTRICAL ASSESSORIES				
Additional Symptom:					
Fix:	**Causal Component :**		S/BELT FRT/SEAT RETR -- RPL		
Condition Code:					

Cust Sat?	Prt St:	MIL?	ABA?	Air Temp: 9	Survey? N
Intmit?			Sym Vf?		

Comments :

CONCER 05/09/2022 06:08AM

Inspect for air bag light came in cluster on 20.04.2022 and on 21.04.2022 customer heard bang sound with burning smell in cabin and front rh seatbelt stuck.

TECH/C 05/09/2022 06:08AM

Verified the concern found air bag light on in cluster, Customer Verbatim: Air bag light came in cluster on 20.04.2022 and on 21.04.2022 customer heard heavy bang/blast sound with burning smell in cabin and front Rh (passenger) seatbelt stuck. When Concern happened vehicle in idle and customer was waiting in the vehicle to pick up his child from school. retrieve DTC- P166A,B007F found passenger seat belt tight and not possible to pull, carried out PPT A1 to A11 need to replace passenger seat belt retractor, as per ford regional office instruction we replace front both seat belt retractors and RCM module.

AUDIT 05/09/2022 08:33PM

SYNC: Gen3 V4 MODEM:

[redacted]

From: CQIS, Help (.) [cqis@ford.com]
Sent: 8/2/2022 7:05:43 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#N6FA4059, from CHANSON3@LINCOLN.COM

Attachments : 2

Report# : N6FA4059 EXPORT--or-- K 202293968478 Received: 06/06/2022CCRG/EPRC:
Reviewed Status: Date:
Vehicle: 2019,NAVIGATOR 4X4 ,4X4 ,SELECTL,MPV ,5LMJJ3JT5KE[redacted] Build
Date:02/18/2019Odometer : 31,433 M Engine: 3.5L-GTDI Calibration:
Transmission: 10R80 Axle: A/C: YES
Dealer:ARE K0T10 Al Tayer Motors LLC Phone#:City: Dubai
Country : ARE
Originator: lithiesh sreedharan Originator
e-mail:olithie@altayer-motors.comSymptom: 2 27 4 68 AID/INFO,WNG IND/MESS/C,AIRBAG,STAYS ON
Status:VFG:
V17 ELECTRICAL ASSESSORIES
Additional Symptom:
Fix: Causal Component : 268192/PRETENSIONER -- RPL
Condition Code:

Cust Sat? Prt St: MIL? ABA? Air Temp: 9 Survey? N
Intmit? Sym Vf?

RCM B007E:13-8B,B007E:11-08DTC:
RCM:B007E:13-8B,B007E:11-08Comments
:
CONCER 06/06/2022 01:45AM Inspect
air bag warning lamp on and front LHS seat belt deploy.TECH/C 06/06/2022 01:45AMVerified
the customer concern, visual inspection noticed FT LHS seat belt deployed, carried out IDS self-test B007E:13-8B & B007E:11-08 RCM on demand DTC retrieved. Checked OASIS, no TSB and SSM related to this concern, visually inspected no evident of external damage and no aftermarket modification. Further as pet DTC chart carried out pinpoint test A1- A11 and confirmed FT LHS seat belt deployed. As per internal mail from FSE -Ford,[redacted] need to replace front both seat belt. Front both seal belt replaced as per work shop manual procedure and cleared DTC , verified repair.AUDIT 06/06/2022 08:33PMSYNC:
Gen3 V4 MODEM:Click here to View Attachments

[redacted]

From: CQIS, Help (.) [cqis@ford.com]
Sent: 8/2/2022 7:05:18 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#N6FA4047, from CHANSON3@LINCOLN.COM

Attachments : 2

Report# : N6FA4047 EXPORT--or-- K 202293968466 Received: 06/06/2022CCRG/EPRC:
Reviewed Status: Date:
Vehicle: 2019,NAVIGATOR 4X4 ,4X4 ,SELECTL,MPV ,5LMJJ3JT3KE[redacted]Build
Date:11/19/2018Odometer : 31,433 M Engine: 3.5L-GTDI Calibration:
Transmission: 10R80 Axle: A/C: YES
Dealer:ARE K0T10 Al Tayer Motors LLC Phone#:City: Dubai
Country : ARE
Originator: lithiesh sreedharan Originator
e-mail:olithie@altayer-motors.comSymptom: 2 27 4 68 AID/INFO,WNG
IND/MESS/C,AIRBAG,STAYS ON
Status:VFG:
V17 ELECTRICAL ASSESSORIES
Additional Symptom:
Fix: Causal Component : 268192/PRETENSIONER -- RPL
Condition Code:

Cust Sat? Prt St: MIL? ABA? Air Temp: 9 Survey? N
Intmit? Sym Vf?

RCM B007E:13-8B,B007E:11-08DTC:
RCM:B007E:13-8B,B007E:11-08Comments
:
CONCER 06/06/2022 01:35AM Inspect
air bag warning lamp on and front LHS seat belt deploy.TECH/C 06/06/2022
01:35AMVerified
the customer concern, visual inspection noticed FT LHS seat belt deployed,
carried out IDS self-test B007E:13-8B & B007E:11-08 RCM on demand DTC
retrieved. Checked OASIS, no TSB and SSM related to this concern, visually
inspected no evident of external damage and no aftermarket modification.
Further as pet DTC chart carried out pinpoint test A1- A11 and confirmed FT
LHS seat belt deployed. As per internal mail from FSE -Ford, [redacted] need
to replace front both seat belt. Front both seal belt replaced as per work
shop manual procedure and cleared DTC , verified repair.AUDIT 06/06/2022
08:33PMSYNC:
Gen3 V4 MODEM:Click
here to View Attachments

[redacted]

From: CQIS, Help (.) [cqis@ford.com]
Sent: 8/2/2022 7:04:52 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#N6HBW010, from CHANSON3@LINCOLN.COM

Attachments : 0

Report# : N6HBW010 NHL Received: 06/08/2022CCRG/EPRC:
Reviewed Status: Date:
Vehicle: 2019,EXPEDITION 4X4 ,4X4 ,XLT MAX,MPV ,1FMJK1JT6KE[redacted]Build
Date:06/04/2019Odometer : 49,651 M Engine: 3.5L-GTDI Calibration:
KTB8URNA
Transmission: 10R80 Axle: A/C: YES
Dealer:USA 20360 Bell Ford Phone#:602-866-1776
City: Phoenix State: Arizona Country : USA
Originator: ALECZANDER TAM Originator e-mail: [redacted]
Symptom: 8 85 2 21 SAFE/SEC,SEAT BELT,FRONT PASSNGR,UNINT DEPLOY
Status:VFG:
V05 OCCUPANT RESTRAINT
Additional Symptom: pretensioner deployed unintend
Fix: Causal Component :Condition
Code:

Hotliner: CKAMRADT Phone: Regn Cd: W3 Phoenix Engineering:
Phone: TAR:

Dlr Contact: ALECZANDER TAM Phone: Title Cde: TDTC:
RCM:B007F:13-8BComments
:
CONCER 06/08/2022 02:32PM CONNOR KAMRADT MSS - FCSD - TECH ASSIT CENTER Web Form Data(119514627) Description of Vehicle Concern: VEHICLE SEATBELT PRETENSIONER DEPLOYED UNINTENDEDLY. VEHILE HAS NO SIGNS OF DAMAGE ANYWHERE ON IT DO NOT BELIEVE CUSTOMER HIT ANYTHING. CODE B007:13 AS PRETENSIONER IS DEPLOYED Please list any diagnostics already performed: INSPECTED WIRING HARNESS FOR ANY SINGNS OF DAMAGE NONE FOUND. ALSO CHECKED FOR SHORT TO GROUND AND RESISTANCES OF BOTH CONNECTORS C303 AND C3066. PREFORMED WIGGLE TEST WITH NO CHANGE ALL READINGS WERE WITHIN SPEC ATTEMPTED TO FOLLOW PPT M HOWEVER SOME STEP WERE NOT DOOABLE AS PRETENSIONER WAS ALREADY DEPLOYED Parts Replaced: NONE YET HOWEVER WE WILL NEED SEAT BELT PRETENSIONER AND AND SEATBELT Your Question: WHAT WOULD CAUSE ONLY 1 SEATBELT PRETENSIONER TO DEPLOY UNINTENDEDLY? WOULD IT BE THOUGHT THAT RCM SENT INVALID SIGNAL TO THAT PRETENSIONER DUE TO FINDING NO WIRE CONCERN OR MAYBE AN INTERNAL FAULT OF PRETENSIONER? WOULD I REPLACE THE RCM IF NOT WHAT WOULD THE NEXT PPT STEPS BE TO FIND THE CAUSE OF THE UNINTENDED DEPLOYMENT OF THE PASSENGER FRONT PRETENSIONER? THANKS FOR THE HELP IN ADVANCERECOMM 06/08/2022 02:32PM CONNOR KAMRADT MSS - FCSD - TECH ASSIT CENTER Hello Aleczander, With the pretensioner deploying and the RCM and circuitry passing PPT M that can be done, it is suspected the pretensioner was faulted internal causing it to deploy. If all the steps performed in PPT M of 501-20B clear the RCM and circuitry of fault, replace the deployed pretensioner, and verify all RCM DTCs clear. If they do not clear, perform the appropriate PPT to diagnose the fault and repair it. As your dealership is equipped with the See What I See (SWIS) headset, if additional technical assistance is required and a SWIS session would be beneficial (live video or picture would help), click Schedule [redacted] to book a SWIS call with the TAC. After booking an appointment a TAC representative will reach out to you at the appropriate time. Verify the following prior to your appointment:

* Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest software level.
* Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)
* The vehicle you are working on is in a bay with good Wi-Fi connectivity

If the bullet points above are met the TAC can be reached at (800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to perform a SWIS call.

[redacted]

From: CQIS, Help (.) [cqis@ford.com]
Sent: 8/2/2022 7:02:35 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#N64D3004, from CHANSON3@LINCOLN.COM

Attachments : 0

Report# : N64D3004 NHL Received: 06/30/2022CCRG/EPRC:
Reviewed Status: Date:
Vehicle: 2019,EXPEDITION 4X4 ,4X4 ,PLATNUM,MPV ,1FMJU1MT6KE[redacted]uild
Date:04/17/2019Odometer : 50,494 M Engine: 3.5L-GTDI Calibration:
KTB8URNA
Transmission: 10R80 Axle: 3.31 RATIO A/C: YES
Dealer:USA 07488 San Tan Ford Phone#:480-821-3200
City: Gilbert State: Arizona Country : USA
Originator: JEFF HANSON Originator e-mail: [redacted]
Symptom: 8 84 1 21 SAFE/SEC,AIR BAG,FRONT DRIVER,UNINT DEPLOY
Status:VFG:
V05 OCCUPANT RESTRAINT
Additional Symptom: Pretensioner deployment
Fix: Causal Component :Condition
Code:

Hotliner: PBABINEC Phone: Regn Cd: W3 Phoenix Engineering:
Phone: TAR:

Dlr Contact: JEFF HANSON Phone: Title Cde: TDTC:
RCM:B007E-13Comments
:
CONCER 06/30/2022 09:47AM PIERCE BABINEC MSS - FCSD - TECH ASSIT CENTER Web Form Data(119525722) Description of Vehicle Concern: customer was driving vehicle with airbag on the last few days,yesterday while driving customer states a loud bang and drivers seatbelt tightened up. Please list any diagnostics already performed: performed body electrical test and performed pinpoint test a1 yes,a2 no,65ohms,a3 no,a6 yes .3ohms,a7 yes,a11 yes Parts Replaced: none Your Question: drivers seatbelt retractor pretensioner deployed in vehicle while driving,no other codes are present,if i use a simulator pid value is correct and can erase the codes,before i replace retractor i need to know if its even safe to do so.I have never witnessed a deployment event without additional codes in rcm,vehicle has no impact damage.I have checked circuits and am unable to find any damage.I am unsure what else to check that would cause this deployment.What would be the correct course of diagnosis for this concern? Are you aware of this concern happening before?RECOMM 06/30/2022 09:47AM PIERCE BABINEC MSS - FCSD - TECH ASSIT CENTER Hello Jeff, A search through the self-help tool did not reveal any similar reports at this time. If the RCM deployed the pretensioner due to an accident event, there would be DTCs indicating the event. Since there aren t any crash DTCs present, there is likely an RCM or a circuit fault that has caused this. Reviewing Connected Vehicle Data, it appears the B007E:13 has been present since June 13, indicating there may be a circuit fault present. If it hasn t already been completed, run through Pinpoint Test L in section 501-20B to ensure no circuit faults are present. If the test doesn t have you check for shorts, inspect both circuits for any shorts as well. If you notice any faults but the damage cannot be seen when inspecting the harness, you can replace the C323 connector pigtail, and run new circuits from the RCM connector (spliced into the existing circuits near the connector) to the pretensioner, ensuring to follow the splicing procedure outlined on cell 5 page 5. When doing this, first inspect the RCM connector and ensure there are no signs of corrosion, damage, or pin fitment issues. If there are any issues with the connector, harness replacement is necessary. After repairing the circuits or ensuring no faults are present, inspect the RCM mounting location and ensure the RCM is securely mounted to a clean surface. Ensure there is no damage present to the floor pan. If there are no issues seen, continue with replacing the RCM and the deployed pretensioner, as it is necessary to replace both the RCM and any deployed components after a deployment event. -Pierce B Ford Technical Assistance Center As your dealership is equipped with the See What I See (SWIS) headset, if additional technical assistance is required and a SWIS [redacted] Schedule to book a SWIS call with the TAC. After booking an appointment a TAC representative will

reach out to you at the appropriate time. Verify the following prior to your appointment:

* Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest software level.
* Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)
* The vehicle you are working on is in a bay with good Wi-Fi connectivity

If the bullet points above are met the TAC can be reached at (800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to perform a SWIS call.

From: CQIS, Help (.) [cqis@ford.com]
Sent: 8/2/2022 7:28:55 PM
To: Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: Report Summary for the CQIS Report#L6SHF009, from CHANSON3@LINCOLN.COM

Attachments : 0

Report# : L6SHF009 NHL Received: 06/19/2020CCRG/EPRC:
Reviewed Status: Date:
Vehicle: 2019,EXPEDITION 4X2 ,4X2 ,LTD MAX,MPV ,1FMJK1KT7KE[redacted]Build
Date:06/12/2019Odometer : 10,367 M Engine: 3.5L-GTDI Calibration:
KTB8URNA
Transmission: 10R80 Axle: 3.31 RATIO A/C: YES
Dealer:USA 05936 McClary Ford Phone#:256-232-4242
City: Athens State: Alabama Country : USA
Originator: LEE THOMPSON Originator e-mail: [redacted]
Symptom: 8 85 1 52 SAFE/SEC,SEAT BELT,FRONT DRIVER,NO DEPLOY
Status:VFG:
V05 OCCUPANT RESTRAINT
Additional Symptom: Air Bag Light
Fix: Causal Component :Condition
Code:

Hotliner: CKARAS6 Phone: Regn Cd: S1 Atlanta Engineering:
Phone: TAR:

Dlr Contact: LEE THOMPSON Phone: Title Cde: TDTC:
UNKNOWN:B007E:1A-8AComments
:
CONCER 06/19/2020 03:47PM Web
Form Data(117328789) Description of Vehicle Concern: AIR BAG LIGHT Please list any diagnostics already performed: SELFTEST, PINPOINT TESTS, PID MONITOR, WIGGLE TESTS Parts Replaced: NONE Your Question: WIGGLE TEST EXPOSED WIRE/CONNECTOR ISSUE AT THE PRETENSIONER. CAN CHANGE RESISTANCE BY LIGHT MOVEMENT OF PIG TAIL AND CONNECTOR. THE PIG TAIL BU2Z-14S411-BHA, IS NOT THE CORRECT PIECE. ANY IDEAS ON A POSSIBLE CORRECT PIECE. THANKS FOR THE HELP.RECOMM 06/19/2020
03:47PMLee,
Here at the technical assistance center we do not have access to that much parts information, referring to the online wiring diagrams, the service part number is BU2Z-14S411-BHA, as this is not the correct part, it is recommended to contact COPIS for further information.

For questions regarding parts availability or part number discrepancies, please contact the Customer Online Parts Inquiry System (COPIS) through FMCDealer by completing the COPIS inquiry form. To access COPIS, please navigate to FMCDealer <http://www.fmcdealer.com> .com and click on the Parts & Service tab. From the left-hand menu, click on the plus (+) symbol next to Parts Department Tools to expand the selection and then select COPIS (Customer Online Parts Inquiry System). Click on the hyperlink labeled COPIS at the top of the page. Right below this link, is a link for Dealer Job Aid which will help you navigate through the system.

NOTE: When you click on the link, it may require you to log-in. Click on the log-in button on the top right hand corner of the page to log in and set your preferences.

[redacted]

From: Froehlich, David (D.C.) [dfroehl3@ford.com]
Sent: 8/3/2022 10:51:16 AM
To: Bell, Daniel (D.K.) [dbell30@ford.com]
CC: Hamilton, Steven (S.C.) [shamilt3@ford.com]; Smith, D J (D.J.) [dsmith48@ford.com]; Hanson, Chris (C.) [chanson3@lincoln.com]
Subject: RE: 2019 Exped/Nav Pretensioner Deploy

No inadvertent deployment issues to my knowledge. We have not seen that in the plant nor in the 0-3 MIS warranty for those model years

David C. Froehlich
Ford Motor Co
Engineering Supervisor - PVT
Kentucky Truck Plant & Ohio Assembly Plant
Body Interior and EDS Engineering for P558 Super Duty / U55X Expedition & Navigator
Body Interior, Exterior, and EDS for P558 Super Duty at OHAP, VN127 Econoline, and H567 Medium Truck
Ph: (502) 429-2985 Cell: [redacted]
dfroehl3@ford.com

From: Bell, Daniel (D.K.) <dbell30@ford.com>
Sent: Wednesday, August 03, 2022 6:48 AM
To: Froehlich, David (D.C.) <dfroehl3@ford.com>
Cc: Hamilton, Steven (S.C.) <shamilt3@ford.com>; Smith, D J (D.J.) <dsmith48@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>
Subject: FW: 2019 Exped/Nav Pretensioner Deploy

Dave

Can you advise?

From: Hamilton, Steven (S.C.) <shamilt3@ford.com>
Sent: Tuesday, August 02, 2022 6:01 PM
To: Bell, Daniel (D.K.) <dbell30@ford.com>
Cc: Hanson, Chris (C.) <chanson3@lincoln.com>; Smith, D J (D.J.) <dsmith48@ford.com>
Subject: FW: 2019 Exped/Nav Pretensioner Deploy

Hi Dan,

I am looking for someone on the Restraints team to see if we had any known concerns on 2019 Expedition/Navigator with inadvertent seat belt pretensioners deploying. Any ideas who we should start with?

Thanks.

Best regards,

Steve Hamilton
Concern ID & Resolution Program Manager – FCSD Service Engineering Operations
Edge/Nautilus; Explorer/Aviator; Expedition/Navigator
Phone: Call using WebEx teams
Email: SHAMILT3@FORD.COM

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Tuesday, August 02, 2022 3:30 PM
To: Hamilton, Steven (S.C.) <shamilt3@ford.com>
Subject: 2019 Exped/Nav Pretensioner Deploy

This last report, GCQIS L6SHF009 I included just because it indicated a possible connector issue.

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

From: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Sent: 6/20/2022 4:42:04 PM
To: Pineda, Mauricio (MPC.) [mpineda6@ford.com]; Arroyo, Jesus (J.) [JARROY25@ford.com]; DeSmet, Edward (E.J.) [edesmet@ford.com]; Chascsa, Jim (JRCII.) [jchascsa@ford.com]; Hultman, Paula (R.) [prieden@ford.com]; Yilma, Benjamin (B.) [byilma@ford.com]
Subject: 21-576: Expedition/ Navigator Seatbelt Pretensioner
Attachments: CCRG_seatbelt_pretensioner_basic_charts_EMM_Jun_16_2022.pdf

Field report reviewed in Jun 16, 2022 CCRG…

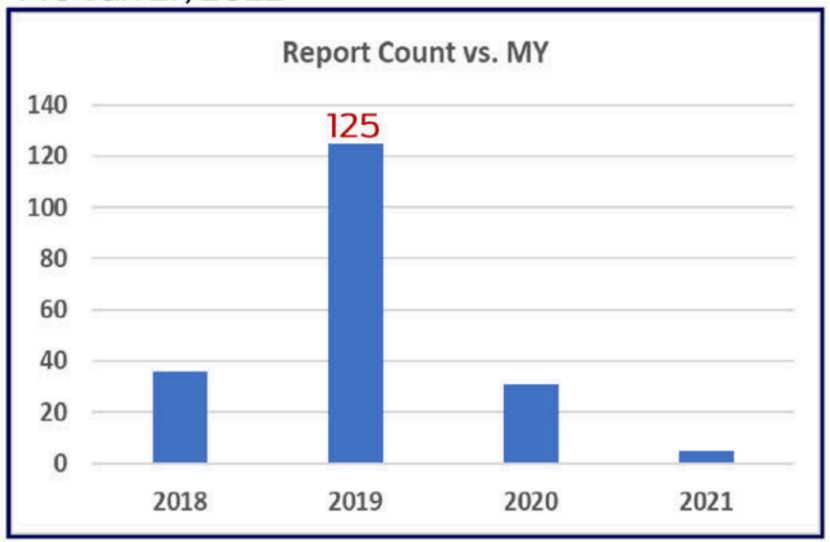
Thank you,
Best Regards,
Nitesh C. Jadhav
(Automotive Safety Office)
Ph. #: 313-805-3467
Email id: njadhav@ford.com

PE23-021 000293 RC

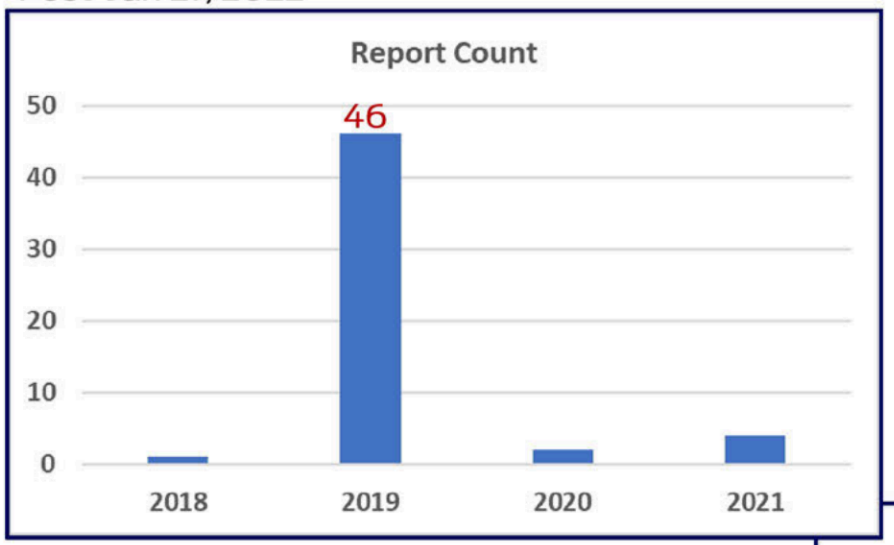
PE23-021 000295 RC

Report Count & Rate (R/1000) vs. Model Year - 2018-2021MY Expedition/ Navigator

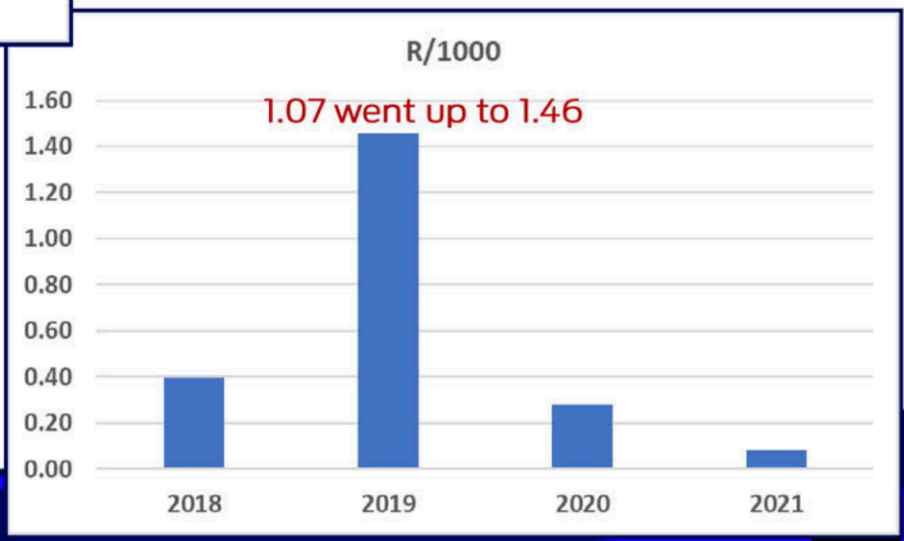
Pre-Jan 27, 2022



Post-Jan 27, 2022



After Adding Post-Jan 27, 2022 data-points

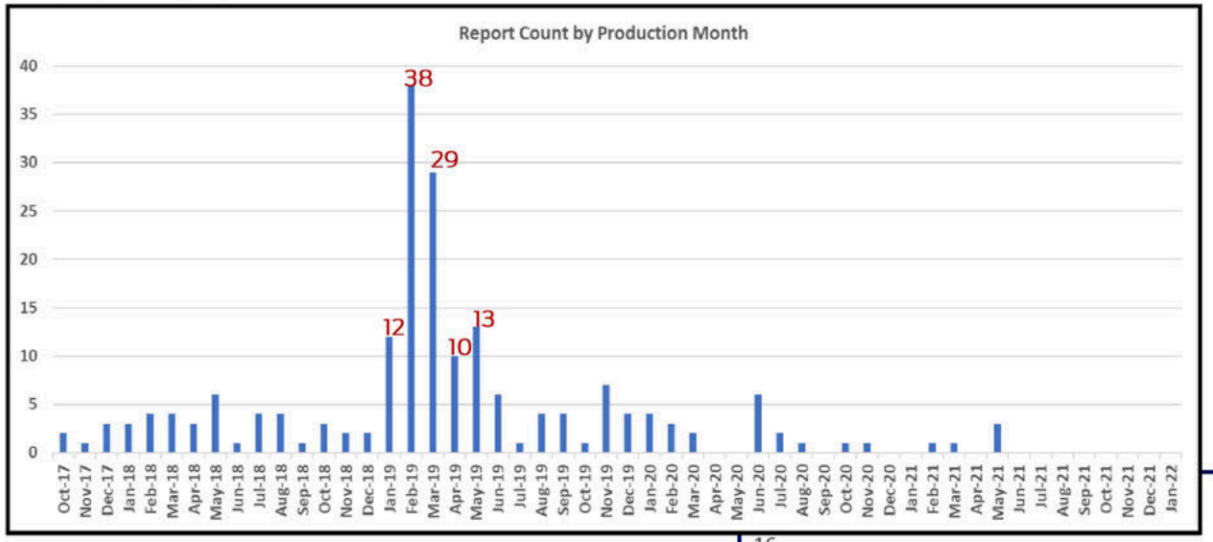


[redacted]

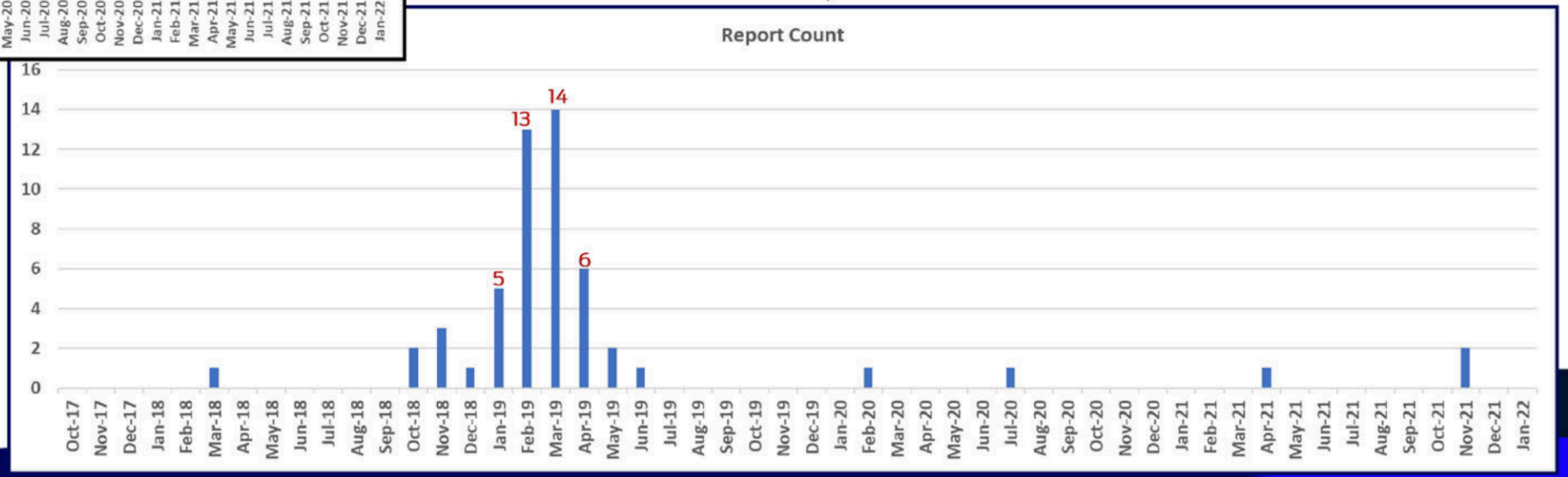
PE23-021 000298 RC

Report Count & Rate (R/1000) vs. Production Month - 2018-2021MY Expedition/ Navigator

Pre-Jan 27, 2022



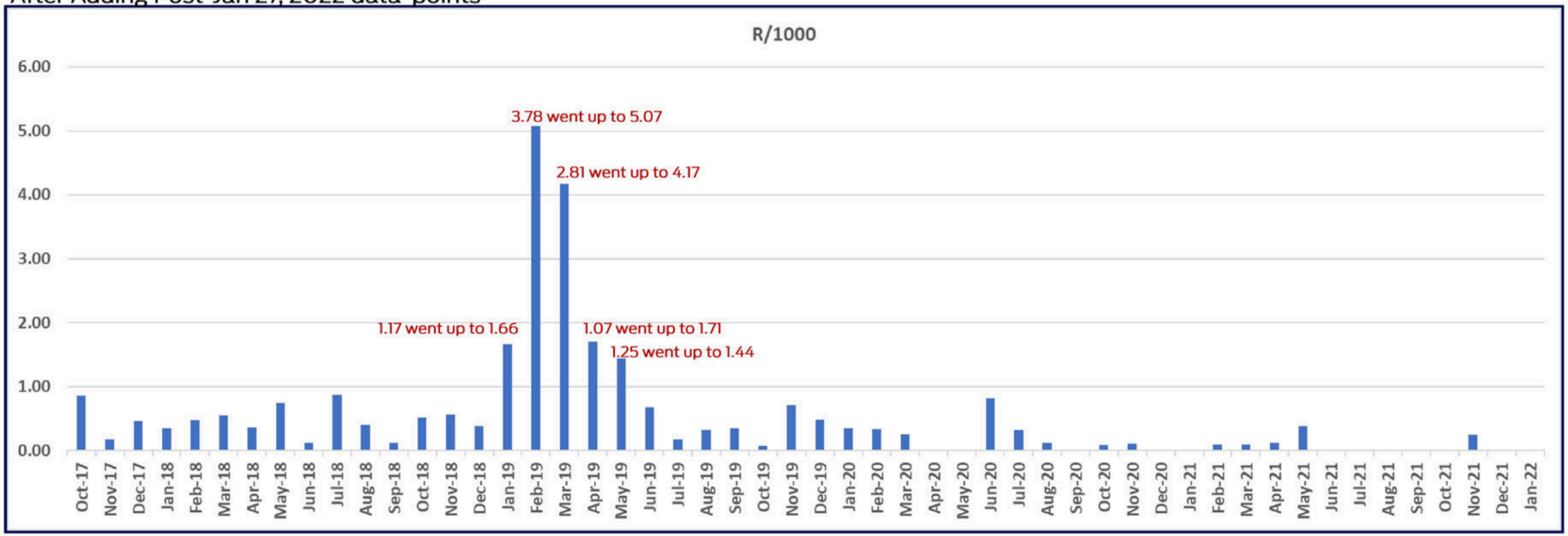
Post-Jan 27, 2022



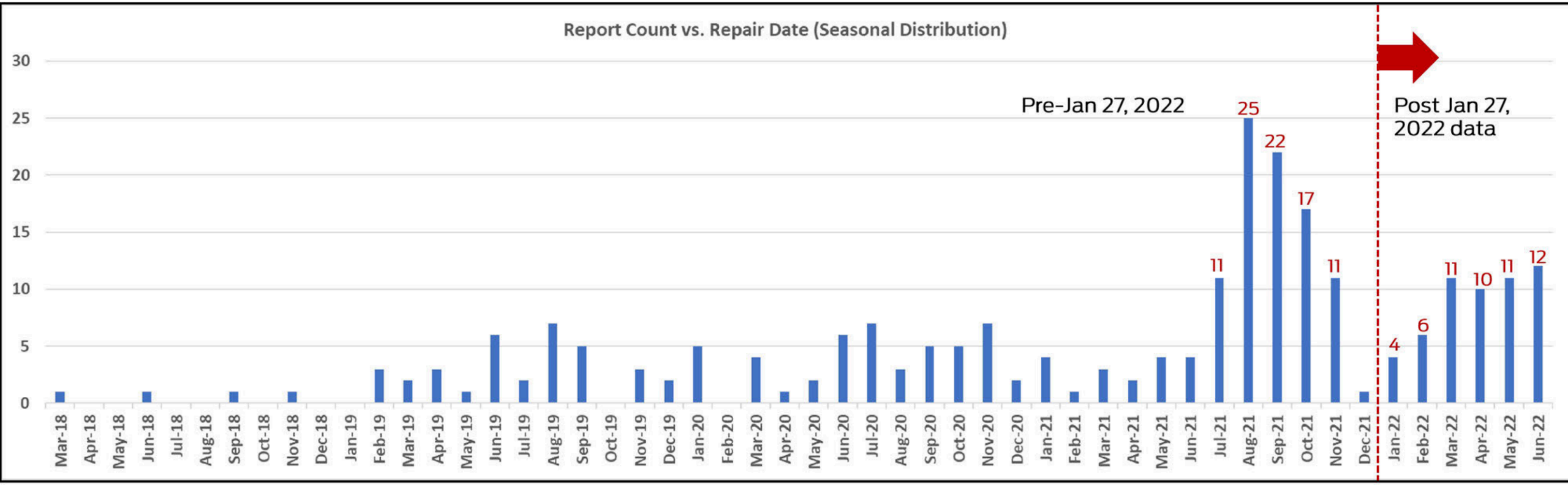
[redacted]

Report Count & Rate (R/1000) vs. Production Month - 2018-2021MY Expedition/ Navigator

After Adding Post-Jan 27, 2022 data-points



Report Count vs. Repair Month – Seasonal Distribution - 2018-2021MY Expedition/ Navigator

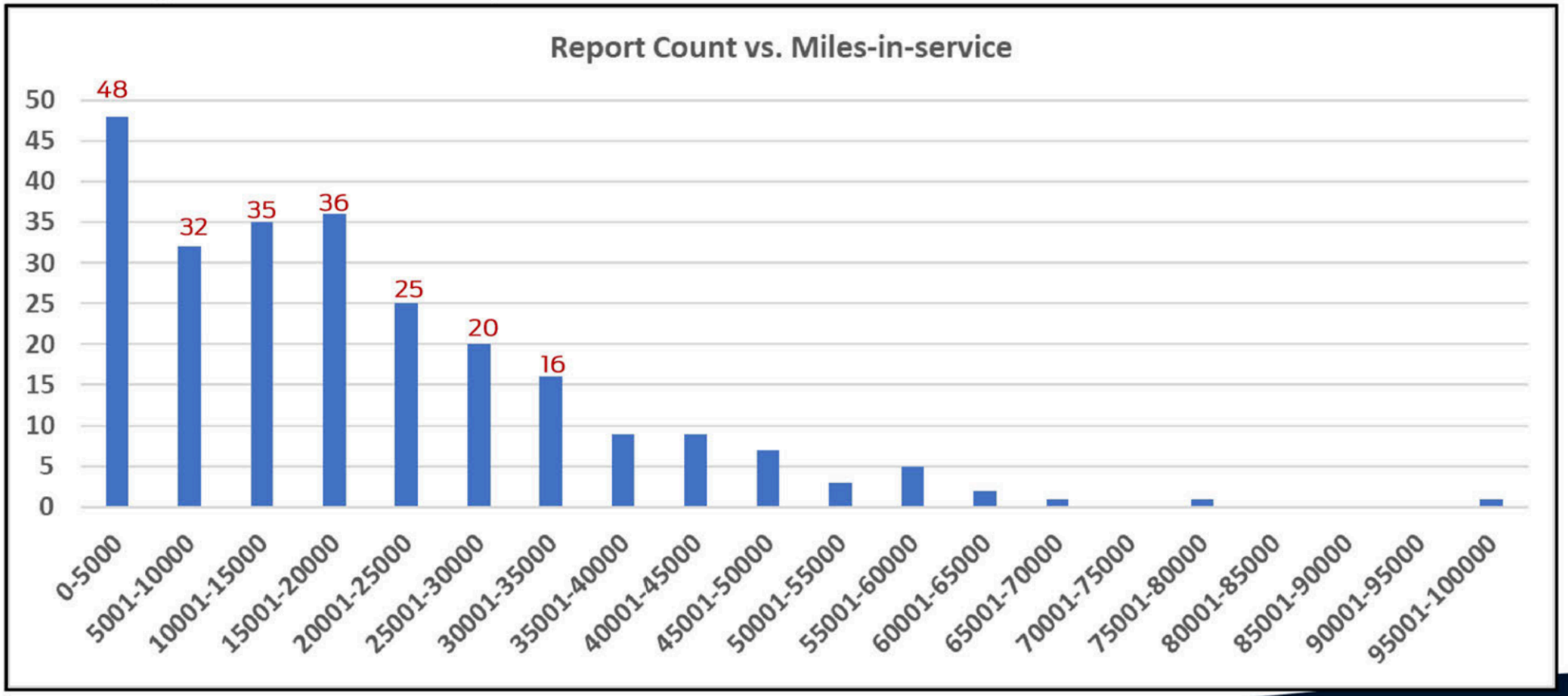


[redacted]

00301 RC

Report Count vs. Miles-in-service – 2018-2021MY Expedition/ Navigator

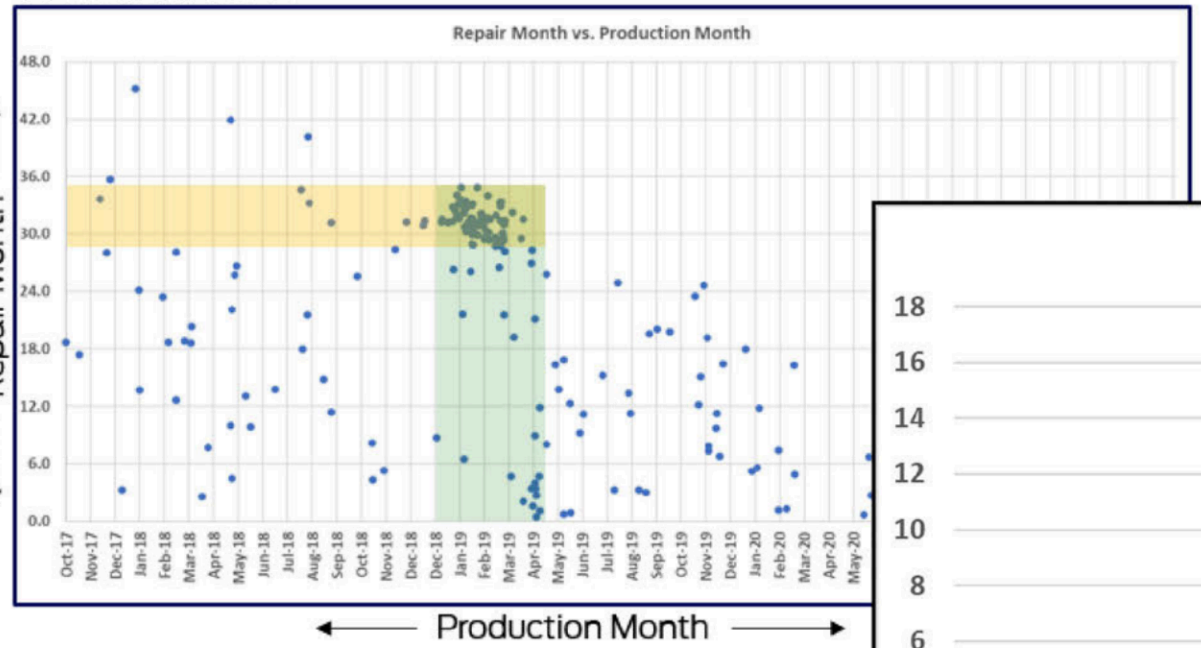
After Adding Post-Jan 27, 2022 data-points



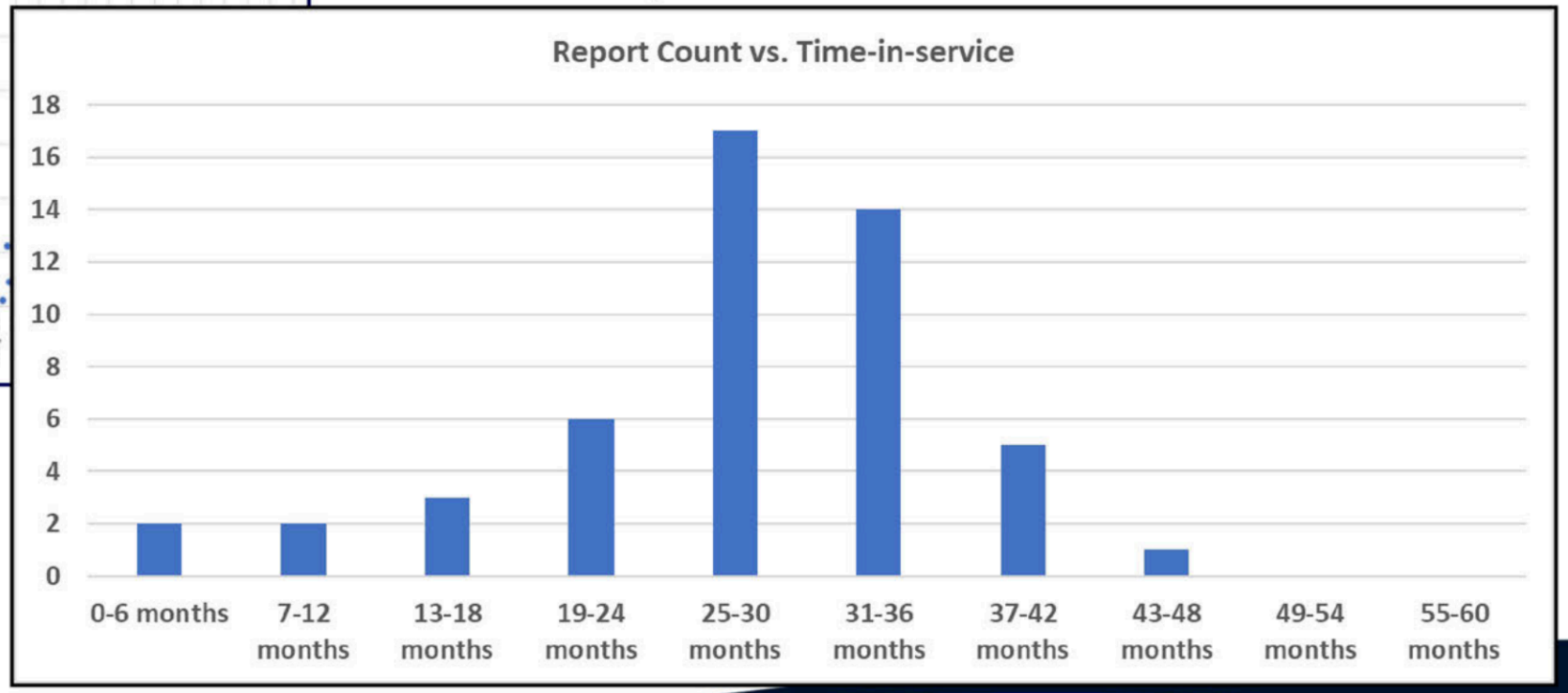
[redacted]

Report Count vs. Time-in-service – 2018-2021MY Expedition/ Navigator

Pre-Jan 27, 2022



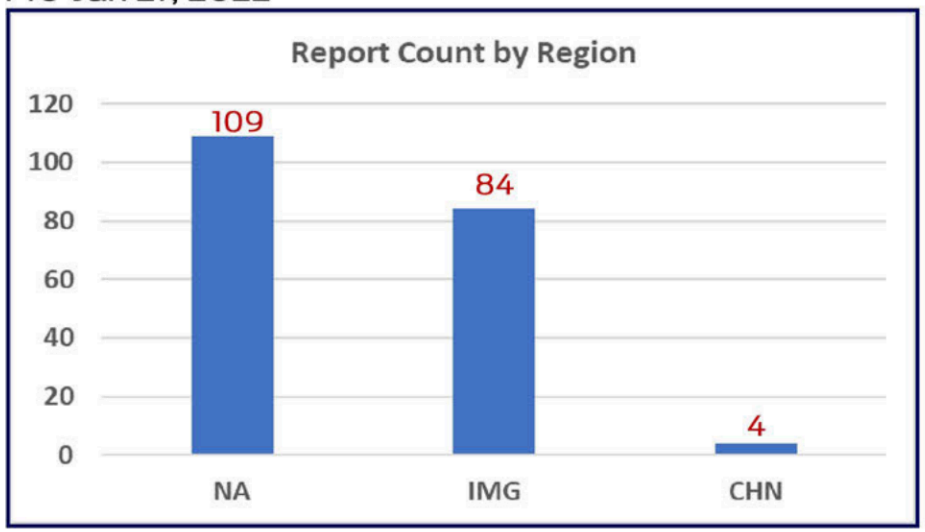
Post-Jan 27, 2022



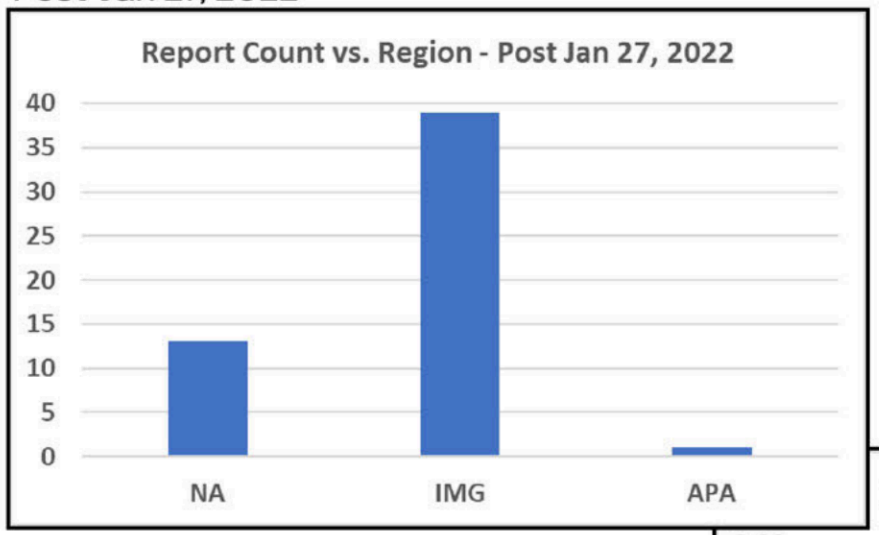
[redacted]

Report Count & Rate (R/1000) by Region – 2018-2022MY Expedition/ Navigator

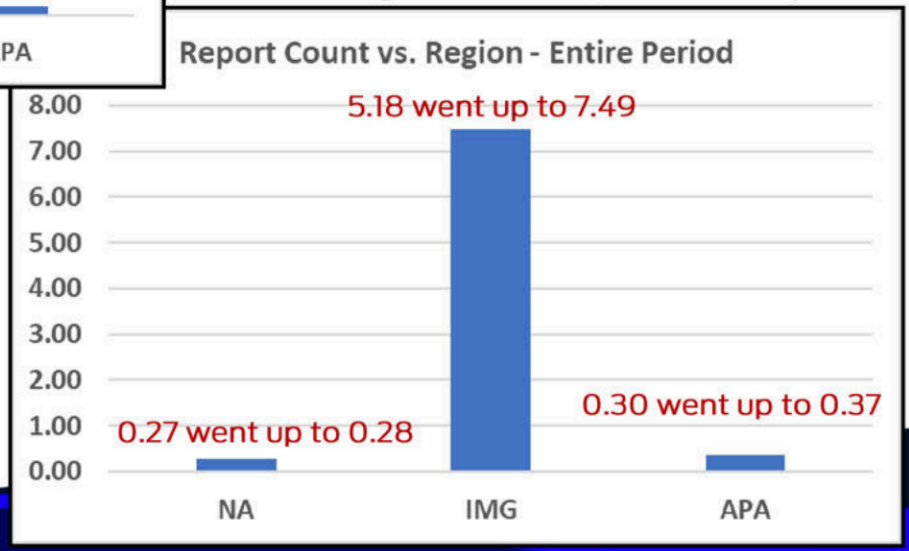
Pre-Jan 27, 2022



Post-Jan 27, 2022



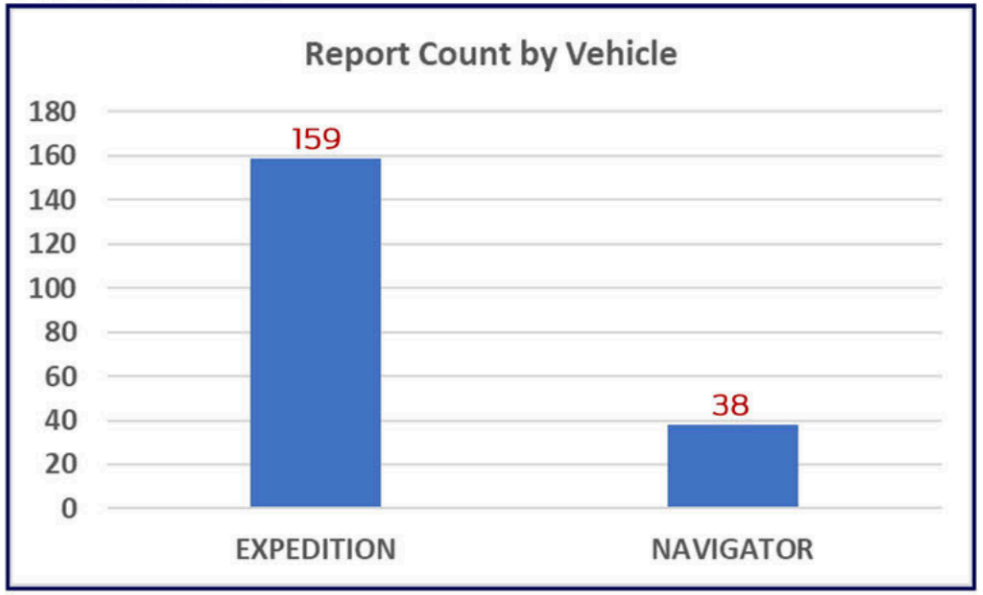
After Adding Post-Jan 27, 2022 data-points



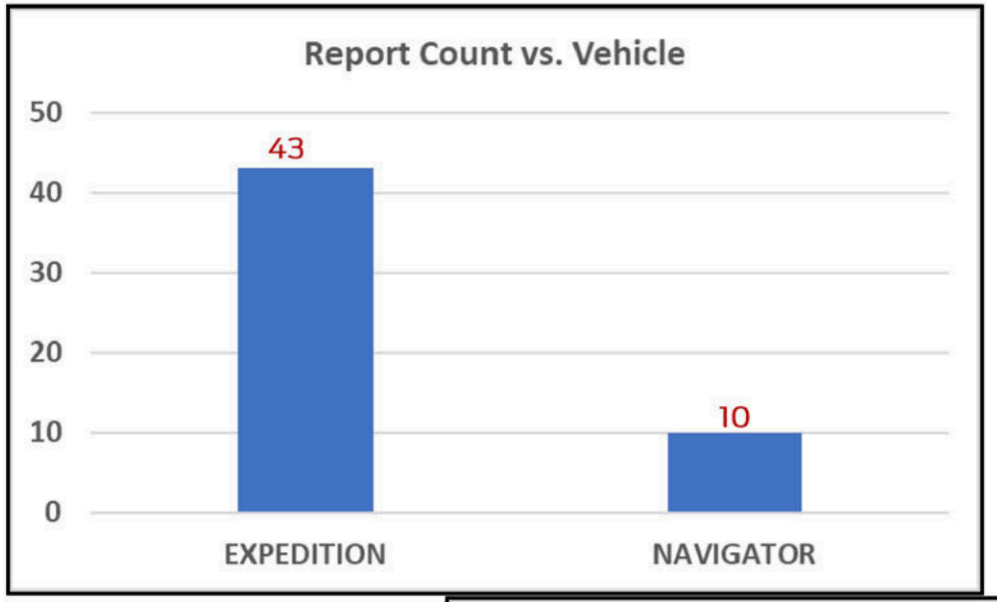
[redacted]

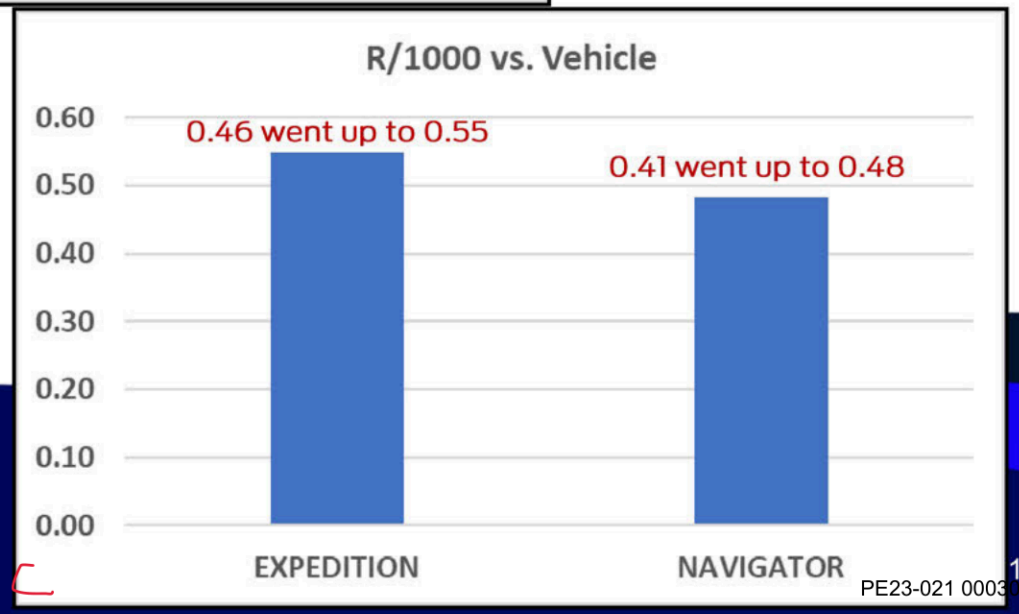
Report Count & Rate (R/1000) by Vehicle Type – 2018-2021MY Expedition/ Navigator

Pre-Jan 27, 2022



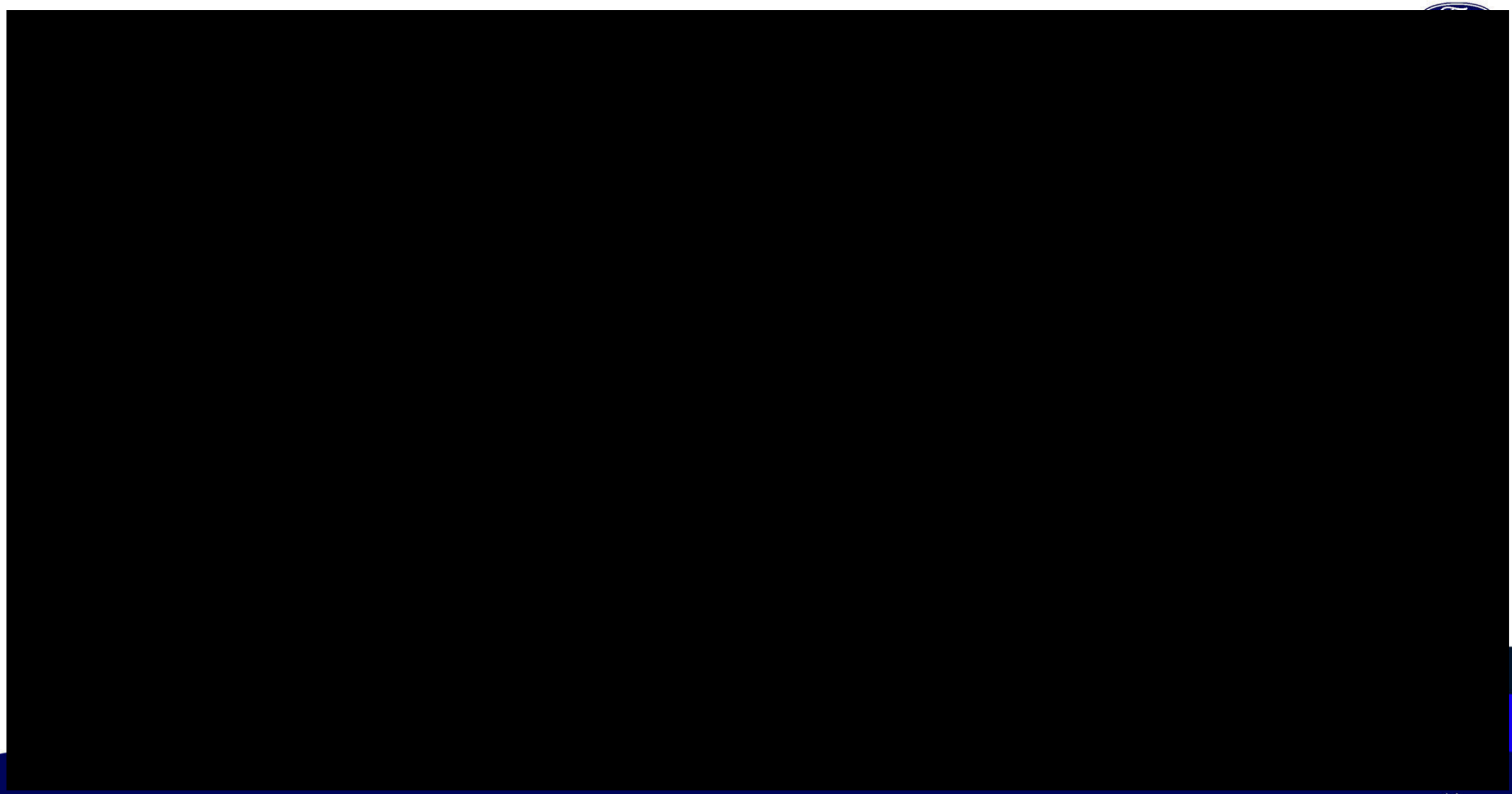
Post-Jan 27, 2022





[redacted]

PE23-021 000305 RC



From: Pineda, Mauricio (MPC.) [mpineda6@ford.com]
Sent: 6/16/2022 11:45:10 AM
To: Jadhav, Nitesh (N.C.) [njadhav@ford.com]; Stanley, Daniel (D.J.) [dstanle1@ford.com]; Hultman, Paula (R.) [prieden@ford.com]
Subject: FW: CCRG 21-576 presentation June 16 2022
Attachments: Monitor status.pptx

FYI, this is what we showed today

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: mpineda6@ford.com

From: Arroyo, Jesus (J.) <jarroy25@ford.com>
Sent: Wednesday, June 15, 2022 5:39 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Subject: CCRG 21-576 presentation June 16 2022

Hi Mau,

I have made a presentation for CCRG meeting, let me know if there is something missing,

I have included a brief summary, monitor status, aging status, and next steps,

Regards
Jesús

2018-2021MY Expedition/ Navigator

Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment CCRG – 21-576

Awareness TRG Review
Jun 16, 2022

Turn Around
Automotive Operations

Modernize
Everywhere

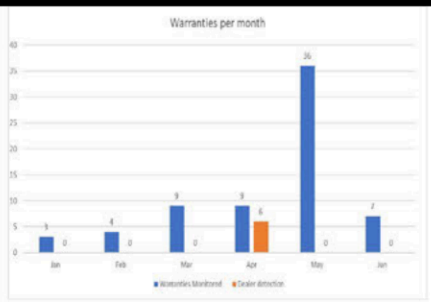
Disrupt
Ourselves

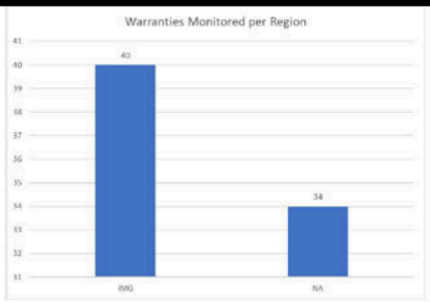
Agenda

- Introduction----2 min
- Monitor status----5 min
- Aiging testing status----5
- Next steps-----3 min

Monitor Status

[redacted]





[redacted]

5

Inadverten deployment VINS

VIN	Vehicle	Vehicle Position	Production Date	Region	Repair Date	Customer Comments	Technician Comments
1FM[redacted]	EXPEDITION	Passenger	02/27/2019	ARE	04/22/2022	WHILE DRIVING,SUDDENLY A NOISE AND SMOKE CAME FROM RHS B PILLARAREA AND FRONT RH SEAT BELT GOTSTUCK FOR THE PASSENGER	WHILE DRIVING,SUDDENLY A NOISE AND SMOKE CAME FROM RHS B PILLARAREA AND FRONT RH SEAT BELT GOTSTUCK FOR THE PASSENGER CONCERN VERIFIED.CHECKED AND FOUNDFRONT RHS SEAT BELT GETS STUCK , WARNING LIGHT IS ON.NO TSB OR SSM FOUND.DTC B007F 13 B007F 1A.FOLLOWEDPPT A1 YES A2 NO 65 OHMS A3 NOA6 YES 0.4OHMS A7 YES A11 YES.FRONTRHS SEAT BELT INTERNAL FAULTY.A PERPPT REPLACED FRONT RHS SEAT BELT ASY,CUSTOMER IS VERY UNHAPPY THIS KIND FO PANNIC SUITVATION, IT WILL CREATE SERIES INJURAY.
1FM[redacted]	EXPEDITION	Passenger	01/23/2019	ARE	04/26/2022		Customer Verbatim: Air bag light came in cluster on 20.04.2022 and on 21.04.2022 customer heard heavy bang/blast sound with burning smell in cabin and front Rh (passenger) seatbelt stuck. When Concern happened vehicle in idle and customer was waiting in the vehicle to pick up his child from school.
1FM[redacted]	EXPEDITION	Driver	01/23/2019	ARE	04/26/2022		
1FM[redacted]	EXPEDITION	RCM	01/23/2019		04/26/2022		
1FM[redacted]	EXPEDITION	Passenger	01/23/2019	ARIZONA	06/08/2022		WEB FORM DATA(119514627) DESCRIPTION OF VEHICLE CONCERN: VEHICLE SEATBELT PRETENSIONER DEPLOYED UNINTENDEDLY. VEHILE HAS NO SIGNS OF DAMAGE ANYWHERE ON IT DO NOT BELIEVE CUSTOMER HIT ANYTHING. CODE B007:13 AS PRETENSIONER IS DEPLOYED PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: INSPECTED WIRING HARNESS FOR ANY SINGNS OF DAMAGE NONE FOUND. ALSO CHECKED FOR SHORT TO GROUND AND RESISTANCES OF BOTH CONNECTORS C303 AND C3066. PREFORMED WIGGLE TEST WITH NO CHANGE ALL READINGS WERE WITHIN SPEC ATTEMPTED TO FOLLOW PPT M HOWEVER SOME STEP WERE NOT DOOABLE AS PRETENSIONER WAS ALREADY DEPLOYED PARTS REPLACED:

Inadvertent deployment history

[redacted]

VIN	Market	Vehicle Production Date	Gate released	Plant shipped	Mod Center Arrival	Mod Center Complet	Sail Date	Unload date	Sale Date	Maritme Transit (days)	Storage time (days)	Deployed
1FMJU1JT1KE[redacted]	U.A.E	1/16/2019	1/16/2019	1/16/2019	1/31/2019	02/08/2019	2/27/2019	3/30/2019	9/30/2019	31	184	Y
1FMJU1JT3KE[redacted]	U.A.E	1/22/2019	1/22/2019	1/23/2019	02/04/2019	02/06/2019	2/27/2019	3/30/2019	11/26/2019	31	241	Y
1FMJU1JT5KE[redacted]	U.A.E	2/14/2019	2/17/2019	2/23/2019	03/01/2019	03/05/2019	3/23/2019	4/25/2019	7/27/2019	32	93	Y
1FMJU1JT2KE[redacted]	U.A.E	2/16/2019	2/19/2019	2/21/2019	2/28/2019	03/01/2019	3/27/2019	05/02/2019	7/27/2019	36	86	Y
1FMJU1MT8KE[redacted]	U.A.E	2/21/2019	2/21/2019	2/22/2019	03/01/2019	03/05/2019	3/27/2019	4/30/2019	12/25/2019	34	239	Y
1FMJU1MT6K[redacted]	U.A.E	3/20/2019	3/20/2019	3/21/2019	04/03/2019	04/05/2019	4/26/2019	06/03/2019	2/27/2020	38	307	Y
1FMJU1JT9KE[redacted]	U.A.E	02/27/2019	2/27/19	2/28/19	03/11/2019	3/13/19	3/27/19	4/30/19	10/31/19	34	184	Y
1FMJU1MT1K[redacted]	U.A.E	01/23/2019	1/26/19	1/31/19	02/11/2019	02/12/2019	03/02/2019	04/10/2019	11/23/19	39	227	Y
1FMJK1JT6KE[redacted]	Arizona	06/04/2019		06/08/2019	06/20/2019				06/22/2019	NA	2	Y

Appendix

Back-Up

From: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Sent: 3/23/2022 7:13:33 PM
To: Hultman, Paula (R.) [prieden@ford.com]
Subject: RE: CCRG GRID 21-576 - Faulty Seatbelt pretensioner

I forwarded the meeting notice to GDIA...

From: Hultman, Paula (R.) <prieden@ford.com>
Sent: Wednesday, March 23, 2022 2:47 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Boehk, Karen (K.S.) <kboehk@ford.com>; Ott, David (D.J.) <dott@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>
Subject: RE: CCRG GRID 21-576 - Faulty Seatbelt pretensioner

Thank you, Nitesh.

Mauricio – points (1) & (2) are the inputs the team needs to discuss our collective recommendation. Let's focus on those 2 topics in today's 14D review.

Nitesh – did you GDIA to the 14D review so they can present the Weibull analysis?

Regards,
Paula Rieden Hultman
Critical Concern Engineer
GVHM / Design Assurance
Mobile Phone: [redacted]
Email: prieden@ford.com
"The information contained herein is FORD PROPRIETARY information and may include FORD CONFIDENTIAL information as defined in Ford's Global Information Standard II. Reproduction of this document, disclosure of the information, and use for any purpose other than the conduct of business with Ford is expressly prohibited."

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Wednesday, March 23, 2022 2:43 PM
To: Stanley, Daniel (D.J.) <dstanle1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Boehk, Karen (K.S.) <kboehk@ford.com>; Ott, David (D.J.) <dott@ford.com>
Subject: RE: CCRG GRID 21-576 - Faulty Seatbelt pretensioner

Hello Dan, Paula & Mauricio,

I had a discussion with Dave Ott on subject topic in my 1:1.

There are two new information that need to be shared with broader team-
(1) CAE assessment from Marwan
(2) GDIA Weibull assessment.

He has recommended we setup following discussions-
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(2) GCCRG – Tuesday (3/29) – to get alignment with IMG team
(3) Recommendation TRG – Wednesday (3/30) – already scheduled.

Thank you,
Best Regards,

Nitesh
[redacted]

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Hello Paula & Dan,

Understood. No intent to burden the engineering team.

We may have to include the Managers (Dave, Karen) & broader team in the 14D meeting when we are aligning on recommendation.

The 14D goes on for 1 hour vs. aligning on recommendation may be 10 min discussion.

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Thank you,
Best Regards,
Nitesh

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Sent: Tuesday, March 22, 2022 10:18 AM
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Cc: Boehk, Karen (K.S.) <kboehk@ford.com>; Ott, David (D.J.) <dott@ford.com>
Subject: RE: CCRG GRID 21-576 - Faulty Seatbelt pretensioner

That makes sense. Why burden down the engineering team with multiple reviews in such a short period of time.

Daniel J. Stanley
Critical Concern Engineering
Design Assurance
Vehicle Component & System Engineering (VCSE)
Ford Motor Company
Dstanle1@ford.com
PDC 2CE30
313.805.9717

From: Hultman, Paula (R.) <prieden@ford.com>
Sent: Tuesday, March 22, 2022 10:15 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Boehk, Karen (K.S.) <kboehk@ford.com>; Ott, David (D.J.) <dott@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>
Subject: RE: CCRG GRID 21-576 - Faulty Seatbelt pretensioner

Nitesh – the 14D reviews should be where we spend time aligning on the recommendation and then follow up with Adrian in his EMM as he requested.

Regards,
Paula Rieden Hultman
Critical Concern Engineer
GVHM / Design Assurance
Mobile Phone: [redacted]
Email: prieden@ford.com
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Hello Dave & Team,

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I propose we bring this into CCRG on 3/24 for 10-15 mins, then in ASO EMM on 3/25.

Is that ok?

Thank you,
Best Regards,
Nitesh C. Jadhav
(Automotive Safety Office)
Ph. #: 313-805-3467
Email id: njadhav@ford.com

From: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Sent: 3/23/2022 7:12:52 PM
To: Pineda, Mauricio (MPC.) [mpineda6@ford.com]; Hultman, Paula (R.) [prieden@ford.com]; Arroyo, Jesus (J.) [JARROY25@ford.com]
CC: Boehk, Karen (K.S.) [kboehk@ford.com]; Ott, David (D.J.) [dott@ford.com]
Subject: RE: CCRG GRID 21-576 - Faulty Seatbelt pretensioner
Attachments: All_frt_side_modes-19MY_U55x_CCRG-No_RPT-Mar.2022.pdf; Expedition-Navigator Seatblet Pretensioner 22-Mar-2022.pdf

Hello Mauricio,

1st file is Marwan's assessment.
2nd file is GDIA Weibull assessment.

Best Regards,
Nitesh
(313-805-3467)

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Wednesday, March 23, 2022 3:10 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>
Cc: Boehk, Karen (K.S.) <kboehk@ford.com>; Ott, David (D.J.) <dott@ford.com>
Subject: RE: CCRG GRID 21-576 - Faulty Seatbelt pretensioner

+Jesus

Nitesh, can you provide the GDIA assessment to Jesus to be added to the 14D?

Jesus, can you get with Marwan to get the final presentation and include to the 14D also?

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: mpineda6@ford.com

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
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GVHM / Design Assurance
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Is that ok?

Thank you,
Best Regards,
Nitesh C. Jadhav
(Automotive Safety Office)
Ph. #: 313-805-3467
Email id: njadhav@ford.com

U55x CCRG : Belt w/o RPT

- Program: U55X 2018MY
- Crash Mode: FMVSS208, FMVSS214 Oblq Pole
- Purpose: Evaluation
- Engineer: Juyoung Lee, Gargi Tandra, Gururaj Aralikatti, Yalla Abushawashi
- Supervisor: Marwan Elbkaily

Mar. 2022

Ford

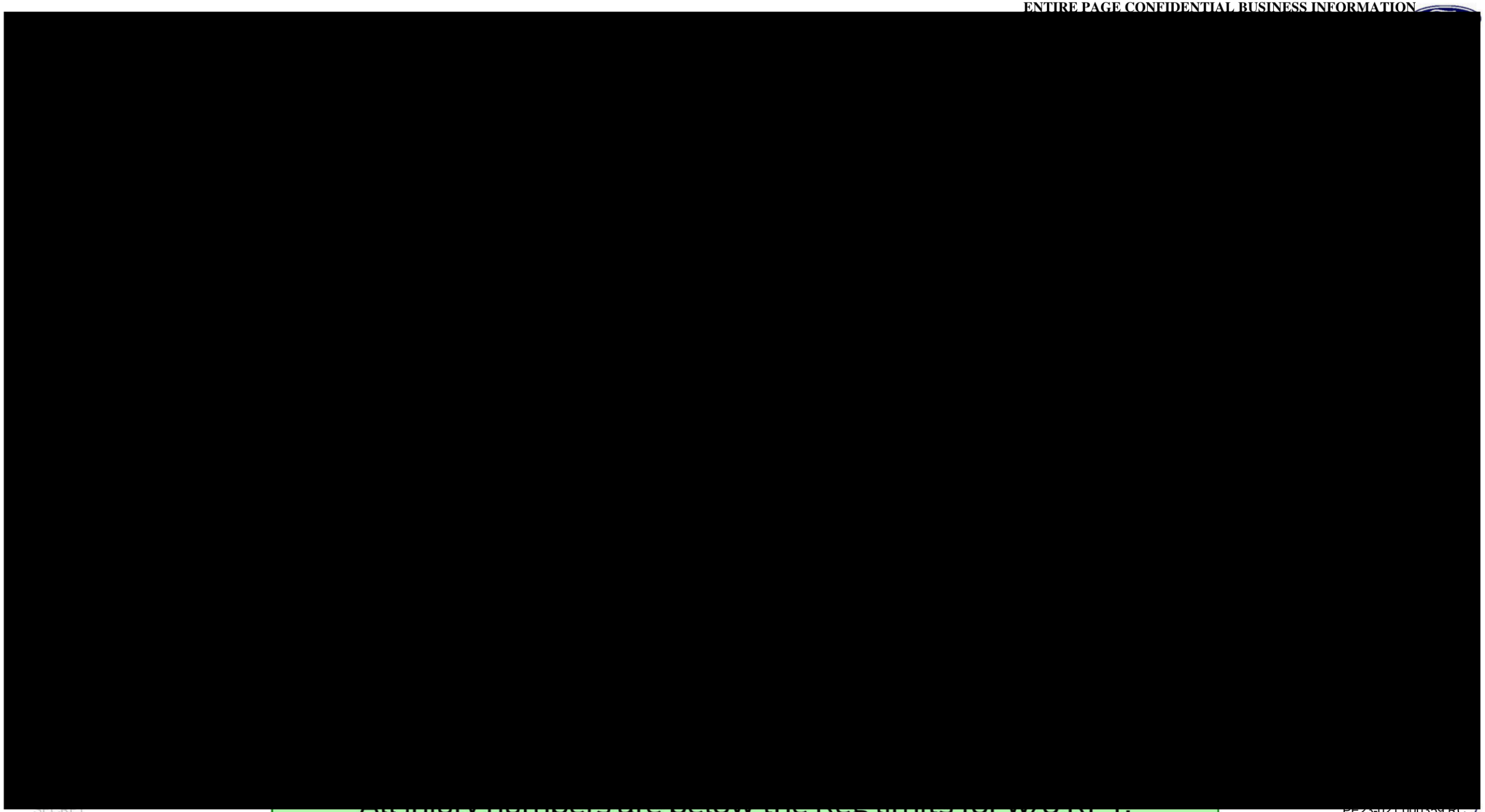
PE23-021 000353 RC

Frontal Impact

Frontal Impact U553

- 25mph ODB
- 35mph 5th
- 35mph 50th

[redacted]



All injury numbers are below the Reg limits for W/O RP-1.

[redacted]

All injury numbers are below the Reg limits for WC RP 1.

[redacted]

All injury numbers are below the Reg limits for W/O RP 1.

Frontal Impact U554

- 30mph FF
- 30mph FAL
- 30mph FAR

[redacted]

Side Impact

U55X Pretensioner Performance Study

- Program: U55X 2018MY
- Crash Mode: Oblq Pole
- Purpose: Evaluation
- Presenter: Yalla Abushawashi
- Supervisor: Marwan Elbkaily

Ford

U55X Pretensioner Performance Study

- Purpose of the Study
- CAE Results – SID2s
- CAE Results – ES2re
- Conclusions

U55X Pretensioner Performance Study

Purpose of the Study

U55X Pretensioner Performance Study

CAE Results - SID2s

U55X Pretensioner Performance Study

CAE Results – ES2re

2018MY – 2022MY Expedition/Navigator
Seatbelt Pretensioner

March 22, 2022

Turn Around
Automotive Operations

Modernize
Everywhere

Disrupt
Ourselves

Ford

Reliability & Safety Analytics

Affected Population

- Model Year = 2018MY – 2022MY
- Vehicle Line(s) = Expedition, Navigator
- Region Sold = NA & IM
- Cutoff Date = 12-Jan-2022
- Claims and MLE File:
  - R:\Projects\2022\18MY-22MY Expedition-Navigator Seatbelt Pretensioner - ASO

From: Stanley, Daniel (D.J.) [dstanle1@ford.com]
Sent: 3/23/2022 7:00:40 PM
To: Jadhav, Nitesh (N.C.) [njadhav@ford.com]; Hultman, Paula (R.) [prieden@ford.com]; Pineda, Mauricio (MPC.) [mpineda6@ford.com]
CC: Boehk, Karen (K.S.) [kboehk@ford.com]; Ott, David (D.J.) [dott@ford.com]
Subject: RE: CCRG GRID 21-576 - Faulty Seatbelt pretensioner

Nitesh, just a reminder, Paula now has this concern with the consolidation of the two pretensioner investigations. I no longer need to be on the correspondence. Thanks.

Daniel J. Stanley
Critical Concern Engineering
Design Assurance
Vehicle Component & System Engineering (VCSE)
Ford Motor Company
Dstanle1@ford.com
PDC 2CE30
313.805.9717

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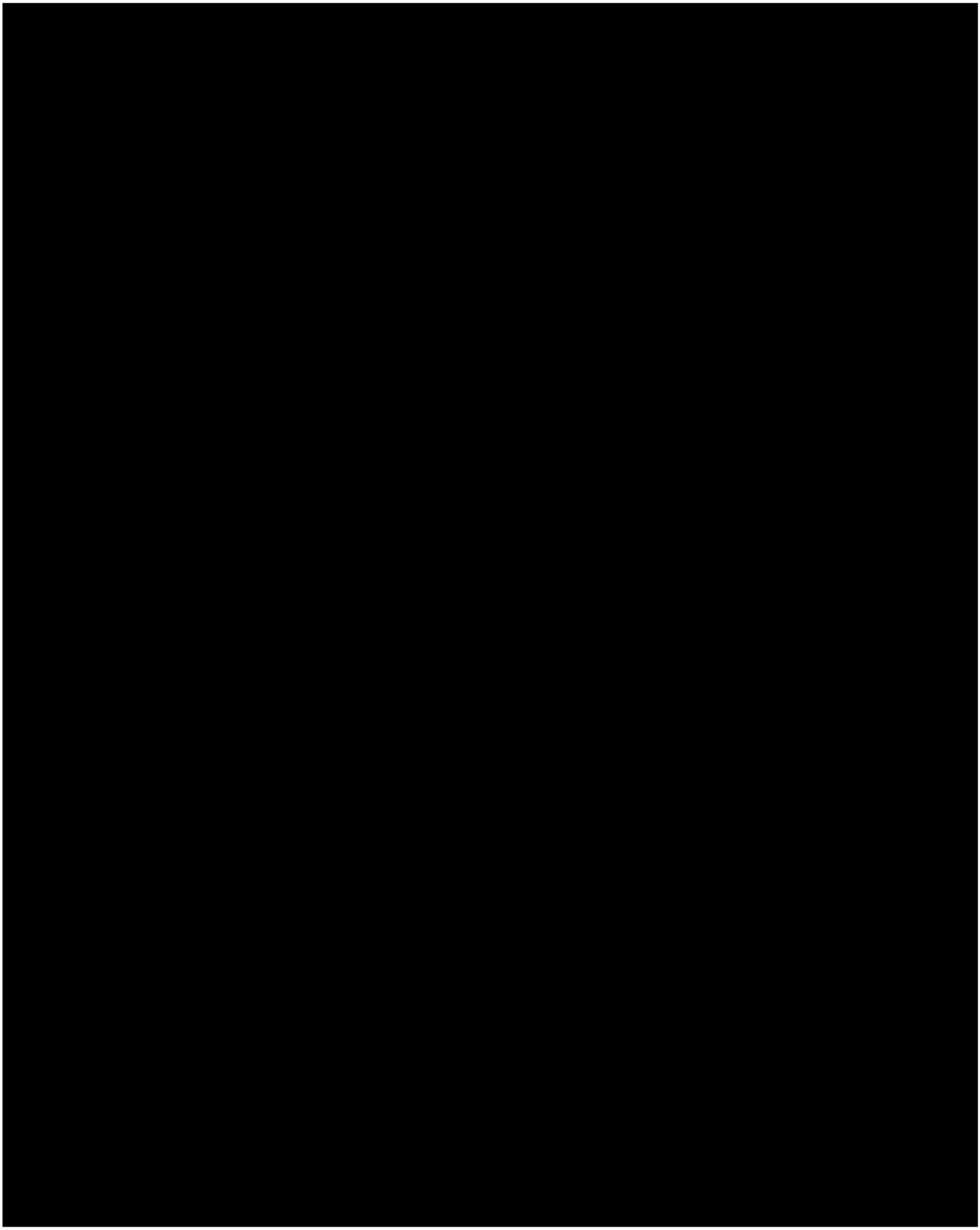
Ph. #: 313-805-3467
Email id: njadhav@ford.com



-----Original Appointment-----
From: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Sent: Tuesday, January 18, 2022 2:30 PM
To: Diaz, Adrian (A.D.); Jadhav, Nitesh (N.C.); Ott, David (D.J.); Stanley, Daniel (D.J.); Pineda, Mauricio (MPC.); Arroyo, Jesus (J.); Raub, George (G.); DeSmet, Edward (E.J.); Stanhope, Karen (K.A.); Kemnitz, Erich (E.P.); Appukutty, Jayagopal (J.); Tippy, David (D.J.); Hultman, Paula (R.)
Cc: Baker, Donna (D.J.); Beyer, Laura (L.D.); Boehk, Karen (K.S.); Brezee, Shane (S.B.); Britton, Eric (E.J.); Cooper, Andy (A. H.); Cueceoglu, Aslan (A.D.); Culkeen, Patrick (P.M.); Donovan, Kevin (K.M.); Dostie, Natalie (N.); Duchaine, Thomas (T.); Fazio, John (J.V.); Freeman, Scott (S.T.); Furgerson, Bryan (B.L.); Grazioli, Alicia (A.B.); Gu, Tao (T.); Henney, Travis (J.); Kolar, Sara (S.N.); Landry, Mike (M.P.); Leifson, Kirk (K.V.); Ling, Gunther (G.); Ludington, Julie (J.L.); Marepalli, Krishna chaitan (K.); Monteiro, Fabio (F.M.); Neborg, Kai (K.); Owens, Karen (K.E.); Page, Kimberly (K.A.); Parrish, Will (W.F.); Pawlica, Gregory (G.D.); Piña Ocampo, Enrique (EPO.); Raval, Jody (J.); Schop, Christopher (C.D.); Schultz, Matthew (M.J.); Smolarek, David (D.T.); Svenson, Thomas (T.E.); Tuneff, Mark (M.S.); VanBelle, Laura (L.A.); Vazquez, Valeria (A.); Villela, Fernando (F.N.); Zacharski, Jessica (J.L.); Browne, Michelle (M.F.); Radke, Allen (A.E.); Crist, Jeff (J.B.)
Subject: ASO EMM: (21-398) Expedition/Navigator faulty seat belt retractor (airbag light); (21-576) Expedition inadvertent retractor deployments
When: Friday, January 21, 2022 2:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Requester: Adrian Diaz [redacted]
Alternate Hosts: Nitesh Jadhav and Dave Ott

Deep-dive CCRG investigations or any business-related topics that need support from the ASO Assistant Director, Adrian Diaz.
Please direct any questions to ASO Lead of each agenda topic. Topics and attendees are based on agenda (managed by Enrique Pina).
Distributed to the broader ASO team for awareness. You may connect at your discretion if not directly involved in the items discussed.

Agenda:

Start Time	GRID #	Title	CCRG Chair	ASO Lead	Objective / Desired Outcome	Required Support
2:00 PM	21-398	2018-2019 Expedition/Navigator faulty seat belt retractor (airbag light)	dott@ford.com	Jadhav, Nitesh	[redacted]	Stanley, Daniel (D.J.) dstanle1@ford.com; Pineda, Mauricio (MPC.) mpineda6@ford.com; Arroyo, Jesus (J.) JARROY25@ford.com; Raub, George (G.) graub@ford.com; DeSmet, Edward (E.J.) edesmet@ford.com; Stanhope, Karen (K.A.) kstanhop@ford.com; Kemnitz, Erich (E.P.) ekemnitz@ford.com; Appukutty, Jayagopal (J.) jappukut@ford.com; Tippy, David (D.J.) dtippy@ford.com Hultman, Paula (R.) prieden@ford.com

2:30 PM	21-576	2019 Expedition inadvertent retractor deployments	dott@ford.com	Jadhav, Nitesh	[redacted]	Hultman, Paula (R.) prieden@ford.com; Pineda, Mauricio (MPC.) mpineda6@ford.com; Appukutty, Jayagopal (J.) jappukut@ford.com; Arroyo, Jesus (J.) JARROY25@ford.com; Raub, George (G.) graub@ford.com; DeSmet, Edward (E.J.) edesmet@ford.com; Stanhope, Karen (K.A.) kstanhop@ford.com; Kemnitz, Erich (E.P.) ekemnitz@ford.com; Tippy, David (D.J.) dtippy@ford.com

-~-

-- Do not delete or change any of the following text. --

Join Meeting

[redacted]

Tap to join from a mobile device (attendees only)

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[redacted] Mexico - Sante Fe

Join by phone

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[redacted] Mexico - Sante Fe

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Join from a video system or application

Dial [redacted]

You [redacted] ter your meeting number.

If you are a host, [redacted] o view host information.

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For additional help with WebEx, Ford users can click on the Digital Worker link: [redacted]

Can't join the meeting? [redacted]

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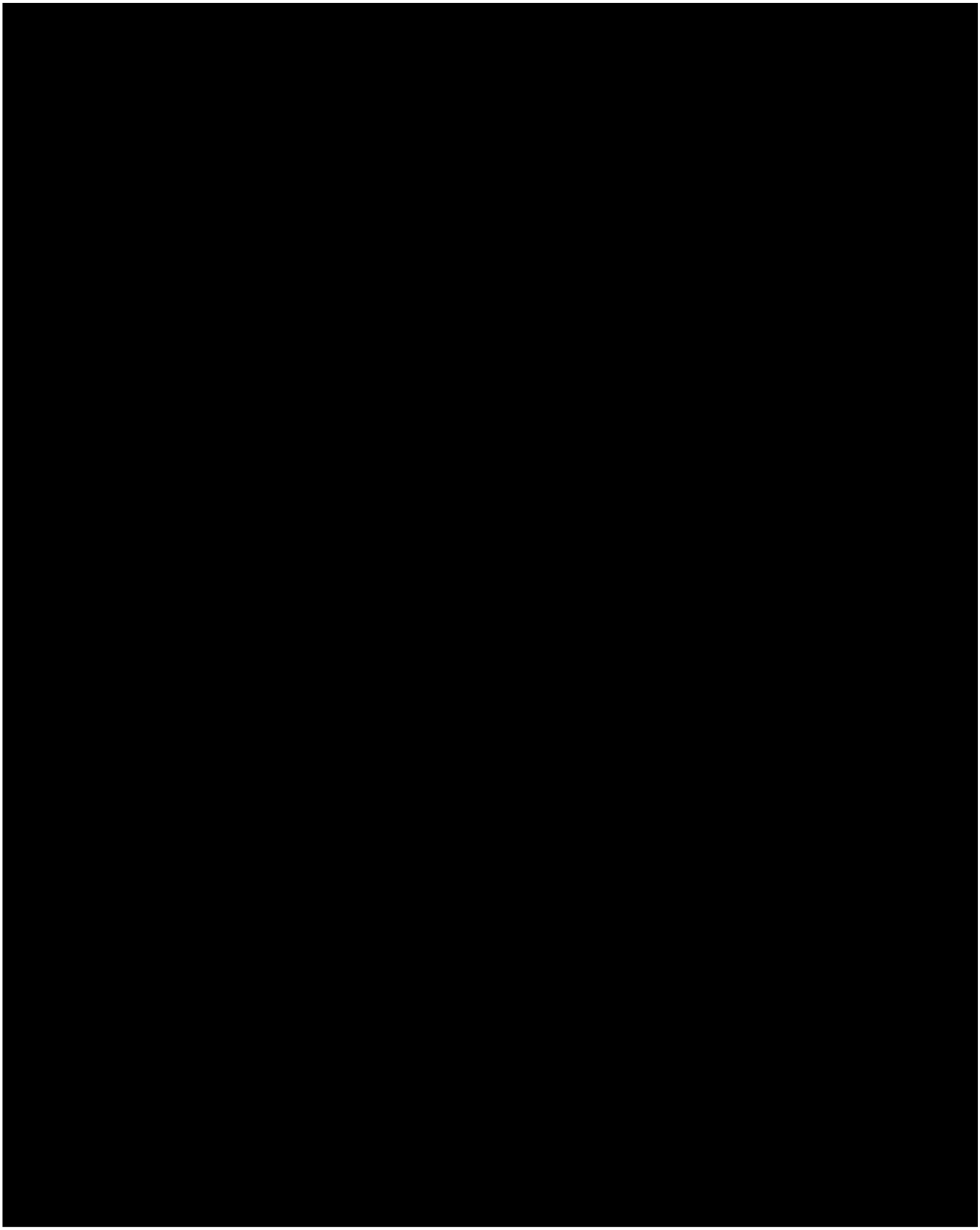

To: Piña Ocampo, Enrique (EPO.); Jadhav, Nitesh (N.C.); Diaz, Adrian (A.D.); Ott, David (D.J.); Grazioli, Alicia (A.B.); Stanley, Daniel (D.J.); Pineda, Mauricio (MPC.); Arroyo, Jesus (J.); Raub, George (G.); DeSmet, Edward (E.J.); Stanhope, Karen (K.A.); Kemnitz, Erich (E.P.); Appukutty, Jayagopal (J.); Tippy, David (D.J.); Hultman, Paula (R.)
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Where: WebEx

Deep-dive CCRG investigations or any business-related topics that need support from the ASO Assistant Director, Adrian Diaz.
Please direct any questions to ASO Lead of each agenda topic. Topics and attendees are based on agenda (managed by Enrique Pina).
Distributed to the broader ASO team for awareness. You may connect at your discretion if not directly involved in the items discussed.

Agenda:

Start Time	GRID #	Title	CCRG Chair	Created By	Objective / Desired Outcome	Required Support
11:30 AM	21-398	2018-2019 Expedition/Navigator faulty seat belt retractor (airbag light)	dott@ford.com	Grazioli, Alicia (A.B.)	Awareness	Stanley, Daniel (D.J.) dstanle1@ford.com; Pineda, Mauricio (MPC.) mpineda6@ford.com; Arroyo, Jesus (J.) JARROY25@ford.com; Raub, George (G.) graub@ford.com; DeSmet, Edward (E.J.) edesmet@ford.com; Stanhope, Karen (K.A.) kstanhop@ford.com; Kemnitz, Erich (E.P.) ekemnitz@ford.com; Appukutty, Jayagopal (J.) jappukut@ford.com; Tippy, David (D.J.) dtippy@ford.com
12:00 PM	21-576	2019 Expedition inadvertent retractor deployments	dott@ford.com	Grazioli, Alicia (A.B.)	Awareness	Hultman, Paula (R.) prieden@ford.com; Grazioli, Alicia (A.B.) agraziol@ford.com;

						Pineda, Mauricio (MPC.) mpineda6@ford.com; Appukutty, Jayagopal (J.) jappukut@ford.com; Arroyo, Jesus (J.) JARROY25@ford.com; Raub, George (G.) graub@ford.com; DeSmet, Edward (E.J.) edesmet@ford.com; Stanhope, Karen (K.A.) kstanhop@ford.com; Kemnitz, Erich (E.P.) ekemnitz@ford.com; Tippy, David (D.J.) dtippy@ford.com

-~-

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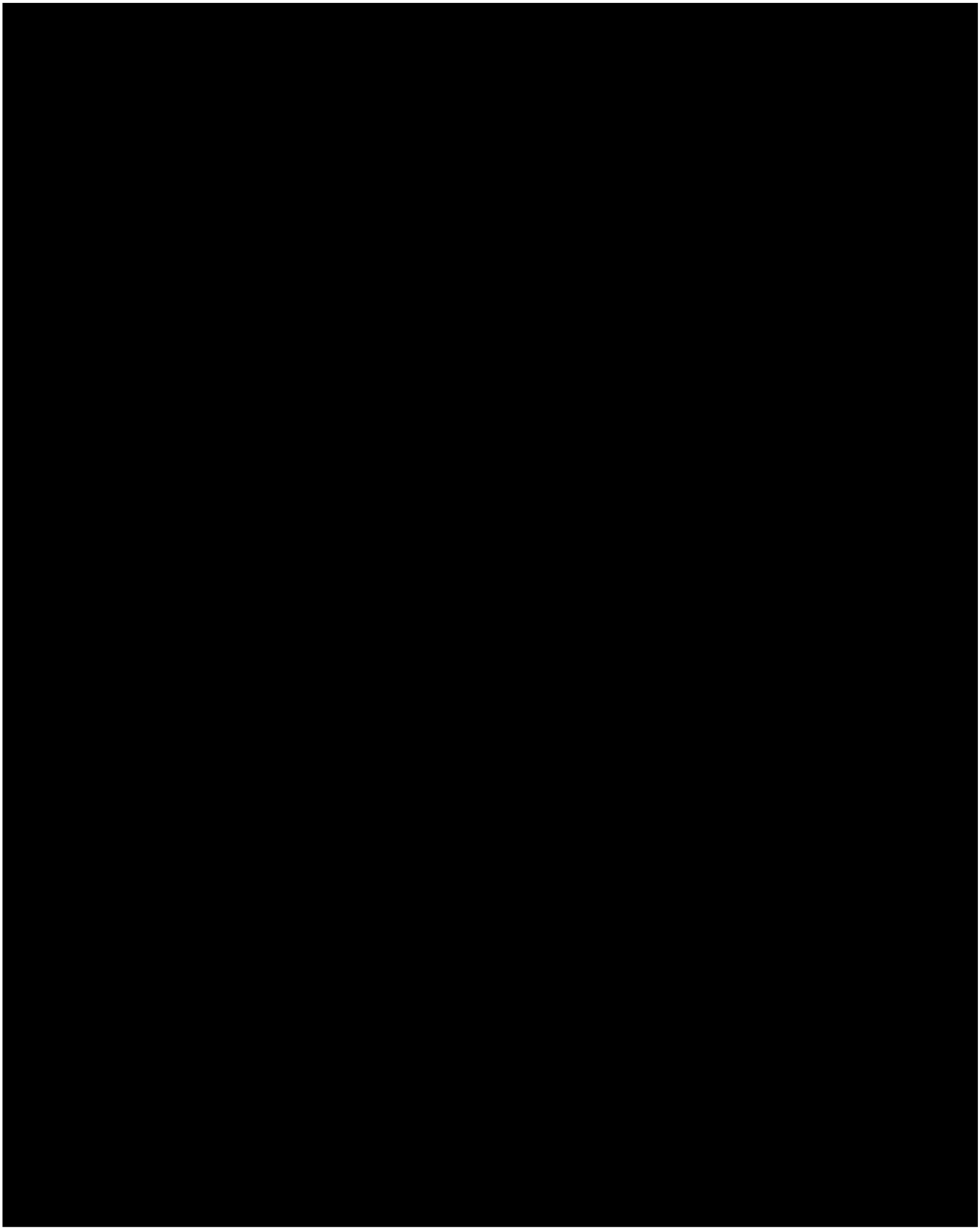
T32MC04



Where: WebEx
Importance: High

Weekly series to discuss CCRG Issue 21-576… key attendees

Appukutty, Jayagopal (J.) jappukut@ford.com
Kemnitz, Erich (E.P.) ekemnitz@ford.com
Stanhope, Karen (K.A.) kstanhop@ford.com
Arroyo, Jesus (J.) JARROY25@ford.com

Kind regards,
Mauricio

-~-~-~

From: Pineda, Mauricio (MPC.) [mpineda6@ford.com]
Sent: 10/27/2021 6:50:44 PM
To: Redman Aaron WSH RDBN3 [aaron.redman@zf.com]; Klein Florian GPL RBPN [florian.klein1@zf.com]; Phillips Tyler WSH RDBN1 [tyler.phillips1@zf.com]; Shafer Wayne WSH QPR [wayne.shafer@zf.com]; Vojnovski, Petar [petar.vojnovski@zf.com]; Durdle Steven WSH RQIG [steve.durdle@zf.com]; Rosso Jeff [jeff.rosso@zf.com]; Ankrom Joshua WSH RDBN3 [joshua.ankrom@zf.com]; Arroyo, Jesus (J.) [JARROY25@ford.com]; Yilma, Benjamin (B.) [byilma@ford.com]; DeSmet, Edward (E.J.) [edesmet@ford.com]; Grazioli, Alicia (A.B.) [agraziol@ford.com]; Mejia, Victor (V.) [VMEJIA5@ford.com]; Hultman, Paula (R.) [prieden@ford.com]; Raub, George (G.) [graub@ford.com]; Boehk, Karen (K.S.) [kboehk@ford.com]
Subject: RE: U553 Seatbelt Retractor MGG Analysis

Thanks Aaron and Josh, if you can share the material we reviewed today, also as next step would be to:

[redacted]

Kind regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: mpineda6@ford.com

From: Redman Aaron WSH RDBN3 <aaron.redman@zf.com>
Sent: Wednesday, October 27, 2021 11:23 AM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Klein Florian GPL RBPN <florian.klein1@zf.com>; Phillips Tyler WSH RDBN1 <tyler.phillips1@zf.com>; Shafer Wayne WSH QPR <wayne.shafer@zf.com>; Vojnovski, Petar <petar.vojnovski@zf.com>; Durdle Steven WSH RQIG <steve.durdle@zf.com>; Rosso Jeff <jeff.rosso@zf.com>; Ankrom Joshua WSH RDBN3 <joshua.ankrom@zf.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Raub, George (G.) <graub@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: U553 Seatbelt Retractor MGG Analysis

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

ZF Confidential

Hello Mauricio,

Attached is the presentation from last week with the VIN numbers and observations of seat belt retractors received at ZF.

Kind Regards,
Aaron Redman

Product Engineer

ZF Group
Passive Safety Systems

Seat Belt Engineering
ZF Passive Safety Systems US Inc.
4505 West 26 Mile Road, Washington, MI 48094
Phone +1 586 232 7528
aaron.redman@zf.com

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Wednesday, October 27, 2021 11:00 AM
To: Klein Florian GPL RBPN <florian.klein1@zf.com>; Phillips Tyler WSH RDBN1 <tyler.phillips1@zf.com>; Shafer Wayne WSH QPR <wayne.shafer@zf.com>; Vojnovski Petar WSH RQIG <petar.vojnovski@zf.com>; Durdle Steven WSH RQIG <steve.durdle@zf.com>; Rosso Jeffrey WSH RDBN1 <jeff.rosso@zf.com>; Ankrom Joshua WSH RDBN3 <joshua.ankrom@zf.com>; Redman Aaron WSH RDBN3 <aaron.redman@zf.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Raub, George (G.) <graub@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: U553 Seatbelt Retractor MGG Analysis

ZF Team, in preparation for the meeting later today, can you please send the VIN list and parts you have received, as well as the observations relative to impedance values for all the parts?

Regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: +[redacted]
Mobile MX: +[redacted]
Mail to: mpineda6@ford.com

-----Original Appointment-----
From: Pineda, Mauricio (MPC.)
Sent: Tuesday, October 26, 2021 3:13 PM
To: Pineda, Mauricio (MPC.); klein1 florian; Phillips1 Tyler; wayne.shafer@zf.com; Vojnovski, Petar; Durdle Steven WSH RQIG; Rosso Jeff; Ankrom Joshua WSH RDBN3; Redman Aaron WSH RDBN3; Arroyo, Jesus (J.); Yilma, Benjamin (B.); DeSmet, Edward (E.J.); Grazioli, Alicia (A.B.); Mejia, Victor (V.); Hultman, Paula (R.); Raub, George (G.); Boehk, Karen (K.S.)
Subject: U553 Seatbelt Retractor MGG Analysis
When: Wednesday, October 27, 2021 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
Importance: High

[redacted]

Kind regards,

Ford Go Further

Mauricio Pineda
Restraints Supervisor

Phone:
Mobile US: +[redacted]
Mobile MX: +
Mail to: mpineda6@ford.com

-~-

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T32MC04

From: Stanley, Daniel (D.J.) [dstanle1@ford.com]
Sent: 10/13/2021 7:29:37 PM
To: Hultman, Paula (R.) [prieden@ford.com]
CC: Grazioli, Alicia (A.B.) [agraziol@ford.com]
Subject: FW: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Paula/Alicia,

Paula has 21-576 and I have 21-398. Forwarding to Paula.

Daniel J. Stanley
Critical Concern Engineering
Design Assurance
Vehicle Component & System Engineering (VCSE)
Ford Motor Company
Dstanle1@ford.com
PDC 2CE30
313.805.9717

From: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Sent: Wednesday, October 13, 2021 12:25 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

I pulled the warranty history details for these four VINs and added the actual repair dates to the draft CCRG presentation.

[redacted]

One question I still have: Why is the VIN ending in [redacted] on this list? I don't see any reference to inadvertent deployment.

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
313-805-6046

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Wednesday, October 13, 2021 12:08 PM
To: Mejia, Victor (V.) <VMEJIA5@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Victor, we would like actual confirmation the report has the true date, and not just a batch date on which the claim was process. I want to confirm when the car was walked into the dealership.

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: mpineda6@ford.com

From: Mejia, Victor (V.) <VMEJIA5@ford.com>
Sent: Wednesday, October 13, 2021 11:54 AM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Hi Mauricio,

Please see my comments below.

Victor Mejía
Product Concern Engineer
Ford Motor Company
VMEJIA5@ford.com

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: miércoles, 13 de octubre de 2021 09:54 a. m.
To: Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Victor, In addition to what we discussed yesterday, can you help us to get the following details for these claims

[redacted]

[redacted]

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: mpineda6@ford.com

From: Mejia, Victor (V.) <VMEJIA5@ford.com>
Sent: Wednesday, October 13, 2021 10:49 AM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Hi Daniel, Mauricio,

As requested yesterday, the attached file shows the service history of the vehicles mentioned yesterday (shown on the screenshot below).

I've highlighted the service events related to the retractor/pretensioners.

VIN	MODEL YEAR	ODOMETER	VEHICLE LINE DESC	DEALER COUNTRY ISO3	BUILD DATE	REPORT ENTRY DATE	PLANT ABBREV	ENGINE DESC	BODY MODEL DESC	VEHICLE TYPE CODE	SYMPTOM FULL CODE	DEALER NAME	COMMENTS
1FMJU1JT3KE[redacted]	2019	7507	EXPDX4	ARE	01/22/2019	08/30/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-21	Al Tayer Motors LLC - Abu Dhab	Verified the customer concern,Air bag warning lan per customer while driving in high way ,he heard l become stuck up . No SSM/TSB no any external i seat belt pre-tensioner C Deployment control circu A7-yes, A 11-Yes.Install new driver seat belt retra
1FMJU1MT6KE[redacted]	2019	17187	EXPDX4	ARE	03/20/2019	08/16/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	2-27-4-68	Al Tayer Motors LLC	Verified the concern, airbag warning light stays or TSB/SSM related to this concern and no external carried out Pinpoint test for DTC- B007F:13 A1, A that the DTC changes from B007F:13 to B007F:1/ assembly So replaced the front RHS seat belt ass
1FMJU1JT1KE[redacted]	2019	19658	EXPDX4	ARE	01/16/2019	08/19/2021	LKTYTRK	3.5L-GTDI	4X4 ,XLT ,MPV	TRUCK	8-85-1-21	Al Tayer Motors LLC - Abu Dhab	Verified the customer concern,Air bag warning lan per customer while driving in high way ,he heard l become stuck up and unable to unlatch the belt. E SSM/TSB no any external impact present.checke Deployment control circuit open.Performed pinpoi new driver seat belt retractor pretensioner. Erase
1FMJU1MT8KE[redacted]	2019	22984	EXPDX4	ARE	02/21/2019	08/17/2021	LKTYTRK	3.5L-GTDI	4X4 ,PLATNUM,MPV	TRUCK	8-84-1-21	Al Tayer Motors LLC	Verified the concern air bag warning light on all th position fully and not able to pull extract as per cu to move the vehicle some burst king of noise from from driver seat belt mount area at the same time pull and wear extract and not working at all fully st abnormalities. No any accident history or any moc Retrieved DTC B007E 13 8B Further followed PP changed to B007F-1A : 8B then A11- Yes and rec driver seat belt retractor includes retractor pretens as well and images attached .

Victor Mejía
Product Concern Engineer
Ford Motor Company
VMEJIA5@ford.com

From: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Sent: miércoles, 6 de octubre de 2021 02:18 p. m.
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Thanks, Mauricio. Per our Webex chat, we will use the Tuesday ZF meeting as a touchpoint.

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
313-805-6046

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Wednesday, October 6, 2021 2:39 PM
To: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Alicia, please lets have a touch point prior. I am packed, but have some time on Friday.

Relative to the deployed PTs, Erich has now the RCM, but we wont have anything until next week, but 14th maybe doable. Also we have a follow up with ZF for the airbag light issue next Tuesday.

Regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: mpineda6@ford.com

From: Stanley, Daniel (D.J.) <dstanle1@ford.com>
Sent: Wednesday, October 6, 2021 2:07 PM
To: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Alicia,
I will have these back-to-back in the October 14th Truck CCRG Agenda.

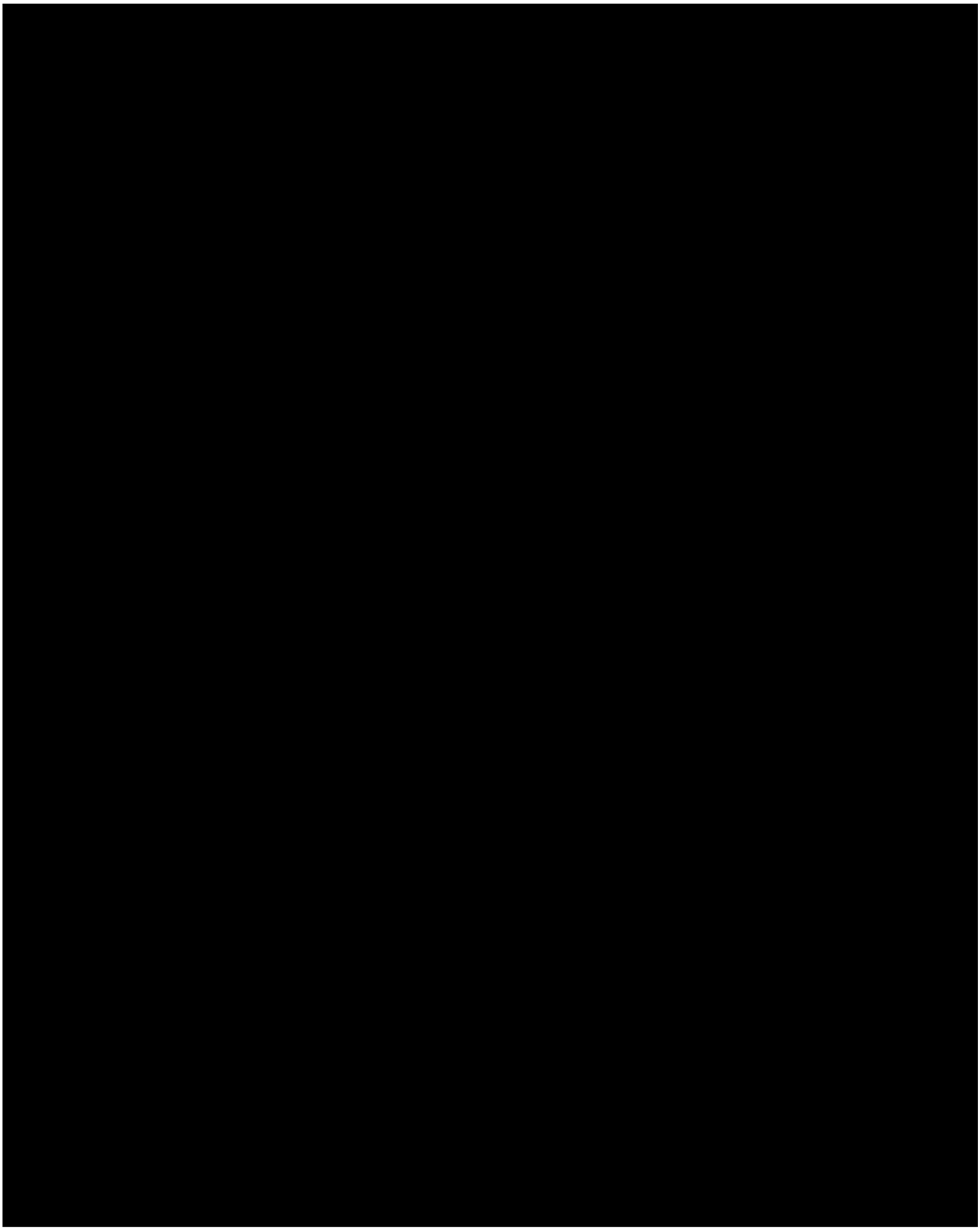
Daniel J. Stanley
Critical Concern Engineering
Design Assurance
Vehicle Component & System Engineering (VCSE)
Ford Motor Company
Dstanle1@ford.com
PDC 2CE30
313.805.9717

From: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Sent: Wednesday, October 6, 2021 1:01 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Hello everyone,

[redacted]

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
313-805-6046



Thanks, Mauricio. Per our Webex chat, we will use the Tuesday ZF meeting as a touchpoint.

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
313-805-6046

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Wednesday, October 6, 2021 2:39 PM
To: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Alicia, please lets have a touch point prior. I am packed, but have some time on Friday.

Relative to the deployed PTs, Erich has now the RCM, but we wont have anything until next week, but 14th maybe doable. Also we have a follow up with ZF for the airbag light issue next Tuesday.

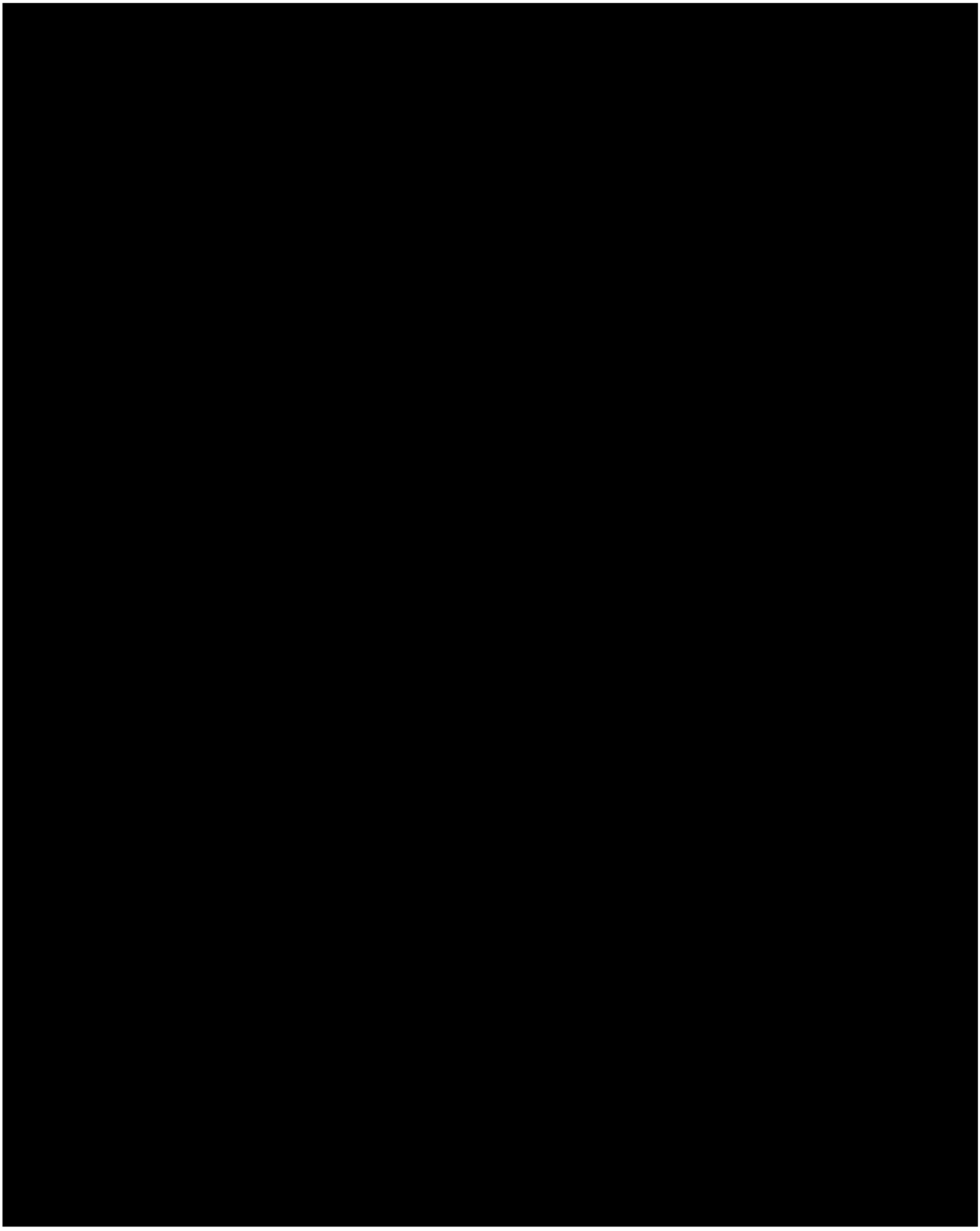
Regards,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: **mpineda6@ford.com**

From: Stanley, Daniel (D.J.) <dstanle1@ford.com>
Sent: Wednesday, October 6, 2021 2:07 PM
To: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Mueller, John (F.) <jmuell36@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Mejia, Victor (V.) <VMEJIA5@ford.com>; Sangines, Daniel (D.S.) <dsangine@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Cc: Sanchez, Monica (MGSB.) <msanc162@ford.com>; Torres, Ricardo (R.) <RTORRE87@ford.com>; Maharaj, Randhir (R.) <rmaharaj@ford.com>
Subject: RE: CCRG recap: U55X retractor/pretensioner issues noted in MEA market

Alicia,
I will have these back-to-back in the October 14th Truck CCRG Agenda.

Daniel J. Stanley
Critical Concern Engineering
Design Assurance
Vehicle Component & System Engineering (VCSE)
Ford Motor Company
Dstanle1@ford.com



From: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Sent: 10/31/2023 2:21:39 PM
To: Froehlich, David (D.C.) [dfroehl3@ford.com]; Fix, Dorian (D.S.) [dfix2@ford.com]; Kormanis, Laura (L.H.) [lhord@ford.com]; Fernandes, Juli (J.H.) [jfern245@ford.com]
CC: Beyer, Laura (L.D.) [lbeyer4@ford.com]; Hultman, Paula (R.) [prieden@ford.com]
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment
Attachments: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment

++ Julie Fernandes...

Email from Julie Fernandes on 2019MY for seat change....

Just trying to get clarification on this running change for seat head restraint.

From: Froehlich, David (D.C.) <dfroehl3@ford.com>
Sent: Tuesday, October 31, 2023 10:14 AM
To: Fix, Dorian (D.S.) <dfix2@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Kormanis, Laura (L.H.) <lhord@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

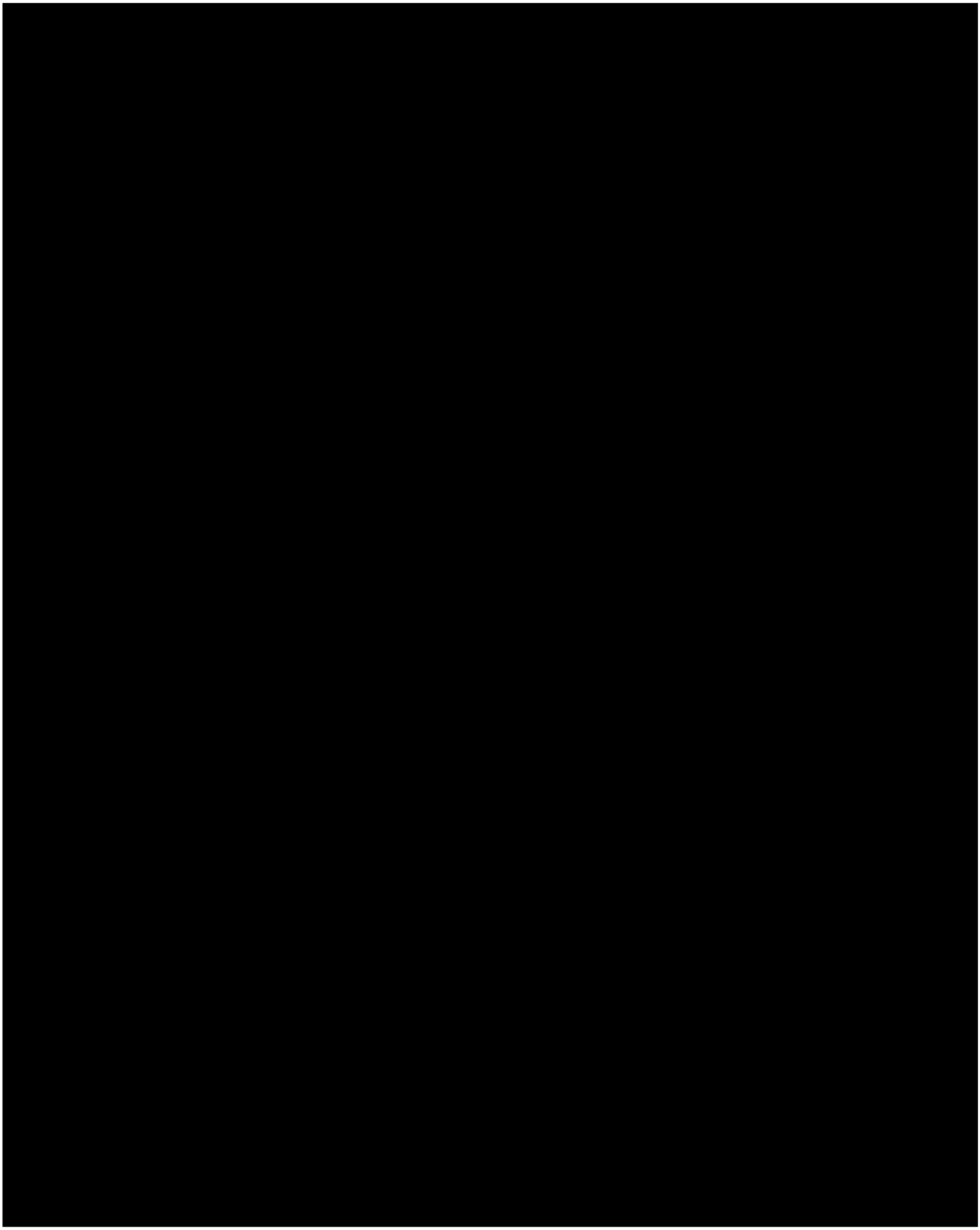
Confirmed. Seats from 18 to 19MY were carryover.

David C. Froehlich
Ford Motor Co
Engineering Supervisor - PVT
Kentucky Truck Plant & Ohio Assembly Plant
Body Interior and EDS Engineering for P708 Super Duty / U55X Expedition & Navigator
Body Interior, Exterior, and EDS for P558 Super Duty at OHAP, VN127 Econoline, and H567 Medium Truck
Ph: (502) 429-2985 Cell: [redacted]
dfroehl3@ford.com

From: Fix, Dorian (D.S.) <dfix2@ford.com>
Sent: Tuesday, October 31, 2023 10:03 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Kormanis, Laura (L.H.) <lhord@ford.com>; Froehlich, David (D.C.) <dfroehl3@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Laura K.,
Do you know who would know what the process changes were from 18MY to 19MY U55X?

Nitesh,
The seats did not change from 18MY to 19MY. Dave, can you confirm?



PVT Manager – Expedition and Navigator U55X
Kentucky Truck Assembly Plant
Office: 313-805-8087
Email: dfix2@ford.com

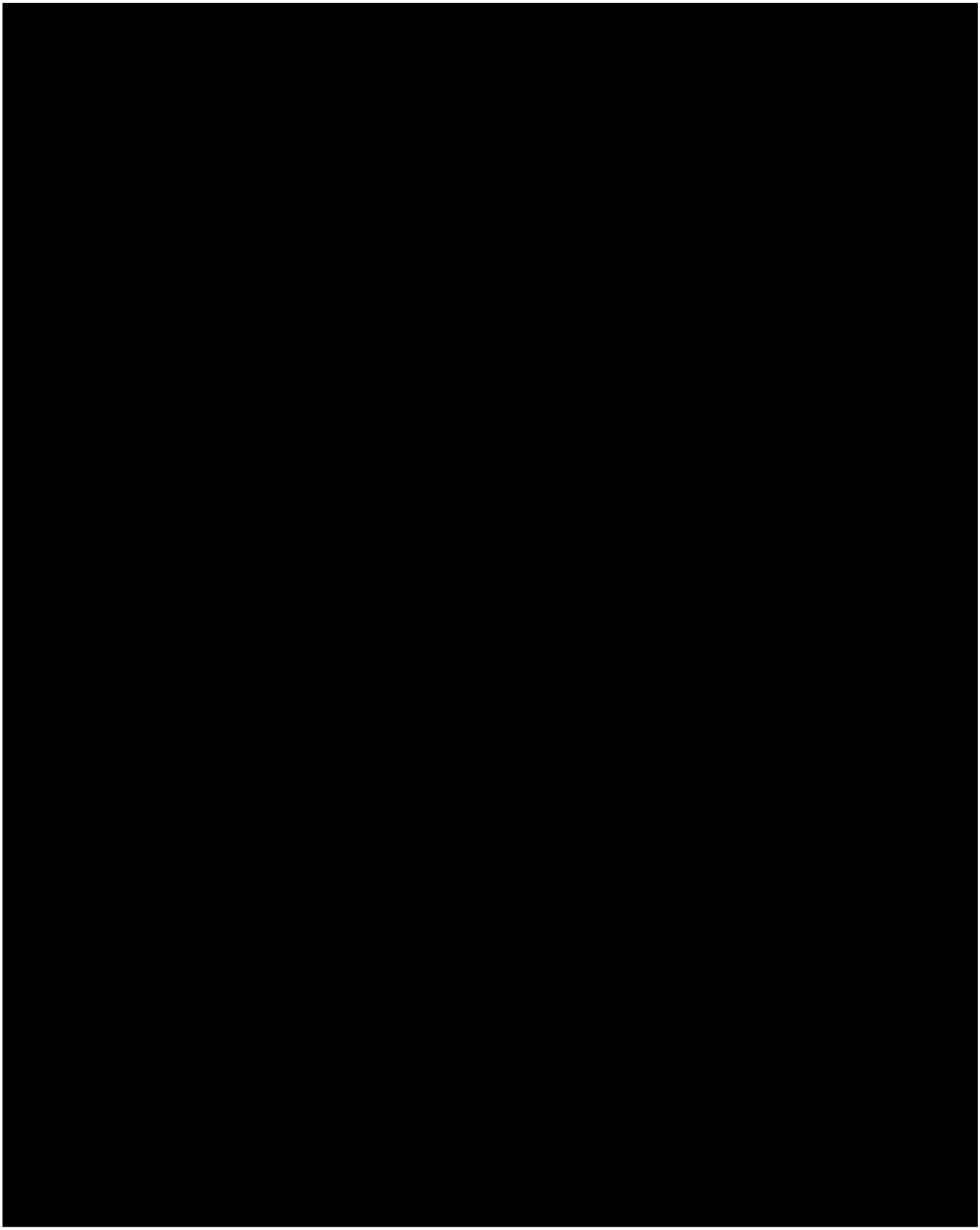
From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Monday, October 30, 2023 10:56 AM
To: Fix, Dorian (D.S.) <dfix2@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Hello Dorian,

I am working on the subject topic and the topic is headed to TRG on Wednesday.

Can you please provide me the following information-
(1) What was the Job-1 date for 2019MY Expedition?
(2) What was the Job-1 date for 2019MY Navigator?
(3) What were the differences between 2018MY & 2019MY Expedition/ Navigator? I.e. Was there any change in the design or production process during model year change over?

Thank you,
Best Regards,
Nitesh C. Jadhav
(Automotive Safety Office- Critical Concern Review Group)
Ph. #: 313-805-3467
Email id: njadhav@ford.com



Thank you,
Best Regards,
Nitesh C. Jadhav
(Automotive Safety Office- Critical Concern Review Group)
Ph. #: 313-805-3467
Email id: njadhav@ford.com

From: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Sent: 10/31/2023 9:59:30 PM
To: Kormanis, Laura (L.H.) [lhord@ford.com]; Froehlich, David (D.C.) [dfroehl3@ford.com]; Fix, Dorian (D.S.) [dfix2@ford.com]; Stover, Buddy (B.G.) [bstover2@ford.com]; Wiggins, Jasmine (J.K.) [jwiggi27@ford.com]
CC: Beyer, Laura (L.D.) [lbeyer4@ford.com]; Hultman, Paula (R.) [prieden@ford.com]
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Hello Team,

Any updates on the question? We are looking for process changes in October 2018.

Thank you,
Best Regards,
Nitesh
(313-805-3467)

From: Kormanis, Laura (L.H.) <lhord@ford.com>
Sent: Tuesday, October 31, 2023 10:21 AM
To: Froehlich, David (D.C.) <dfroehl3@ford.com>; Fix, Dorian (D.S.) <dfix2@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Stover, Buddy (B.G.) <bstover2@ford.com>; Wiggins, Jasmine (J.K.) <jwiggi27@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Adding Buddy Stover/Jasmine Wiggins

Buddy/Jasmine, Please note question below. Is there an easy way to find process changes from 18-19MY?

Laura Kormanis
VO/SBU Quality Program Manager
KTP,LAP,OHAP,WSP
Office 502.429.2031
Mobile [redacted]

From: Froehlich, David (D.C.) <dfroehl3@ford.com>
Sent: Tuesday, October 31, 2023 10:14 AM
To: Fix, Dorian (D.S.) <dfix2@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Kormanis, Laura (L.H.) <lhord@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Confirmed. Seats from 18 to 19MY were carryover.

David C. Froehlich
Ford Motor Co
Engineering Supervisor - PVT
Kentucky Truck Plant & Ohio Assembly Plant
Body Interior and EDS Engineering for P708 Super Duty / U55X Expedition & Navigator
Body Interior, Exterior, and EDS for P558 Super Duty at OHAP, VN127 Econoline, and H567 Medium Truck
Ph: (502) 429-2985 Cell: [redacted]
dfroehl3@ford.com

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Sent: Tuesday, October 31, 2023 10:03 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Kormanis, Laura (L.H.) <lhord@ford.com>; Froehlich, David (D.C.) <dfroehl3@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Laura K.,
Do you know who would know what the process changes were from 18MY to 19MY U55X?

Nitesh,
The seats did not change from 18MY to 19MY. Dave, can you confirm?

"Success only comes before work in the dictionary"

Dorian S. Fix
PVT Manager – Expedition and Navigator U55X
Kentucky Truck Assembly Plant
Office: 313-805-8087
Email: dfix2@ford.com

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Tuesday, October 31, 2023 9:55 AM
To: Fix, Dorian (D.S.) <dfix2@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Thank you, Dorian.

[redacted]

[redacted]

We do have a TRG tomorrow. I will appreciate your response today.

Thank you again.
Best Regards,
Nitesh
(313-805-3467)

From: Fix, Dorian (D.S.) <dfix2@ford.com>
Sent: Monday, October 30, 2023 4:26 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

It was November of 2018. I am still looking for the day of the month of November.

"Success only comes before work in the dictionary"

Dorian S. Fix
PVT Manager – Expedition and Navigator U55X
Kentucky Truck Assembly Plant
Office: 313-805-8087
Email: dfix2@ford.com

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Monday, October 30, 2023 10:56 AM
To: Fix, Dorian (D.S.) <dfix2@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Hello Dorian,

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Can you please provide me the following information-
(1) What was the Job-1 date for 2019MY Expedition?
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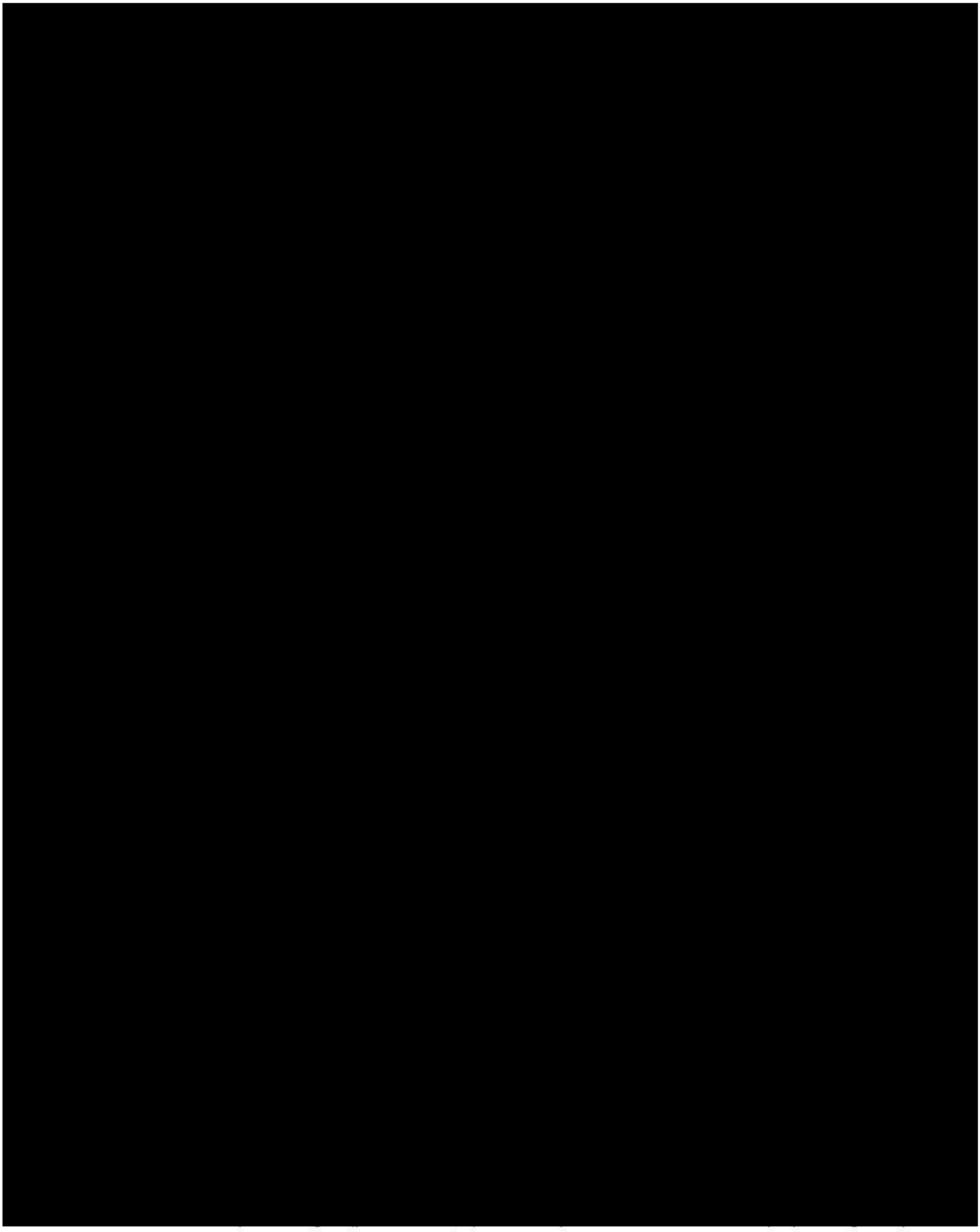
(3) What were the differences between 2018MY & 2019MY Expedition/ Navigator? I.e. Was there any change in the design or production process during model year change over?

Thank you,
Best Regards,

Nitesh C. Jadhav
(Automotive Safety Office- Critical Concern Review Group)
Ph. #: 313-805-3467
Email id: njadhav@ford.com



now, the team is re-opening the investigation from a monitor status and we need to nail down root cause asap along with ability to turn the failure mode on/off.

Retractor Pretensioners Alleged Inadvertent Deployments

#	VIN #	MY	Driver	Passenger	Production Date	Repair Date	TIS (Months)	Mileage	Region Sold in
1	1FMJU1MT6KE[redacted]	2019	x	-	Mar 20, 2019	Jun 20, 2021	27	17187	United Arab Emirates (ARE)
2	1FMJU1MT8KE[redacted]	2019	x	-	Feb 21, 2019	Aug 14, 2021	30	22984	United Arab Emirates (ARE)
3	1FMJU1JT1KE[redacted]	2019	x	-	Jan 16, 2019	Aug 16, 2021	31	19658	United Arab Emirates (ARE)
4	1FMJU1JT3KE[redacted]	2019	x	-	Jan 22, 2019	Aug 30, 2021	31	7507	United Arab Emirates (ARE)
5	1FMJU1JT5KE[redacted]	2019	-	x	Feb 14, 2019	Jun 28, 2021	29	12820	Saudi Arabia (SAU)
6	1FMJU1JT2KE[redacted]	2019	-	x	Feb 16, 2019	Jun 28, 2021	28	43535	Saudi Arabia (SAU)
7	1FMJU1KT4KE[redacted]	2019	-	x	Nov 27, 2018	July 02, 2021	31	21114	Arizona, USA
8	1FMJU1JT9KE[redacted]	2019	-	x	Feb 27, 2019	Apr 22, 2022	38	21147	United Arab Emirates (ARE)
9	1FMJU1MT1KE[redacted]	2019	-	x	Jan 23, 2019	May 09, 2022	40	23167	United Arab Emirates (ARE)
10	5LMJJ2TT6KE[redacted]	2019	-	x	Apr 17, 2019	May 22, 2022	37	41735	United Arab Emirates (ARE)
11	5LMJJ3JT5KE[redacted]	2019	x	-	Feb 18, 2019	Jun 06, 2022	40	31433	United Arab Emirates (ARE)
12	5LMJJ3JT3KE[redacted]	2019	x	-	Nov 19, 2018	Jun 06, 2022	43	31433	United Arab Emirates (ARE)
13	1FMJK1JT6KE[redacted]	2019	-	x	Jun 04, 2019	Jun 08, 2022	36	49651	Phoenix, Arizona, USA
14	1FMJU1MT6KE[redacted]	2019	x	-	Apr 17, 2019	Jun 30, 2022	39	50494	Gilbert, Arizona, USA
15	1FMJK1MTXKE[redacted]	2019	x	-	Apr 23, 2019	July 26, 2022	39		Arizona, USA
16	5LMJJ2LT2KE[redacted]	2019	-	x	Feb 01, 2019	July 26, 2022	42	64445	Arizona, USA
17	5LMJJ2LT5JE[redacted]	2018	-	x	Sep 11, 2018	July 05, 2022	40	53256	United Arab Emirates (ARE)
18	5LMJJ2TT5KE[redacted]	2019	x	-	Feb 23, 2019	July 28, 2022	26	27929	United Arab Emirates (ARE)
19	5LMJJ2LT8KE[redacted]	2019	x	-	Nov 06, 2018	Aug 05, 2022	40	45235	United Arab Emirates (ARE)
20	1FMJU1KT1KE[redacted]	2019	-	x	Feb 15, 2019	Aug 15, 2022	37	40490	Arizona, USA
21	5LMJJ3LT7KE[redacted]	2019	-	x	Nov 29, 2018	Aug 16, 2022	44	49621	Florida, USA
22	5LMJJ3JT4JE[redacted]	2018	-	x	Sep 14, 2018	Aug 18, 2022	39	34904	United Arab Emirates (ARE)

Arizona = 6
Florida = 1
UAE = 13
Saudi Arabia = 2

3

Regards,

Edward DeSmet
Ford Global Seatbelt Technical Specialist and Core OCS Supervisor
Cell Phone [redacted]

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From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Wednesday, August 31, 2022 2:17 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Raub, George (G.) <graub@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Tippy, David (D.J.) <dtippy@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Browne, Michelle (M.F.) <MBROW604@ford.com>
Subject: RE: ASO EMM: (21-576) Expedition - Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment

Hello Jesus & Ed,

Sharing the data that was discussed in today's EMM.

[redacted]

[redacted]

Thank you,
Best Regards,
Nitesh
(313-805-3467)

-----Original Appointment-----
From: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Sent: Wednesday, August 10, 2022 2:58 PM
To
Subject: ASO EMM: (21-576) Expedition - Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment
When: Wednesday, August 31, 2022 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

08/18/2022: Rescheduled the 8/24 @ 12:00 – 12:30 meeting to 8/31 @ 1:30 – 2:00 at the request of the Engineering team.

Requester: Adrian Diaz [redacted]
Alternate Hosts: Nitesh Jadhav and Dave Ott

Deep-dive CCRG investigations or any business-related topics that need support from the ASO Assistant Director, Adrian Diaz.
Please direct any questions to ASO Lead of each agenda topic. Topics and attendees are based on agenda (managed by Enrique Pina).
Distributed to the broader ASO team for awareness. You may connect at your discretion if not directly involved in the items discussed.

Agenda:

Lead Region	NA
GRID #	21-576
Title	Expedition - Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment
ASO Lead	N. Jadhav
CCRG Chair	dott@ford.com
Objective / Desired Outcome	Review post-monitor Field data

From: Chascsa, Jim (JRCII.)
Sent: Wednesday, September 14, 2022 9:51 AM
To: Yilma, Benjamin (B.); DeSmet, Edward (E.J.)
Cc: Reese, Chuck (C.R.); Browne, Michelle (M.F.)
Subject: FW: Seatbelt (safety issue)
Attachments: VID-20220907-WA0243.mp4; VID-20220907-WA0242.mp4; Awareness_TRG_seatbelt_pretensioner_CCRG_21-576_Status.pptx

Importance: High

fyi

Jim Chascsa
Global Restraints Technical Leader
Ford Motor Company
Cell: [redacted]

From: Ott, David (D.J.) <dott@ford.com>
Sent: Wednesday, September 14, 2022 8:04 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Cc: Mueller, Joachim (J.) <jmuelle6@ford.com>; Cooper, Andy (A. H.) <acoope49@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>
Subject: FW: Seatbelt (safety issue)
Importance: High

Nitesh, see below.

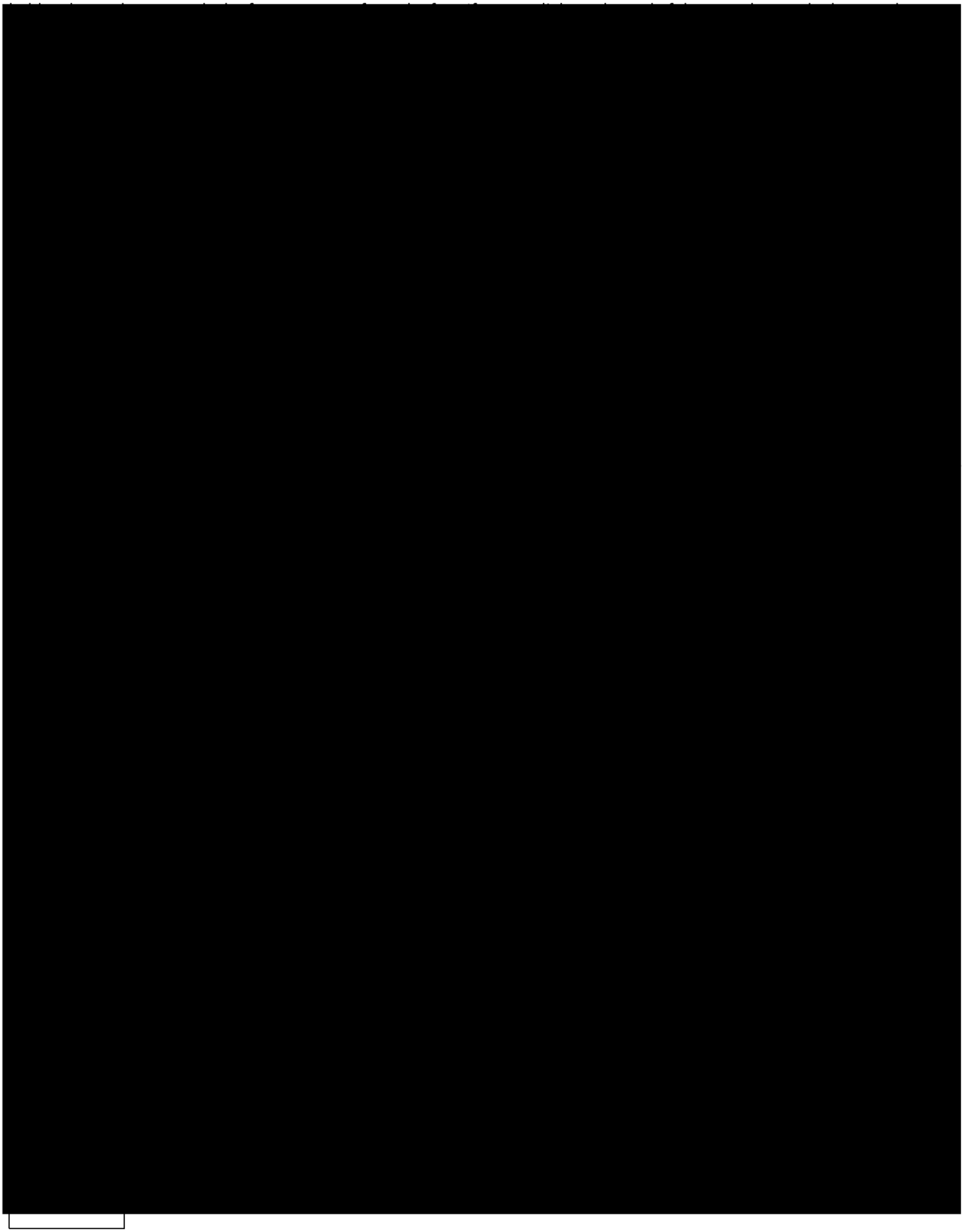
Let's discuss further in our 1-on-1 tomorrow please.

David J. Ott
Defect Investigations Manager – Truck Programs (CCRG Chair)
Automotive Safety Office
Ford Motor Company
[redacted]

From: Mueller, John (F.) <jmuell36@ford.com>
Sent: Wednesday, September 14, 2022 3:46 AM
To: Ott, David (D.J.) <dott@ford.com>
Cc: Cooper, Andy (A. H.) <acoope49@ford.com>
Subject: FW: Seatbelt (safety issue)
Importance: High

David

[redacted]



From: Ishaq, Osman (O.)
Sent: Wednesday, September 7, 2022 4:21 PM
To: Mamoun Shaweesh <mamoun@aljazirahford.com>; Jayachandran Ettiyappan <jayachandran@aljazirahford.com>
Subject: RE: Seatbelt (safety issue)

Dear Mamoun,

Well noted and received, thanks.

Best regards,
Osman Ishaq
Field Service Engineer
Service Engineering Operations
Ford Middle East- KSA
E-mail : oishaq@ford.com
Mobile : [redacted]

From: Mamoun Shaweesh <mamoun@aljazirahford.com>
Sent: Wednesday, September 7, 2022 4:11 PM
To: Ishaq, Osman (O.) <oishaq@ford.com>; Jayachandran Ettiyappan <jayachandran@aljazirahford.com>
Subject: RE: Seatbelt (safety issue)

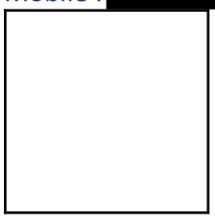
Just sent to your phone through whatsapp.

From: Ishaq, Osman (O.) <oishaq@ford.com>
Sent: Wednesday, September 7, 2022 3:58 PM
To: Mamoun Shaweesh <mamoun@aljazirahford.com>; Jayachandran Ettiyappan <jayachandran@aljazirahford.com>
Subject: RE: Seatbelt (safety issue)

Dear Mamoun,

Thank you. Please share the video as well.

Best regards,
Osman Ishaq
Field Service Engineer
Service Engineering Operations
Ford Middle East- KSA
E-mail : oishaq@ford.com
Mobile : [redacted]



From: Mamoun Shaweesh <mamoun@aljazirahford.com>
Sent: Wednesday, September 7, 2022 3:19 PM

To: Ishaq, Osman (O.) <oishaq@ford.com>; Jayachandran Ettiyappan <jayachandran@aljazirahford.com>
Subject: RE: Seatbelt (safety issue)

Gentlemen ,
Attached are a copy of the invoices from NAGHI for the vehicles that had been repaired under warranty in their w/shop in Yanbu showing pinpoint test details .
FYI & reference .

BR

Mamoun

From: Ishaq, Osman (O.) <oishaq@ford.com>
Sent: Wednesday, September 7, 2022 11:43 AM
To: Jayachandran Ettiyappan <jayachandran@aljazirahford.com>
Cc: Jon Harte <Jharte@aljazirahford.com>; Mueller, John (F.) <jmuell36@ford.com>; Shalan, Hamzeh (H.) <HSHALAN@ford.com>; Al miskeen, Maitham (M.A.) <MALMISKE@ford.com>; Mamoun Shaweesh <mamoun@aljazirahford.com>
Subject: RE: Seatbelt (safety issue)

Hi Ejay,

[redacted]

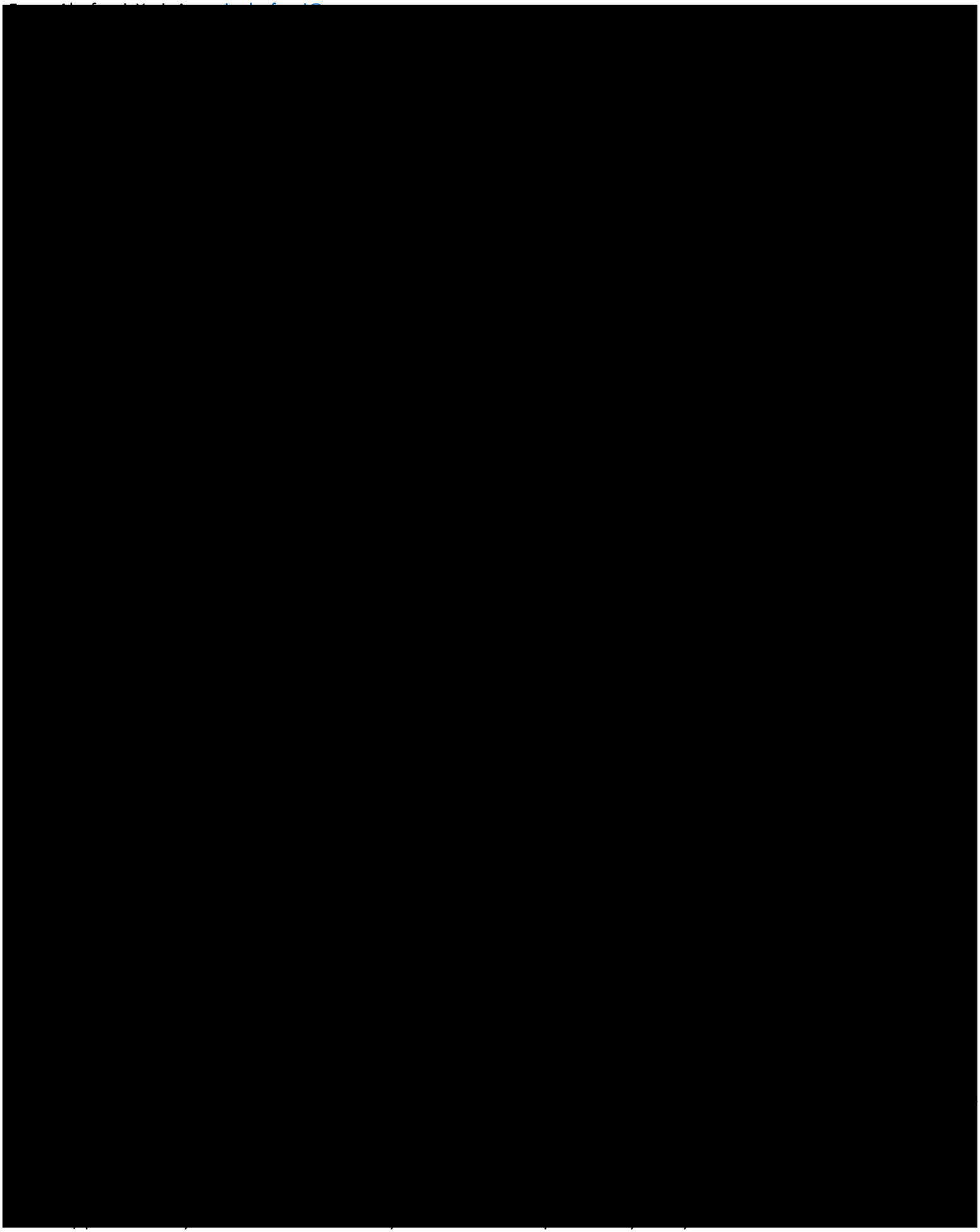
Best regards,
Osman Ishaq
Field Service Engineer
Service Engineering Operations
Ford Middle East- KSA
E-mail : oishaq@ford.com
Mobile : [redacted]

From: Jayachandran Ettiyappan <jayachandran@aljazirahford.com>
Sent: Tuesday, September 6, 2022 6:06 PM
To: Ishaq, Osman (O.) <oishaq@ford.com>
Cc: Jon Harte <Jharte@aljazirahford.com>; Mueller, John (F.) <jmuell36@ford.com>; Shalan, Hamzeh (H.) <HSHALAN@ford.com>; Al miskeen, Maitham (M.A.) <MALMISKE@ford.com>
Subject: FW: Seatbelt (safety issue)

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Hi Osman,
Refer the trialing email from Aramco for the 2019 Expedition air bag lamp on concern due to pre-tensioner failures.
This concern already in the PCSR list, can you update the latest status of the investigation?

Regards,
EJay.



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[redacted]

2018-2021MY Expedition/ Navigator

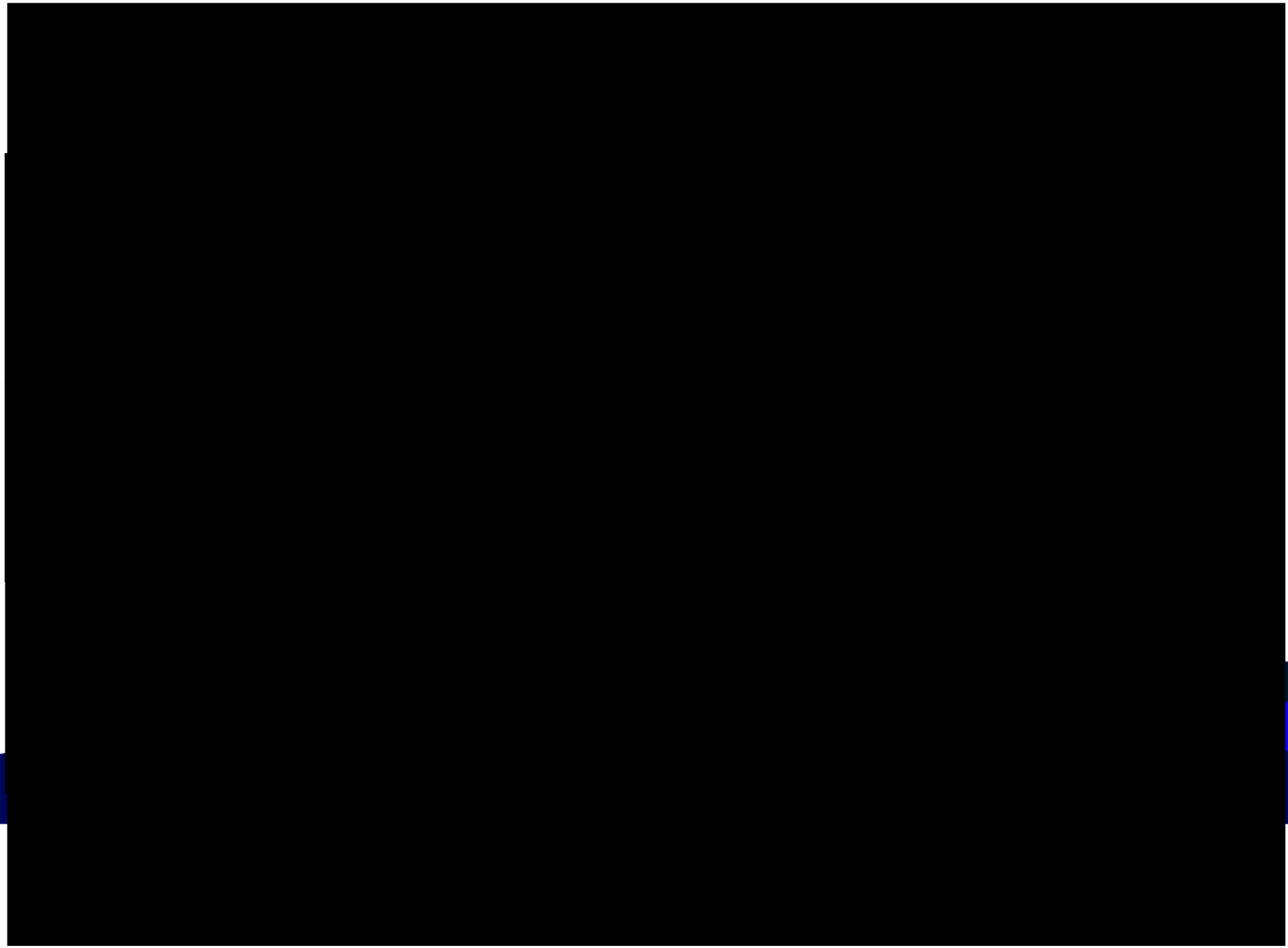
Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment CCRG – 21-576

Awareness TRG Review
Sep 09th, 2022

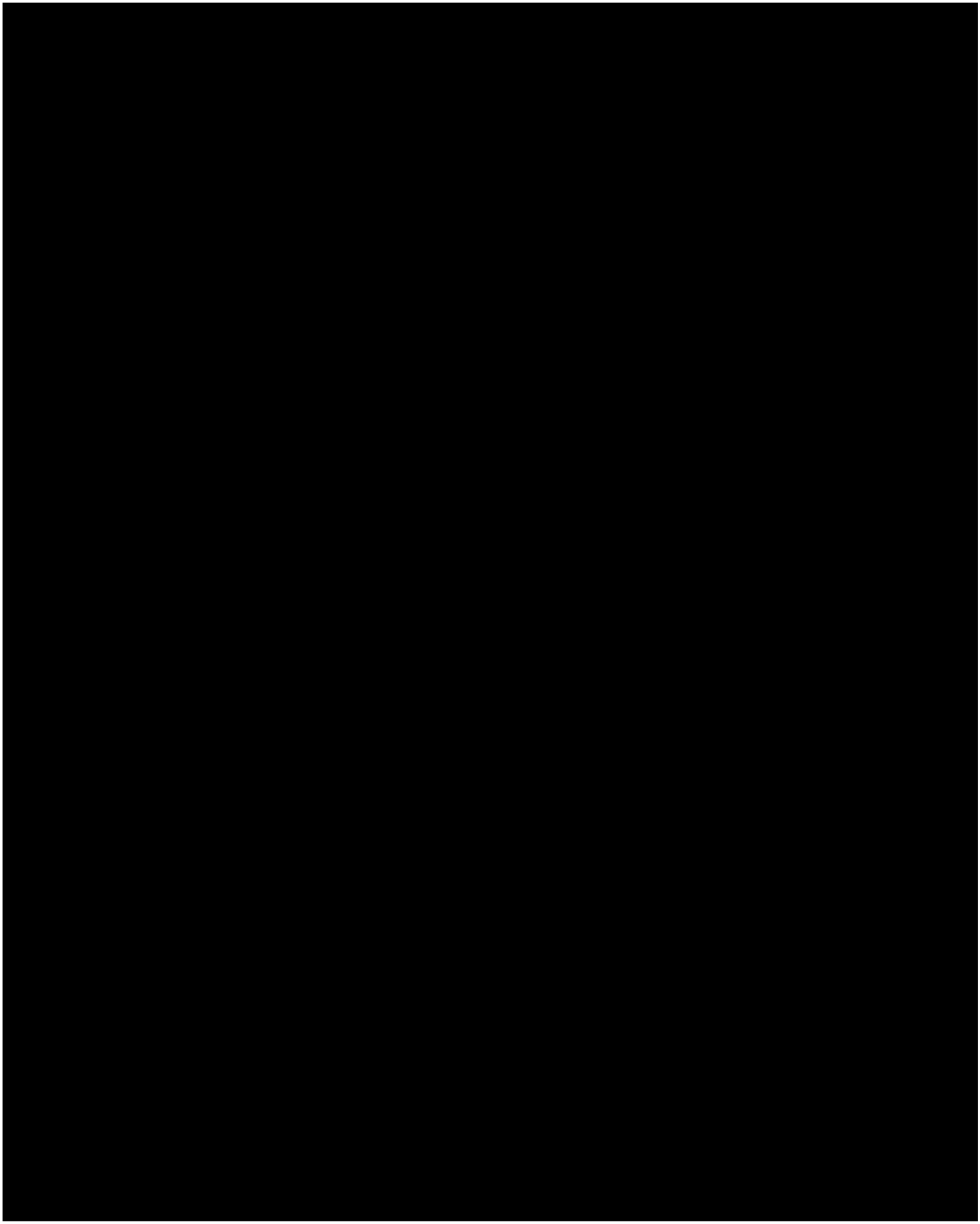
Turn Around Automotive Operations

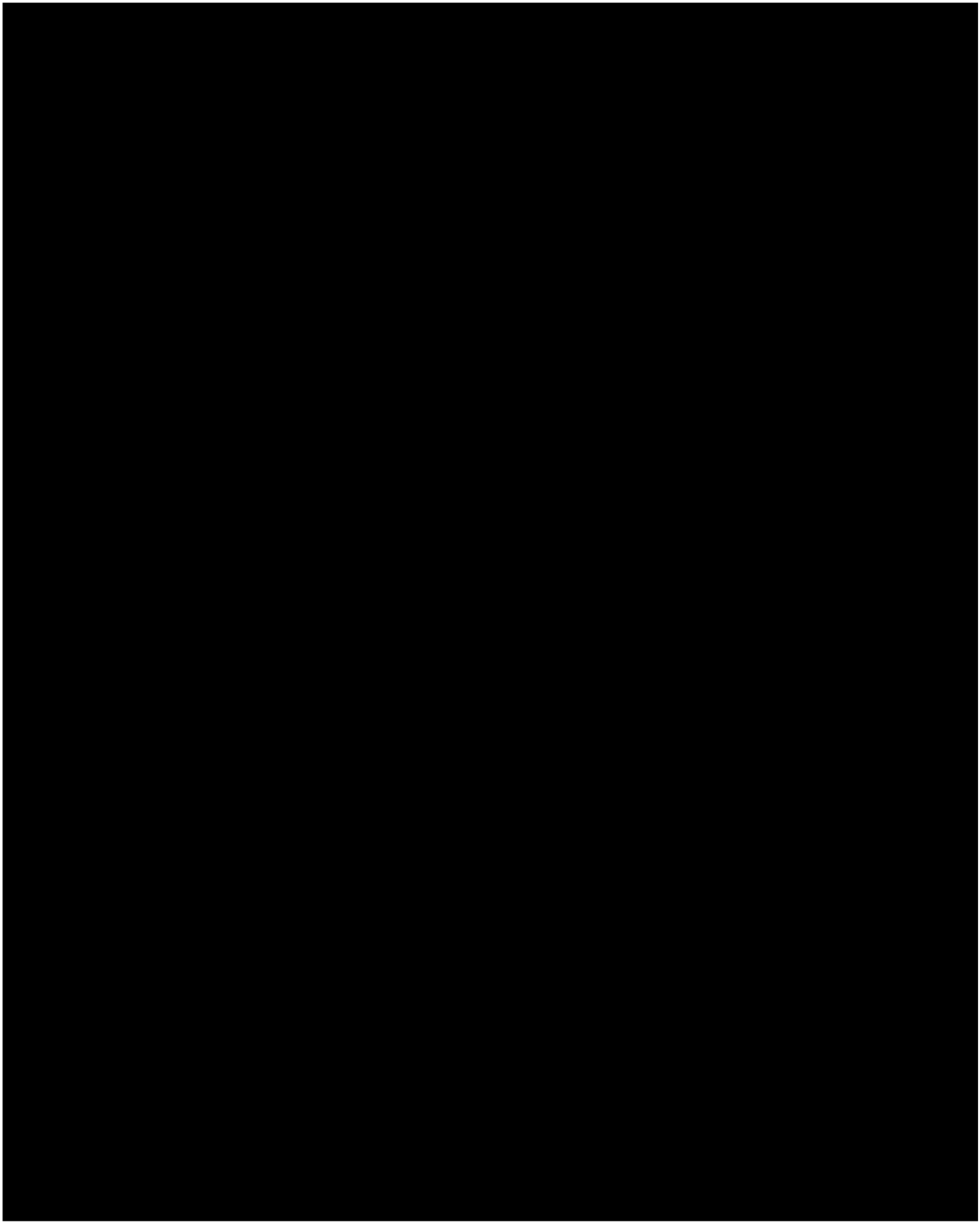
Modernize Everywhere

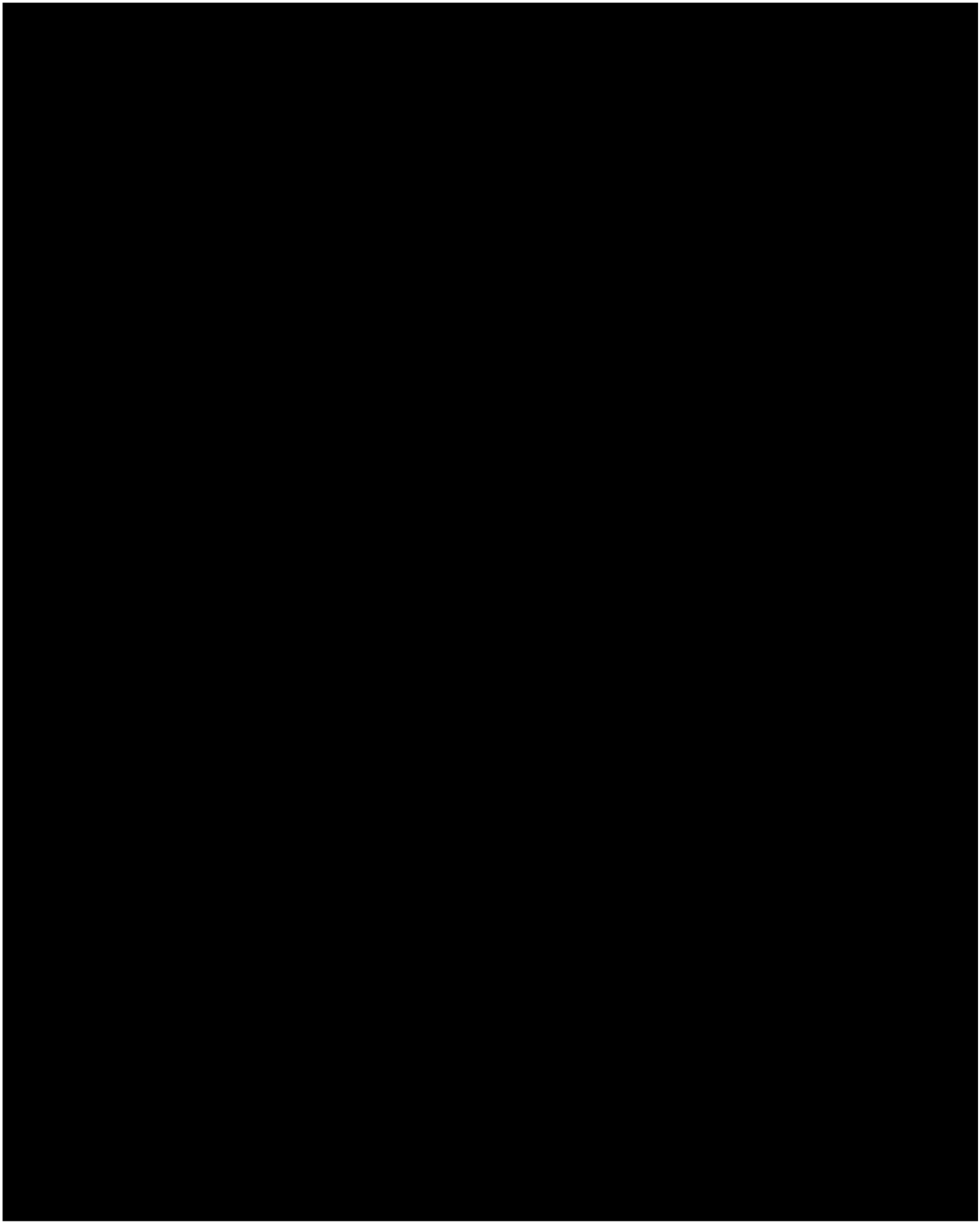
Disrupt Ourselves

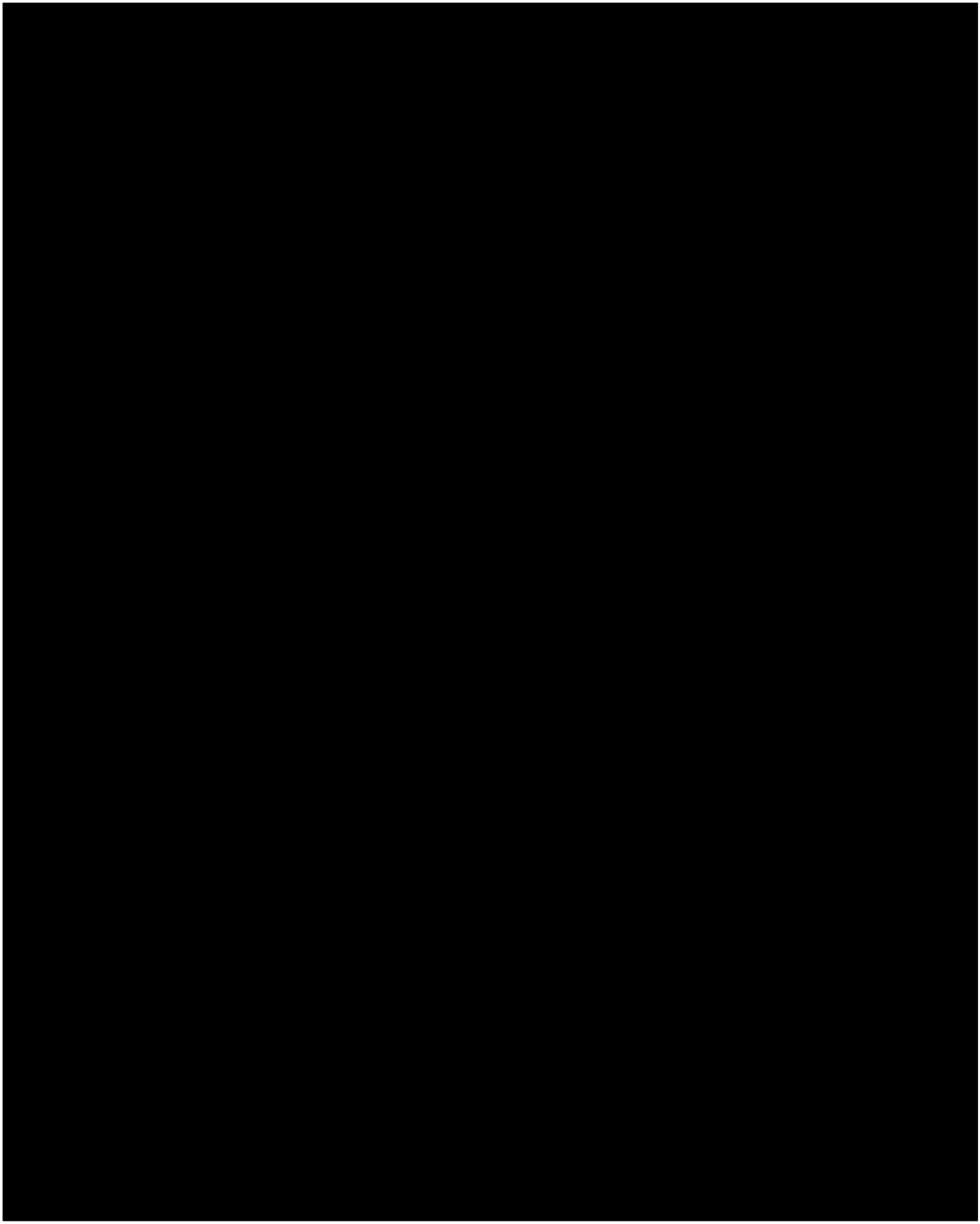


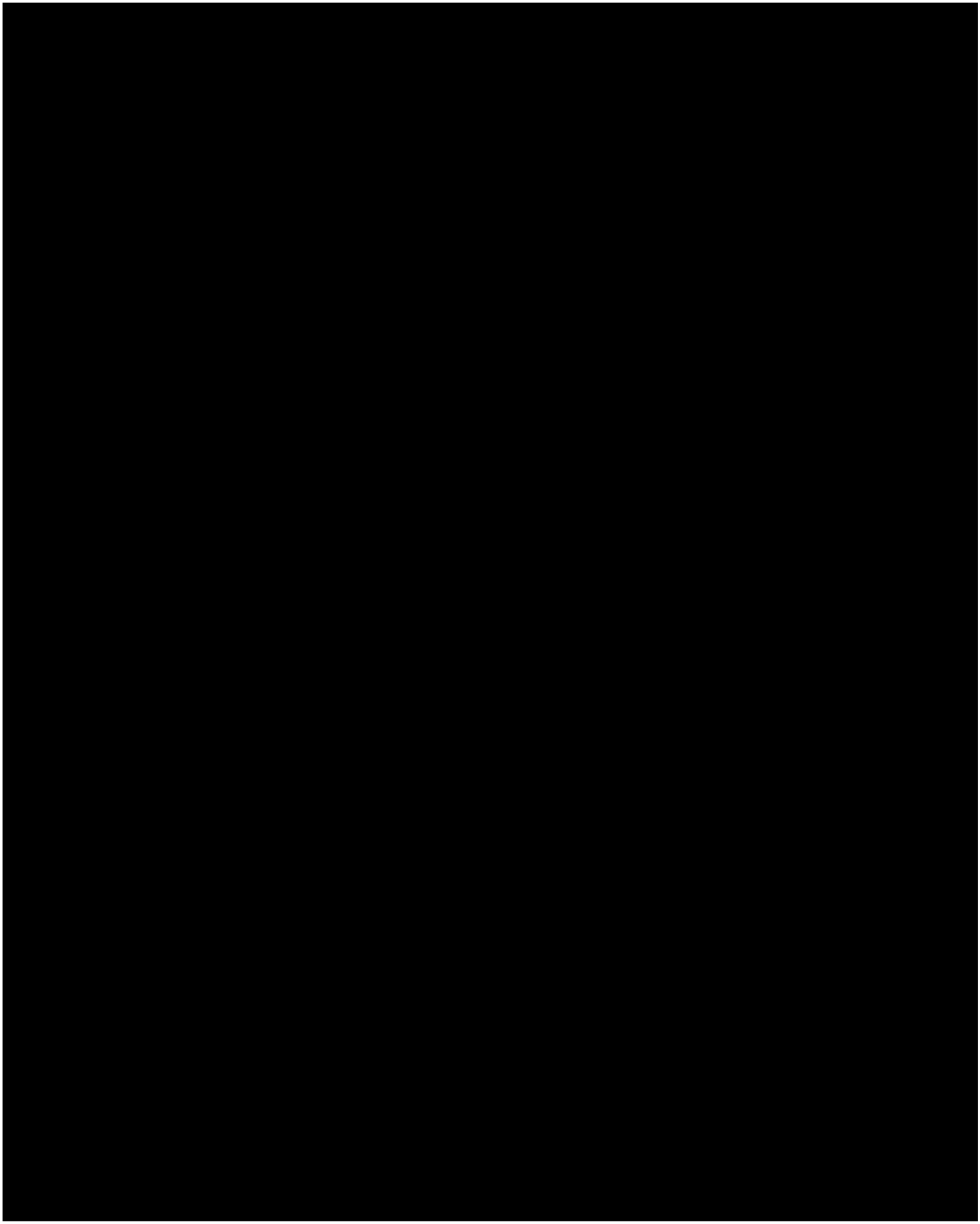
PE23-021 000444 RC











CDR (Concern-Driven-Reporting) Search Assessment

Selection Summary	
make	Ford LM;
model year	2022; 2021; 2020; 2019; 2018;
vehicle line	EXPEDITION; NAVIGATOR;
commodity category	body; electrical;
commodity level1	restraints;
commodity level2	seat belts;
commodity level3	buckles; drivers; front belts; front left; front passenger; front right; pretensioners; retractors; unknown location;
source system key	AP; AW; CQ; CT; CU; DU; FM; GQ; LM; LW; QF; ST; VO; VP; WL;
Selections	body - restraints -> Total

Repair Date – Jan 27, 2022 onwards

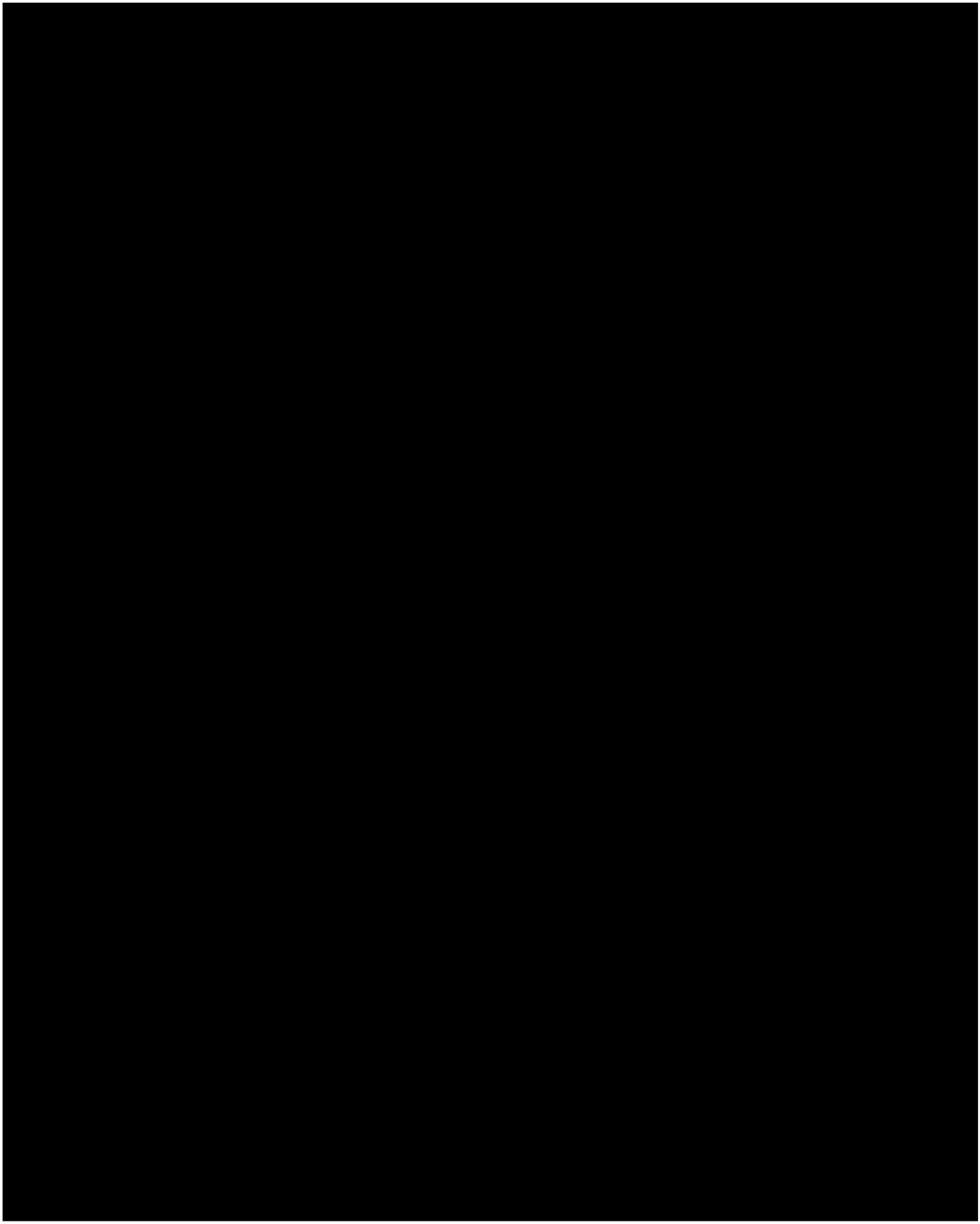
=> 509 data-points

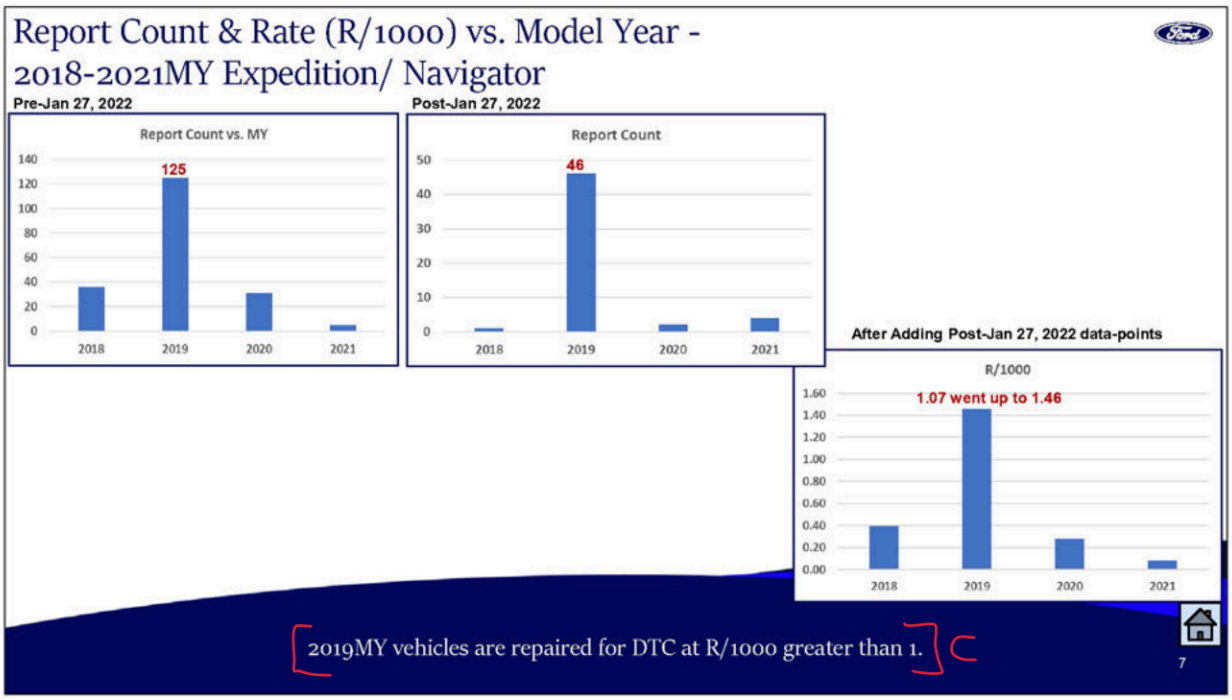
Responsive to DTC code B007E & B007F + Inadvertent Deployment
⇒ 53 report counts
⇒ 52 vehicles (1 vehicle came twice).

Responsive to Inadvertent Deployment
=> 3 report counts

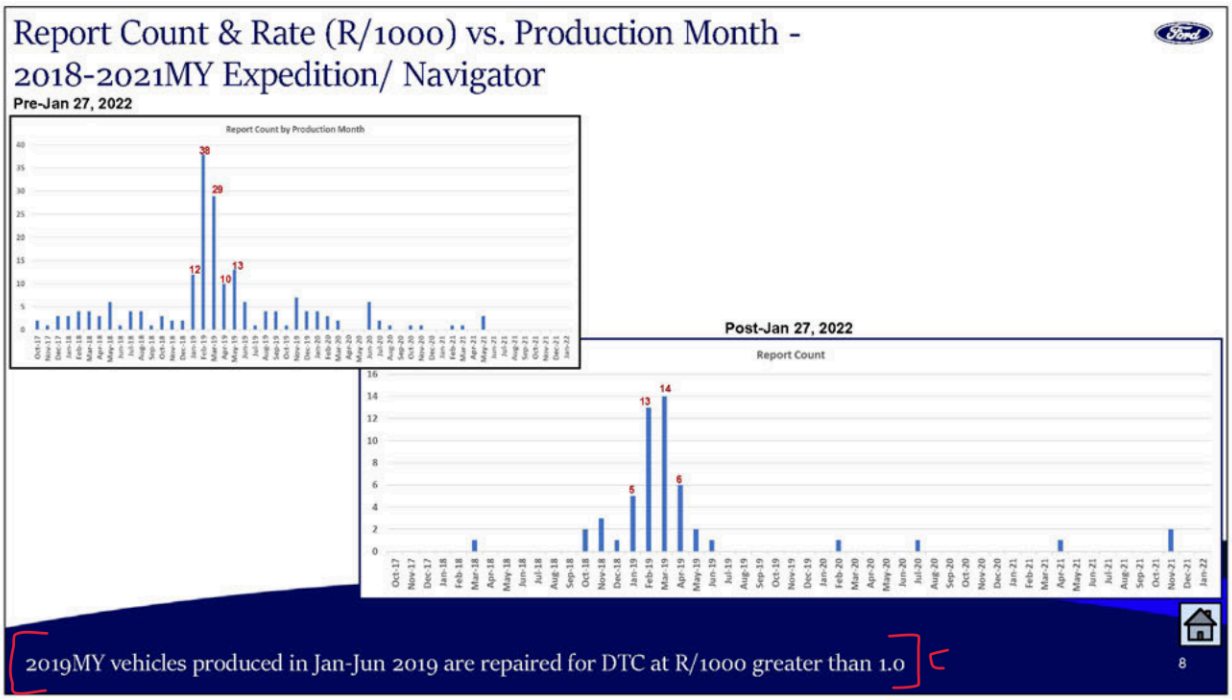
Region	Vehicle	MY	Production Date	Repair Date	Miles	TIS (months)
UAE	Expedition	2019	Feb 27, 2019	Apr 22, 2022	21147	30
UAE	Navigator	2019	Apr 17, 2019	May 22, 2022	41735	34
Arizona, USA	Expedition	2019	Jun 04, 2019	Jun 08, 2022	49651	36

Basic Charts were developed to assess these data-points.



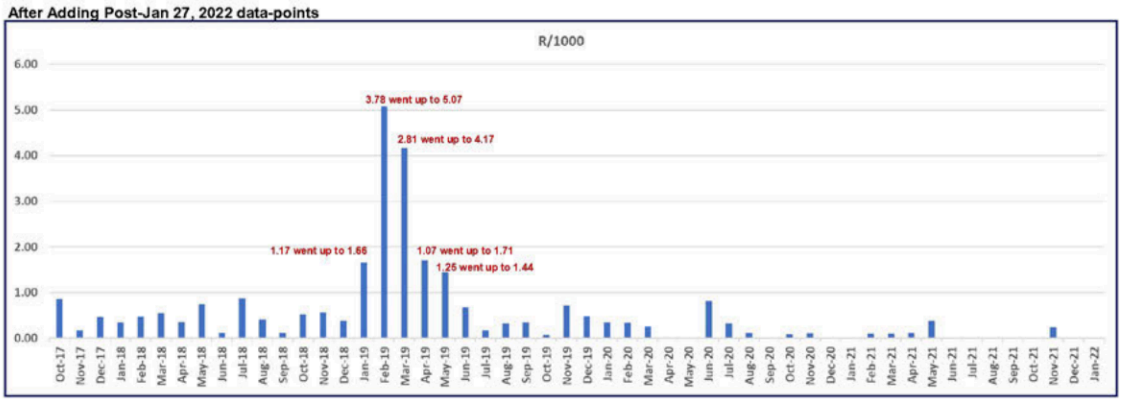

Report Count & Rate (R/1000) vs. Model Year -
2018-2021MY Expedition/ Navigator
Pre-Jan 27, 2022
Report Count vs. MY
125
Post-Jan 27, 2022
Report Count
46
After Adding Post-Jan 27, 2022 data-points
R/1000
1.07 went up to 1.46
2019MY vehicles are repaired for DTC at R/1000 greater than 1.
7

[redacted]


Report Count & Rate (R/1000) vs. Production Month - 2018-2021MY Expedition/ Navigator
Pre-Jan 27, 2022
Report Count by Production Month
38
29
12
13
10
Post-Jan 27, 2022
Report Count
14
13
6
5
2019MY vehicles produced in Jan-Jun 2019 are repaired for DTC at R/1000 greater than 1.0
8

[redacted]

Report Count & Rate (R/1000) vs. Production Month - 2018-2021MY Expedition/ Navigator

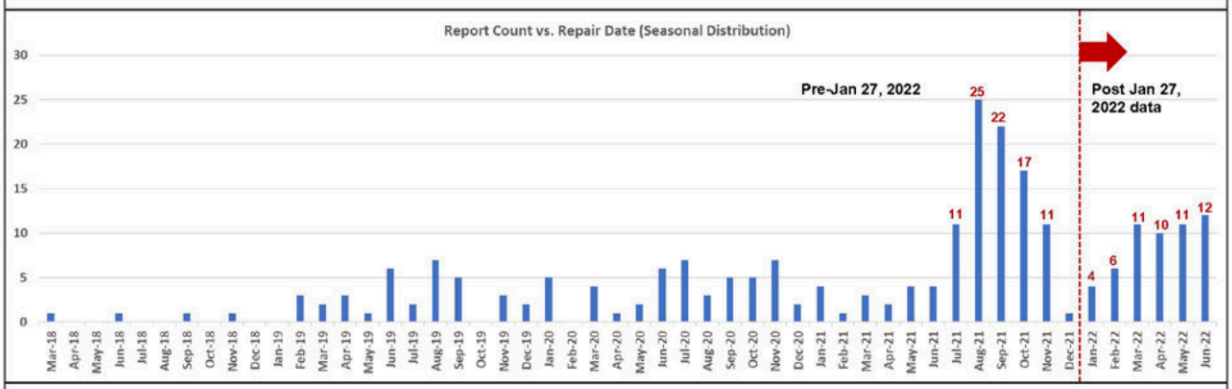


2019MY vehicles produced in Jan-Jun 2019 are repaired for DTC at R/1000 greater than 1.0

9

[redacted]

Report Count vs. Repair Month – Seasonal Distribution - 2018-2021MY Expedition/ Navigator



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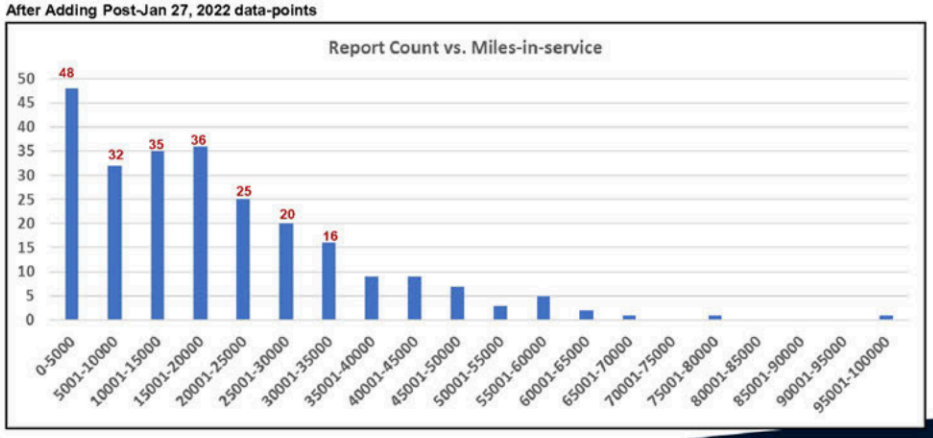
Report Count vs. Miles-in-service – 2018-2021MY Expedition/ Navigator

After Adding Post-Jan 27, 2022 data-points

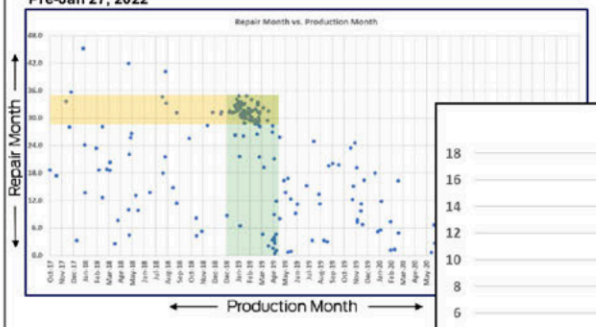


[redacted] C

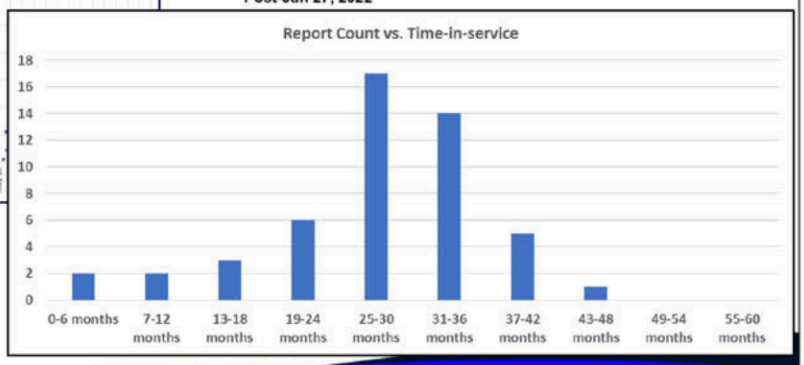
11

Report Count vs. Time-in-service – 2018-2021MY Expedition/ Navigator

Pre-Jan 27, 2022



Post-Jan 27, 2022



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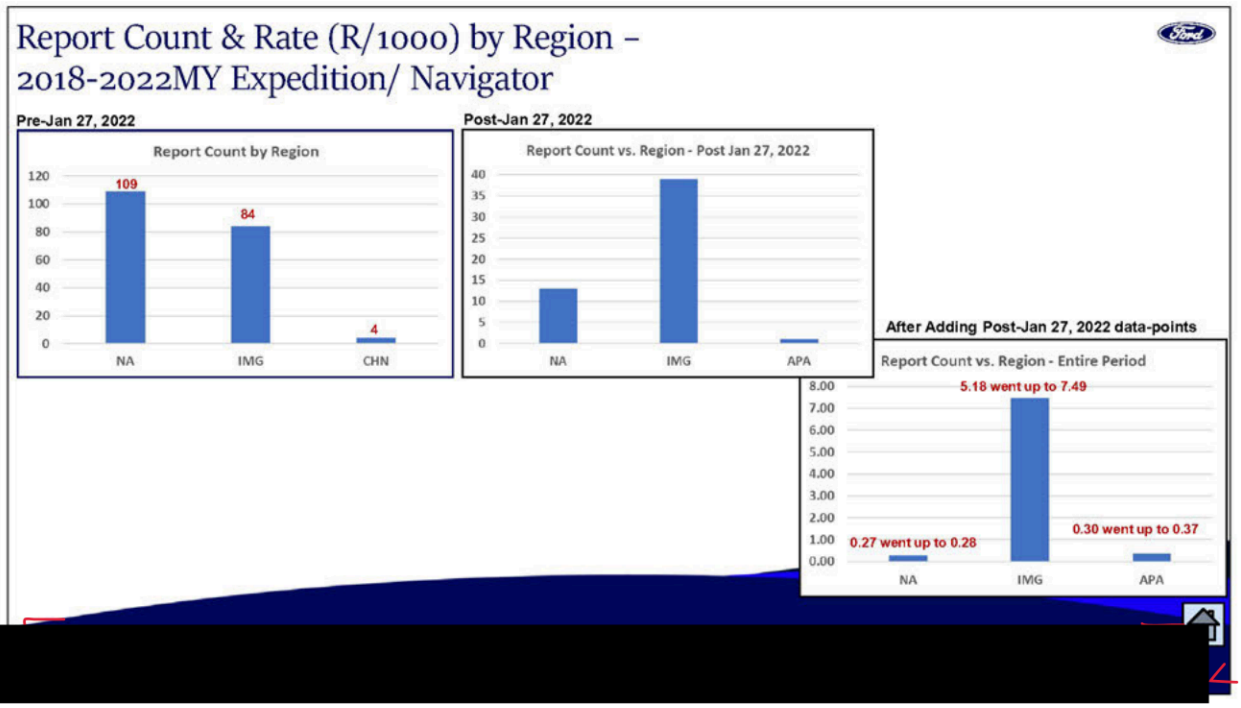
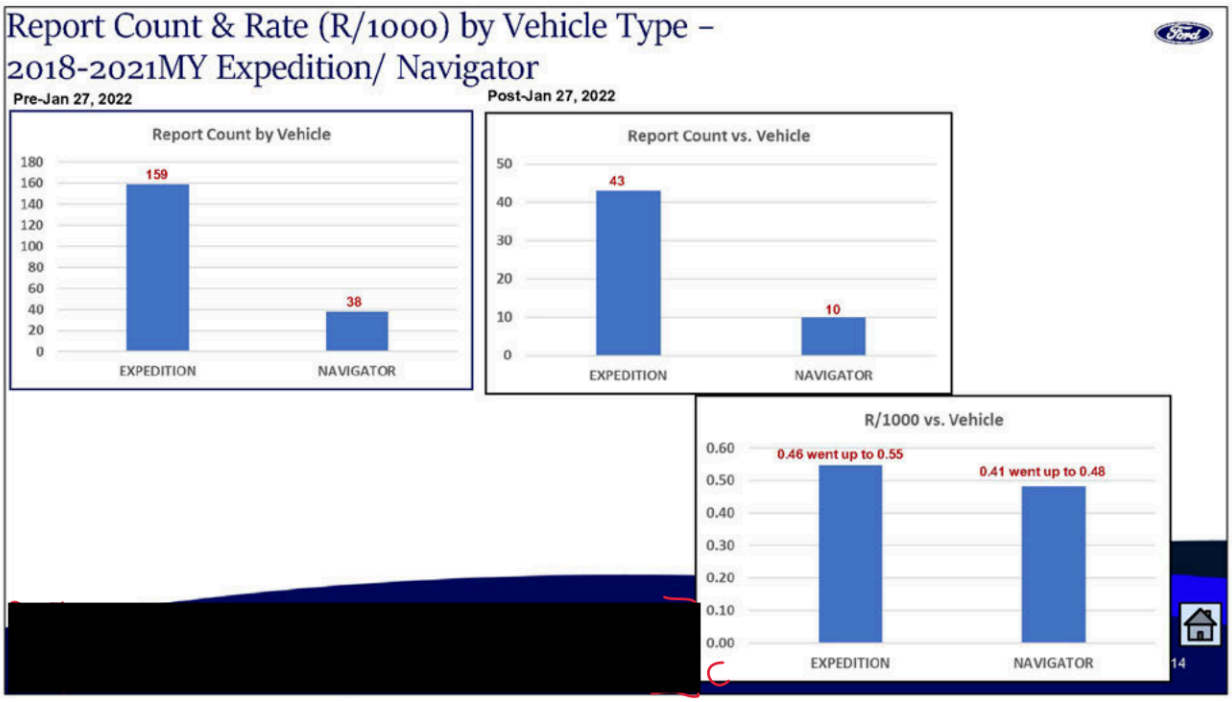
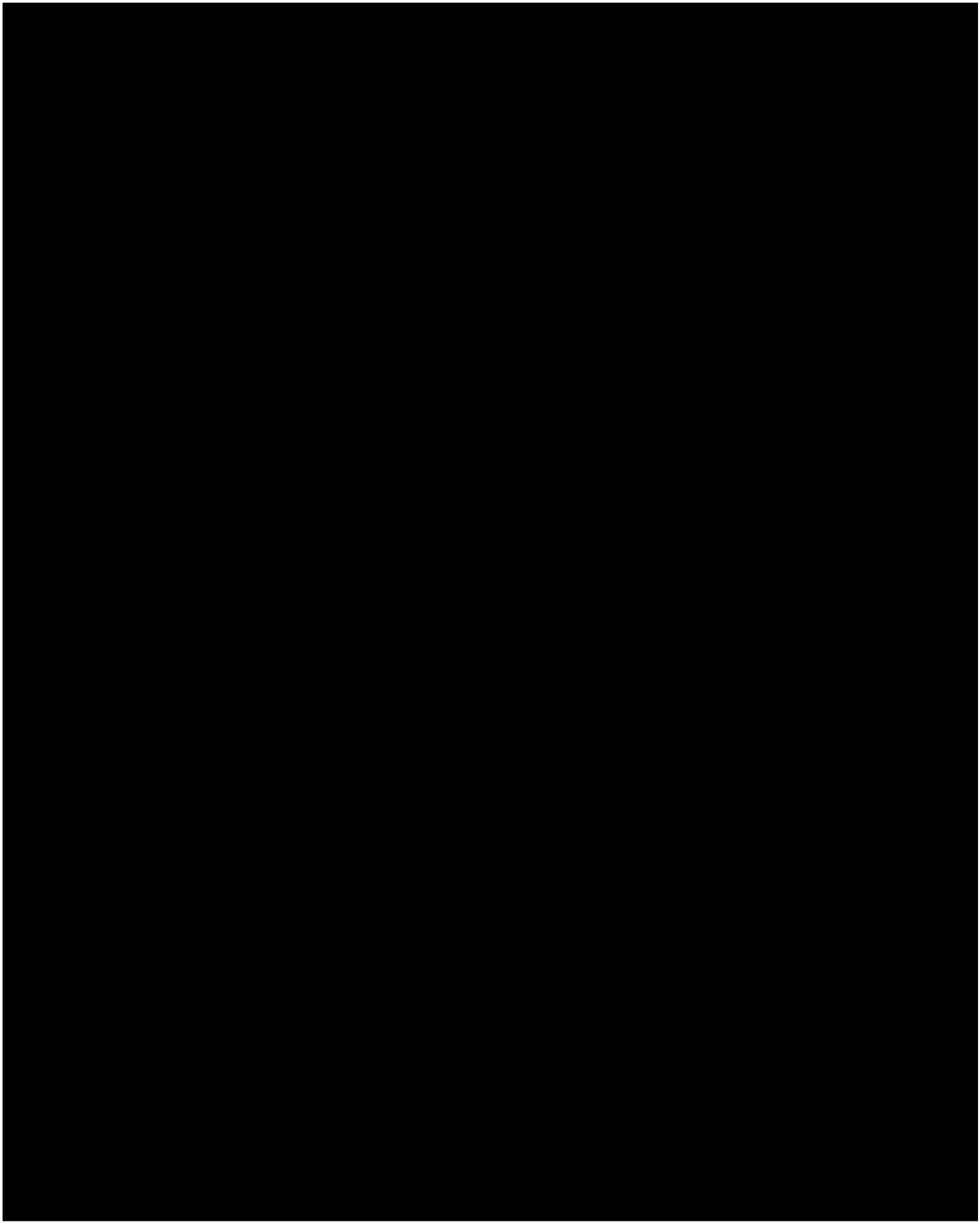
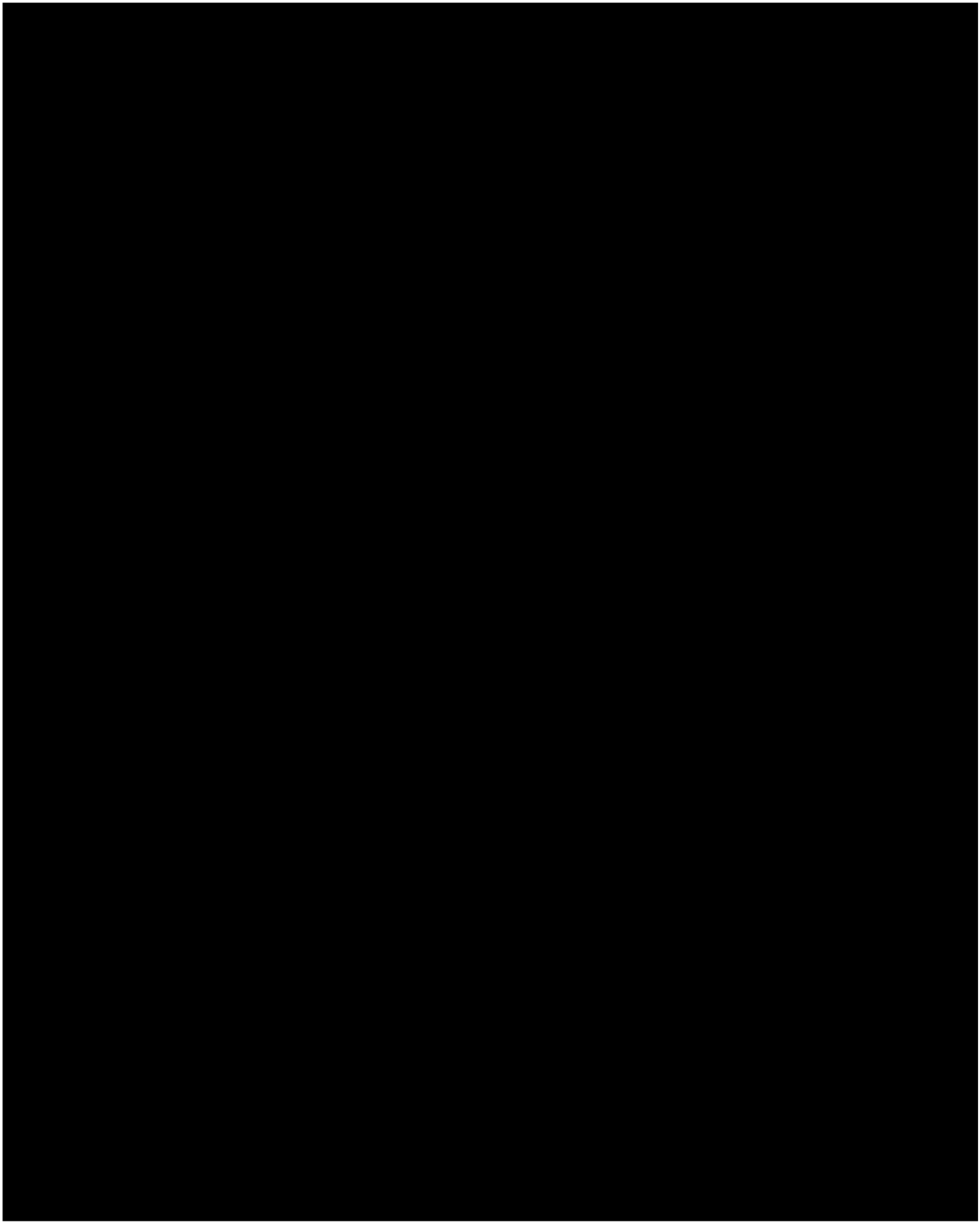
12


Report Count & Rate (R/1000) by Region – 2018-2022MY Expedition/ Navigator
Pre-Jan 27, 2022
Report Count by Region
120
100
80
60
40
20
0
109
84
4
NA
IMG
CHN
Post-Jan 27, 2022
Report Count vs. Region - Post Jan 27, 2022
40
35
30
25
20
15
10
5
0
NA
IMG
APA
After Adding Post-Jan 27, 2022 data-points
Report Count vs. Region - Entire Period
8.00
7.00
6.00
5.00
4.00
3.00
2.00
1.00
0.00
5.18 went up to 7.49
0.27 went up to 0.28
0.30 went up to 0.37
NA
IMG
APA


Report Count & Rate (R/1000) by Vehicle Type – 2018-2021MY Expedition/ Navigator
Pre-Jan 27, 2022
Post-Jan 27, 2022
Report Count by Vehicle
180
160
140
120
100
80
60
40
20
0
159
38
EXPEDITION
NAVIGATOR
Report Count vs. Vehicle
50
40
30
20
10
0
43
10
EXPEDITION
NAVIGATOR
R/1000 vs. Vehicle
0.60
0.50
0.40
0.30
0.20
0.10
0.00
0.46 went up to 0.55
0.41 went up to 0.48
EXPEDITION
NAVIGATOR
14





2018MY – 2022MY Expedition/Navigator
Seatbelt Pretensioner

March 22, 2022

Turn Around
Automotive Operations

Modernize
Everywhere

Disrupt
Ourselves

Ford

Reliability & Safety Analytics

Affected Population

- Model Year = 2018MY – 2022MY
- Vehicle Line(s) = Expedition, Navigator
- Region Sold = NA & IM
- Cutoff Date = 12-Jan-2022
- Claims and MLE File:
  - R:\Projects\2022\18MY-22MY Expedition-Navigator Seatbelt Pretensioner - ASO

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

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2018-2024MY Expedition/ Navigator
Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment
CCRG – 21-576

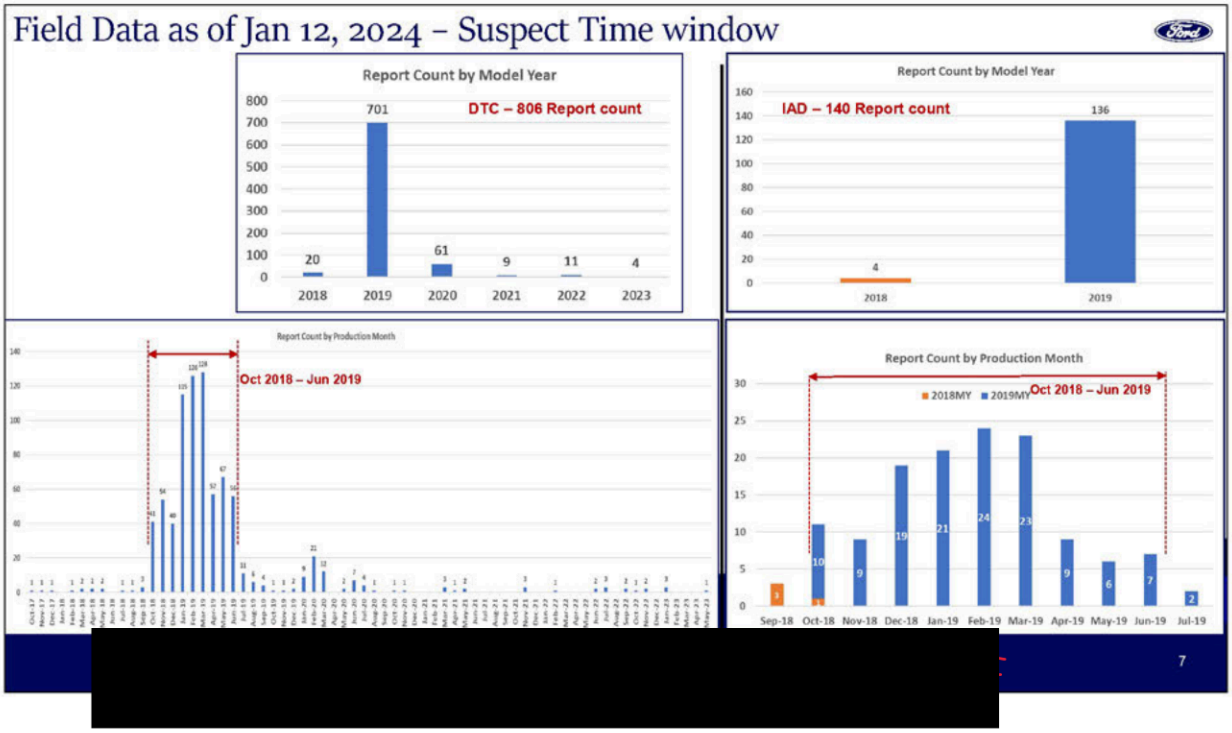
Recommendation TRG - Safety - Review
Jan 25, 2024

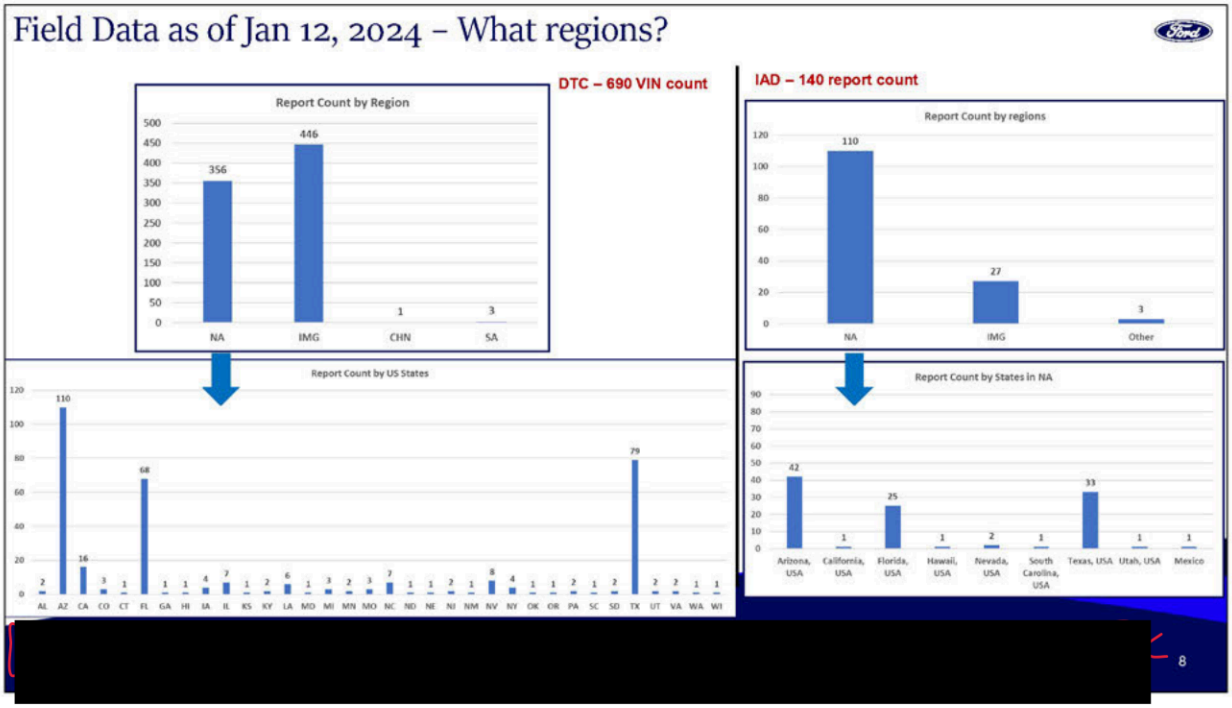
Turn Around
Automotive Operations

Modernize
Everywhere

Disrupt
Ourselves

Ford


Field Data as of Jan 12, 2024 – Suspect Time window
Report Count by Model Year
DTC – 806 Report count
800
700
600
500
400
300
200
100
0
20
701
61
9
11
4
2018
2019
2020
2021
2022
2023
Report Count by Model Year
IAD – 140 Report count
160
140
120
100
80
60
40
20
0
4
136
2018
2019
Report Count by Production Month
Oct 2018 – Jun 2019
Report Count by Production Month
2018MY
2019MY
Oct 2018 – Jun 2019
30
25
20
15
10
5
0
3
10
9
19
21
24
23
9
6
7
2
Sep-18
Oct-18
Nov-18
Dec-18
Jan-19
Feb-19
Mar-19
Apr-19
May-19
Jun-19
Jul-19
7


Field Data as of Jan 12, 2024 – What regions?
DTC – 690 VIN count
Report Count by Region
NA
IMG
CHN
SA
356
446
1
3
IAD – 140 report count
Report Count by regions
NA
IMG
Other
110
27
3
Report Count by US States
Report Count by States in NA
Arizona, USA
California, USA
Florida, USA
Hawaii, USA
Nevada, USA
South Carolina, USA
Texas, USA
Utah, USA
Mexico
42
1
25
1
2
1
33
1
1
8

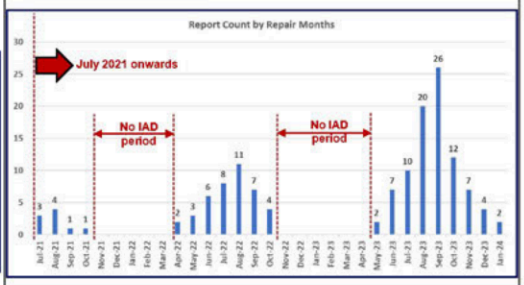
Report Counts & R/1000 by regions for the suspect time-window

Region	Total volume in suspect population –	IAD		DTC		
	Oct 2018 to Jun 2019	Report Count	R/1000	Report Count	R/1000	
US/ US-Territories	77,574	108	1.4	284	3.7	x
Canada	2,479	0	0.0	0	0.0	
Mexico	1,192	1	0.8	6	5.0	
IMG- Middle-east, Philippines	3,287	25	7.6	391	119.0	x
China	2,268	0	0.0	0	0.0	
Dominican Republic	63	1	15.9	3	47.6	
Rest (rest of SA & IMG)	293	0	0.0	0	0.0	
	87,156	**135**	**1.5**	**684**	**7.8**	

Field Data as of Jan 12, 2024– When did the symptoms manifest?

DTC – 806 Report count

IAD – 140 Report count



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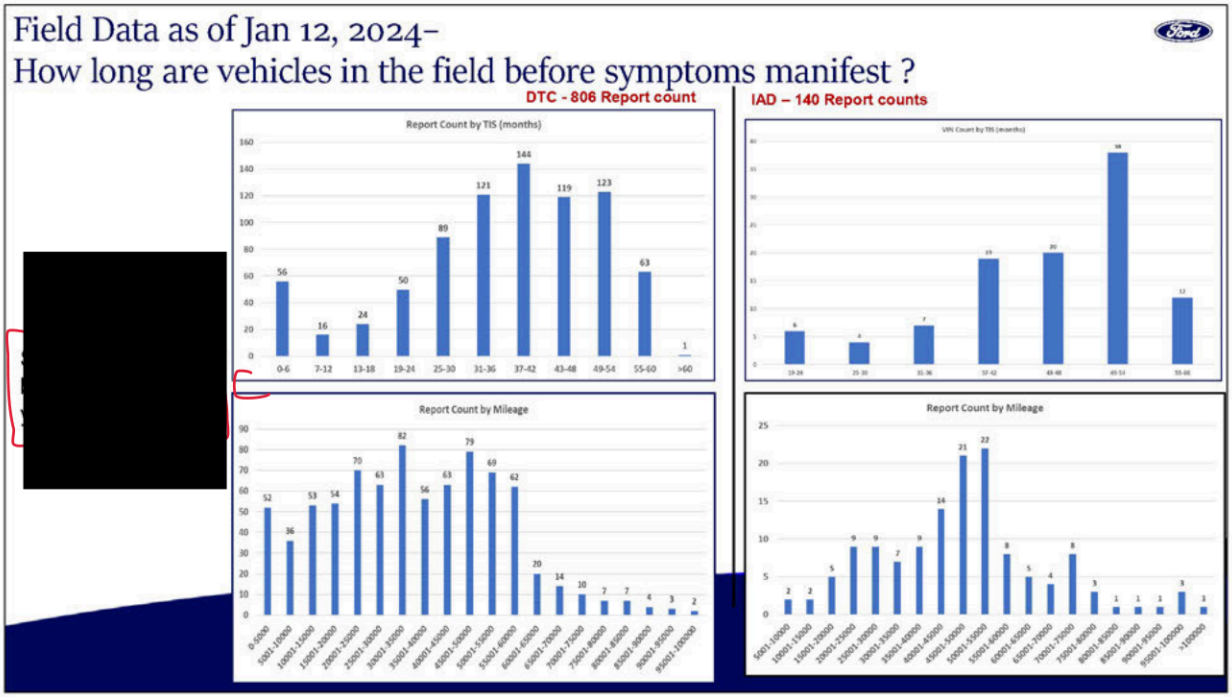
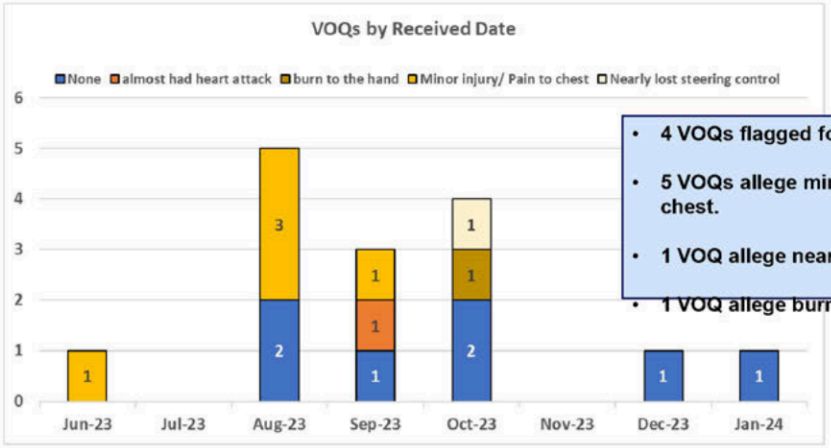
10


Field Data as of Jan 12, 2024–
How long are vehicles in the field before symptoms manifest ?
DTC - 806 Report count
IAD – 140 Report counts
Report Count by TIS (months)
0-6
7-12
13-18
19-24
25-30
31-36
37-42
43-48
49-54
55-60
>60
Report Count by Mileage
Report Count by Mileage

VOQ plots by dates they were received – Jan 12, 2024, data



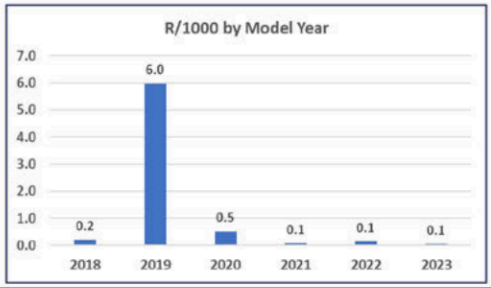
- 4 VOQs flagged for significant event (Injury).
- 5 VOQs allege minor injury/ pain/ compression to chest.
- 1 VOQ allege nearly losing steering control.
- 1 VOQ allege burn to hand.

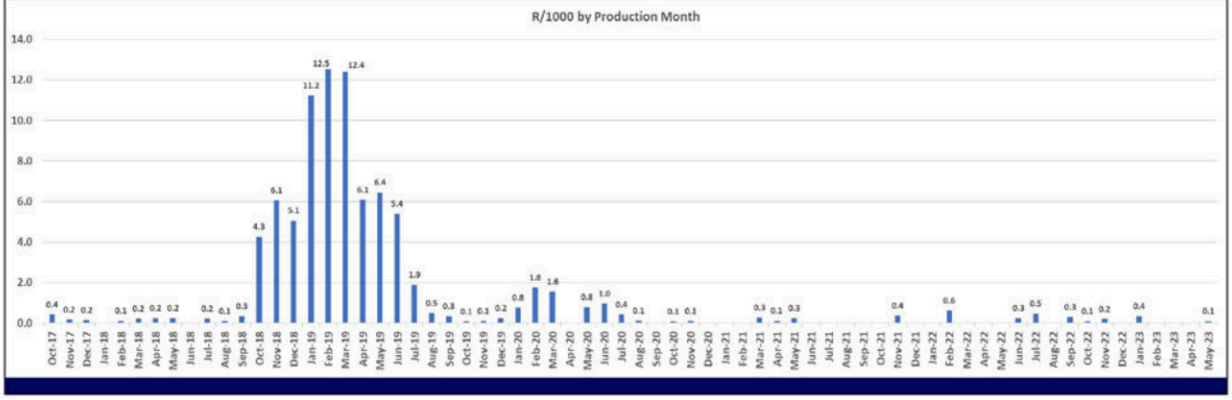
All 15 VOQs allege Inadvertent Deployment.

Additional Field Data Plots – Jan 12, 2024

Field Data as of Jan 12, 2024– DTC - R/1000 by MY & Production Month

VINs produced between Oct-2018 to Jun-2019 have R/1000 ranging from 4.3 to 12.5

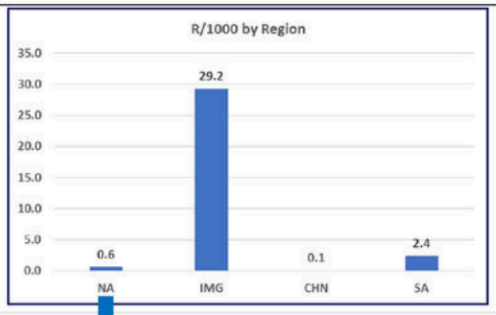


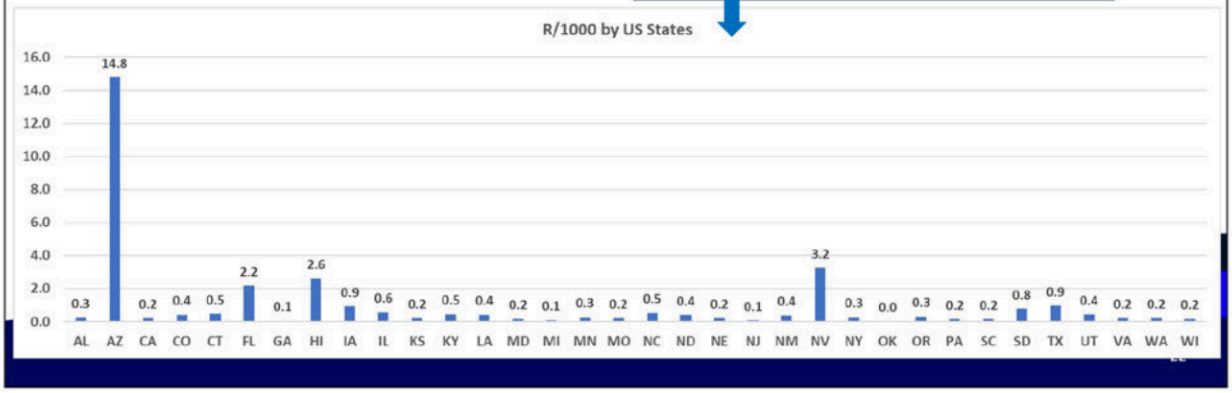


Field Data as of Jan 12, 2024– DTC - R/1000 by Region

Vehicles from IMG region show R/1000 of 27 for DTC.

Vehicles in Arizona show R/1000 of 13.2 for DTC.





VOQs – Jan 12, 2024

VOQ Customer Verbatims – Jan 12, 2024, search

#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim	Technician Comments
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 clai for financial assistan requested by Custom for seatbelt repair. Request was approv
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 – Jan 12, 2024, 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	1FMJU[redacted]	0 mph		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 – Jan 12, 2024, search

#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim
9	11538544	1FMJU1KT7KE[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	1FMJU1HT9KE[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.
11	11548577	1FMJU1KT4KE[redacted]	0 mph	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.

VOQ Customer Verbatims – Jan 12, 2024, search

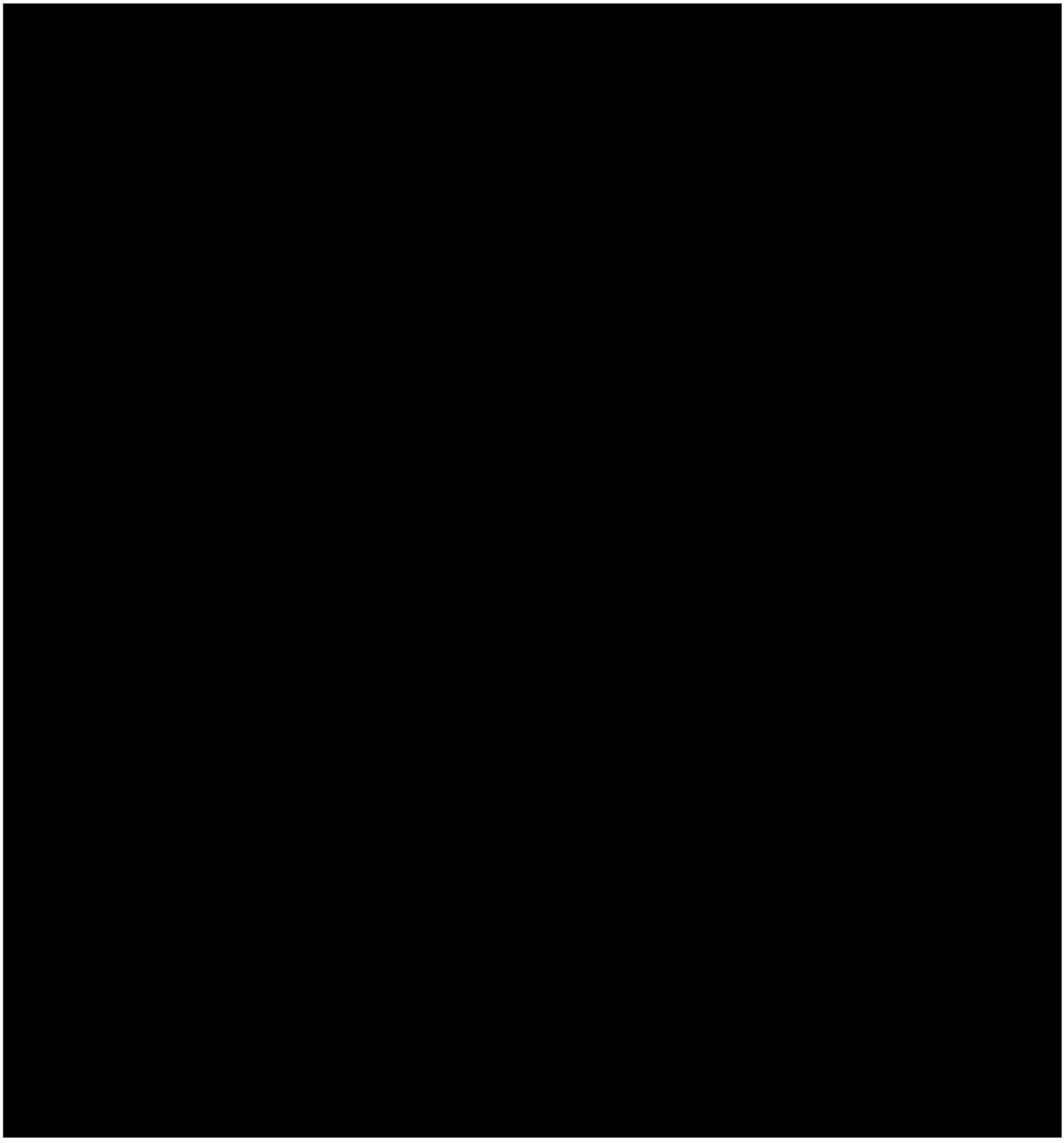
#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim
12	11542745	1FMJU[redacted]	0 mph		05-Sep-2023	11-Sep-23			TX	Vehicle parked and had just been started. Went to put on dvr seatbelt and a loud explosion happened to my left and 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 startled 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.
13	11561843	1FMJU1JTXKE[redacted]	0	8-May-19 (suspect time-window)	26-Dec-2023	01-Jan-2024		0	ID	Airbag pre-tensioner fired without any collision.
14	11551962	1FMJK1KT5KE[redacted]	55	11-Feb-19 (suspect time-window)	01-Sep-2023	30-Oct-2023		97000	FL	The contact owns a 2019 Ford Expedition. The contact stated that while operating the vehicle, the air bag warning light remained illuminated. The vehicle was taken to the local dealer who diagnosed and determined that the passenger's side seat belt pretensioner was faulty and needed to be replaced. The vehicle was not repaired. Later, while driving approximately 55 MPH, the front passenger's side seat belt pretensioner suddenly deployed causing the driver to nearly lose control of the steering. During the failure there was no passenger seated in the front passenger's seat. There was no crash. The manufacturer and local dealer were notified of the failure, but no assistance was offered. The failure mileage was 97,000.

VOQ Customer Verbatims – Jan 12, 2024, search

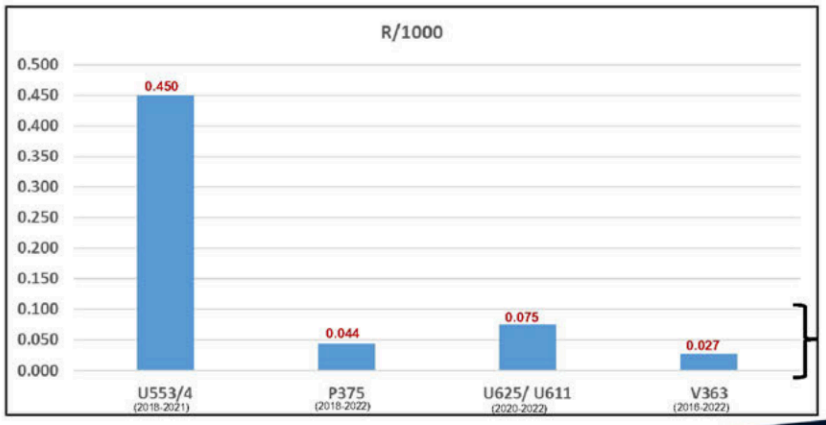
#	ODI #	VIN #	Speed (as reported in VOQ)	Production Date	Incident Date	VOQ Date	Repair Date	Mileage	State	Customer Verbatim
15	1156133	1FMJU1KT5K[redacted]	15	24-Jan-19 (suspect time window)	21-Aug-2023	25-Dec-2023		70000	LA	The contact owns a 2019 Ford Expedition. The contact stated while driving approximately 15 - 20 MPH and driving up to a red traffic light, there was a loud booming sound heard inside the cabin of the vehicle. The contact pulled to the side of the road and had the vehicle inspected where no failure was found. The contact continued driving the vehicle. The contact stated that after approximately 2-months after the failure had occurred, the contact became aware that the front passenger's side seat belt failed to extend or retract. The contact's spouse was an independent mechanic and inspected the vehicle after the first failure and was unable to diagnose and determine the cause of the failure. While inspecting the vehicle after the second failure, there was white residue found within the seat belt buckle; however, the vehicle was not diagnosed. The vehicle was not taken to the dealer. The vehicle was not repaired. The manufacturer was not made aware of the failure. The approximate failure mileage was 70,000.

- All 12 VOQs with full VINs were 2019MY vehicles, were produced within suspect time-window of Oct 2018-Jun 2019.
- 2 incidents occurred in Arizona, 7 incidents occurred in Texas, 4 incident occurred in Florida, one each in Idaho & Louisiana.

Appendix / Back-Up



R/1000 for various programs – Driver/ Passenger Seatbelt Pretensioner - Diagnostic Trouble Code & Inadvertent Deployment



[redacted]

2018-2019MY Expedition

Foot-print Analysis
Seatbelt Retractor Pretensioner
DTC – CCRG – 21-398
IAD - CCRG – 21-576

CCRG Review
Feb 24, 2022

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PE23-021 000529 RC

PE23-021 000530 RC

Footprint Analysis - Sources Cases Found

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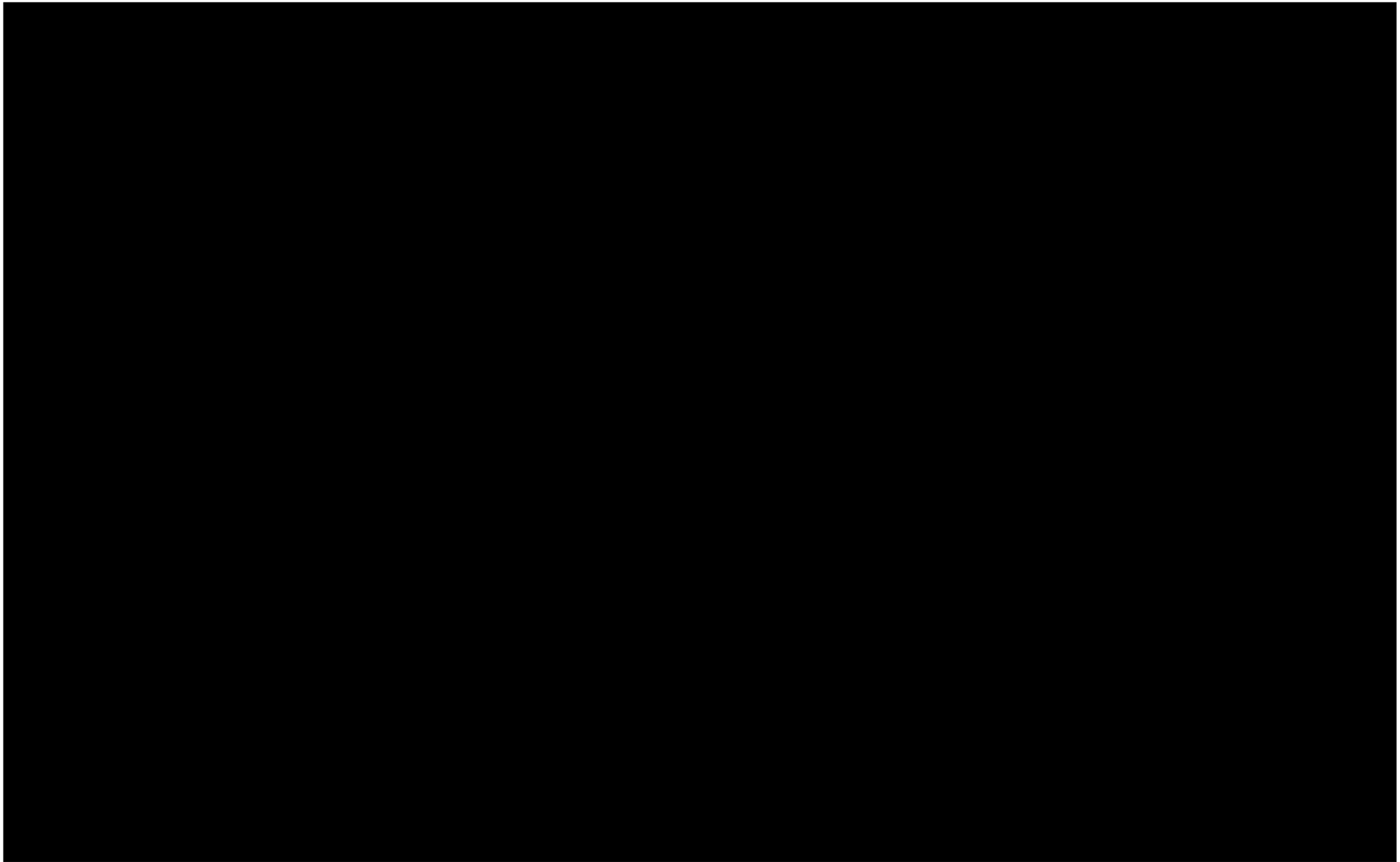
ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Appendix – Ford

Appendix – Competitors



2018-2019MY Expedition

Foot-print Analysis
Seatbelt Retractor Pretensioner
DTC – CCRG – 21-398
IAD - CCRG – 21-576

CCRG Review
Feb 24, 2022

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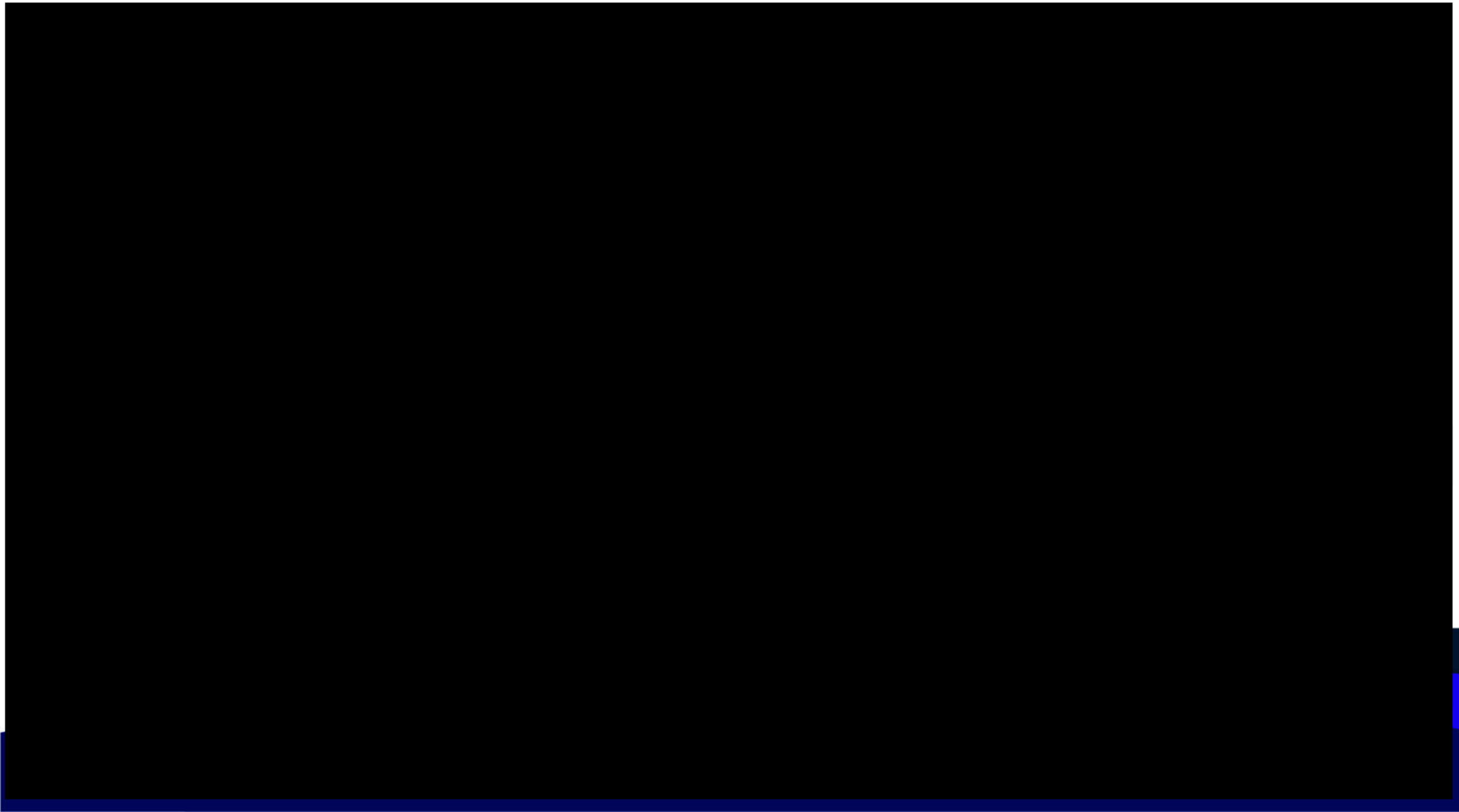
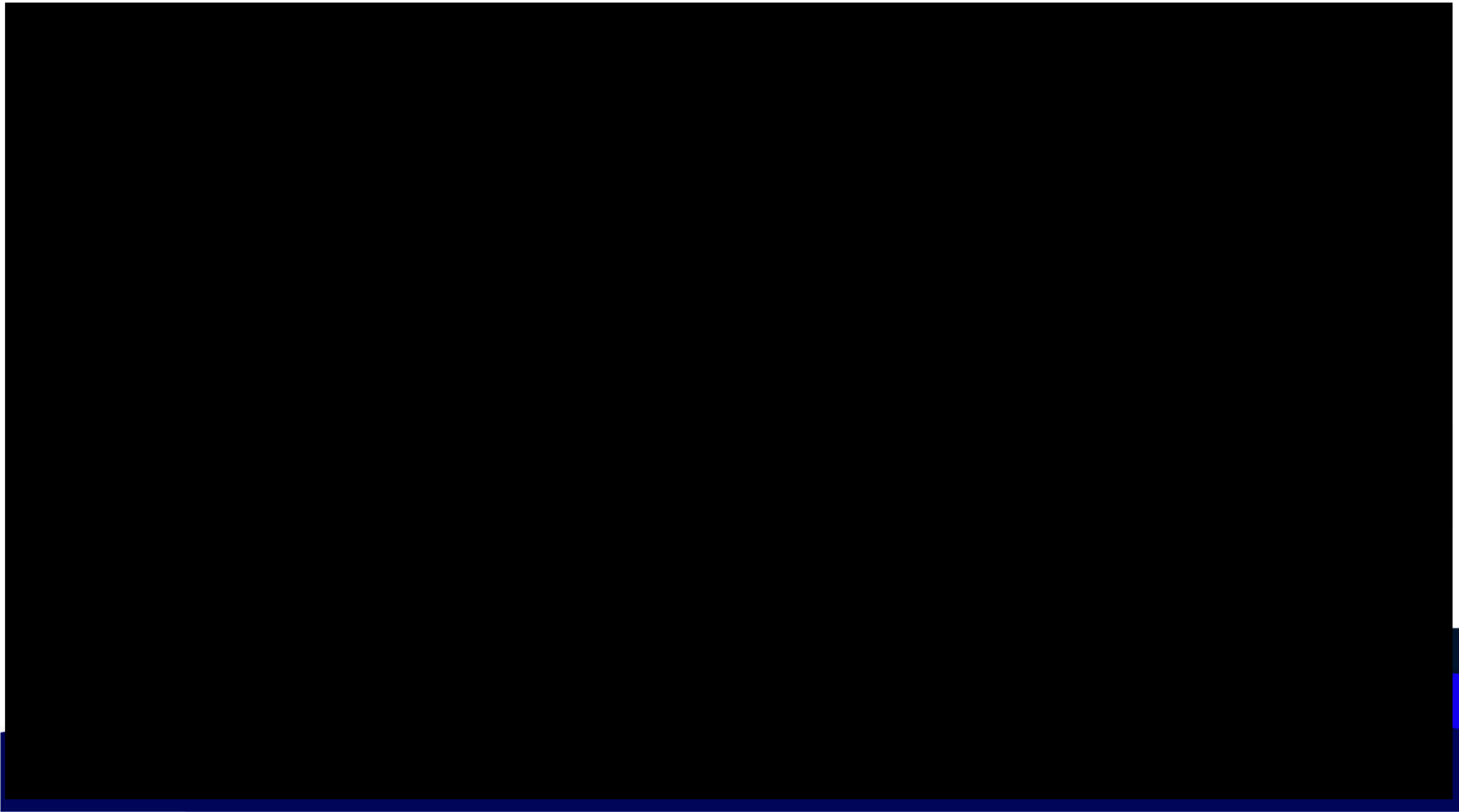
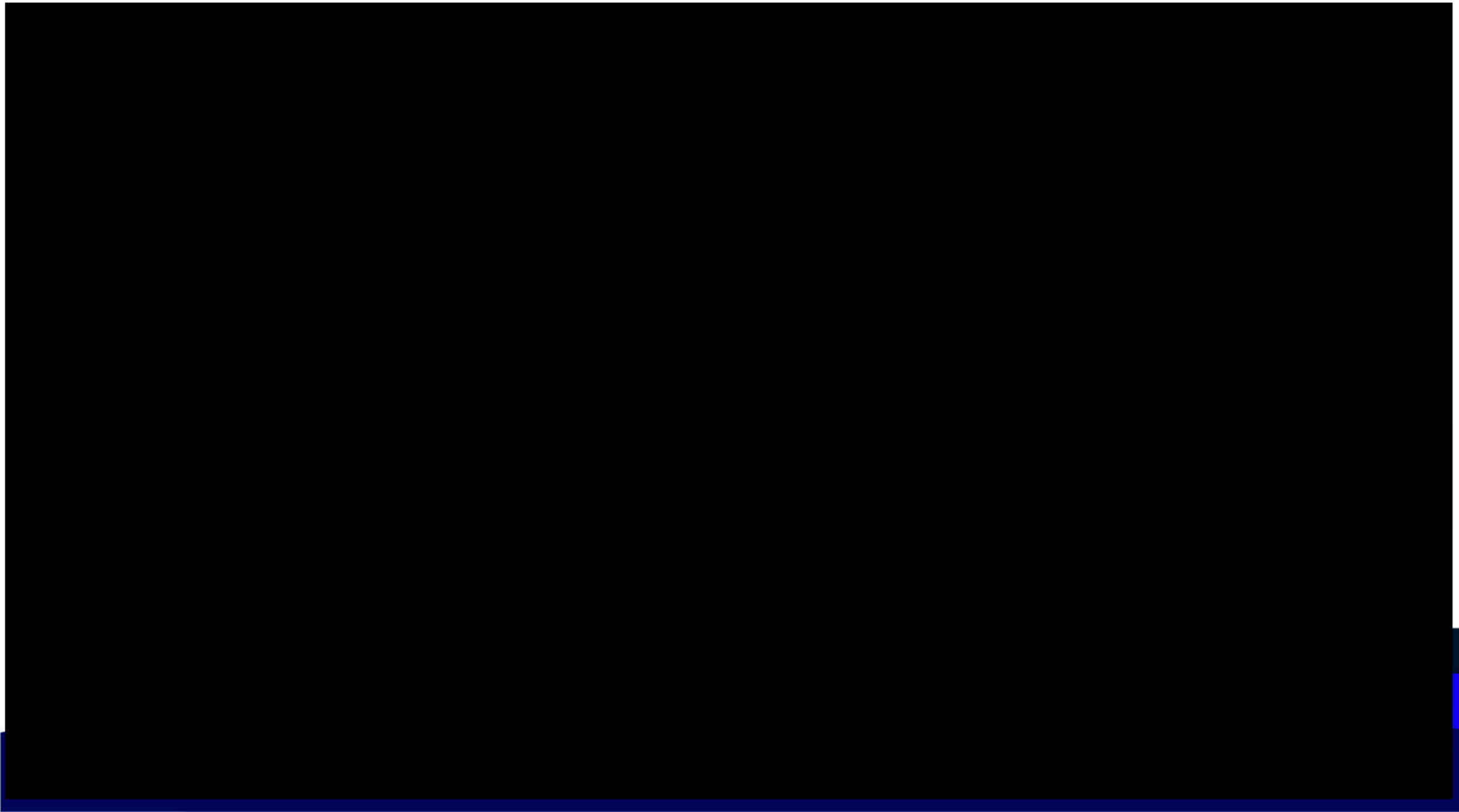
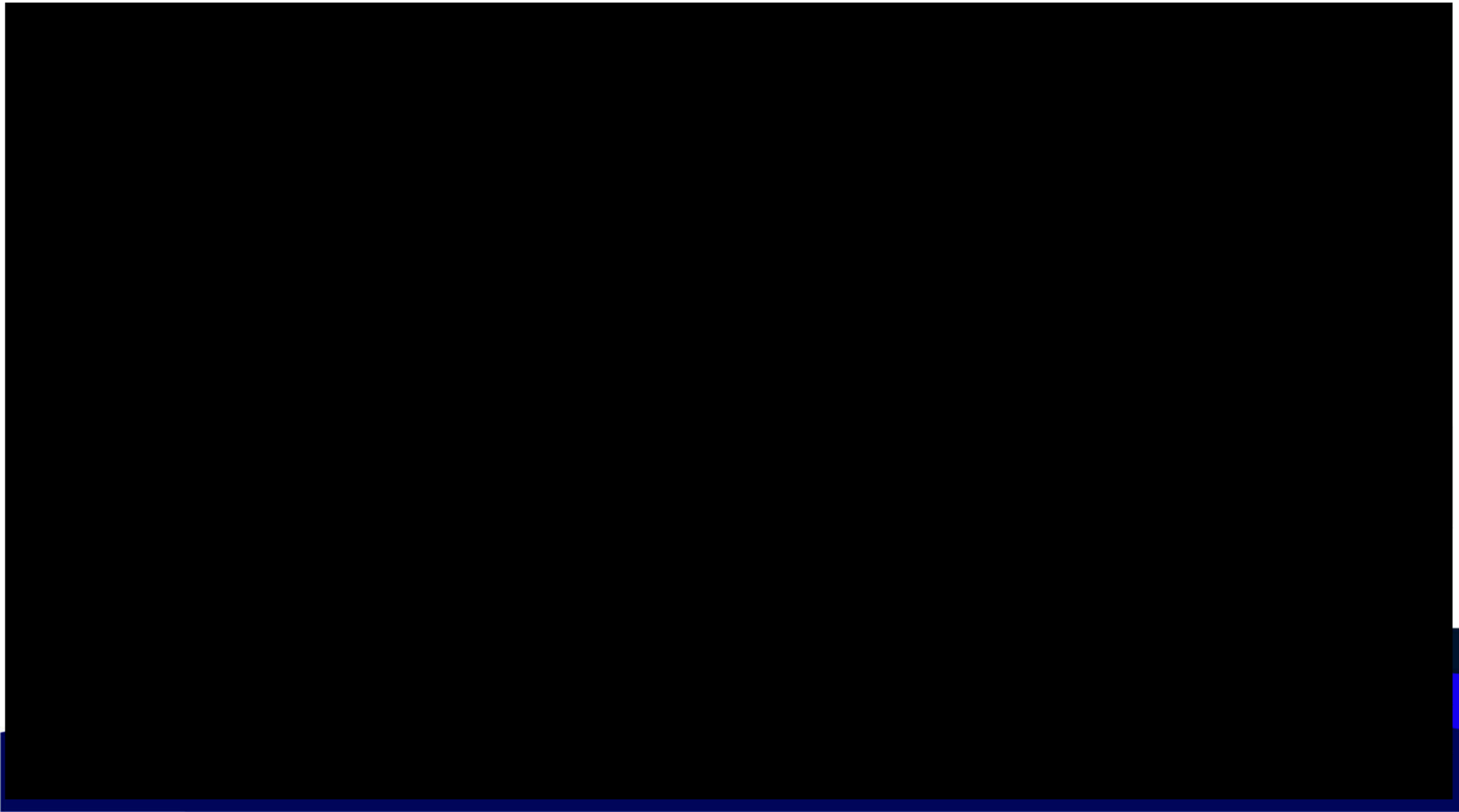
Appendix – Ford

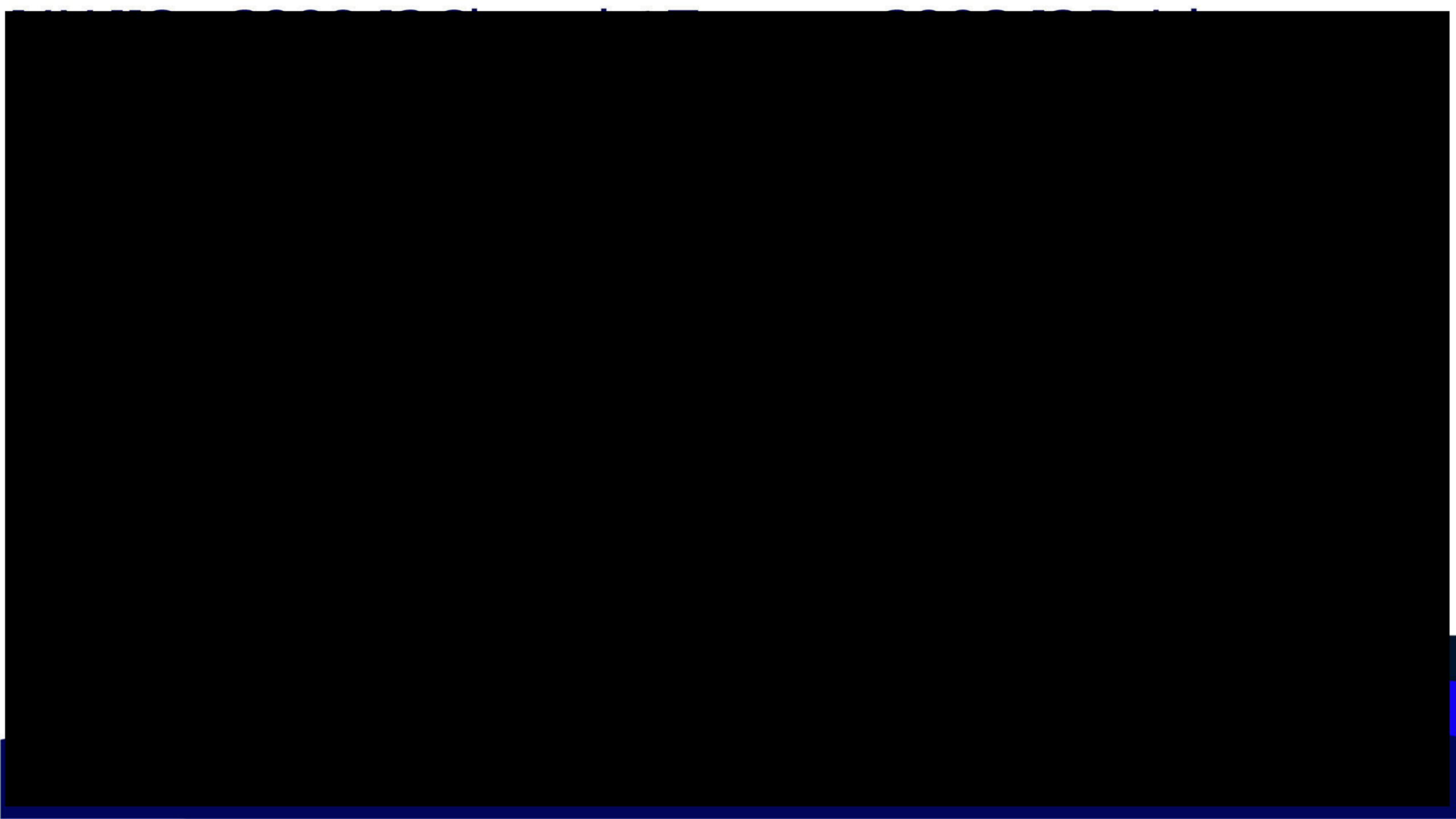




Appendix – Competitors







2018-2019MY Expedition

Foot-print Analysis
Seatbelt Retractor Pretensioner
DTC – CCRG – 21-398
IAD - CCRG – 21-576

CCRG Review
Feb 24, 2022

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Summary - What did Competitors do?

Summary - What did Ford do?

Back-up

2018-2019MY Expedition

Foot-print Analysis
Seatbelt Retractor Pretensioner
DTC – CCRG – 21-398
IAD - CCRG – 21-576

CCRG Review
Feb 24, 2022

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Appendix – Ford

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Appendix – Competitors

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2018MY – 2020MY Expedition/Navigator
Seatbelt Pretensioner

October 31, 2023 - Update

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Reliability & Safety Analytics

Affected Population

- Model Year = 2018MY – 2020MY
- Vehicle Line(s) = Expedition, Navigator
- Region Sold = Global
- Production Dates = Oct-2018 through Jun-2019
- Cutoff Date = 20-Oct-2023
- Claims and MLE File:
  - R:\Projects\2023\18MY-20MY Expedition & Navigator Seatbelt Pretensioner - ASO 21-576 Update

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Jadhav, Nitesh (N.C.)

From: Fernandes, Juli (J.H.)
Sent: Tuesday, October 31, 2023 11:40 AM
To: Jadhav, Nitesh (N.C.); Parks, Melissa (M.G.)
Cc: Beyer, Laura (L.D.)
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment
Attachments: 19MY U55X Carryover Letter.doc

There were a couple of other changes listed for this model year, but I did not mention them because they did not seem to be relevant to seats/seatbelts.

Juli Fernandes

Vehicle Homologation and Compliance
Program Interface for U71x, U55x
SE&SE – Cell phone: [redacted]
TWA Day-Friday

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Tuesday, October 31, 2023 11:04 AM
To: Fernandes, Juli (J.H.) <jfern245@ford.com>; Parks, Melissa (M.G.) <mparks10@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment

Can you please send it to me?

Thank you,
Nitesh

From: Fernandes, Juli (J.H.) <jfern245@ford.com>
Sent: Tuesday, October 31, 2023 11:02 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Parks, Melissa (M.G.) <mparks10@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment

[redacted]

Juli Fernandes

Vehicle Homologation and Compliance
Program Interface for U71x, U55x
SE&SE – Cell phone [redacted]
TWA Day-Friday

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Tuesday, October 31, 2023 10:56 AM
To: Fernandes, Juli (J.H.) <jfern245@ford.com>; Parks, Melissa (M.G.) <mparks10@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment

Do you have the date when this change went into effect at the plant?
The plant team thinks the seats were carryover.

Thank you,
Best Regards,
Nitesh

From: Fernandes, Juli (J.H.) <jfern245@ford.com>
Sent: Tuesday, October 31, 2023 10:54 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Parks, Melissa (M.G.) <mparks10@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment

Yes, the CDR specifically states that the head restraint changes were for U554- Navigator.

Juli Fernandes

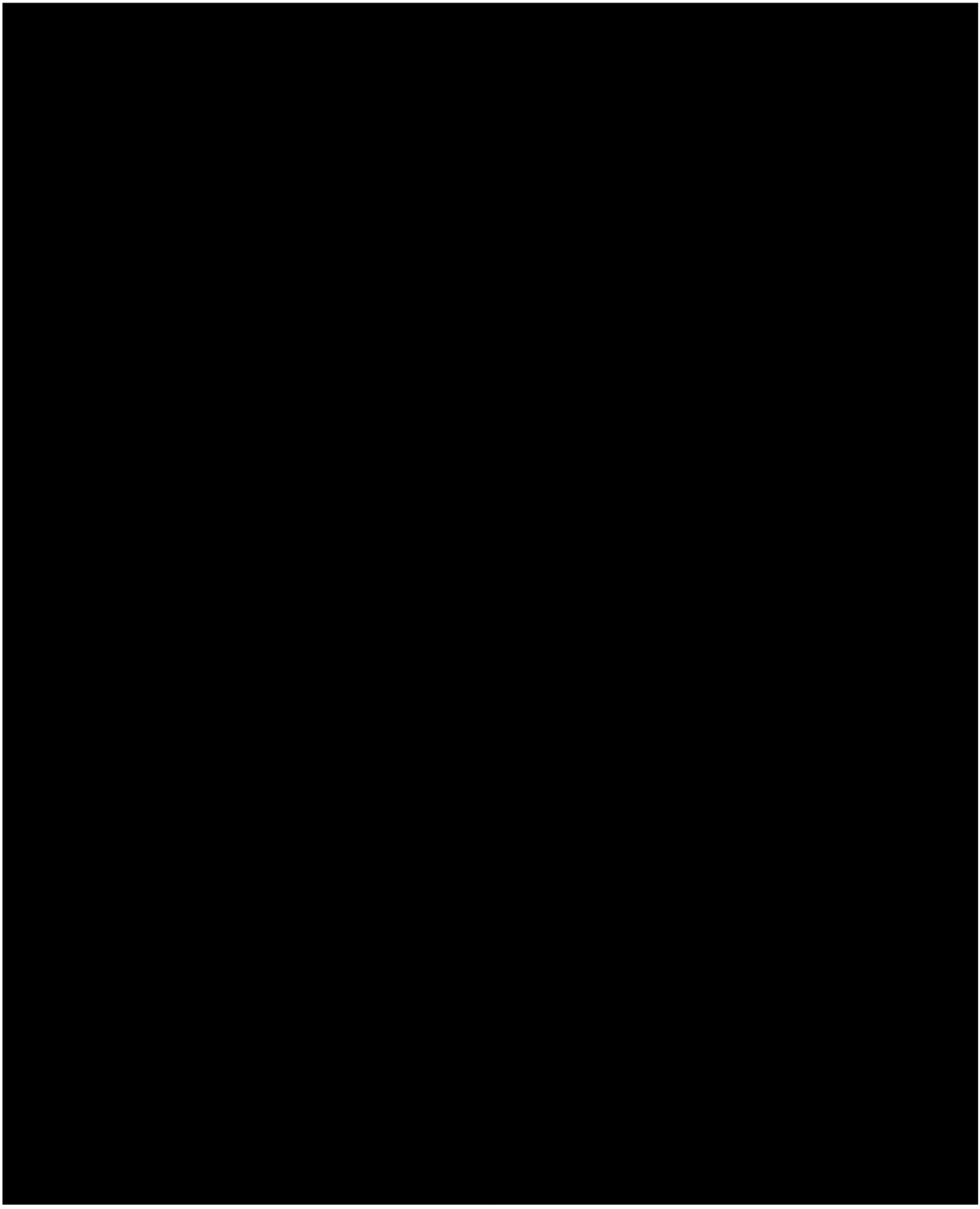
Vehicle Homologation and Compliance
Program Interface for U71x, U55x
SE&SE – Cell phone: [redacted]
TWA Day-Friday

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Tuesday, October 31, 2023 9:53 AM
To: Fernandes, Juli (J.H.) <jfern245@ford.com>; Parks, Melissa (M.G.) <mparks10@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment

Thank you, Julie. Appreciate it.

Just to confirm, the head restraint update was only on Navigator and not on Expedition. Is this correct?

Best Regards,
Nitesh
(313-805-3467)



Thank you,
Best Regards,
Nitesh C. Jadhav
(Automotive Safety Office- Critical Concern Review Group)
Ph. #: 313-805-3467
Email id: njadhav@ford.com

Expedition/ Navigator Seat Belt Pretensioner Discussion

November 02, 2023

Secret

Seatbelt Retractor Pretensioner Overview

Expedition/ Navigator Seat Belt Pretensioner Discussion

November 02, 2023

Secret

Expedition Retractor
Inadvertent deployment

Potential end-games

- What are the potential scenarios in which this will end?

Jadhav, Nitesh (N.C.)

From: Jadhav, Nitesh (N.C.)
Sent: Tuesday, January 24, 2023 11:28 AM
To: Newlin, Andrea (A.M.)
Subject: RE: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

Thank you, Andrea, for your search. I confirmed that none of the 13 cases are relevant to the subject topic, as they are not showing B007E or B007F DTC code.

Best Regards,
Nitesh
(313-805-3467)

From: Newlin, Andrea (A.M.) <anewlin@ford.com>
Sent: Tuesday, January 24, 2023 10:40 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

Hi Nitesh,
There were details in the system for 13 consumer matters that may be responsive. Please see the attached list.
There were *zero* responsive product matters.
Please let me know if you have any questions or need anything else. Thanks!

Andrea Newlin
Legal Assistant
Environmental, Safety & Regulatory
Ford Motor Company
(313)322-1634

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This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender

---

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Tuesday, January 24, 2023 9:15 AM

To: Miller, Jessica (.) <jmill159@ford.com>; Newlin, Andrea (A.M.) <ANEWLIN@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

Hello Andrea –

In Jessica's absence, would you be able to provide me the information requested below? The TRG is tomorrow. But need information today to input in the presentation slides before I send to everyone.

Thank you,
Best Regards,
Nitesh

From: Jadhav, Nitesh (N.C.)
Sent: Wednesday, January 18, 2023 2:55 PM
To: Miller, Jessica (.) <jmill159@ford.com>; Newlin, Andrea (A.M.) <ANEWLIN@ford.com>
Subject: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

Hello Jessica/ Andrea,

[redacted]

I will really appreciate.

Thank you,
Best Regards,
Nitesh C. Jadhav
(Automotive Safety Office- Critical Concern Review Group)

Ph. #: 313-805-3467
Email id: njadhav@ford.com

Jadhav, Nitesh (N.C.)

From: Miller, Jessica (.)
Sent: Monday, October 30, 2023 9:14 AM
To: Jadhav, Nitesh (N.C.)
Subject: RE: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment
Attachments: Consumer Report - 2018-2022 Expedition Navigator Airbag Light - Inadvertent Deployment.xlsx; 2018-2022 Expedition Navigator AB Light Preten Deploy update 1-18-2023 - 10-15-2023.xlsx

Hi Nitesh,

For this one, since Andrea ran the initial search in January, I ran an updated search from 1/18/2023 – 10/25/2023 and have attached the new information (and Andrea's original in case you need it). Please let me know if you have any questions or need anything else. Thanks.

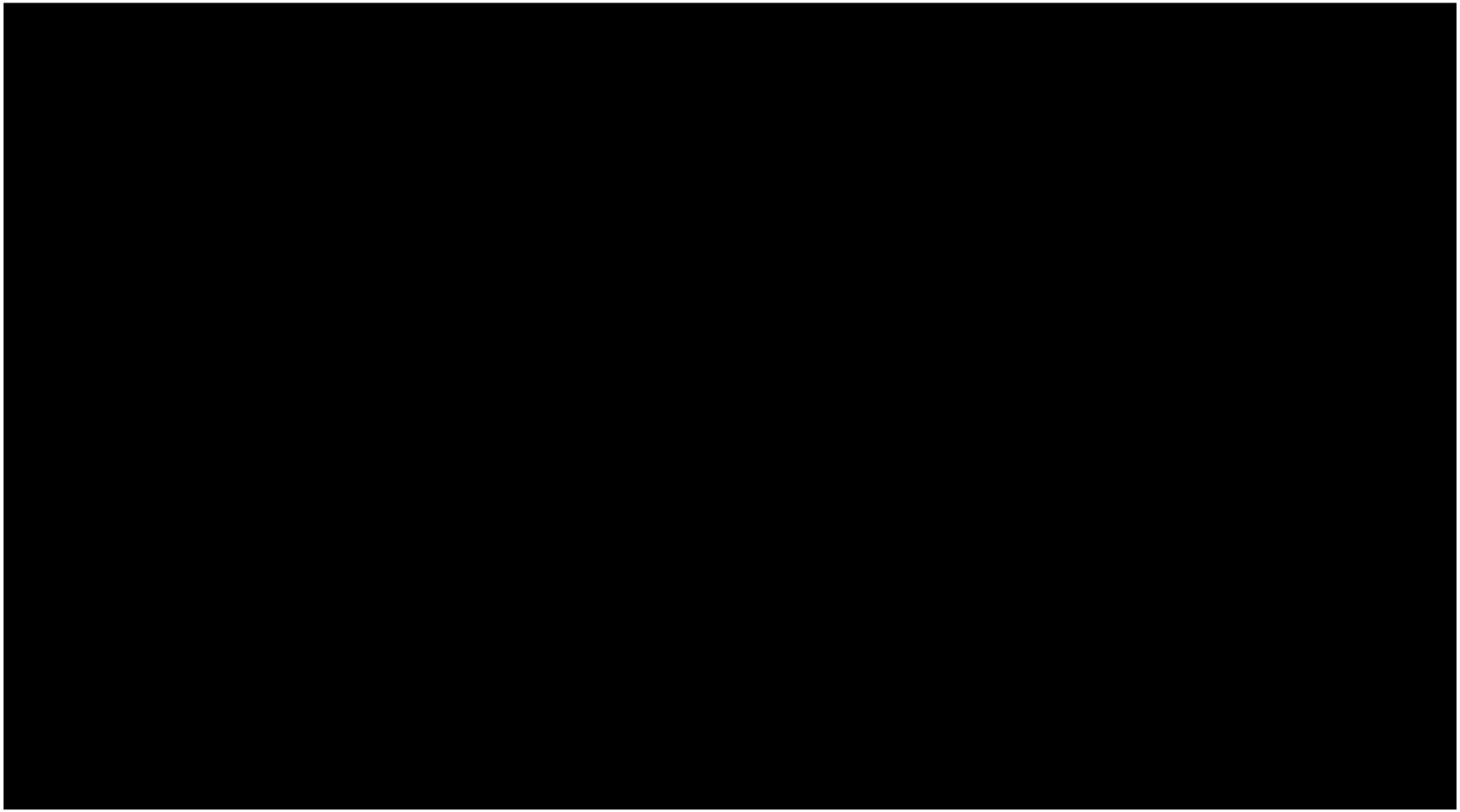
From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Wednesday, October 25, 2023 12:37 PM
To: Miller, Jessica (.) <jmill159@ford.com>
Subject: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

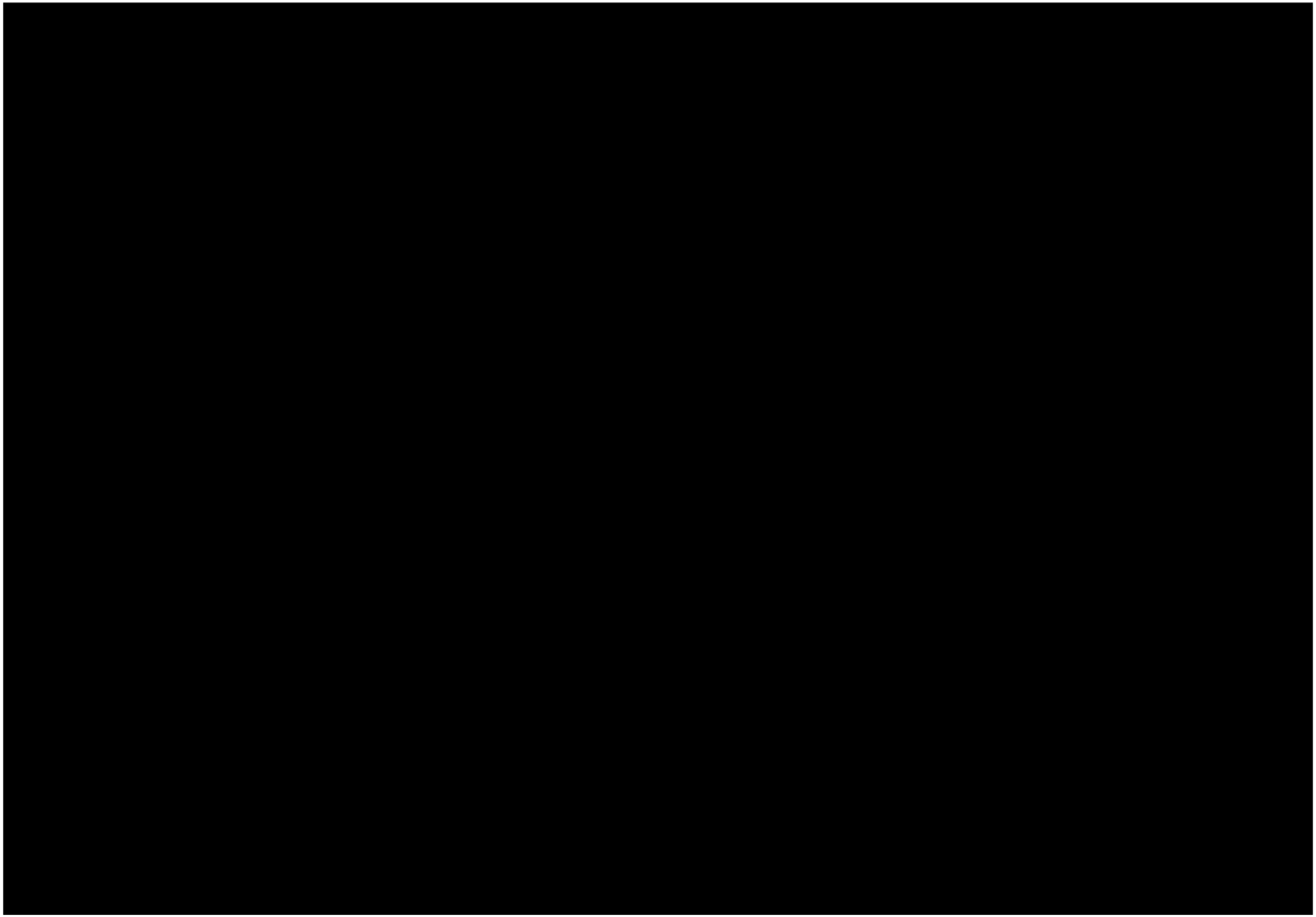
Hello Jessica,

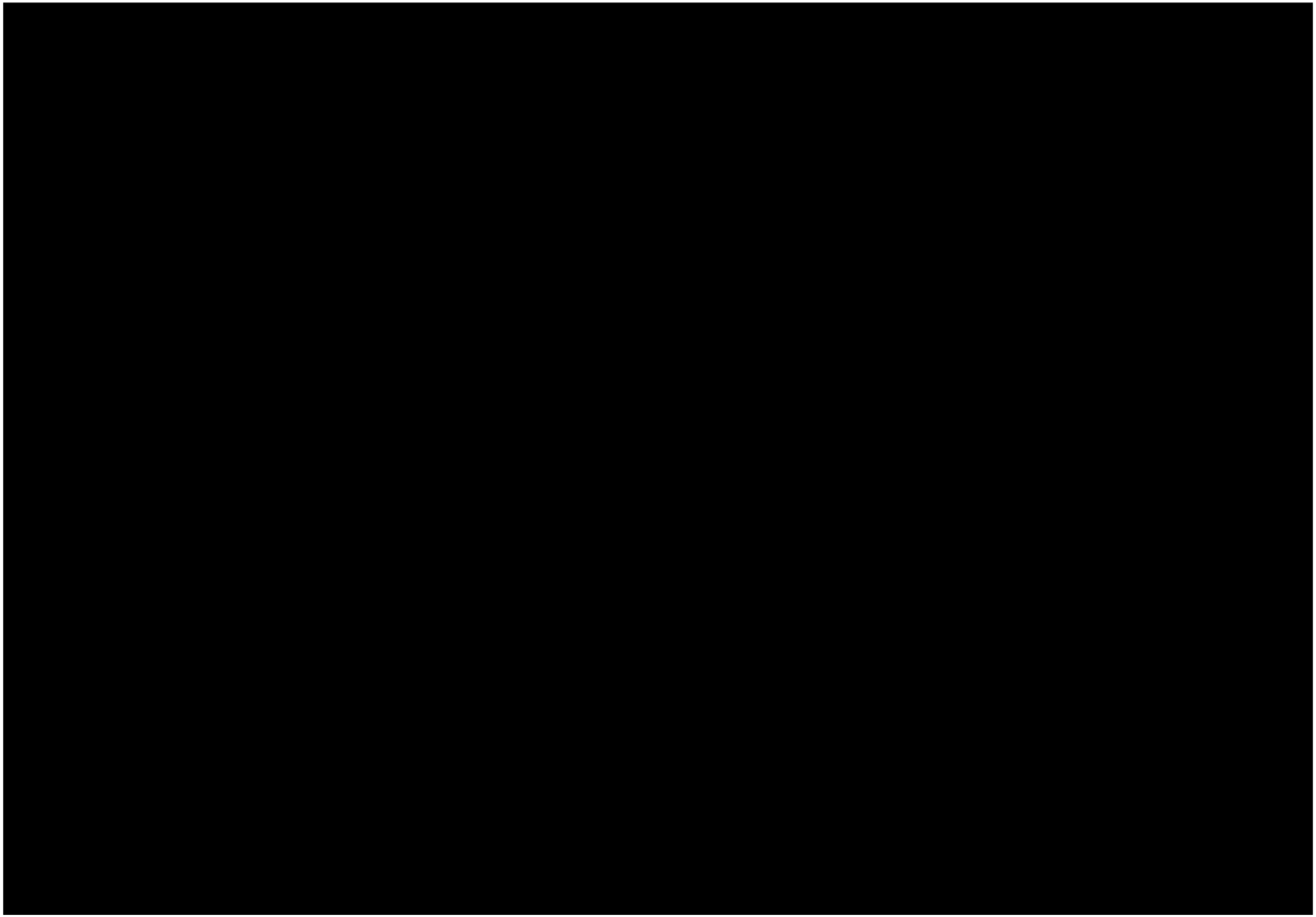
[redacted]

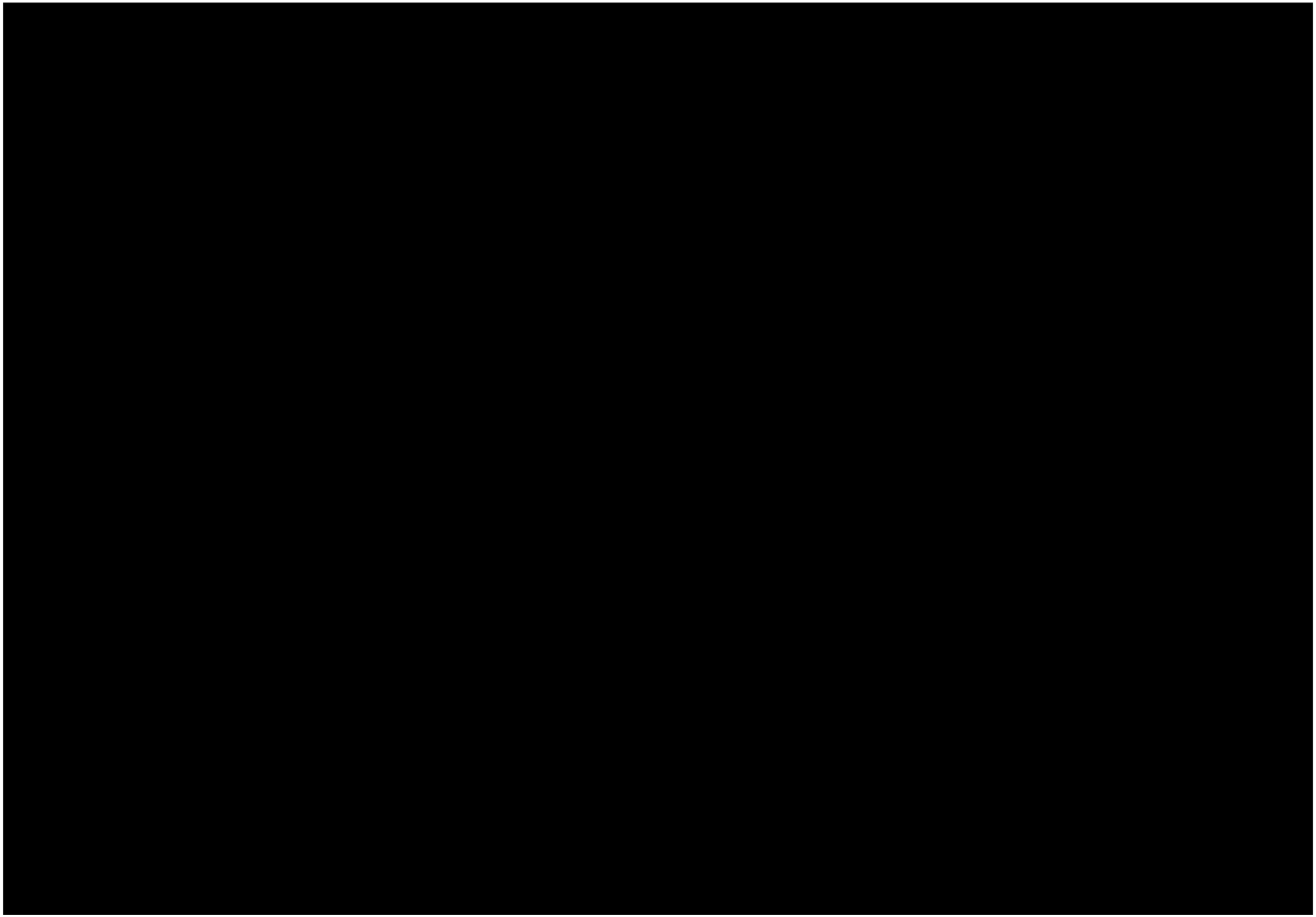
I will really appreciate.

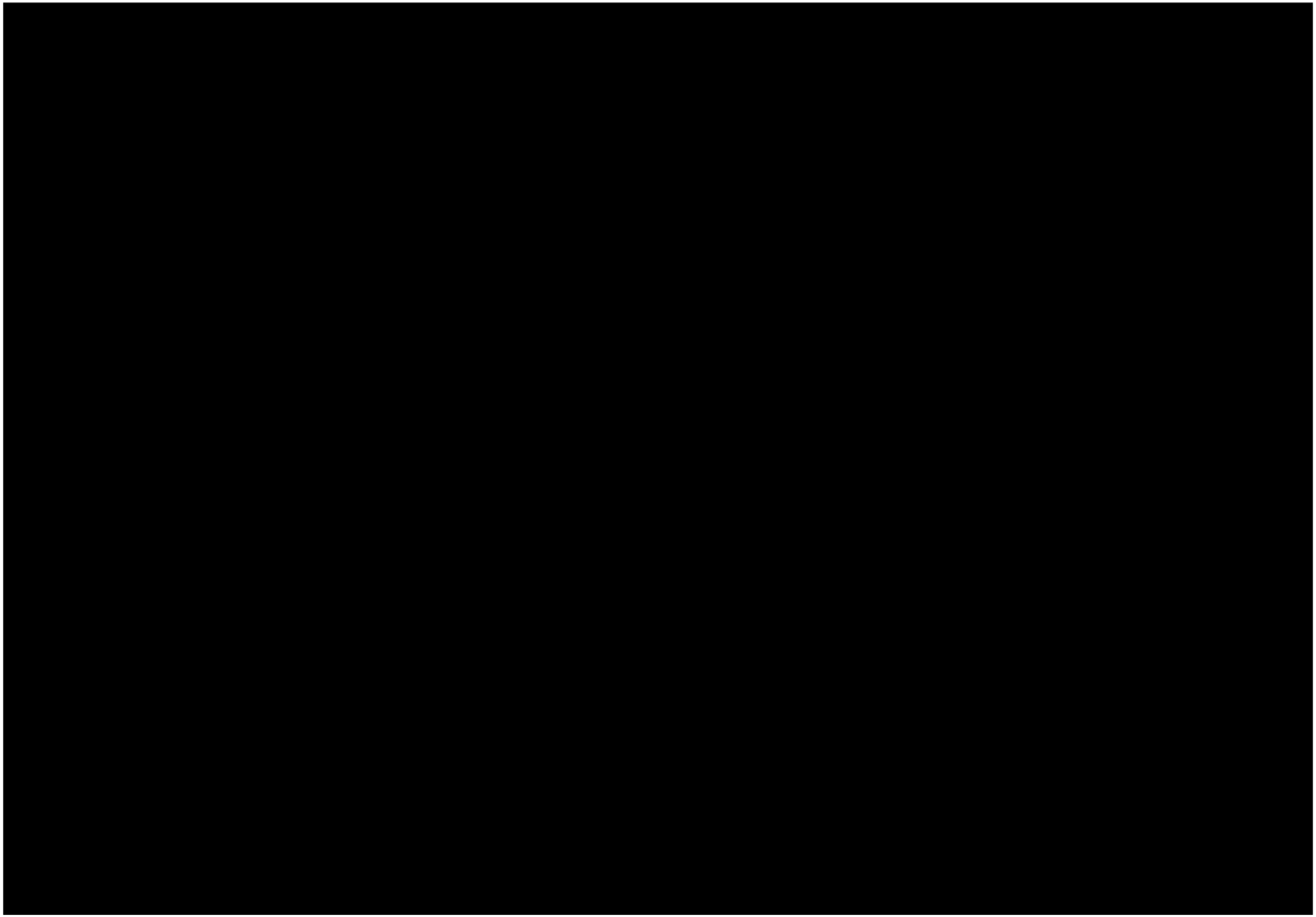
Thank you,
Best Regards,
Nitesh C. Jadhav
(Automotive Safety Office- Critical Concern Review Group)
Ph. #: 313-805-3467
Email id: njadhav@ford.com

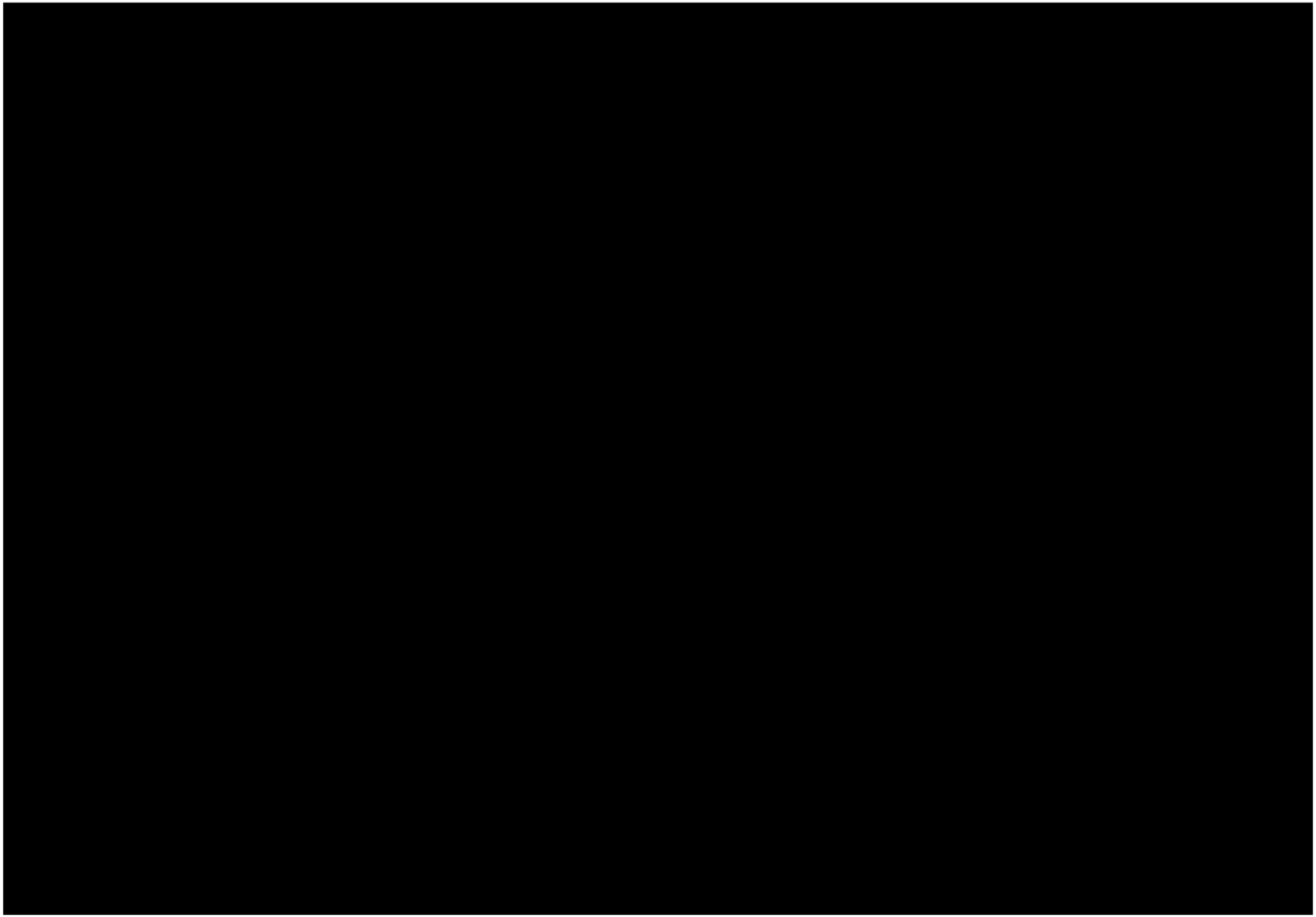












[redacted]

Sent: Wednesday, November 8, 2023 1:48 PM

To: Aralikatti, Gururaj (G.) <GARALIKA@ford.com>
Cc: Malapati, Reddy (S.R.) <rmalapat@ford.com>; Lee, Juyoung (J.) <JLEE333@ford.com>
Subject: FW: CCRG Grid 21-576: 2019MY Expedition/ Navigator Seatbelt Retractor Pretensioner ...

Gururaj,

Below are the assessments we are being asked to make. Want to talk to you, Juyoung, and Reddy about next steps.
Please set up a meeting either tomorrow or Monday to discuss with the team. Thanks

---

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Monday, November 6, 2023 10:29 AM
To: Aekbote, Krish (E.) <kaekbote@ford.com>; Pellillo, Robert (R.J.) <rpellill@ford.com>
Subject: RE: CCRG Grid 21-576: 2019MY Expedition/ Navigator Seatbelt Retractor Pretensioner ...

Hello Bob,

There is one more follow-up question that the CCRG team has.

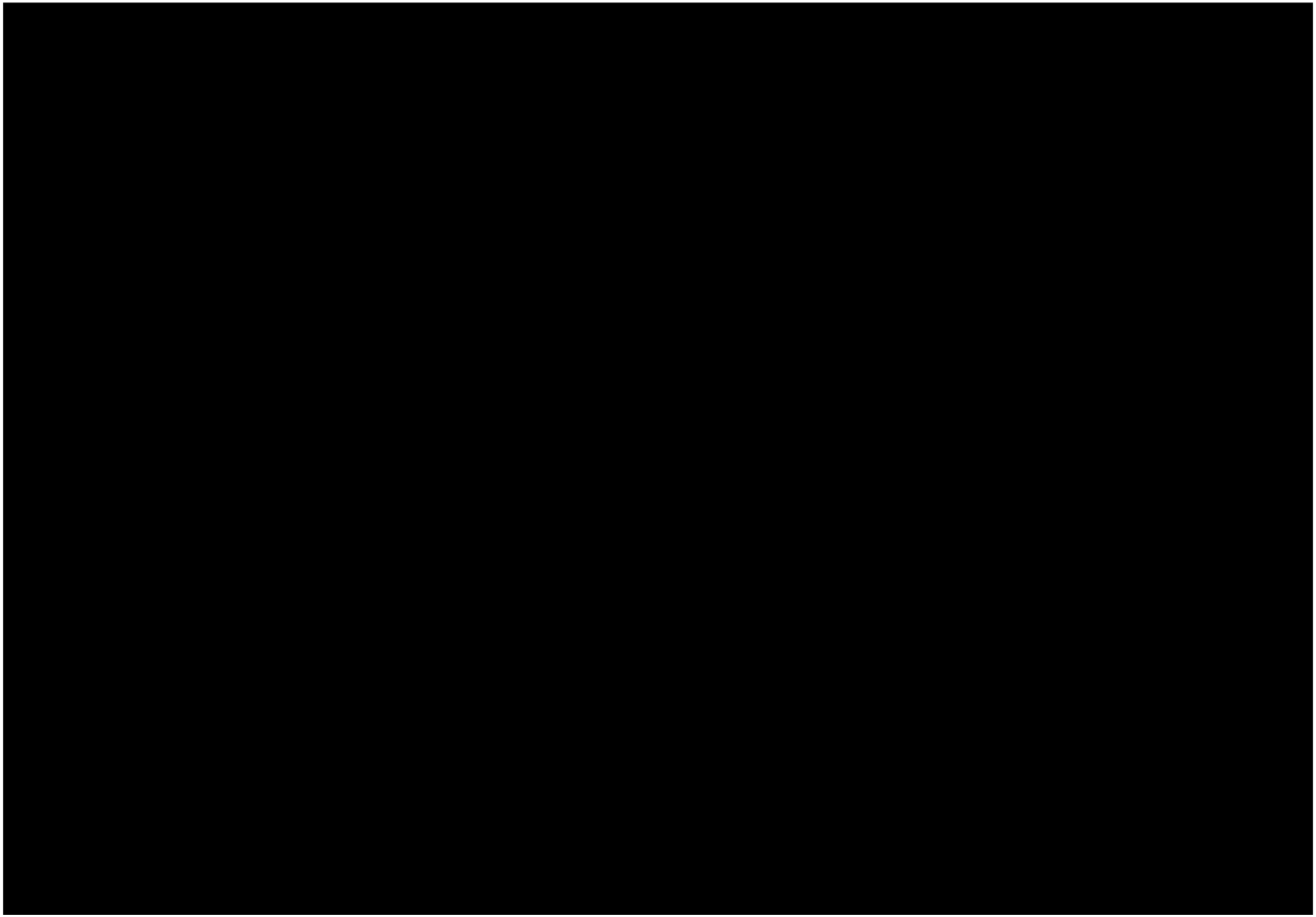
Attaching the closure notes for one of the topics that came in Jun 2018 in CCRG. There was some change to the Retractor pretensioner to improve the NCAP confidence on Expedition. Probably the program was still under Marwan at that time. Would crash team be able to tell- what specifically was changed (or change requested) to improve NCAP confidence?

I will appreciate your team's input.

Thank you,
Best Regards,
Nitesh
(313-805-3467)

From: Jadhav, Nitesh (N.C.)
Sent: Friday, November 3, 2023 4:22 PM
To: Aekbote, Krish (E.) <kaekbote@ford.com>; Pellillo, Robert (R.J.) <rpellill@ford.com>
Subject: RE: CCRG Grid 21-576: 2019MY Expedition/ Navigator Seatbelt Retractor Pretensioner ...

Hello Bob,



-- Do not delete or change any of the following text. --

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For company policies on recording [redacted]
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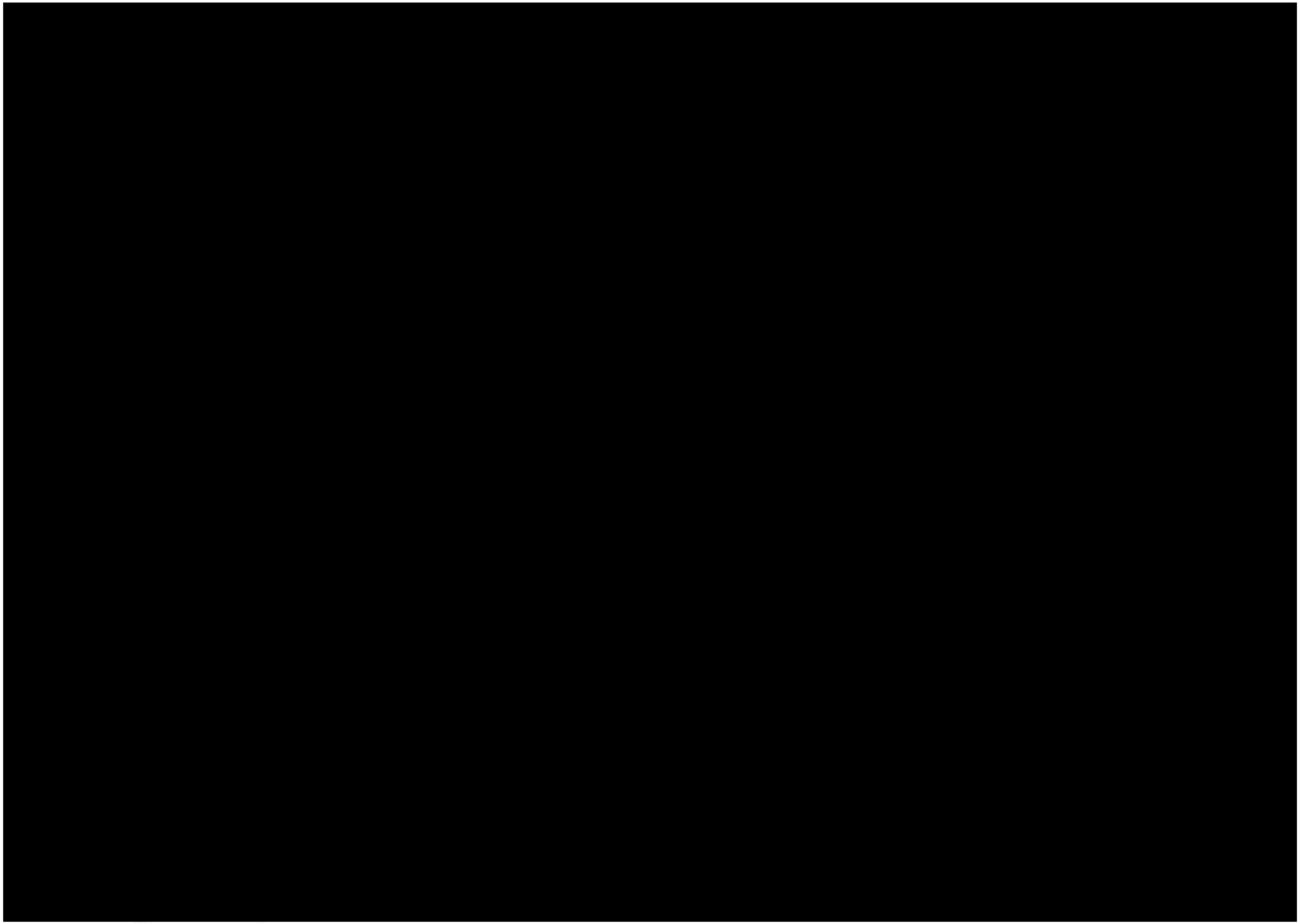
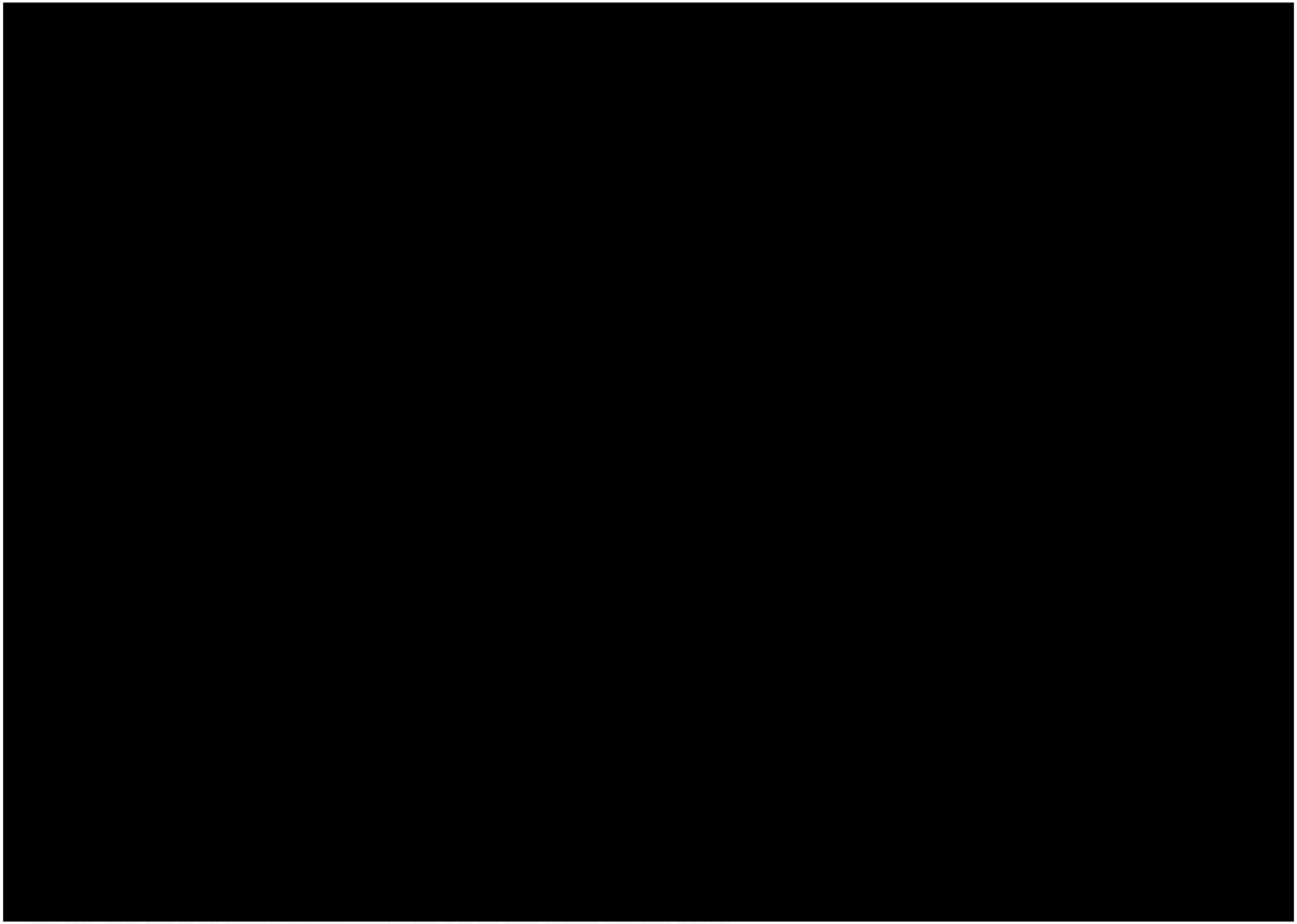
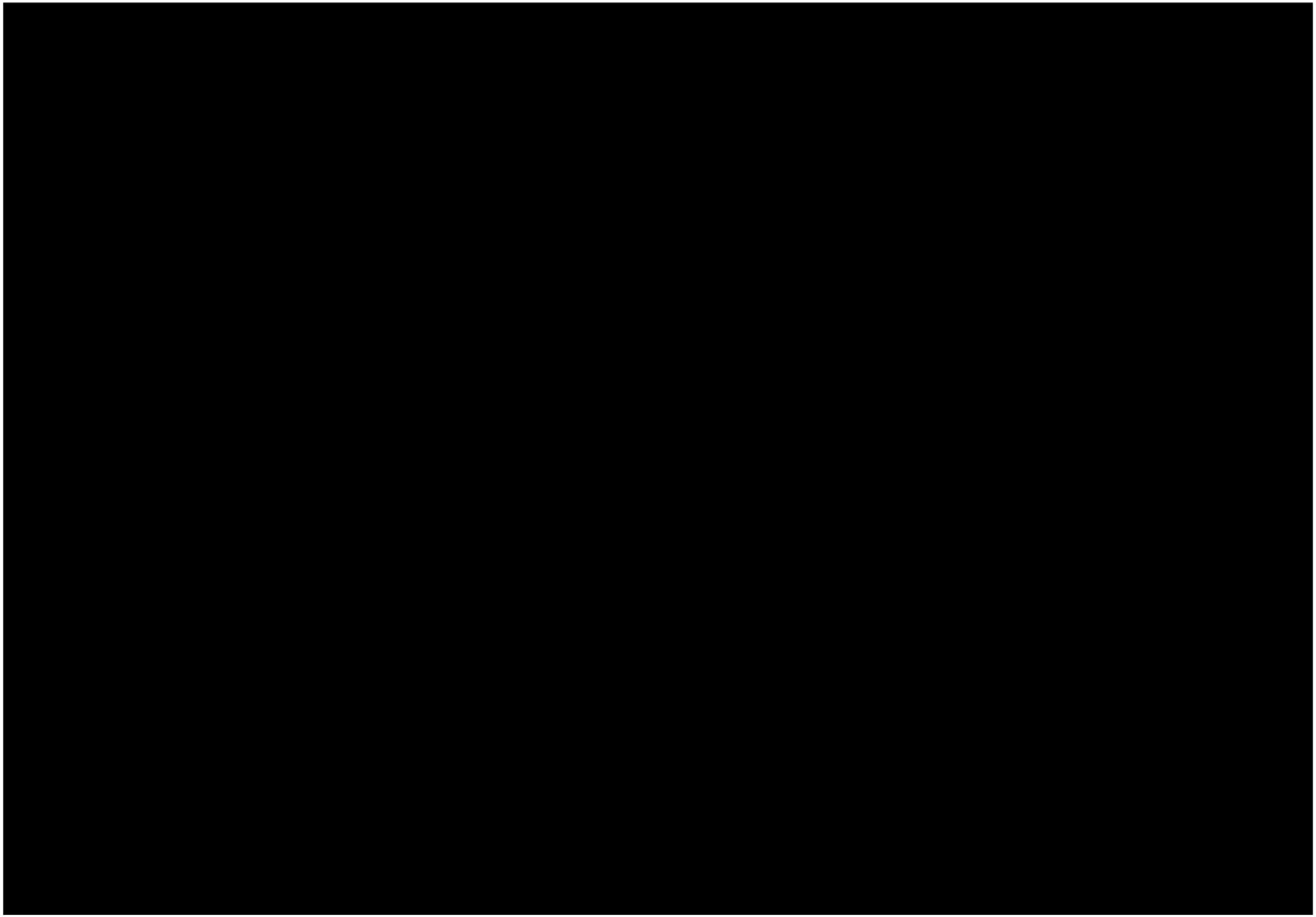
T32MC04





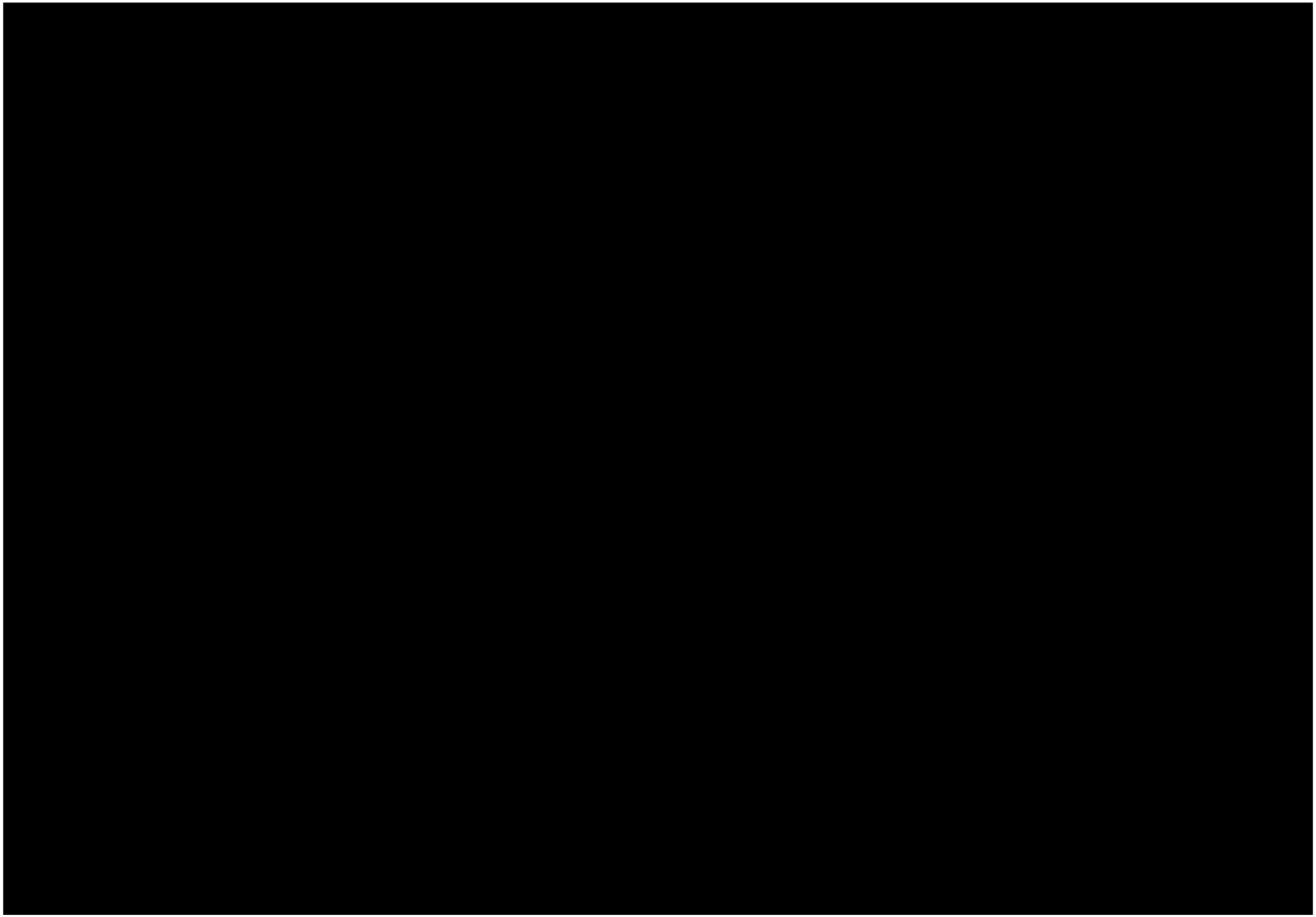


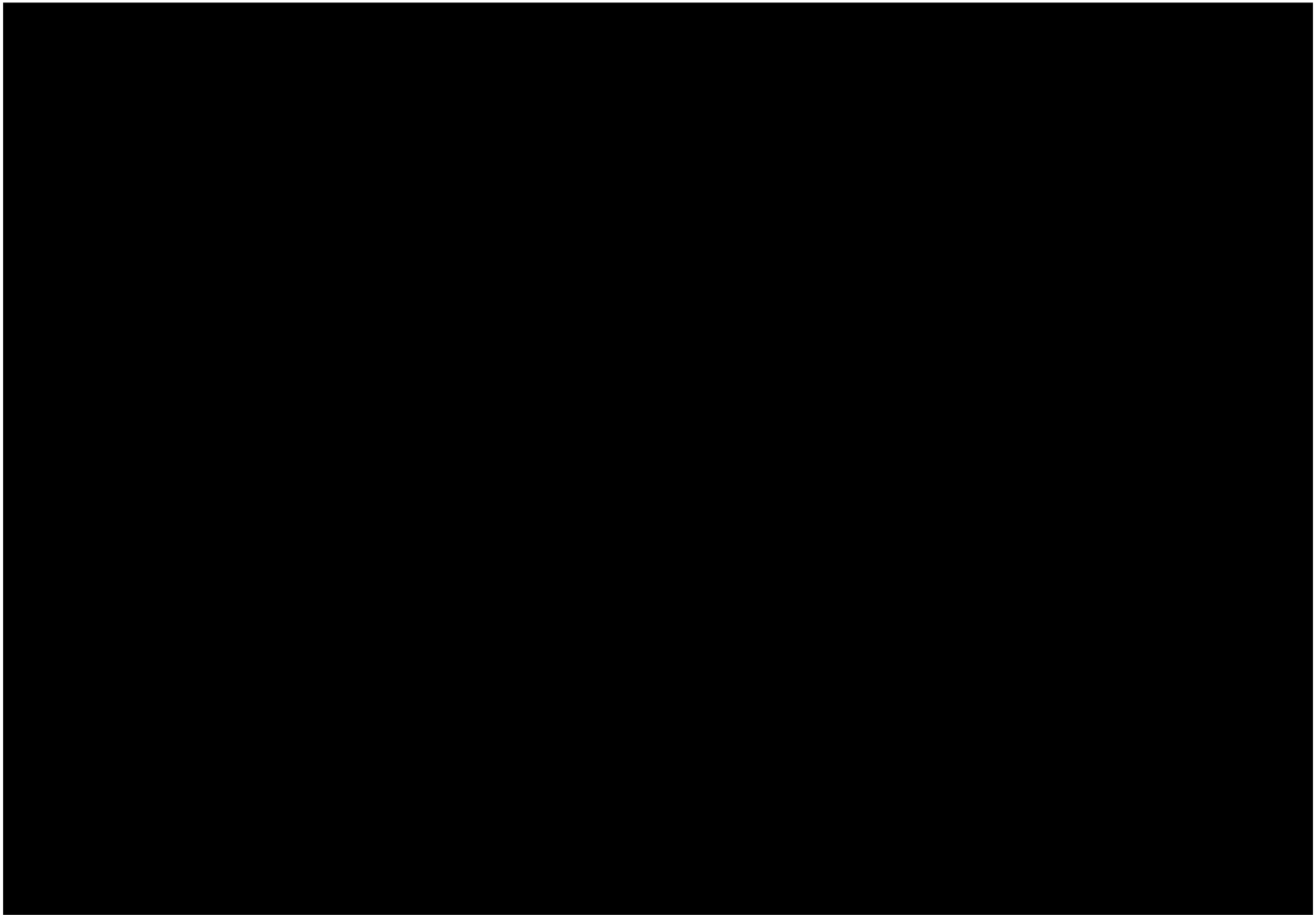
[redacted]

Josh,

[redacted]

Sent: Friday, March 10, 2023 12:10 PM





[redacted]

Jim Chascsa
Global Restraints Technical Leader
Ford Motor Company
Cell: [redacted]

From: Ankrom Joshua WSH RDBN1 <Joshua.Ankrom@zf.com>
Sent: Tuesday, February 28, 2023 2:34 PM
To: Voelker, Martin (M.C.) <mvoelker@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Villerot, Amanda (A.) <AVILLERO@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Nick Kim WSH RDBN1 <Kim.Nick@zf.com>; Avalos Mariano RYS RPNRQ <Mariano.Avalos@zf.com>; Garcia Nydia PHR RPNRQ6 <Nydia.Garcia@zf.com>; Phillips Tyler WSH RDBN1 <Tyler.Phillips1@zf.com>
Subject: RE: U55X 3rd Row Seat Belt Tilt and VS Locking Test Data Review

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

ZF Confidential

Hello,

Also per our call yesterday, please find attached the initial 8D. Please let us know if you have any questions.

Thanks,
Joshua Ankrom
Engineering Supervisor
Seatbelt Applications

ZF Group
Passive Safety Systems
4505 West 26 Mile Rd.
Washington, MI 48094
joshua.ankrom@zf.com

From: Ankrom Joshua WSH RDBN1
Sent: Monday, February 27, 2023 1:23 PM
To: Voelker, Martin (M.C.) <mvoelker@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Villerot, Amanda (A.) <AVILLERO@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Nick Kim WSH RDBN1 <kim.nick@zf.com>; Avalos Mariano RYS RPNRQ <Mariano.Avalos@zf.com>;

Garcia Nydia PHR RPNRQ6 <nydia.garcia@zf.com>; Phillips Tyler WSH RDBN1 <tyler.phillips1@zf.com>
Subject: RE: U55X 3rd Row Seat Belt Tilt and VS Locking Test Data Review

ZF Confidential

Hi,

Please see attached the presentation shared today.

Thanks,
Joshua Ankrom
Engineering Supervisor
Seatbelt Applications

ZF Group
Passive Safety Systems
4505 West 26 Mile Rd.
Washington, MI 48094
joshua.ankrom@zf.com

-----Original Appointment-----
From: Voelker, Martin (M.C.) <mvoelker@ford.com>
Sent: Saturday, February 25, 2023 2:17 PM
To: Voelker, Martin (M.C.); DeSmet, Edward (E.J.); Chascsa, Jim (JRCII.); Villerot, Amanda (A.); Ankrom Joshua WSH RDBN1
Cc: Browne, Michelle (M.F.); Nick Kim WSH RDBN1
Subject: U55X 3rd Row Seat Belt Tilt and VS Locking Test Data Review
When: Monday, February 27, 2023 1:00 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Josh, please forward this to your team down in Reynosa.

-~-~-~

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For additional help joining Webex [redacted]
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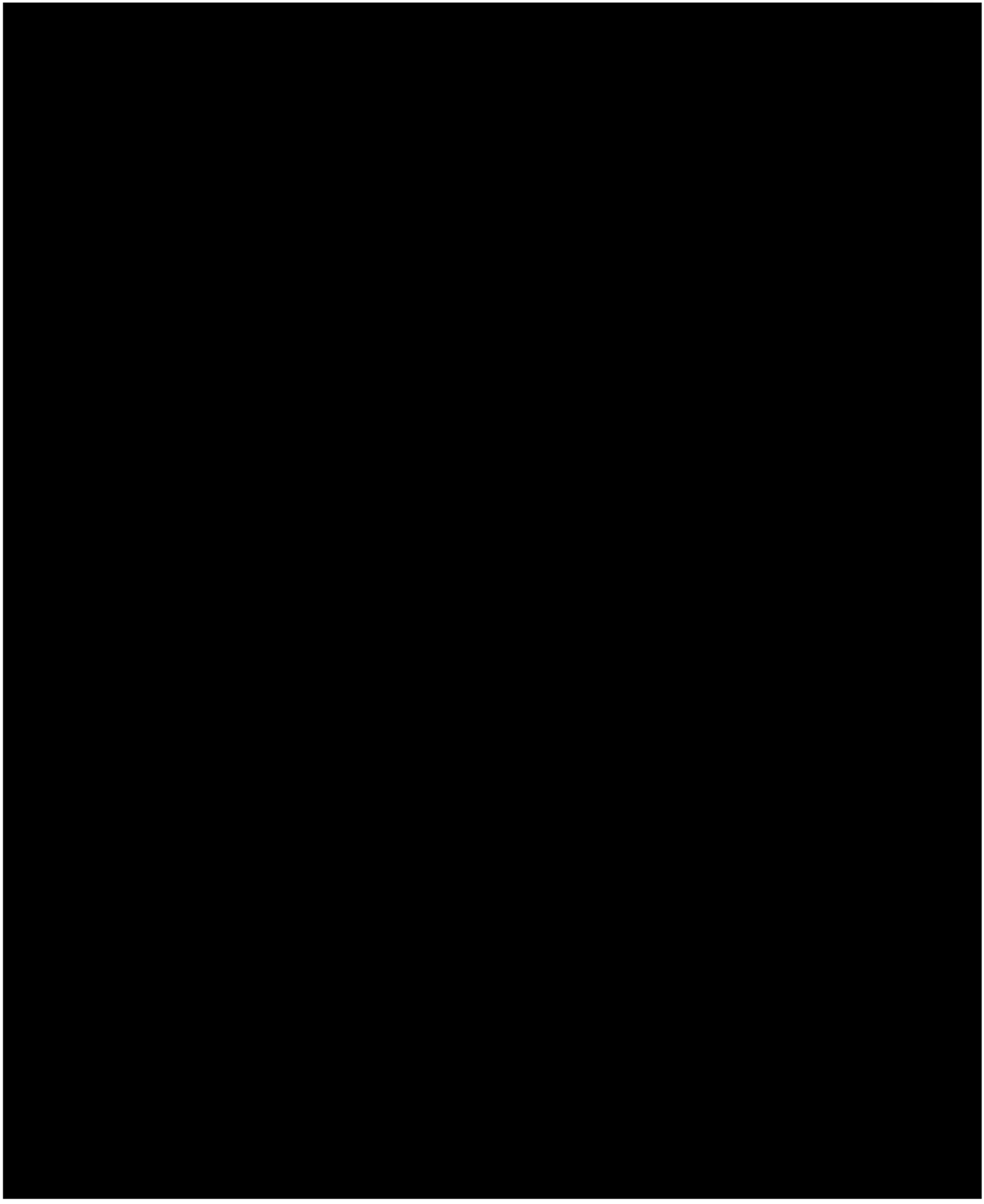

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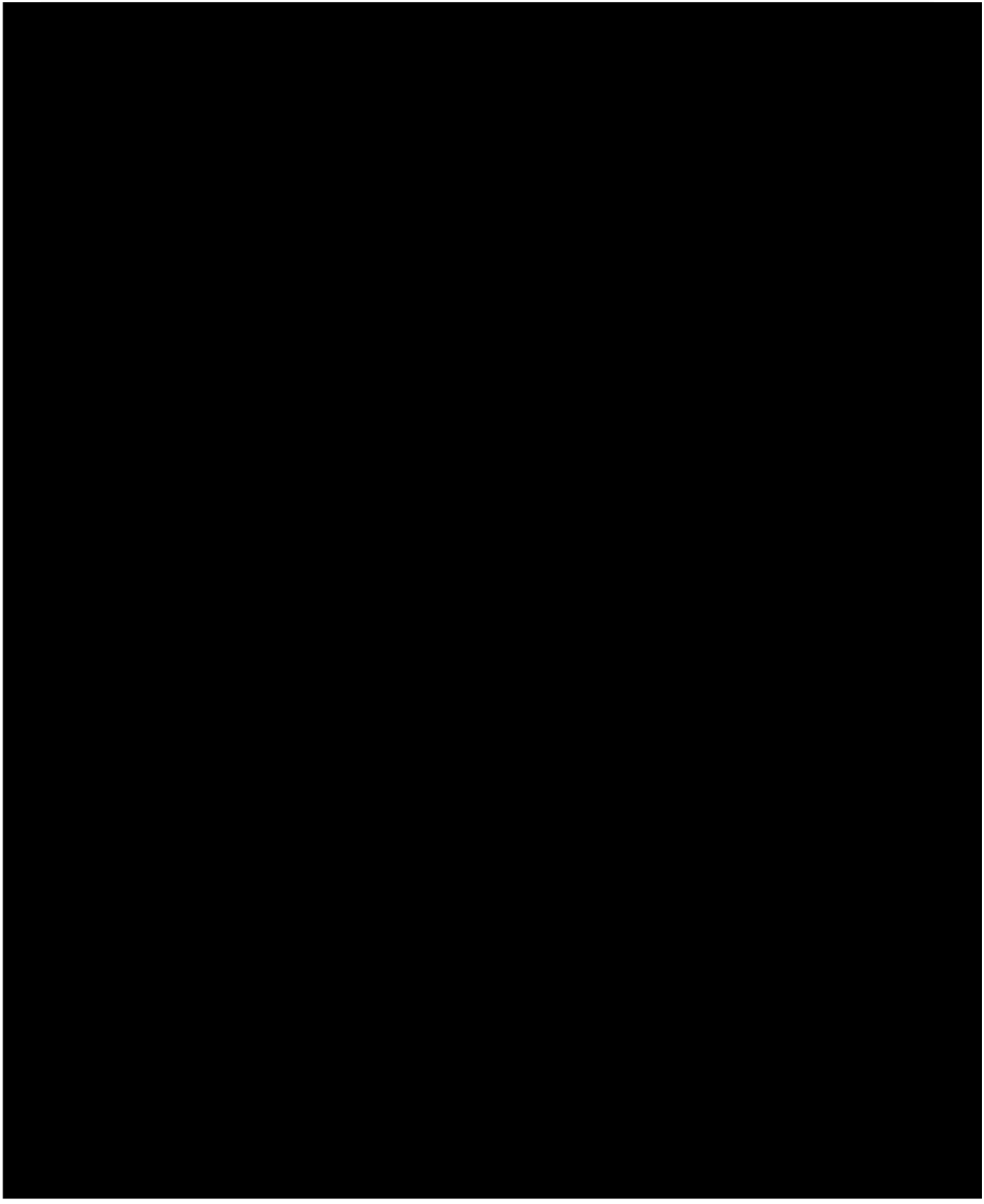

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For company policies on recording: [redacted]
For additional help joining Webex m
Can't join the meeting? Ford users su

T32MC04

From: Jadhav, Nitesh (N.C.) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F40A1D837DB5438DA069626530D96ABD-NJADHAV]
on behalf of Arroyo, Jesus (J.) [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=0d6718f0ceb2427483d1f7577644ec01-JARROY25]
Sent: 8/8/2022 3:37:49 PM
To: Polsinelli, Antonietta (A.) [abravo1@ford.com]; Strachan, Jonathan (J.) [jstrach7@ford.com]; Hanson, Chris (C.) [chanson3@lincoln.com]

Subject: FW: CCRG-21-576 next steps
Attachments: Monitor status C.pptx
Location: webex

Start: 8/9/2022 4:00:00 PM
End: 8/9/2022 4:30:00 PM
Show Time As: Tentative

Importance: High

-----Original Appointment-----
From: Arroyo, Jesus (J.) <jarroy25@ford.com>
Sent: Friday, August 5, 2022 12:54 PM
To: Arroyo, Jesus (J.); Pineda, Mauricio (MPC.); Chascsa, Jim (JRCII.); Jadhav, Nitesh (N.C.); Hultman, Paula (R.)
Subject: CCRG-21-576 next steps
When: Tuesday, August 9, 2022 11:00 AM-11:30 AM (UTC-06:00) Guadalajara, Mexico City, Monterrey.
Where: webex
Importance: High

Hello team,

Let discuss the next steps for this item,

Regards
Jesús

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: jueves, 4 de agosto de 2022 09:11 a. m.
To: Ott, David (D.J.) <dott@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>
Cc: Nagy, Jason (J.R.) <jnagy14@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>
Subject: RE: Airbags Deployed
Importance: High

+ Jesus

Jesus, per our review today, can you please schedule a review with Nitesh, Paula, and Jim so we can discuss the details behind the next steps.

Kind regards,

Mauricio Pineda

Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX:
Mail to: mpineda6@ford.com

From: Ott, David (D.J.) <dott@ford.com>
Sent: Thursday, August 4, 2022 8:15 AM
To: Hanson, Chris (C.) <chanson3@lincoln.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Cc: Nagy, Jason (J.R.) <jnagy14@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Subject: FW: Airbags Deployed
Importance: High

We have an open CCRG investigation on this subject and would be interested in anything that can be learned here, parts returns, etc.

Nitesh, can you please coordinate with PD and FCSD?

Thanks,

David J. Ott
Defect Investigations Manager – Truck Programs (CCRG Chair)
Automotive Safety Office
Ford Motor Company
[redacted]vork cell)
[redacted]ell)

From: Nagy, Jason (J.R.) <jnagy14@ford.com>
Sent: Tuesday, August 2, 2022 4:32 PM
To: Ott, David (D.J.) <dott@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>
Subject: FW: Airbags Deployed

Hi Chris. These vehicles would fall under Dave Ott's group. I have included Dave in this e-mail.

Regards,

Jason Nagy
Senior Safety Investigations Engineer
Ford Motor Company
Phone: 313-805-6057
E-mail: JNagy14@Ford.com

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Tuesday, August 02, 2022 3:40 PM
To: Nagy, Jason (J.R.) <jnagy14@ford.com>
Subject: FW: Airbags Deployed

Jason,

The email below is regarding two VINs that recently have come into a dealer in AZ where they are experiencing high heat. They have pretensioner codes, but no DTC to indicate a crash event.

1FMJK1MTXKE[redacted] B007E:13:8B for Driver Seatbelt Pretensioner C Deployment Control
5LMJJ2LT2KE[redacted] B007F:13:8B for Passenger Seatbelt Pretensioner C Deployment Control

I did a word search in GCQIS for 2019 Expedition/Navigator using DTC B007E and/or B007F as the keywords and returned 96 reports. I've attached the reports that seem to indicate an actual deployment. It's odd that 90% of the reports were from Dubai, and the others were high temp states like AZ.

Can you direct these as appropriate?

Thanks,

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

EST. 1922 | 100 years

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Saturday, July 30, 2022 6:44 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: RE: Airbags Deployed

Chris,

Here's the email from Francisco at Sanderson Lincoln. Just as you suspected it was the pretensioner…

Is it possible to have an FSE look at both vehicles? I'm also curious if the vehicle was giving a warning to the owner of the vehicle advising them to get service prior to this occurring?

Thanks for all of your help here as always.

Gary

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Wednesday, July 27, 2022 6:01 AM
To: Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Re: Airbags Deployed for No Reason

Chris, I am almost sure you are spot on, but I will get more info. Francisco, SM, said he would send me more info when he got the Expedition.

Sent from my iPhone

On Jul 26, 2022, at 9:23 PM, Hanson, Chris (C.) <chanson3@lincoln.com> wrote:

Gary,

[redacted]

Chris Hanson
Lincoln Service Programs Manager
313-418-4805

EST. 1922 | 100 years

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 10:39 PM
To: Hanson, Chris (C.) <chanson3@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: RE: Airbags Deployed for No Reason

The Navigator is 5LMJJ2LT2K[redacted]

Agree, I'm not trying to speculate.

Gary

From: Hanson, Chris (C.) <chanson3@lincoln.com>
Sent: Tuesday, July 26, 2022 7:03 PM
To: Macheske, Gary (G.) <gmachesk@lincoln.com>; Nikitas, Brian (B.) <bnikitas@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Re: Airbags Deployed for No Reason

Get me the VIN. Let's not say they went off for no reason until we see the data.

Get Outlook for iOS

From: Macheske, Gary (G.) <gmachesk@lincoln.com>
Sent: Tuesday, July 26, 2022 7:15:00 PM
To: Nikitas, Brian (B.) <bnikitas@lincoln.com>; Hanson, Chris (C.) <chanson3@lincoln.com>
Cc: Macheske, Gary (G.) <gmachesk@lincoln.com>
Subject: Airbags Deployed for No Reason

Hi guys,

Rebecca from Sanderson Lincoln just called to let me know that they have a Navigator in their shop (I think 2018MY) that the right passenger airbag deployed while sitting stopped at a red light. They just got informed that an Expedition is on their way that had the same issue. They will be sending me VINs and any codes they can pull, but she wanted me to bring this to the powers to be asap due to the nature of the issue. The client in the Navigator isn't comfortable getting their vehicle back until we can explain why it happened.

You may know that Phoenix has had record temperatures and humidity in the recent weeks. Perhaps that's a factor?

Would there be any benefit of having our FSE inspect both vehicles as both should be in their shop tomorrow?

She is very, very concerned about this while it's only two vehicles it is a trend and a serious and dangerous impact when not expecting anything like this to occur.

Gary Macheske
Parts & Service Operations Manager
West Market Area
GMACHESK@LINCOLN.COM
Cell: [redacted]
Fax: (866) 638-1295

THE LINCOLN MOTOR COMPANY

-~-

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T32MC04

2018-2021MY Expedition/ Navigator

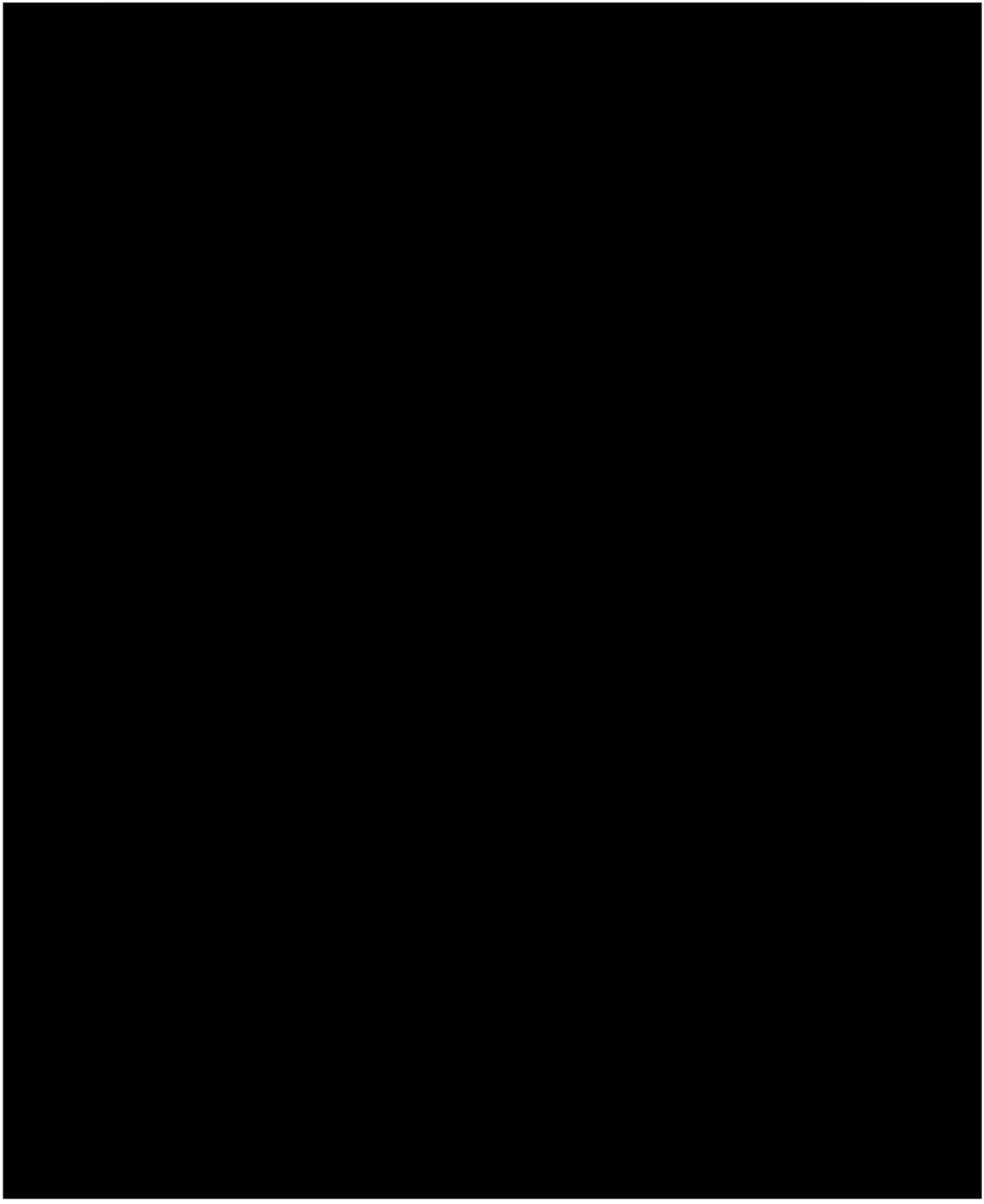
Faulty Seatbelt Retractor / Inadvertent Pretensioner Deployment CCRG – 21-576

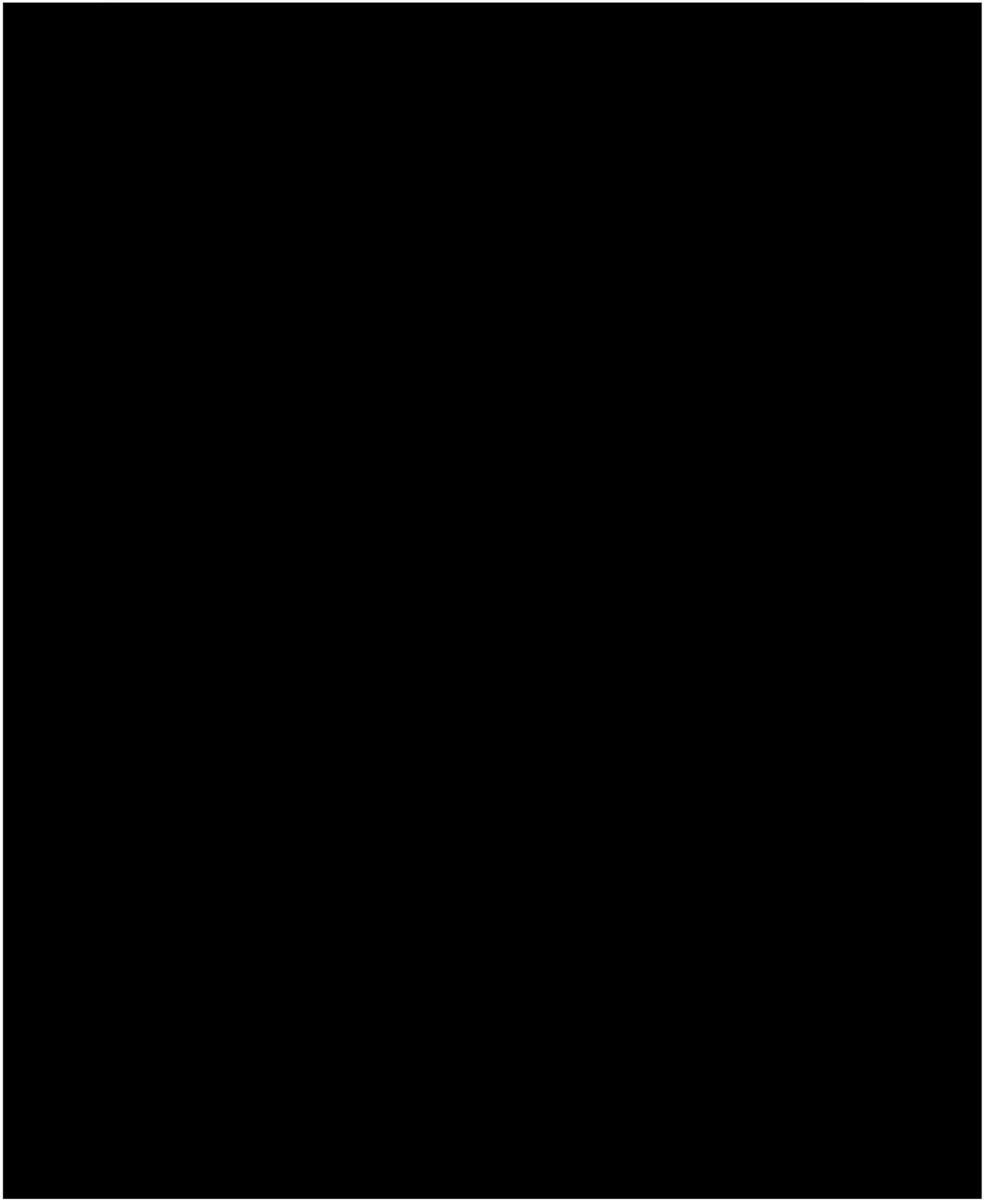
Awareness TRG Review
Aug-04th, 2022

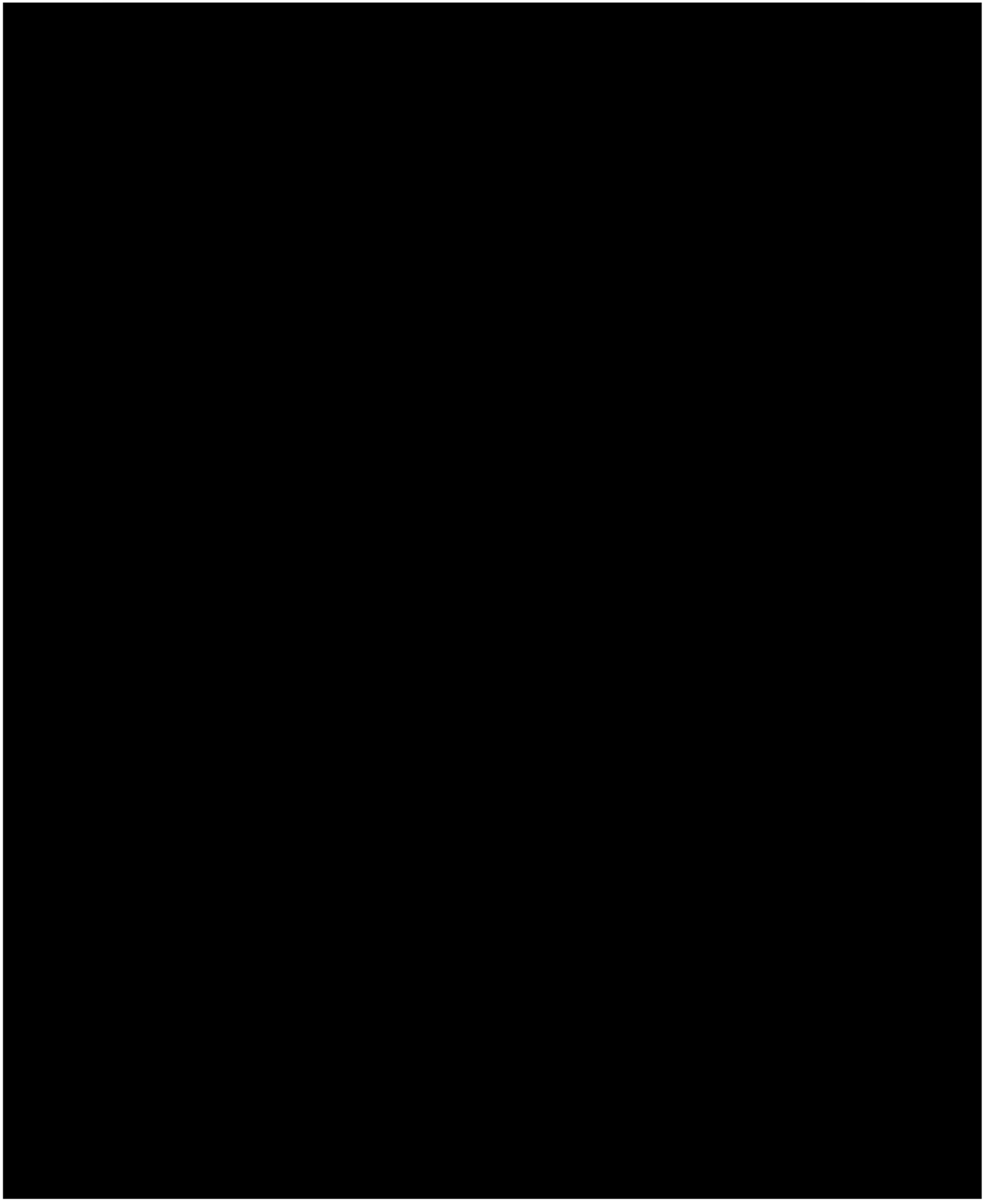
Turn Around
Automotive Operations

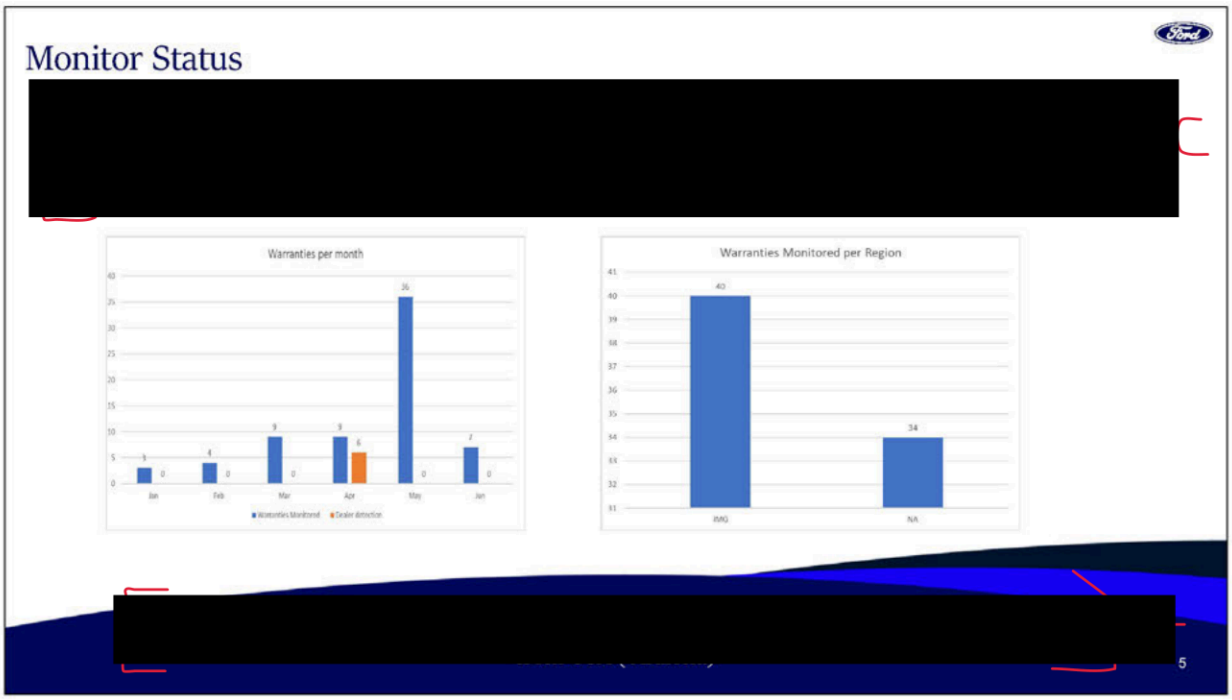
Modernize
Everywhere

Disrupt
Ourselves








Monitor Status
[redacted]
Warranties per month
Jan
Feb
Mar
Apr
May
Jun
Warranties Monitored per Region
40
34
IMG
NA
[redacted]
5

Inadverten deployment VINS

VIN	Vehicle	Vehicle Position	Production Date	Region	Repair Date	Customer Comments	Technician Comments
1FMJU1JT0KE[redacted]	EXPEDITION	Passenger	02/27/2019	ARE	04/22/2022	WHILE DRIVING,SUDDENLY A NOISE AND SMOKE CAME FROM RHS B PILLARAREA AND FRONT RH SEAT BELT GOTSTUCK FOR THE PASSENGER	WHILE DRIVING,SUDDENLY A NOISE AND SMOKE CAME FROM RHS B PILLARAREA AND FRONT RH SEAT BELT GOTSTUCK FOR THE PASSENGER CONCERN VERIFIED.CHECKED AND FOUNDFRONT RHS SEAT BELT GETS STUCK , WARNING LIGHT IS ON.NO TSB OR SSM FOUND.DTC B007F 13 B007F 1A.FOLLOWEDPPT A1 YES A2 NO 6S OHMS A3 NOA6 YES 0.4OHMS A7 YES A11 YES.FRONTRHS SEAT BELT INTERNAL FAULTY .A PERPPT REPLACED FRONT RHS SEAT BELT ASY,CUSTOMER IS VERY UNHAPPY THIS KIND FO PANNIC SUITVATION, IT WILL CREATE SERIES INJURAY.
1FMJU1JMTLKE[redacted]	EXPEDITION	Passenger	01/23/2019	ARE	04/26/2022		Customer Verbatim: Air bag light came in cluster on 20.04.2022 and on 21.04.2022 customer heard heavy bang/blast sound with burning smell in cabin and front Rh (passenger) seatbelt stuck. When Concern happened vehicle in idle and customer was waiting in the vehicle to pick up his child from school.
1FMJK1JT6KE[redacted]	EXPEDITION	Passenger	01/23/2019	ARIZONA	06/08/2022		WEB FORM DATA{119514627} DESCRIPTION OF VEHICLE CONCERN: VEHICLE SEATBELT PRETENSIONER DEPLOYED UNINTENDEDLY. VEHILE HAS NO SIGNS OF DAMAGE ANYWHERE ON IT DO NOT BELIEVE CUSTOMER HIT ANYTHING. CODE B007:13 AS PRETENSIONER IS DEPLOYED PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: INSPECTED WIRING HARNESS FOR ANY SINGNS OF DAMAGE NONE FOUND. ALSO CHECKED FOR SHORT TO GROUND AND RESISTANCES OF BOTH CONNECTORS C303 AND C3066. PREFORMED WIGGLE TEST WITH NO CHANGE ALL READINGS WERE WITHIN SPEC ATTEMPTED TO FOLLOW PPT M HOWEVER SOME STEP WERE NOT DOOABLE AS PRETENSIONER WAS ALREADY DEPLOYED PARTS REPLACED:
5LMJJ2TT6KE[redacted]	AVIGATOR	Passenger	04/17/2019	ARE	05/18/22	We have received the mentioned vehicle for the concern of Airbag lamp ON and front passenger seat belt not working(Stuck status).	As per customer, Sear belt retractor deployed while driving with his family and heard a big bang noise from seat belt retractor area. Customer's family very much afraid when they heard the noise.

Inadvertent deployment history

[redacted]

VIN	Market	Vehicle Production Date	Gate release[4]	Plant shipped[4]	Mod Center Arrival	Mod Center Complet	Sail Date	Unload date	Sale Date	Maritme Transit (days)	Storage time (days[5]	Deployed	Oxidation		Heated and vent seats (BY1)	Moonroof (CHA)	Heated rear window (Standard)	Amplifier circuits only for # speakers (IDB)
1FM5U1JT1K[redacted]	U.A.E	1/16/2019	1/16/2019	1/16/2019	1/31/2019	02/08/2019	2/27/2019	3/30/2019	9/30/2019	31	184	Y	NA	CA WD 122.5/3112MM WHEELBASE AA5BS	Y	Y	Y	9
1FM5U1JT3K[redacted]	U.A.E	1/22/2019	1/22/2019	1/23/2019	02/04/2019	02/06/2019	2/27/2019	3/30/2019	11/26/2019	31	241	Y	NA	CA WD 122.5/3112MM WHEELBASE AA5BS	Y	Y	Y	9
1FM5U1JT5K[redacted]	U.A.E	2/14/2019	2/17/2019	2/23/2019	03/01/2019	03/05/2019	3/23/2019	4/25/2019	7/27/2019	32	93	Y	NA	CA WD 122.5/3112MM WHEELBASE AA5BS	N	N	Y	6
1FM5U1JT2K[redacted]	U.A.E	2/16/2019	2/19/2019	2/21/2019	2/28/2019	03/01/2019	3/27/2019	05/02/2019	7/27/2019	36	86	Y	NA	CA WD 122.5/3112MM WHEELBASE AA5BS	N	N	Y	6
1FM5U1MT8K[redacted]	U.A.E	2/21/2019	2/21/2019	2/22/2019	03/01/2019	03/05/2019	3/27/2019	4/30/2019	12/25/2019	34	239	Y	NA	CA WD 122.5/3112MM WHEELBASE AA5BS	Y	Y	Y	12
1FM5U1MT6K[redacted]	U.A.E	3/20/2019	3/20/2019	3/21/2019	04/03/2019	04/05/2019	4/26/2019	06/03/2019	2/27/2020	38	307	Y	NA	CA WD 122.5/3112MM WHEELBASE AA5BS	Y	Y	Y	12
1FM5U1JT9K[redacted]	U.A.E	02/27/2019	2/27/19	2/28/19	03/11/2019	3/13/19	3/27/19	4/30/19	10/31/19	34	184	Y		CA WD 122.5/3112MM WHEELBASE AA5BS	Y	Y	Y	9
1FM5U1MT1K[redacted]	U.A.E	01/23/2019	1/28/19	1/31/19	02/11/2019	02/12/2019	03/02/2019	04/10/2019	11/23/19	39	227	Y		CA WD 122.5/3112MM WHEELBASE AA5BS	Y	Y	Y	12
1FM5K1JT9K[redacted]	Arizona	06/04/2019		06/06/2019	06/20/2019				06/22/2019	NA	2	Y		CA WB 131.6/3342MM WHEELBASE AA5BT	Y	Y	Y	9
5UMXXTT5K[redacted]	U.A.E	04/17/2019	5/2/19	05/04/2019	5/13/19	5/14/19	5/21/19	6/28/19	7/13/19	38	15	Y			Y	Y	Y	20

Appendix

Back-Up

Retractor Pretensioners Inadvertent Deployments

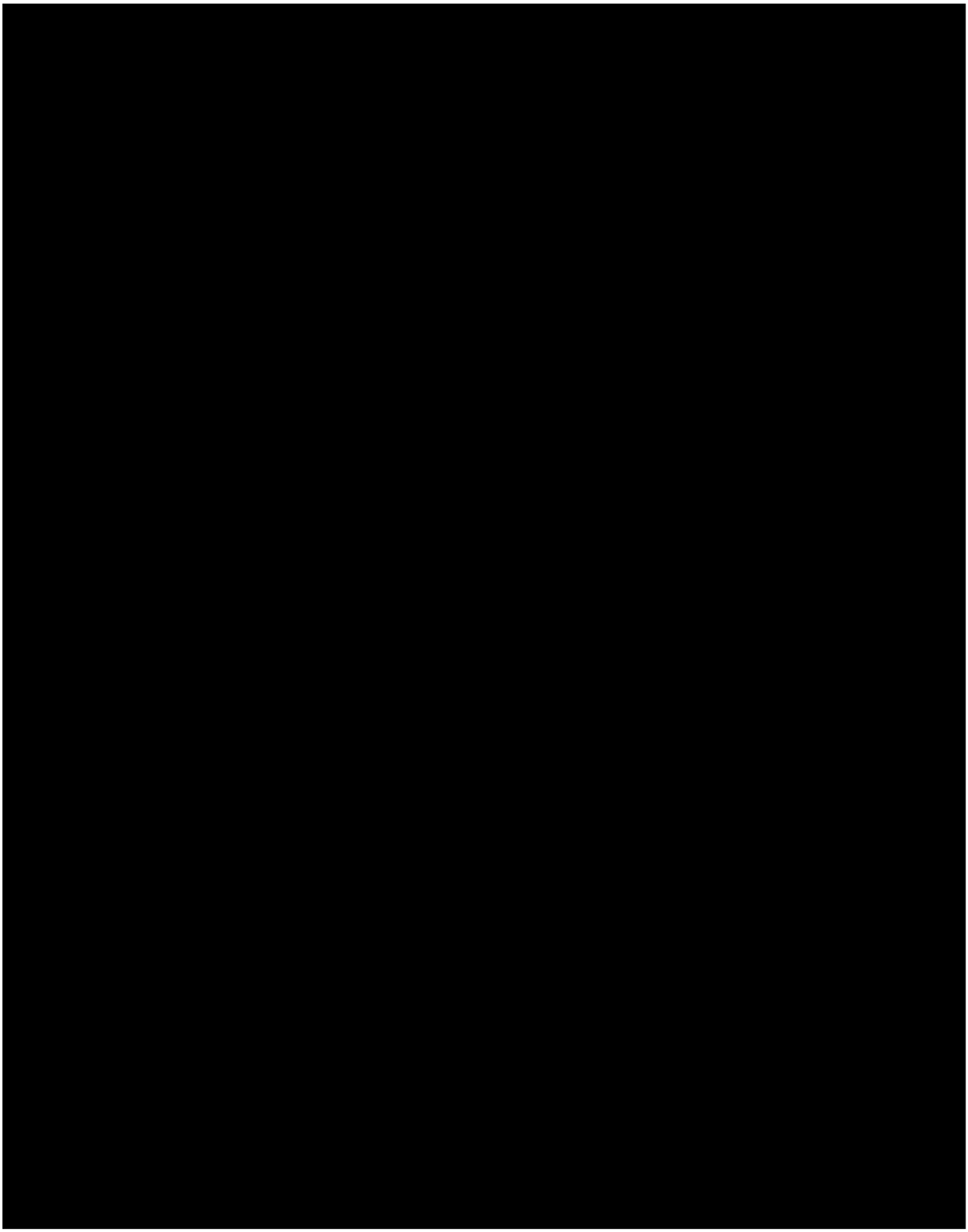
#	VIN #	Driver	Passenger	Production Date	In production Time window? Jan - May 2019	Repair Date	In repair Time window? Jun-Nov 2021	Time in service (Months)	Region Sold in
1	1FMJU1MT6KE[redacted]	x (IAD)	-	Mar 20, 2019	Y	Jun 20, 2021	Y	27	United Arab Emirates (ARE)
2	1FMJU1MT8KE[redacted]	x (IAD)	-	Feb 21, 2019	Y	Aug 14, 2021	Y	30	United Arab Emirates (ARE)
3	1FMJU1JT1KE[redacted]	x (IAD)	-	Jan 16, 2019	Y	Aug 16, 2021	Y	31	United Arab Emirates (ARE)
4	1FMJU1JT3KE[redacted]	x (IAD)	-	Jan 22, 2019	Y	Aug 30, 2021	Y	31	United Arab Emirates (ARE)
5	1FMJU1JT5KE[redacted]	-	x (IAD)	Feb 14, 2019	Y	Jun 28, 2021	Y	29	Saudi Arabia (SAU)
6	1FMJU1JT2KE[redacted]	-	x (IAD)	Feb 16, 2019	Y	Jun 28, 2021	Y	28	Saudi Arabia (SAU)
7	1FMJU1KT4KE[redacted]	-	x (IAD)	Nov 27, 2018	N (just outside of window)	July 02, 2021	Y	31	Arizona, USA

7 Inadvertent Deployments (IAD)

140 cases reviewed in CDR search on Feb 28, 2022

[redacted]

45



[redacted]

Join from a video system or application

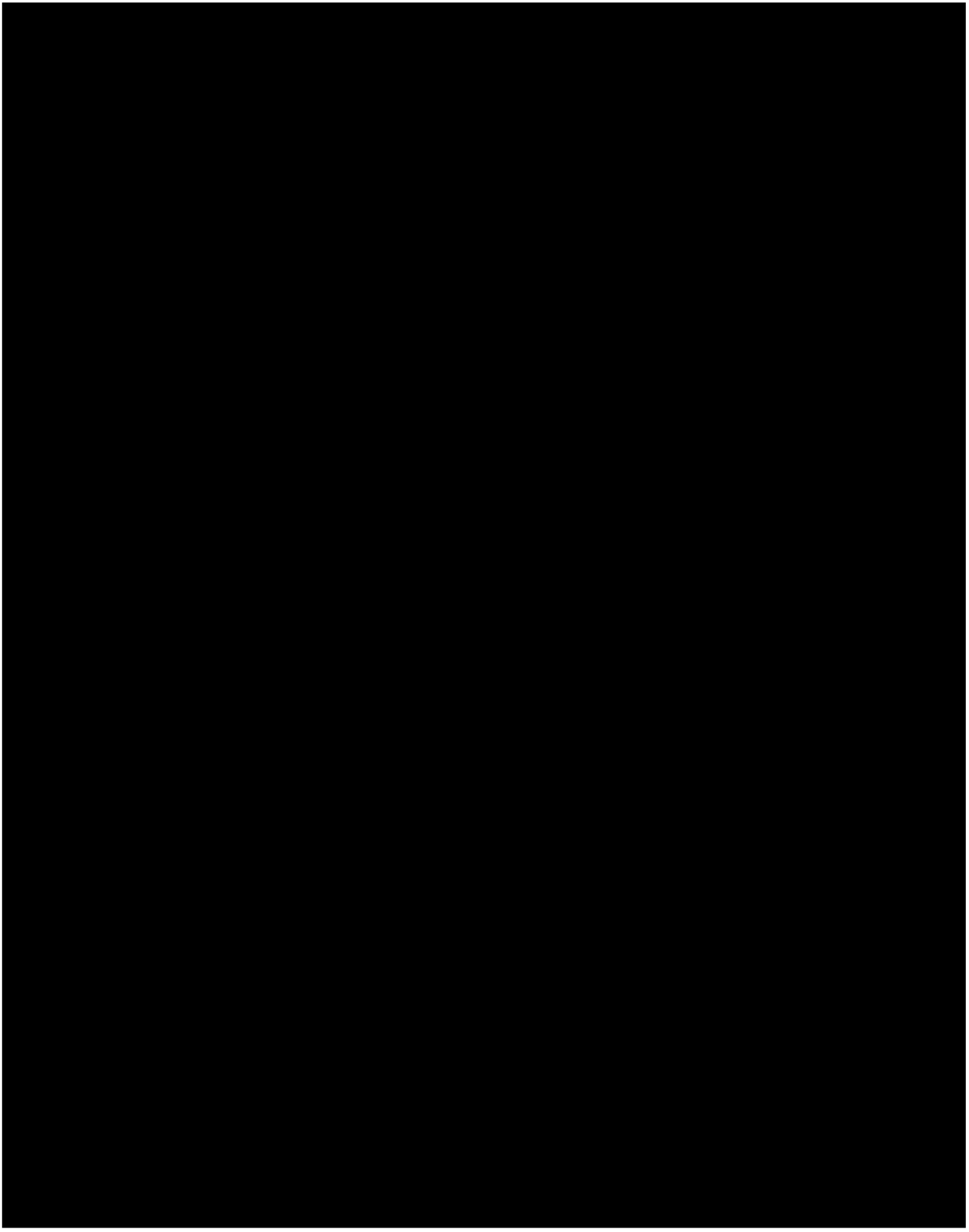
[redacted]

If you are a host, [redacted] to view host information.

NOTICE: ***Protecting and Properly Using Company Assets: We are careful not to disclose Ford information, even accidentally. If we share non-public information outside of Ford, we follow applicable procedures and obtain proper approvals and ensure appropriate confidentiality agreements are in place. · We follow Ford's information and records retention protocols and programs. · We do not destroy information if there is a legal requirement to maintain it, such as a suspension order or other litigation hold.***

For company policies on recording: [redacted]
For additional help joining Webex r
Can't join the meeting? Ford users

T32MC04



-- Do not delete or change any of the following text. --

Join Meeting

[redacted]

Join by phone

[redacted]

Join from a video system or application

[redacted]

If you are a host, [redacted] to view host information.

NOTICE: ***Protecting and Properly Using Company Assets: We are careful not to disclose Ford information, even accidentally. If we share non-public information outside of Ford, we follow applicable procedures and obtain proper approvals and ensure appropriate confidentiality agreements are in place. · We follow Ford's information and records retention protocols and programs. · We do not destroy information if there is a legal requirement to maintain it, such as a suspension order or other litigation hold .***

For company policies on recording: [redacted]

For additional help with WebEx, Ford users can click on the Digital Worker link: [redacted]

Can't join the meeting? [redacted]

T32MC04

From: Froehlich, David (D.C.) [dfroehl3@ford.com]
Sent: 11/1/2023 11:04:40 PM
To: Jadhav, Nitesh (N.C.) [njadhav@ford.com]; Fix, Dorian (D.S.) [dfix2@ford.com]; Kormanis, Laura (L.H.) [lhord@ford.com]
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

I would need a CR number to get a precise date

David C. Froehlich
Ford Motor Co
Engineering Supervisor - PVT
Kentucky Truck Plant & Ohio Assembly Plant
Body Interior and EDS Engineering for P708 Super Duty / U55X Expedition & Navigator
Body Interior, Exterior, and EDS for P558 Super Duty at OHAP, VN127 Econoline, and H567 Medium Truck
Ph: (502) 429-2985 Cell: [redacted]
dfroehl3@ford.com

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Wednesday, November 01, 2023 8:45 AM
To: Froehlich, David (D.C.) <dfroehl3@ford.com>; Fix, Dorian (D.S.) <dfix2@ford.com>; Kormanis, Laura (L.H.) <lhord@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Hello David,

Can you please let me know the approximate date when the running change for 19MY seat head restraint went into effect? It seems this change only affected the 19MY Navigator. Just want to confirm if it was well after Oct 2018.

Attached Carryover letter for 19MY U55X...

Thank you,
Best Regards,
Nitesh
(313-805-3467)

From: Froehlich, David (D.C.) <dfroehl3@ford.com>
Sent: Tuesday, October 31, 2023 10:14 AM
To: Fix, Dorian (D.S.) <dfix2@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Kormanis, Laura (L.H.) <lhord@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Confirmed. Seats from 18 to 19MY were carryover.

David C. Froehlich
Ford Motor Co

Engineering Supervisor - PVT
Kentucky Truck Plant & Ohio Assembly Plant
Body Interior and EDS Engineering for P708 Super Duty / U55X Expedition & Navigator
Body Interior, Exterior, and EDS for P558 Super Duty at OHAP, VN127 Econoline, and H567 Medium Truck
Ph: (502) 429-2985 Cell: [redacted]
dfroehl3@ford.com

From: Fix, Dorian (D.S.) <dfix2@ford.com>
Sent: Tuesday, October 31, 2023 10:03 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Kormanis, Laura (L.H.) <lhord@ford.com>; Froehlich, David (D.C.) <dfroehl3@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Laura K.,
Do you know who would know what the process changes were from 18MY to 19MY U55X?

Nitesh,
The seats did not change from 18MY to 19MY. Dave, can you confirm?

"Success only comes before work in the dictionary"

Dorian S. Fix
PVT Manager – Expedition and Navigator U55X
Kentucky Truck Assembly Plant
Office: 313-805-8087
Email: dfix2@ford.com

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Tuesday, October 31, 2023 9:55 AM
To: Fix, Dorian (D.S.) <dfix2@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Thank you, Dorian.

[redacted]

We do have a TRG tomorrow. I will appreciate your response today.

Thank you again.
Best Regards,
Nitesh
(313-805-3467)

From: Fix, Dorian (D.S.) <dfix2@ford.com>
Sent: Monday, October 30, 2023 4:26 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: RE: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

It was November of 2018. I am still looking for the day of the month of November.

"Success only comes before work in the dictionary"

Dorian S. Fix
PVT Manager – Expedition and Navigator U55X
Kentucky Truck Assembly Plant
Office: 313-805-8087
Email: dfix2@ford.com

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Monday, October 30, 2023 10:56 AM
To: Fix, Dorian (D.S.) <dfix2@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>; Hultman, Paula (R.) <prieden@ford.com>
Subject: CCRG Grid 21-576: 2019 Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner - Inadvertent Deployment

Hello Dorian,

I am working on the subject topic and the topic is headed to TRG on Wednesday.

[redacted]

Best Regards,
Nitesh C. Jadhav
(Automotive Safety Office- Critical Concern Review Group)
Ph. #: 313-805-3467
Email id: njadhav@ford.com

From: Elwell, Thomas (T. J.) [telwell3@ford.com]
Sent: 11/1/2023 12:48:49 PM
To: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
CC: Krivtsov, Vasiliy (V.) [vkrivtso@ford.com]; Frankstein, Michael (M.) [mfrankst@ford.com]
Subject: RE: CCRG Grid # 21-576: Expedition/ Navigator Faulty Seatbelt Retractor Pretensioner
Attachments: Expedition-Navigator Seatblet Pretensioner 31-Oct-2023.pdf

Hi Nitesh,

Please find our analysis attached. Note that after our meeting Monday, we modified the production dates to Oct-2018 through Jun-2019.

Thank you,
Tom

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Sunday, October 29, 2023 3:05 PM
To: Elwell, Thomas (T. J.) <TELWELL3@ford.com>
Subject: CCRG Grid # 21-576: Expedition/ Navigator Faulty Seatbelt Retractor Pretensioner

Hello Tom,

Sharing the file with you for getting 10 year prediction on DTCs and Inadvertent deployment separately.

The model year is 2018, 2019, 2020 MY Expedition and Navigators built between Sep 01, 2018 to Jun 30, 2023.

IAD reports are in the separate TAB marked as shown below. DTC reports are in separate TAB marked as shown below.

TRG for this topic is scheduled for Wednesday Nov 01, 2023.

Thank you,
Best Regards,
Nitesh C. Jadhav
(Automotive Safety Office- Critical Concern Review Group)
Ph. #: 313-805-3467
Email id: njadhav@ford.com

2018MY – 2020MY Expedition/Navigator
Seatbelt Pretensioner

October 31, 2023 - Update

Turn Around
Automotive Operations

Modernize
Everywhere

Disrupt
Ourselves

Ford

Reliability & Safety Analytics

Affected Population

- Model Year = 2018MY – 2020MY
- Vehicle Line(s) = Expedition, Navigator
- Region Sold = Global
- Production Dates = Oct-2018 through Jun-2019
- Cutoff Date = 20-Oct-2023
- Claims and MLE File:
  - R:\Projects\2023\18MY-20MY Expedition & Navigator Seatbelt Pretensioner - ASO 21-576 Update

From: Miller, Jessica (.) [jmill159@ford.com]
Sent: 11/1/2023 12:46:04 PM
To: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Subject: RE: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

You are welcome.

I just sent you a OneDrive link for these three files. The first one is closed, but the other two are still open. All three are/were handled by Heather McGilchrist. If you need additional info other than the files, Heather should be able to help. Thanks!

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Wednesday, November 1, 2023 8:28 AM
To: Miller, Jessica (.) <jmill159@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

Thank you, Jessica.
From the list that you provided only 3 are relevant to this investigation. Can you please provide more details on the 3 cases.

Best Regards,
Nitesh

From: Miller, Jessica (.) <jmill159@ford.com>
Sent: Monday, October 30, 2023 9:14 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

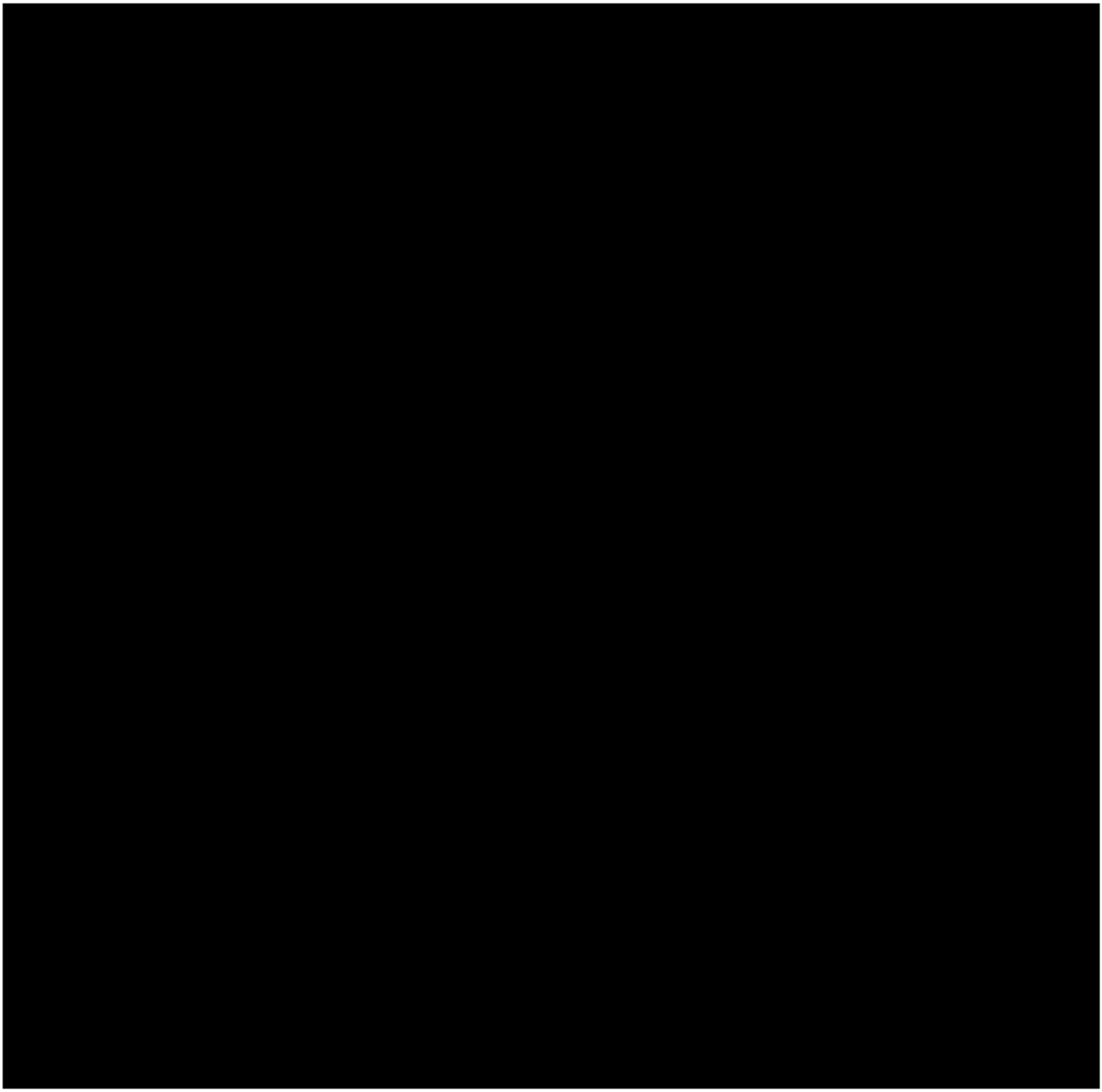
Hi Nitesh,

For this one, since Andrea ran the initial search in January, I ran an updated search from 1/18/2023 – 10/25/2023 and have attached the new information (and Andrea's original in case you need it). Please let me know if you have any questions or need anything else. Thanks.

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Wednesday, October 25, 2023 12:37 PM
To: Miller, Jessica (.) <jmill159@ford.com>
Subject: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

Hello Jessica,

[redacted]



From: Fernandes, Juli (J.H.) [jfern245@ford.com]
Sent: 10/31/2023 3:39:43 PM
To: Jadhav, Nitesh (N.C.) [njadhav@ford.com]; Parks, Melissa (M.G.) [mparks10@ford.com]
CC: Beyer, Laura (L.D.) [lbeyer4@ford.com]
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment
Attachments: 19MY U55X Carryover Letter.doc

There were a couple of other changes listed for this model year, but I did not mention them because they did not seem to be relevant to seats/seatbelts.

Juli Fernandes

Vehicle Homologation and Compliance
Program Interface for U71x, U55x
SE&SE – Cell phone: [redacted]
TWA Day-Friday

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Tuesday, October 31, 2023 11:04 AM
To: Fernandes, Juli (J.H.) <jfern245@ford.com>; Parks, Melissa (M.G.) <mparks10@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment

Can you please send it to me?

Thank you,
Nitesh

From: Fernandes, Juli (J.H.) <jfern245@ford.com>
Sent: Tuesday, October 31, 2023 11:02 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Parks, Melissa (M.G.) <mparks10@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment

[redacted]

Juli Fernandes

Vehicle Homologation and Compliance
Program Interface for U71x, U55x
SE&SE – Cell phone [redacted]
TWA Day-Friday

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Tuesday, October 31, 2023 10:56 AM
To: Fernandes, Juli (J.H.) <jfern245@ford.com>; Parks, Melissa (M.G.) <mparks10@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment

Do you have the date when this change went into effect at the plant?
The plant team thinks the seats were carryover.

Thank you,
Best Regards,
Nitesh

From: Fernandes, Juli (J.H.) <jfern245@ford.com>
Sent: Tuesday, October 31, 2023 10:54 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Parks, Melissa (M.G.) <mparks10@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment

Yes, the CDR specifically states that the head restraint changes were for U554- Navigator.

Juli Fernandes

Vehicle Homologation and Compliance
Program Interface for U71x, U55x
SE&SE – Cell phone: [redacted]
TWA Day-Friday

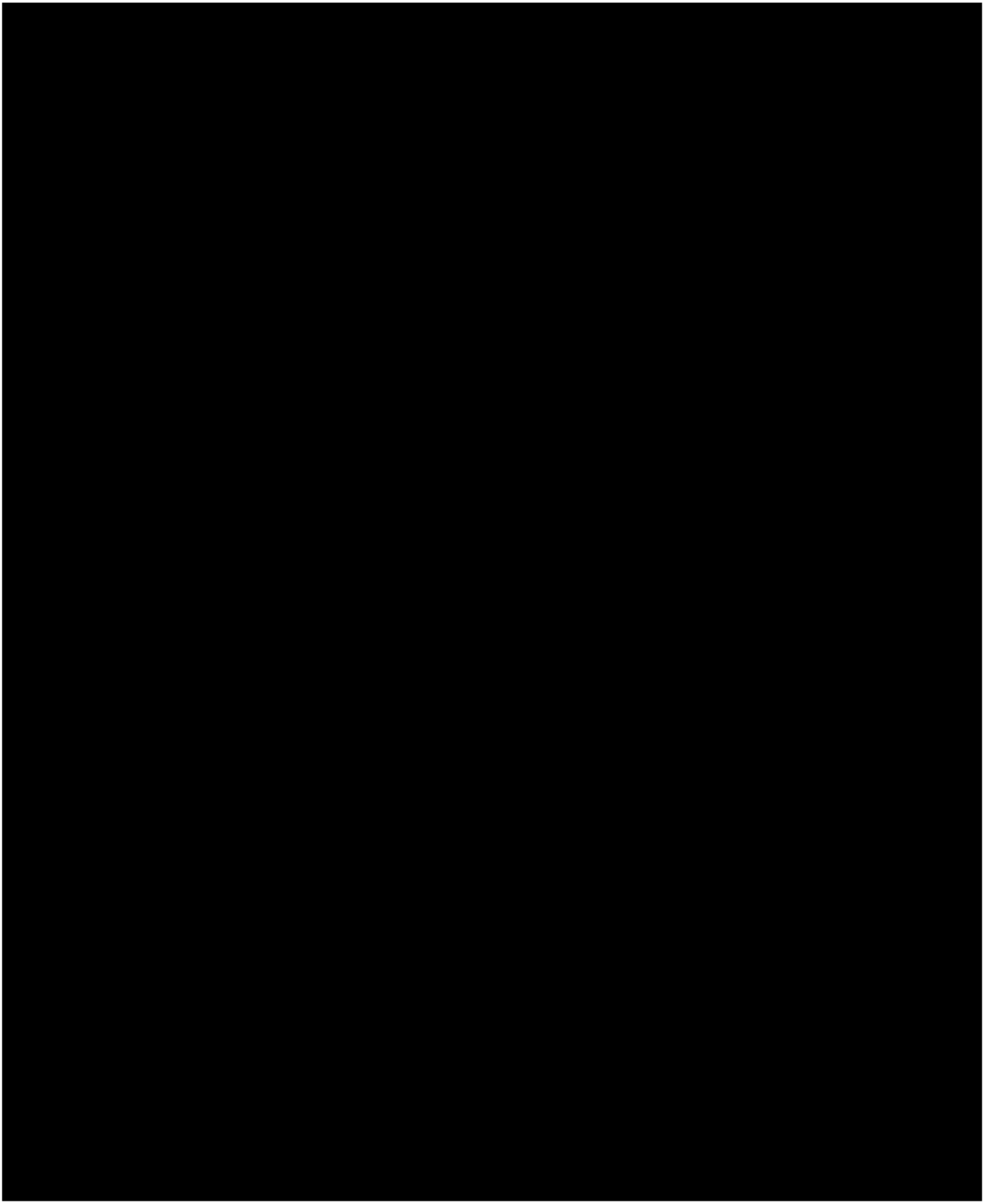
From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Tuesday, October 31, 2023 9:53 AM
To: Fernandes, Juli (J.H.) <jfern245@ford.com>; Parks, Melissa (M.G.) <mparks10@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2020 MY Expedition/ Navigator - Faulty Seatbelt Retractor Pretensioner Inadvertent Deployment

Thank you, Julie. Appreciate it.

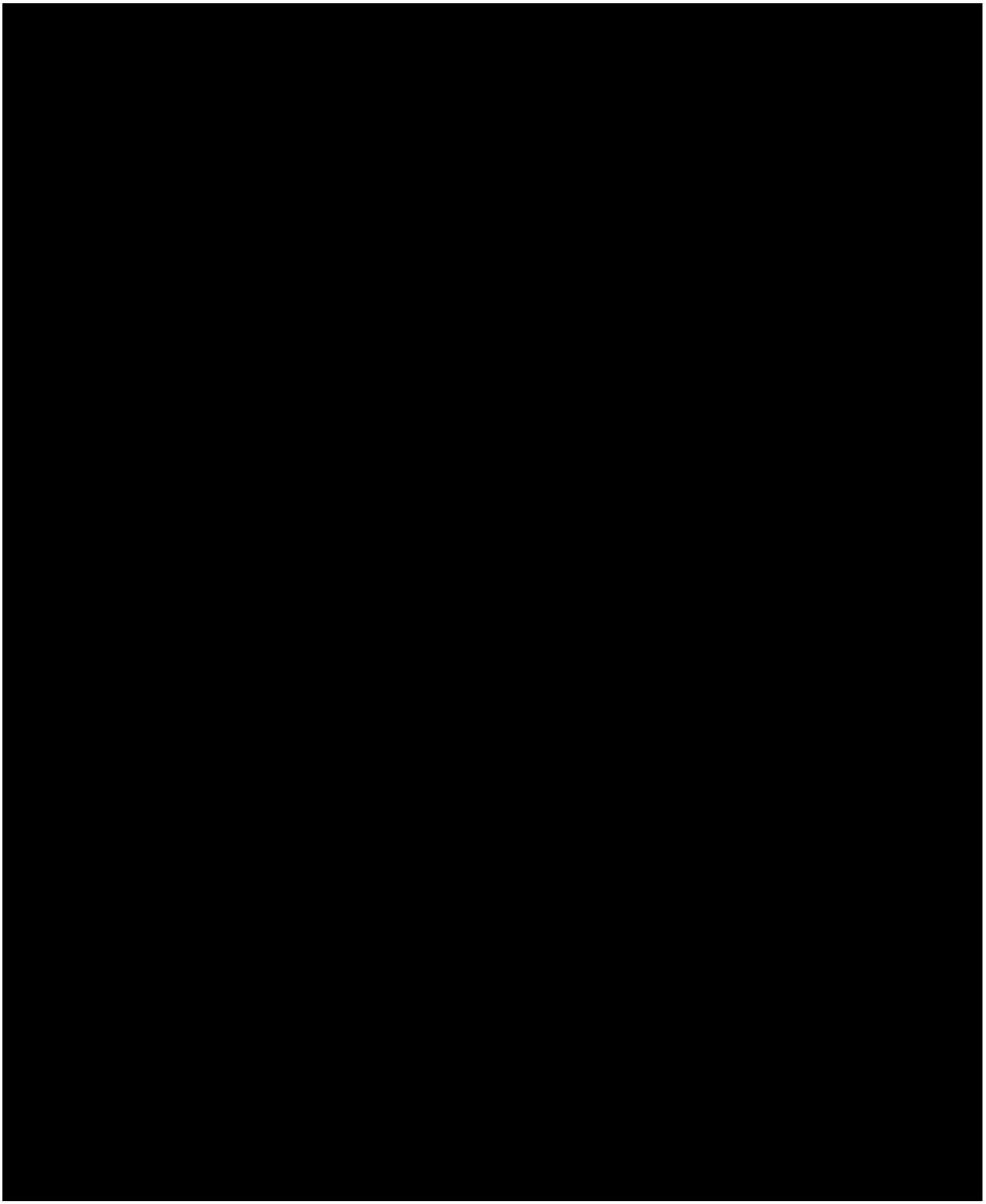
Just to confirm, the head restraint update was only on Navigator and not on Expedition. Is this correct?

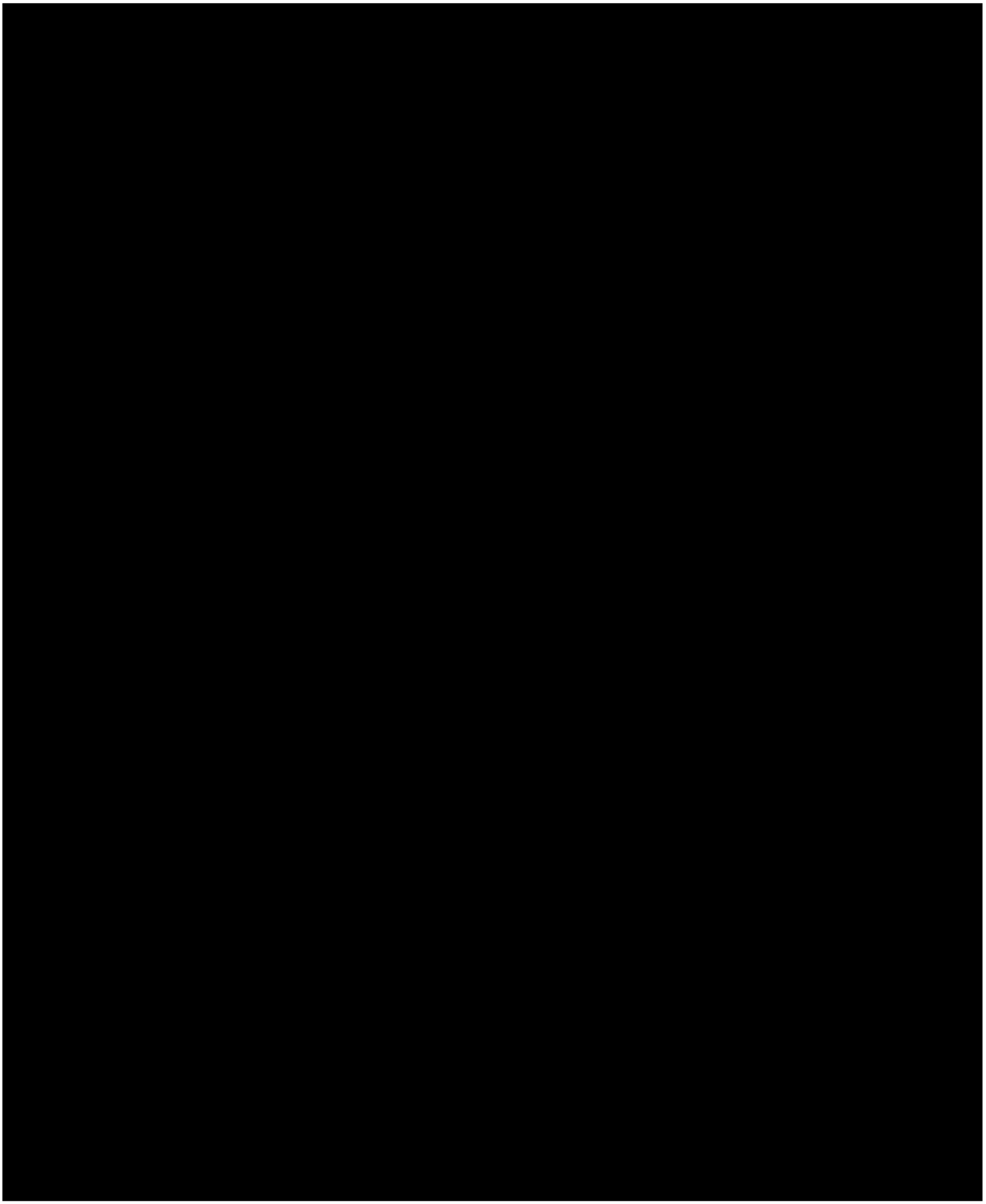
Best Regards,
Nitesh
(313-805-3467)

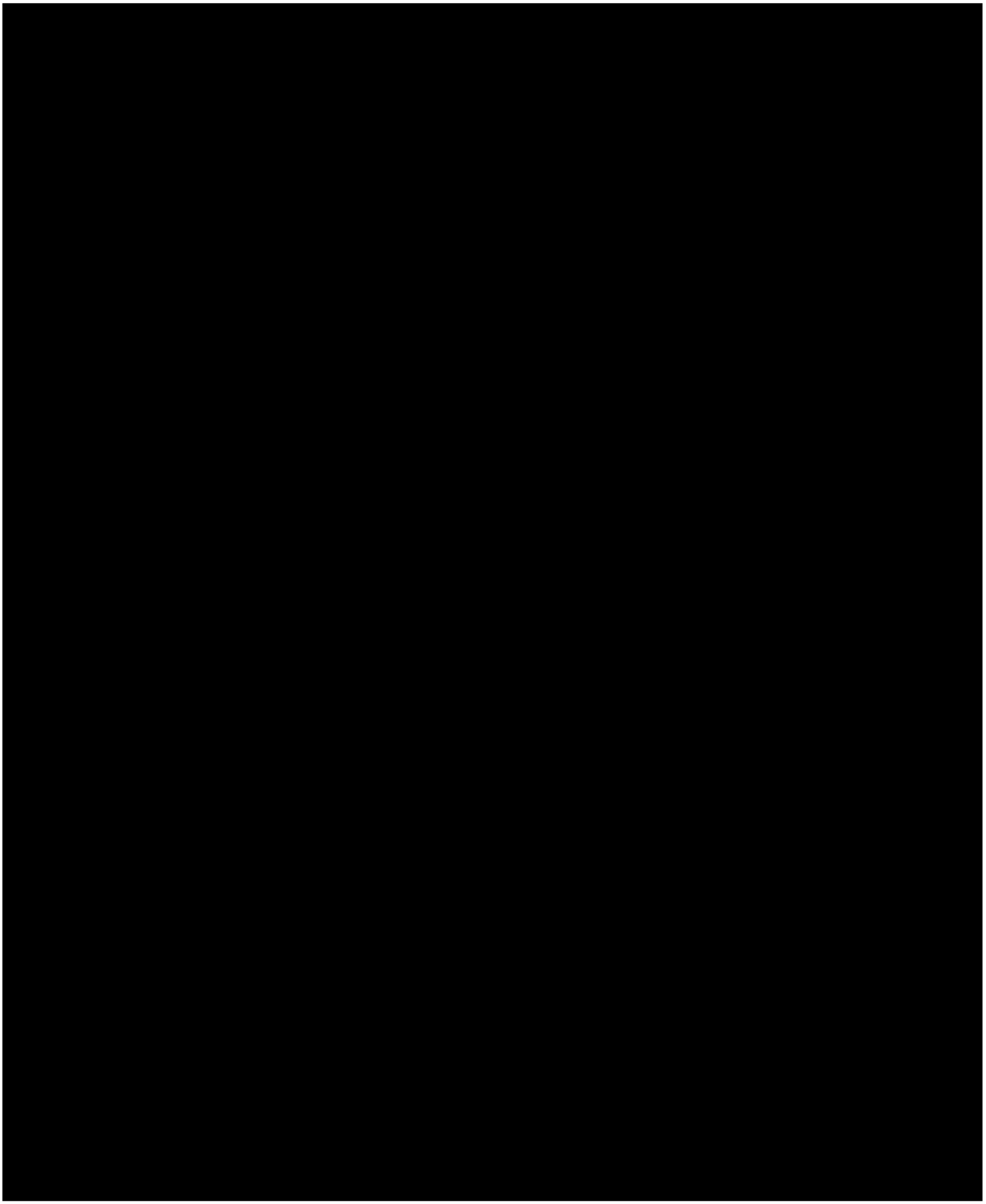
From: Fernandes, Juli (J.H.) <jfern245@ford.com>
Sent: Tuesday, October 31, 2023 9:08 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Parks, Melissa (M.G.) <mparks10@ford.com>
Cc: Beyer, Laura (L.D.) <lbeyer4@ford.com>

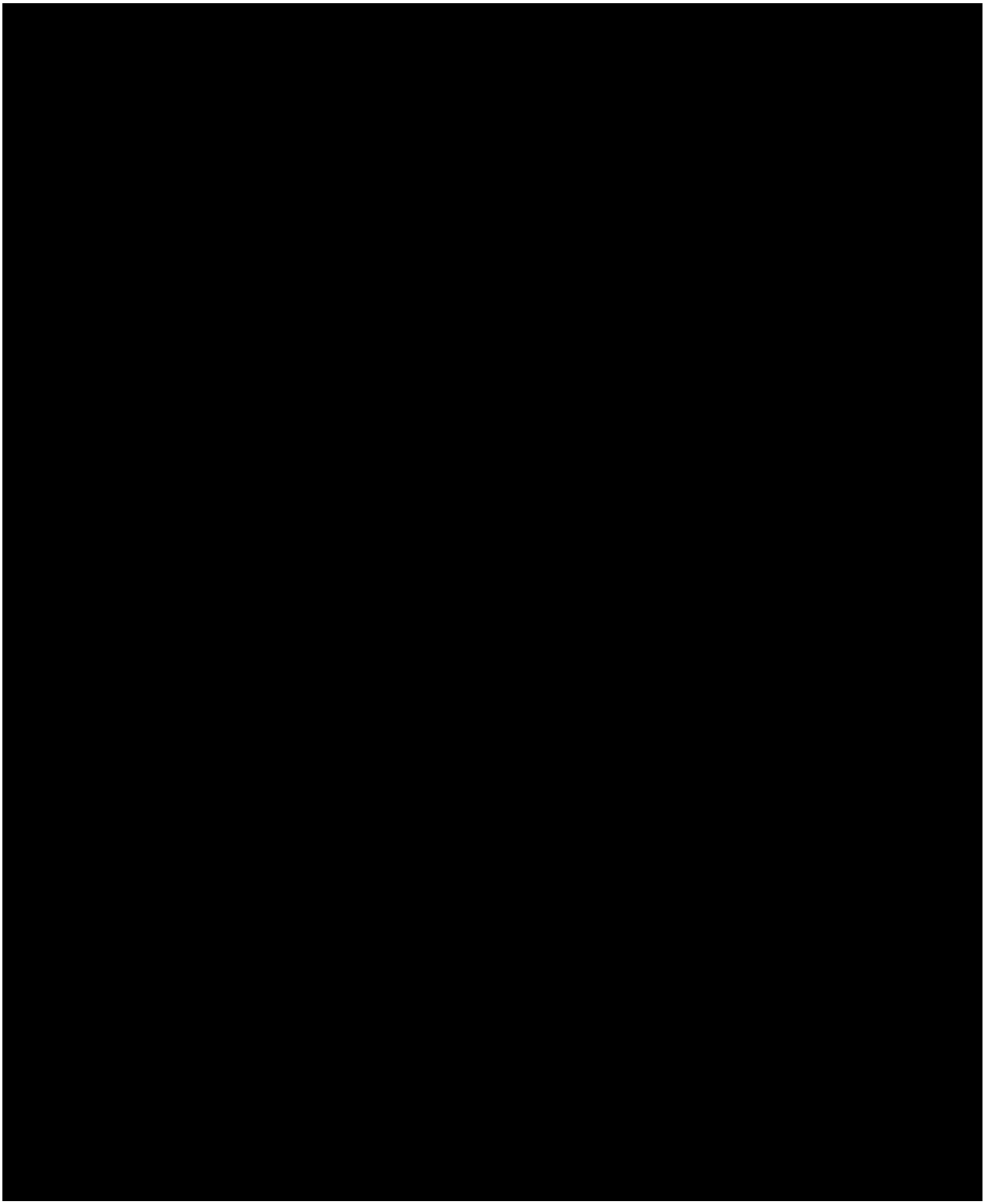


Email id: njadhav@ford.com



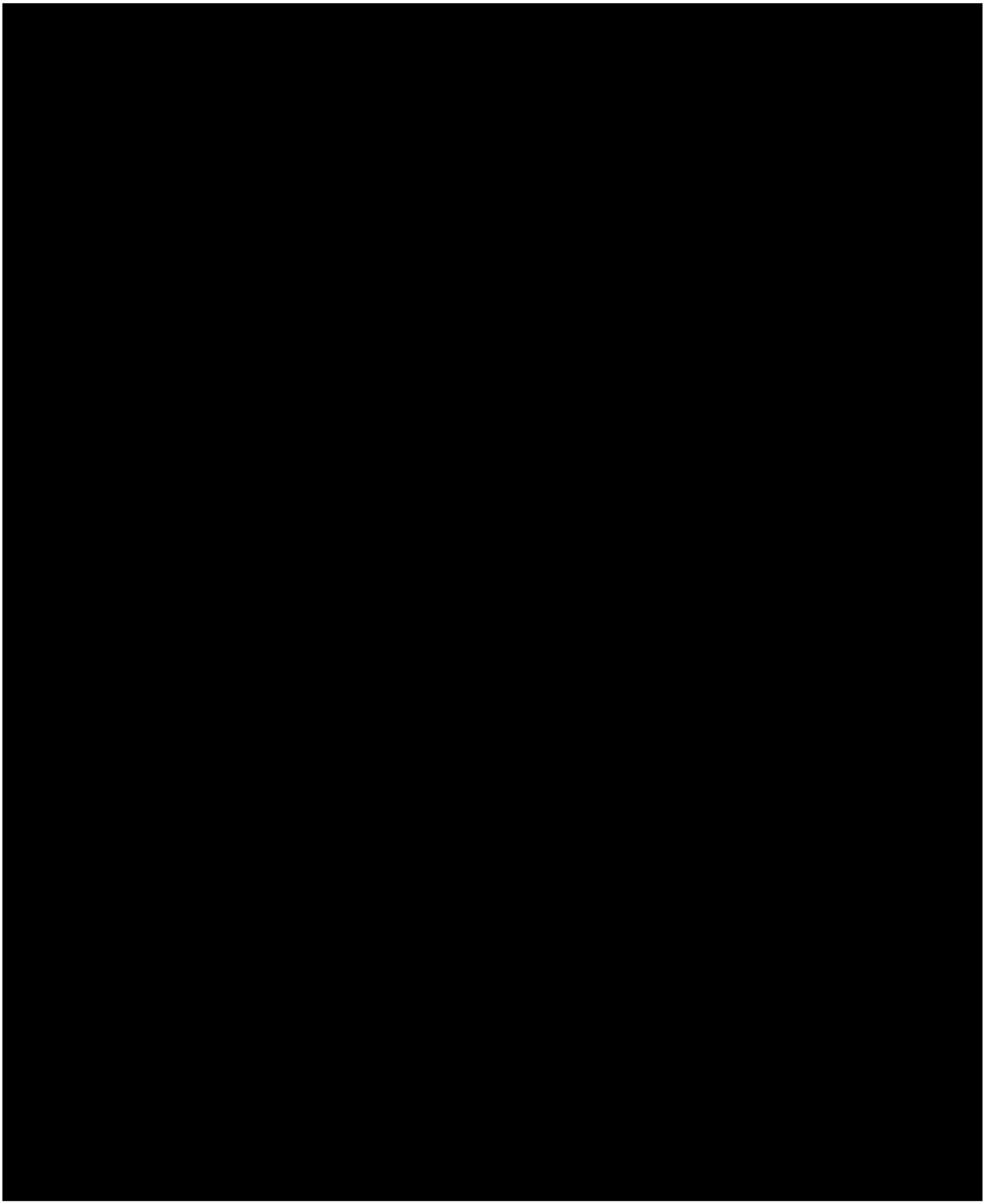


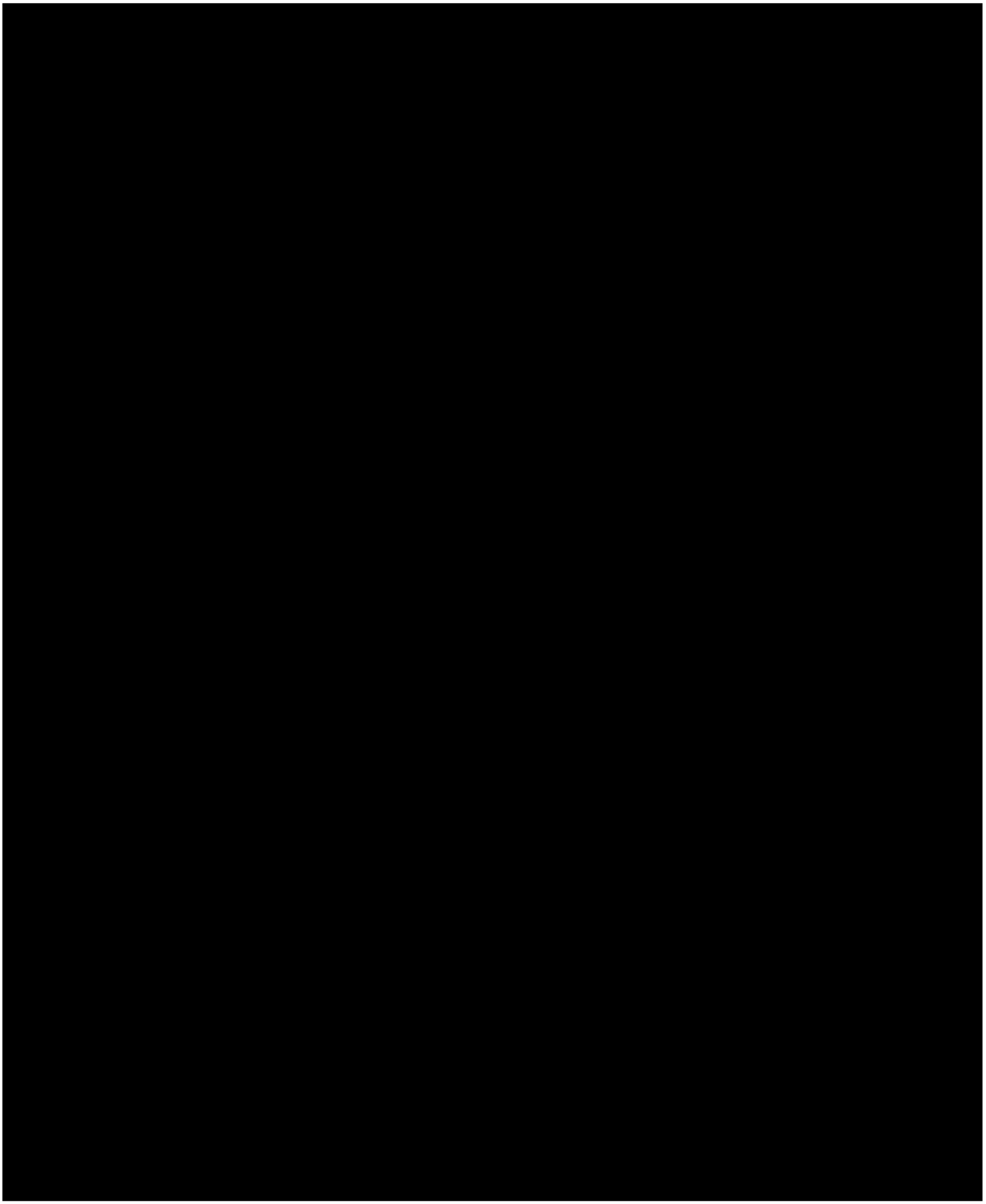




Door System Performance	See Crash Safety Concurrence/ Compliance Statement

Approval Date	Summary of Changes	Change Author	Approver





From: Billups, Bill (B.) [bbillups@ford.com]
Sent: 5/24/2023 3:16:40 PM
To: Robinson, Allen (B.) [arobins6@ford.com]
CC: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Subject: RE: CCRG Grid 21-576: 2018-19 Expedition/ Navigator Seatbelt Pretensioner

Not sure we will have but I will provide the available units along with the state the customer lived in.

Regards,
Bill Billups
Ford Motor Company
RAV Analyst
FCSD - Consumer Affairs
PH: (313)549-6825
Email: bbillups@ford.com
CONFIDENTIAL If you receive the email in error, please delete and notify sender immediately.

From: Robinson, Allen (B.) <arobins6@ford.com>
Sent: Wednesday, May 24, 2023 11:04 AM
To: Billups, Bill (B.) <bbillups@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-19 Expedition/ Navigator Seatbelt Pretensioner

- Currently looking for 12 vehicles driven in MI/ OH area and 12 vehicles driven in AR/ TX/ NV area.

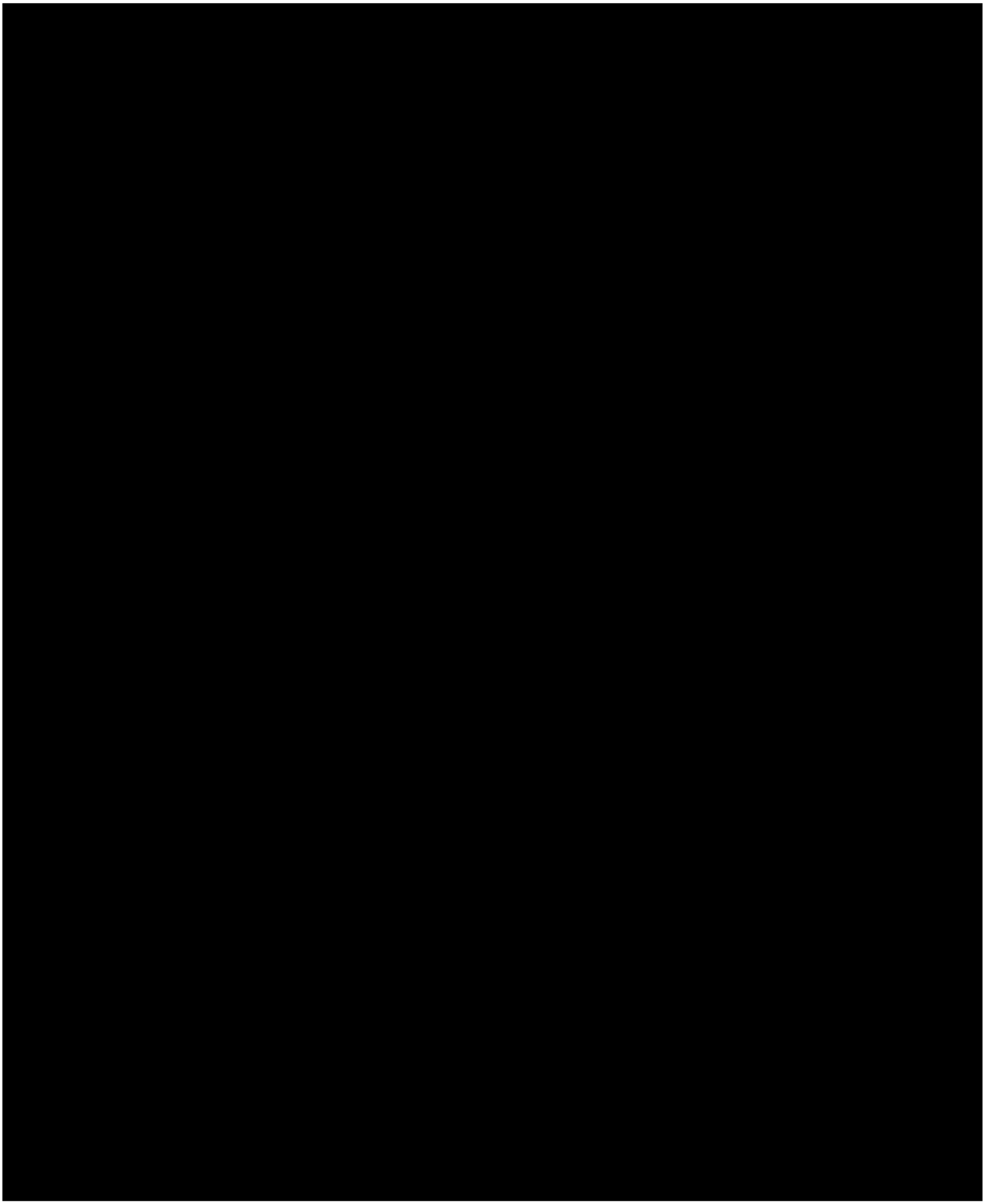
From: Billups, Bill (B.) <bbillups@ford.com>
Sent: Wednesday, May 24, 2023 11:02 AM
To: Robinson, Allen (B.) <arobins6@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Buckman, Jennifer (J.L.) <jbarnard@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-19 Expedition/ Navigator Seatbelt Pretensioner

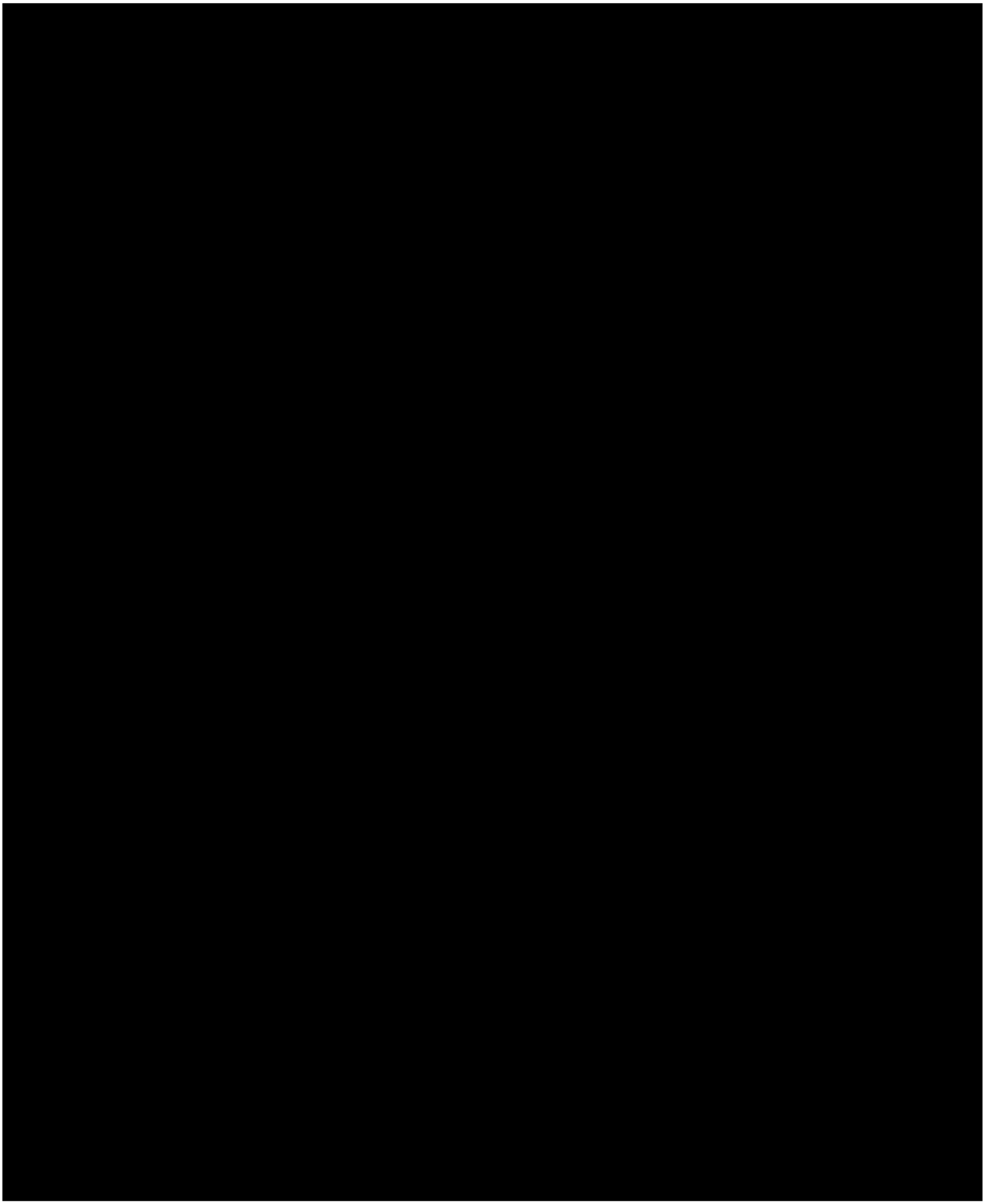
How many would you need?

Regards,
Bill Billups
Ford Motor Company
RAV Analyst
FCSD - Consumer Affairs
PH: (313)549-6825
Email: bbillups@ford.com
CONFIDENTIAL If you receive the email in error, please delete and notify sender immediately.

From: Robinson, Allen (B.) <arobins6@ford.com>
Sent: Wednesday, May 24, 2023 9:27 AM
To: Billups, Bill (B.) <bbillups@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Buckman, Jennifer (J.L.) <jbarnard@ford.com>
Subject: FW: CCRG Grid 21-576: 2018-19 Expedition/ Navigator Seatbelt Pretensioner

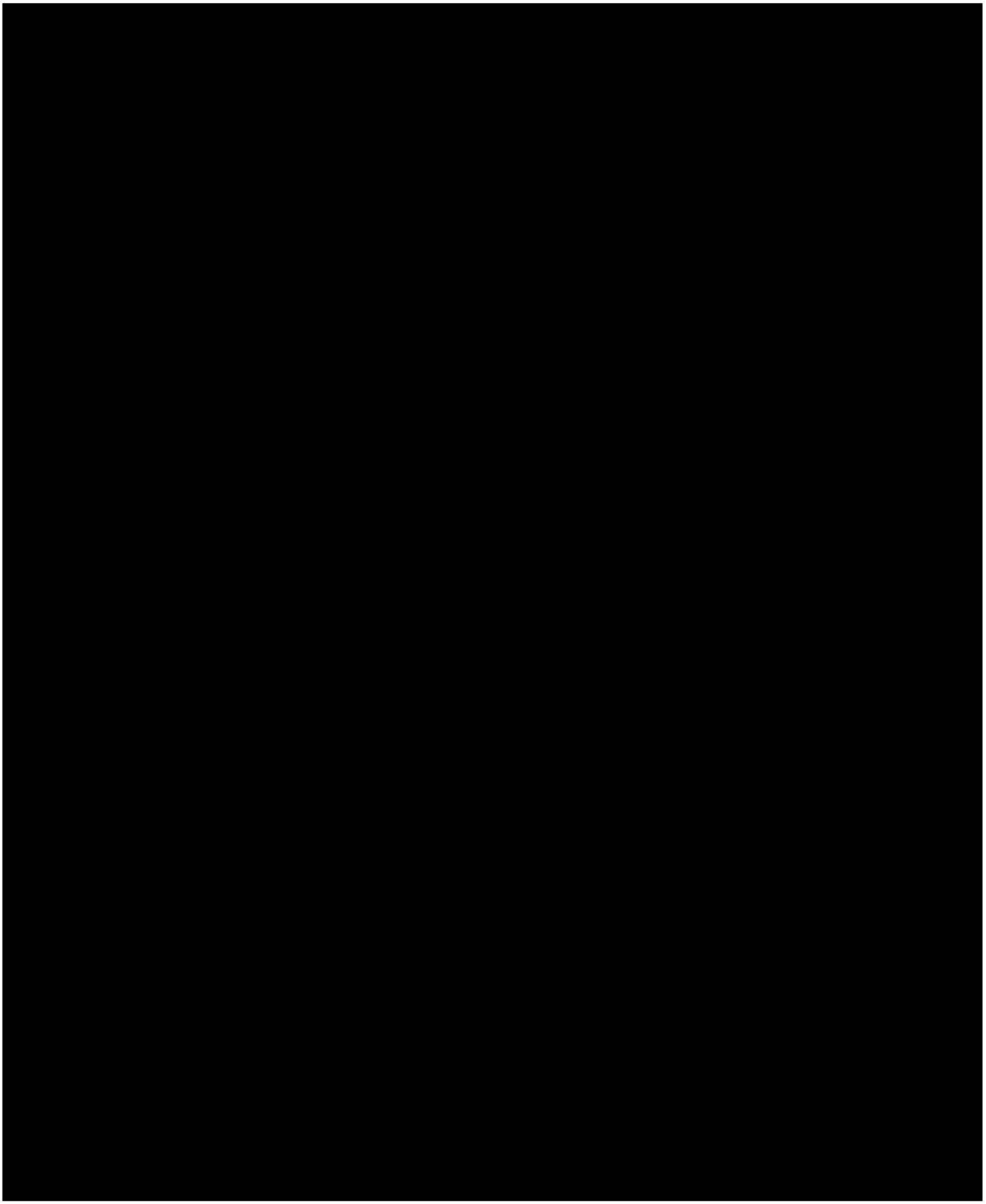
Bill, does RAV have any 2018-2019 Expedition/Navigators which have completed the buyback process which we could swap out the seatbelt assemblies for below Engineering Study. Please advise. Thanks

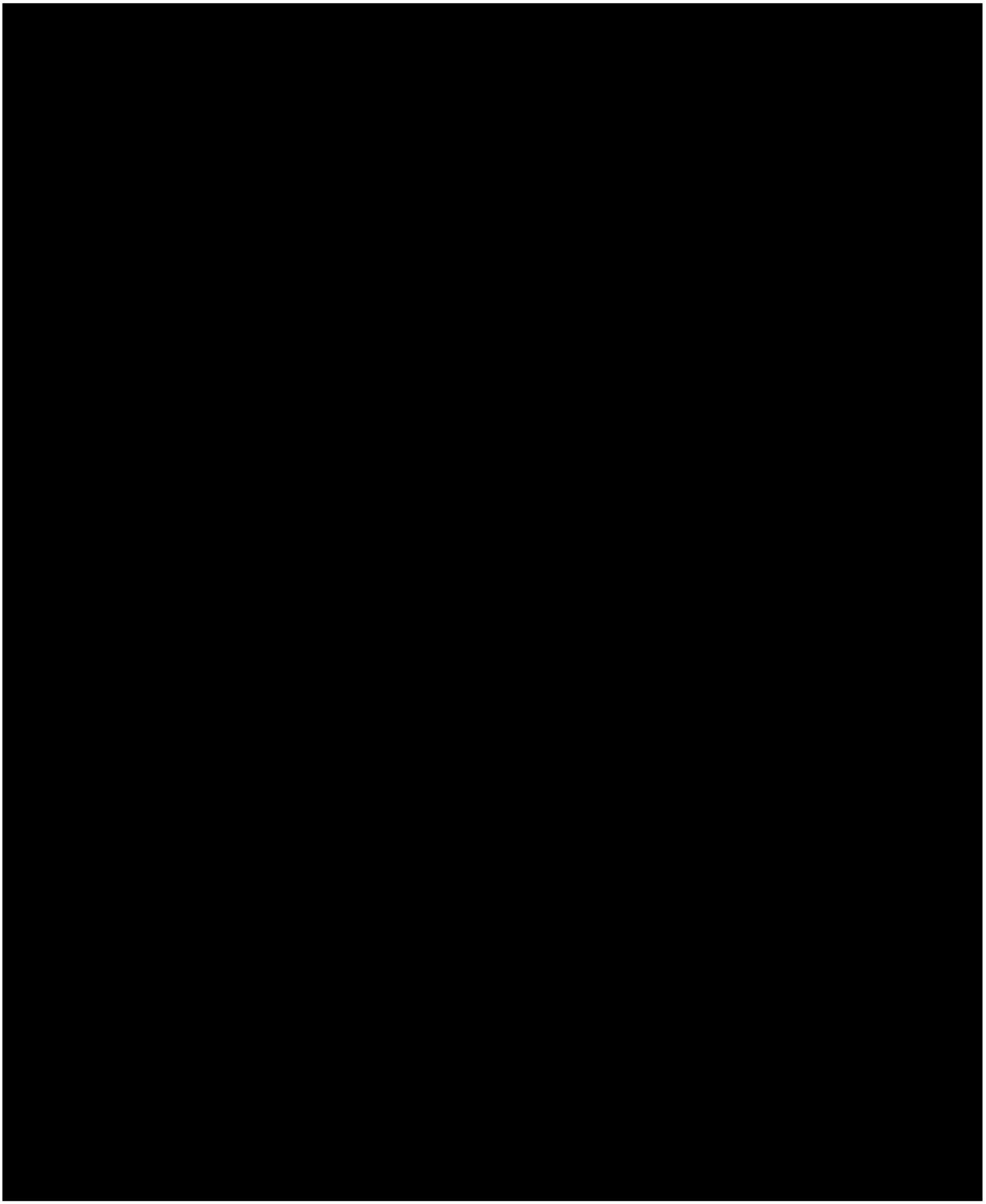


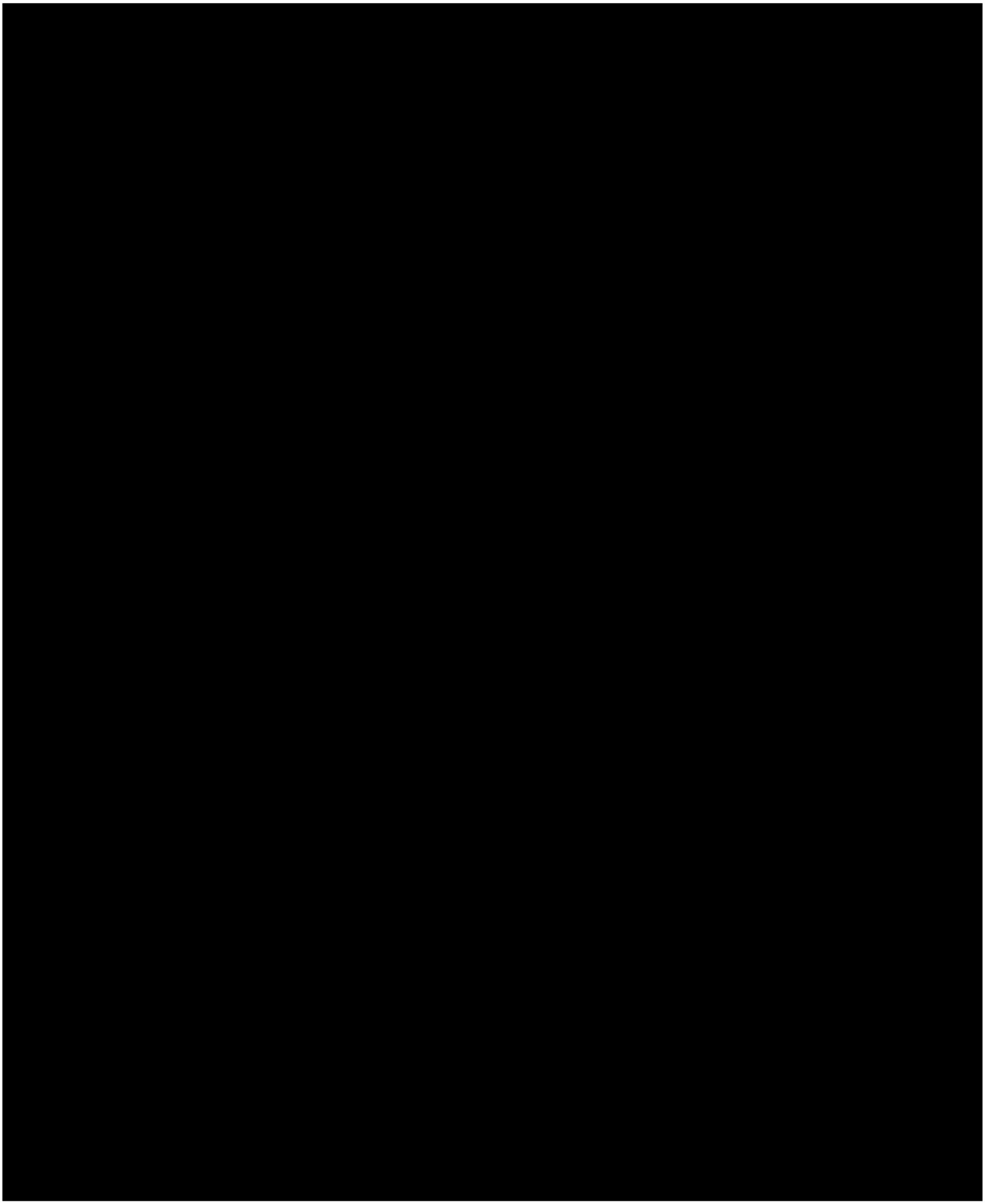


From: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Sent: 5/9/2023 4:50:59 PM
To: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Subject: 21-576: backup
Attachments: 2018-19MY_Expedition_Seatbelt_Engineering_study_Enterprise_May_09_2023.pptx

Thank you,
Best Regards,
Nitesh C. Jadhav
(Automotive Safety Office- Critical Concern Review Group)
Ph. #: 313-805-3467
Email id: njadhav@ford.com







From: Newlin, Andrea (A.M.) [anewlin@ford.com]
Sent: 1/24/2023 2:49:05 PM
To: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
Subject: RE: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

Hi Nitesh,
I am just cleaning up the Consumer spreadsheet. I should have all the information to you within an hour.

Andrea Newlin
Legal Assistant
Environmental, Safety & Regulatory
Ford Motor Company
(313)322-1634

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This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender

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From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Tuesday, January 24, 2023 9:15 AM
To: Miller, Jessica (.) <jmill159@ford.com>; Newlin, Andrea (A.M.) <ANEWLIN@ford.com>
Subject: RE: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

Hello Andrea –

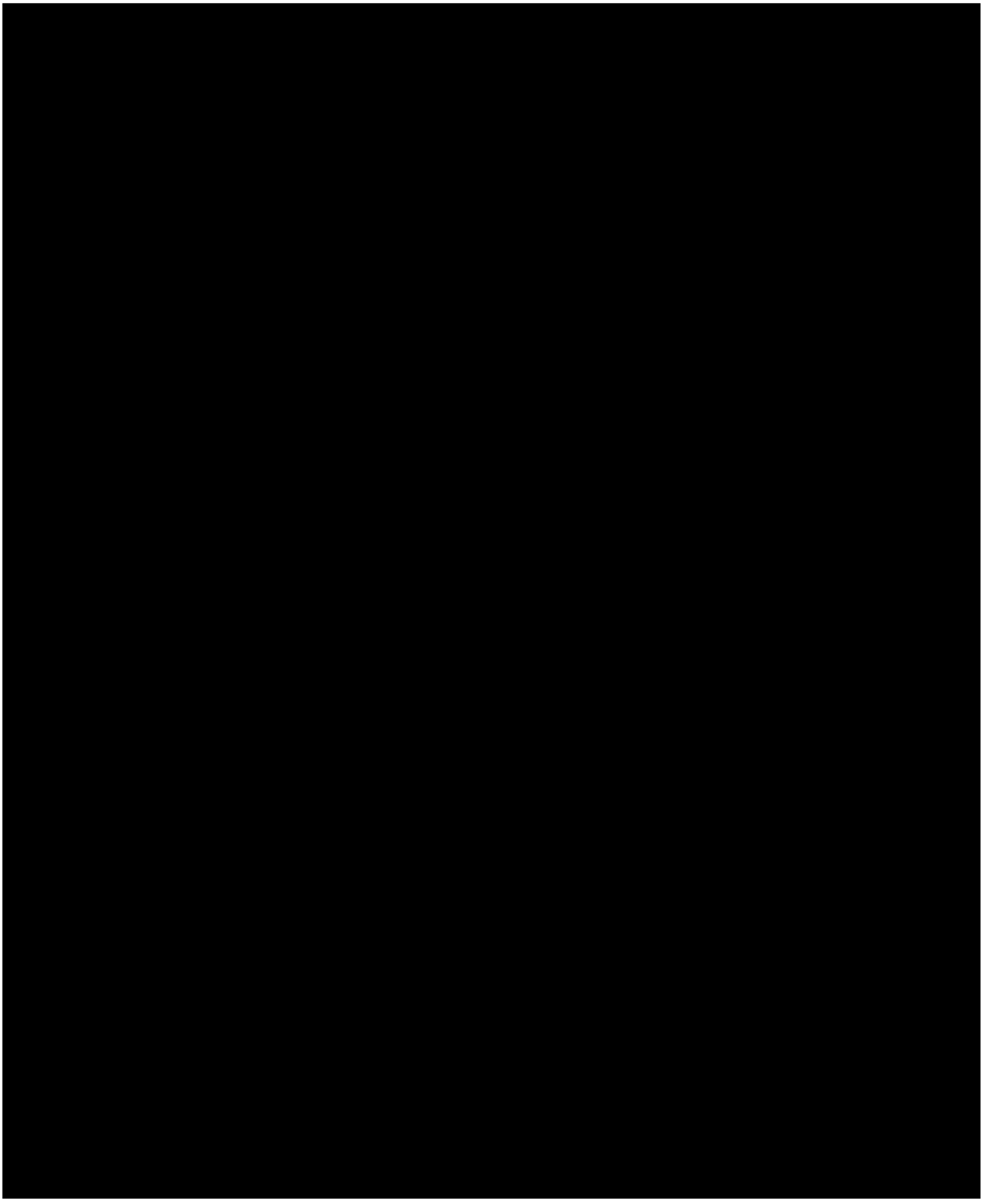
In Jessica's absence, would you be able to provide me the information requested below? The TRG is tomorrow. But need information today to input in the presentation slides before I send to everyone.

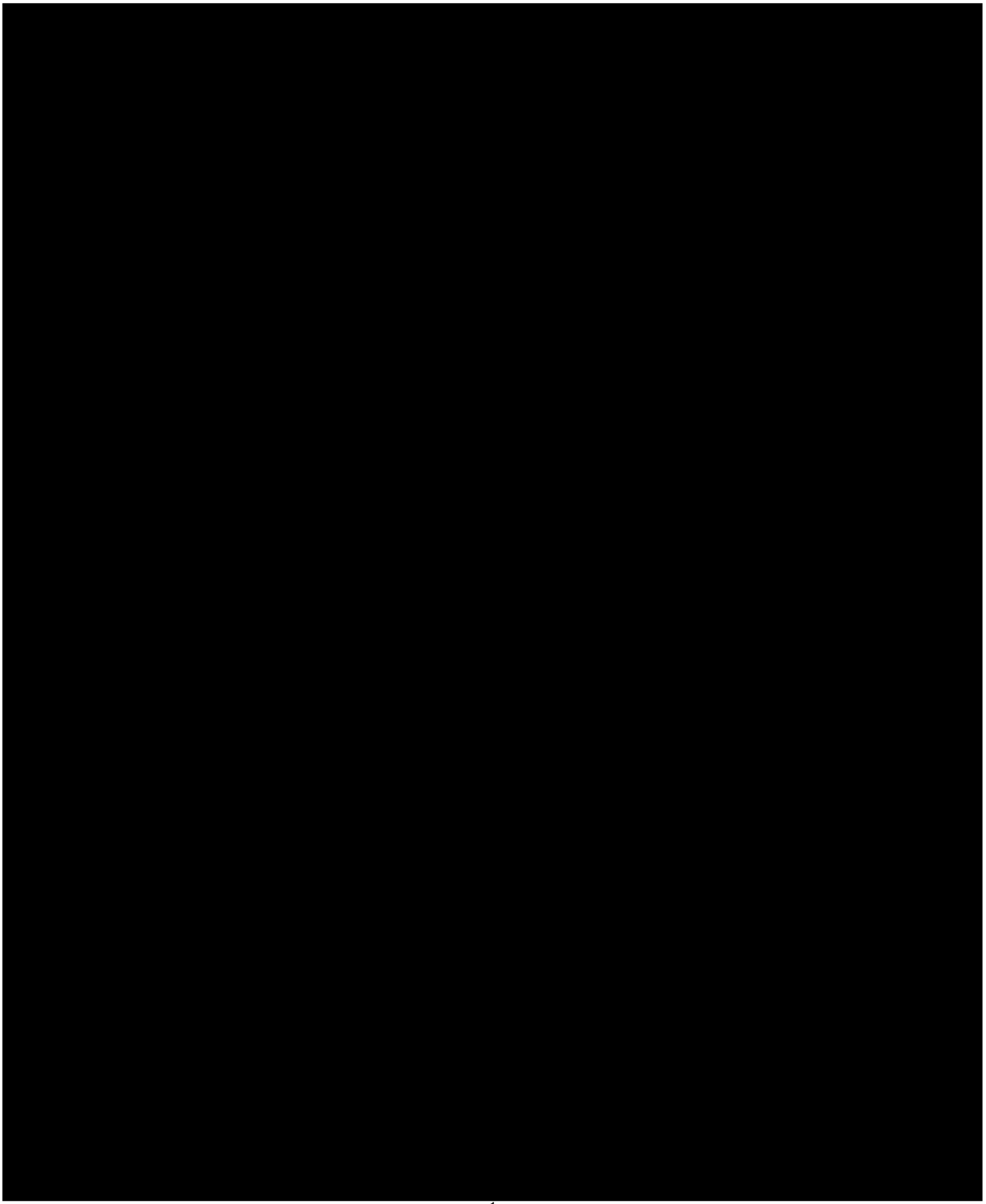
Thank you,
Best Regards,
Nitesh

From: Jadhav, Nitesh (N.C.)
Sent: Wednesday, January 18, 2023 2:55 PM
To: Miller, Jessica (.) <jmill159@ford.com>; Newlin, Andrea (A.M.) <ANEWLIN@ford.com>
Subject: CCRG Grid 21-576: 2018-2022MY Expedition & Navigator - Airbag Light ON due to Faulty Seatbelt Pretensioner / Inadvertent Deployment

Hello Jessica/ Andrea,

[redacted]





- 3rd RCM with DTC - 1FMJU1MT6KE[redacted] - should be in Ford's possession. Please find attached the email chain on RCM sent to us in Mar 2022.

Thank you,
Best Regards,
Nitesh
(313-805-3467)

From: Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>
Sent: Friday, October 28, 2022 11:20 AM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>
Cc: Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>; Hage, Kam (H.) <khage1@ford.com>
Subject: RE: U55x Pretensioner Eng. Review

Hi, team.
Attached is an updated file with timeline charts for the faults in 6 RCMs (from the list shared by Nitesh, there would be a total of 9 RCMs).
The file was reviewed by Jay and Paul.

Thanks,
Islan Peterson M. Ferreira
Product Engineer
Electrical and Electronic Systems Engineering
Ford Motor Company do Brasil Ltda - Camaçari
Phone: +55 71 3195-8115 /[redacted]
E-mail: iferre12@ford.com

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Thursday, October 27, 2022 1:25 PM
To: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>
Cc: Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: U55x Pretensioner Eng. Review

Hello Team,

I updated the file on IADs and DTC based on the file I got from Josh from ZF.

Thank you,
Best Regards,
Nitesh
(313-805-3467)

-----Original Appointment-----
From: Chascsa, Jim (JRCII.) <jchascsa@ford.com>
Sent: Monday, September 19, 2022 2:03 PM
To: Chascsa, Jim (JRCII.); Pineda, Mauricio (MPC.); DeSmet, Edward (E.J.); Jadhav, Nitesh (N.C.); Voelker, Martin (M.C.); Tovar, Rodrigo (R. R.); Hage, Kam (H.); Ankrom Joshua WSH RDBN1; Nick Kim WSH RDBN1; Angelo Adler; Arroyo, Jesus (J.)
Cc: Browne, Michelle (M.F.); Yilma, Benjamin (B.); Mihm, Russell (R. J.); Karl Einstein; Glenn Gruner; Tim Edwards; Kula, Paul (P.K.); Ferreira, Islan Peterson (I.P.); Appukutty, Jayagopal (J.) (jappukut@ford.com); Calderon, Susana (S.)
Subject: U55x Pretensioner Eng. Review

When: Thursday, October 27, 2022 2:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where:

Please invite additional attendees as necessary.

_~_

-- Do not delete or change any of the following text. --

Join Meeting

[redacted]
[redacted]
[redacted]
[redacted]US Toll Free Number

Join by phone

[redacted]
[redacted]
[redacted]

Join from a video system or application

[redacted]
[redacted]

If you are a host, [redacted] view host information.

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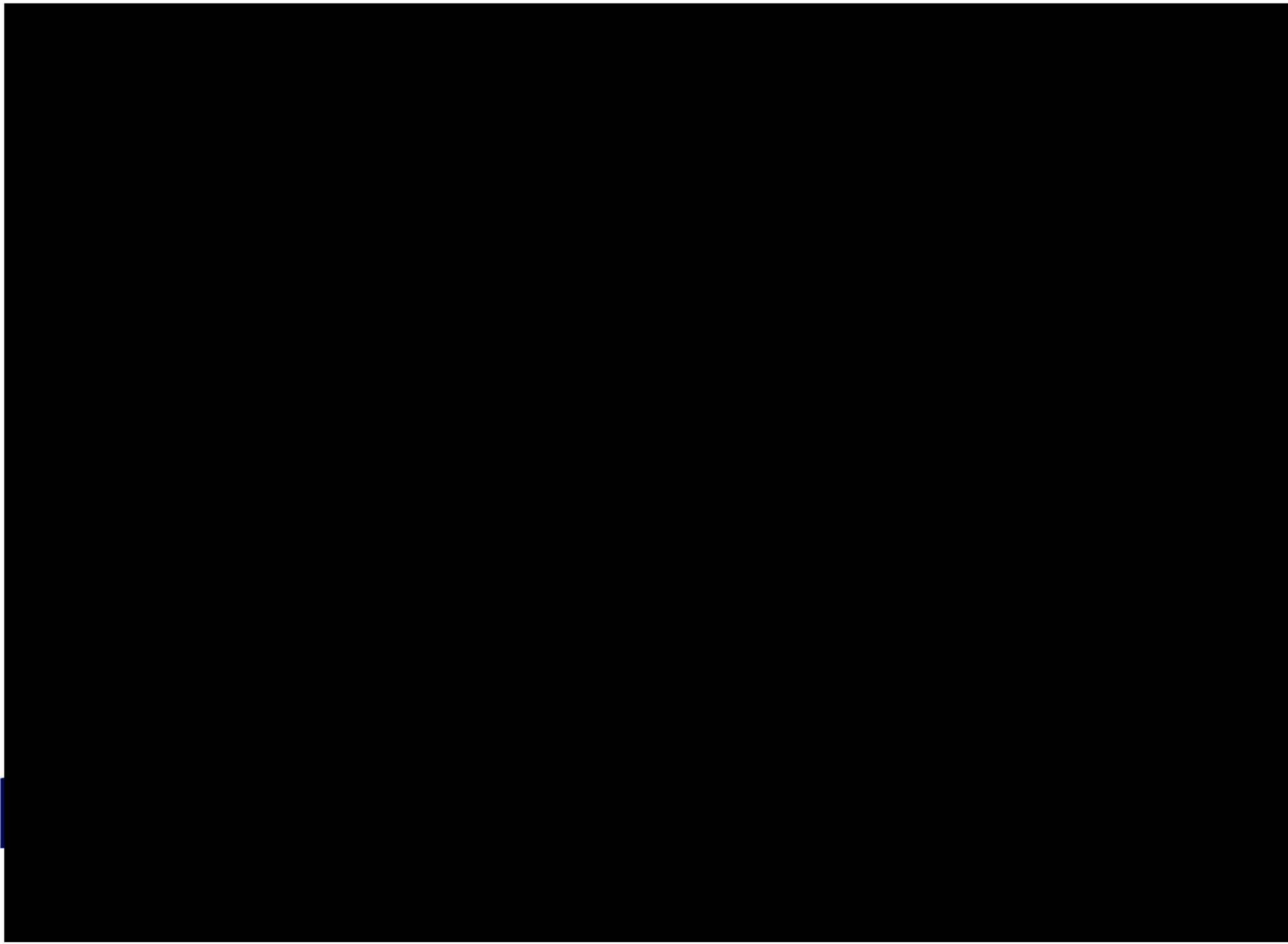
For company policies on recording:[redacted]
For additional help joining Webex meetings:[redacted]
Can't join the meeting? Ford users submit a ticket:[redacted]

T32MC04



Jadhav, Nitesh (N.C.)

From: Arroyo, Jesus (J.)
Sent: Wednesday, March 30, 2022 4:23 PM
To: Jadhav, Nitesh (N.C.)
Subject: VIN number 1FMJU1MT6KEA04865

HI Nitesh,

I guess we received this sample because it came with a RCM, not presented any symptom (DTC code or inadvertent deployment),

I will doble check with Parama,

Regards
Jesús

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: martes, 25 de enero de 2022 02:46 p. m.
To: Ankrom Joshua WSH RDBN3 <joshua.ankrom@zf.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Redman Aaron WSH RDBN3 <aaron.redman@zf.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

[redacted]

Now I remember why we requested them in the first place.

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: mpineda6@ford.com

From: Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>
Sent: Friday, January 14, 2022 5:07 AM
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi Jesus,

We have another Expedition with a non-deployment but with DTC. The pre-tensioners have been replace and the RCM, do you want these parts as well?

We can add it to the shipment I have provide the dimensions below which will change now if you need it.

VIN - 1FMJU1MT6KE[redacted]
Mileage – 14,479 kms.

Regards,

Parama Naidoo

From: Naidoo, Paramananda (P. P.)
Sent: 14 January 2022 08:41
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

L-33 X B-16 X H-11.5 cm
Weight 1.5kg

Regards,

Parama Naidoo

From: Arroyo, Jesus (J.) <JARROY25@ford.com>
Sent: 13 January 2022 18:06
To: Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi Naidoo,

Can you share the dimension and weight of the package?

Regards
Jesús

From: Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>
Sent: martes, 11 de enero de 2022 12:54 a. m.
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi Mauricio,

The person requesting the part which is yourself needs to complete the shipping labels and the commercial invoice so our Distributor can ship the parts to you.

The two documents I sent you are examples of what is needed. If you are having issues please contact your FedEx agents locally for assistance, they may have a commercial invoice template they use.

We have had this issue in the past where the FedEx account number does not belong to the company shipping the parts therefore the FedEx is sceptical and request the above to be done.

Regards,

Parama Naidoo

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: 11 January 2022 01:42
To: Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>

Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi Parama, I am not sure what you exactly need, I can give you an account number.

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

From: Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>
Sent: Monday, January 10, 2022 9:38 AM
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi Jesus,

Are we any closer in getting the documents required as mentioned below?

Regards,

Parama Naidoo

From: Naidoo, Paramananda (P. P.)
Sent: 28 December 2021 15:34
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi Jesus,

Please see below from the distributor whom is trying to ship the parts.

FedEx needs the bill generated from this account holder. Pls see a sample document we got from the sender to use their account number for shipping a different part. FedEx needs something similar from the account number going to be used for shipping seat belt.

Can you please generate these and send to me.

Regards,

Parama Naidoo

From: Arroyo, Jesus (J.) <JARROY25@ford.com>
Sent: 23 December 2021 18:28
To: Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi Naidoo,

Yes please use the same FedEx account number,

Regards
Jesús

From: Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>
Sent: jueves, 23 de diciembre de 2021 01:23 a. m.
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment
Importance: High

Good day all,

I am still waiting to the courier account number to ship the part. Can we use the previous FedEx account number were parts were sent to [redacted]?

Regards,

Parama Naidoo

From: Naidoo, Paramananda (P. P.)
Sent: 18 December 2021 10:29
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi Jesus,

Can you please provide courier account number to have the part shipped.

Regards,

Parama Naidoo

From: Naidoo, Paramananda (P. P.)
Sent: 16 December 2021 16:47
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi Jesus,

Shipment will happen on Saturday for VIN: 1FMJU1JT3KE[redacted]

For VIN: 1FMJU1JT1KE[redacted] the owner of the vehicle is out of the country.

Regards,

Parama Naidoo

From: Arroyo, Jesus (J.) <JARROY25@ford.com>
Sent: 16 December 2021 16:24
To: Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi Naidoo, team,

Can we ship the seatbelt passenger side for VIN 1FMJU1JT3KE[redacted] please see ship information below,

Joshua Ankrom
Retractor Core Engineering

ZF Group
Passive Safety Systems
4505 West 26 Mile Rd.
Washington, MI 48094
joshua.ankrom@zf.com

Regards
Jesús

From: Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>
Sent: martes, 7 de diciembre de 2021 09:25 a. m.
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi Mauricio,

Please refer to the comments in the table below.

For VIN: 1FMJU1JT3KE[redacted] the distributor still has the passenger side seatbelt which we can ship to you. Since the seatbelt is not deployed will there be an issue shipping it?

For VIN: 1FMJU1JT1KE[redacted] the distributor will try to get the customer in.

And for the two other VIN's, those seatbelts both driver and passenger have already been ship to you.

VIN	Mileage	Market	Repeat Failure	GCR	Service Part Number	Notes	Distributor Comments
1FMJU1MT6KE[redacted]	27661	UAE	No	202193776955	JL1Z 78611B09 AH	Driver side	Both seat belts already sent to Ford
1FMJU1MT8KE[redacted]	36990	UAE	No	202193777320	JL1Z 78611B09 AH	Driver side	Both seat belts already sent to Ford
1FMJU1JT1KE[redacted]	31637	UAE	No	202193779200	JL1Z 78611B09 AG	Driver side	Driver seat belt is sent to Ford. Passenger seat belt not
1FMJU1JT3KE[redacted]	12082	UAE	No	202193788946	JL1Z 78611B09 AG	Driver side	Driver seat belt already sent to Ford. Passenger seat belt ava

Regards,

Parama Naidoo

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: 07 December 2021 17:04
To: Mueller, John (F.) <jmuell36@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

John, so if I understand, there are only three cars from which we could get the other side, correct?

1FMJU1JT1KE[redacted] – already working on
1FMJU1MT8KE[redacted] - ???
1FMJU1MT6KE[redacted] - ???

Would you confirm if for the other two VINS we can do the same?

Cheers,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: +1[redacted]
Mobile MX: [redacted]
Mail to: mpineda6@ford.com

From: Mueller, John (F.) <jmuell36@ford.com>
Sent: Tuesday, December 7, 2021 2:02 AM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>; Ramdhani, Ashen (A.) <aramdhan@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Mauricio

For the VINs below you should already have the passenger side as it was part of the original shipment. The part should be labeled with the VIN to identify which vehicle it belongs to.
As for the remaining VIN:

1FMJU1JT3KE[redacted] – Passenger side was replaced back in August. Although the passenger side did not indicate a fault the distributor replaced the part as precautionary measure as the customer was demanding a buyback. This part is no longer available with the distributor

1FMJU1JT1KEA16782 – Distributor is trying to reach the customer to get the vehicle in the workshop ASAP.

U.A.E.	1FMJU1MT8KE[redacted]	36990	JL1Z 78611B09 AH	Driver side	B007E:13:8B	Yes
U.A.E.	1FMJU1MT8KE[redacted]	36990	JL1Z 78611B08 AE	Passenger side	B007F:13:8B	No

Al Tayer	U.A.E.	1FMJU1MT6KE[redacted]	27661	JL1Z 78611B08 AE	Passenger side	B007F:13:8B	No
Al Tayer	U.A.E.	1FMJU1MT6KE[redacted]	27661	JL1Z 78611B09 AH	Driver side	B007E:13:8B	Yes

John Mueller
Technical Service Operations Manager | Middle East / North Africa
+971 4 253 6575
[redacted]
jmuell36@ford.com

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Monday, December 6, 2021 5:06 PM

To: Ramdhani, Ashen (A.) <aramdhan@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Cc: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

John and Ashen, when can we have the parts scheduled for the customers to come back for replacement? We need those parts at the earliest possible.

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

From: Ramdhani, Ashen (A.) <aramdhan@ford.com>
Sent: Monday, December 6, 2021 4:28 AM
To: Mueller, John (F.) <jmuell36@ford.com>
Cc: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>
Subject: RE: CCRG -21-576 Inadvertent Deployment

Hi John

From an OWS claims perspective, if the job card is not closed yet, then the Distributor can add the second component to the warranty claim with comments that Ford technical had advised them to change both due to it being safety related.

If the job card is closed, then the Distributor can open a new one, and in the warranty claim, refer to the previous repair and RO number stating that Ford technical has advised the that both needs to be replaced as its safety related.

Kind Regards,

Ashen Ramdhani, Member – SAIEE, IEEE & CompTIA|IMG Dealer Advocacy and Regional Warranty Ops Manager, GWO|SEO, FCSD|Tel: +27 12 842 2099|Cell: [redacted]|[redacted]
www.ford.co.za
Ford Motor Company of Southern Africa | Simon Vermooten Road, Silverton, Pretoria | P.O. Box 411, Pretoria, 0001, South Africa

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From: Mueller, John (F.) <jmuell36@ford.com>
Sent: Sunday, 05 December 2021 09:22
To: Ramdhani, Ashen (A.) <aramdhan@ford.com>
Cc: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Naidoo, Paramananda (P. P.) <pnaidoo2@ford.com>
Subject: RE: CCRG -21-576 Inadvierten Deployment

Ashen

Just a heads up, we will need to cover the passenger seatbelt retractors for the following VINs for the UAE, as they are being requested as part of an ongoing investigation.

John Mueller
Technical Service Operations Manager | Middle East / North Africa
+971 4 253 6575
[redacted]
jmuell36@ford.com

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Tuesday, November 30, 2021 9:32 PM
To: Arledge, Lynn (L.) <larledge@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Subject: RE: CCRG -21-576 Inadvierten Deployment

Yes, that is the request Lynn. Keep in mind the other customers and in MEA.

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

From: Arledge, Lynn (L.) <larledge@ford.com>
Sent: Tuesday, November 30, 2021 11:32 AM
To: Grazioli, Alicia (A.B.) <agraziol@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Subject: RE: CCRG -21-576 Inadvierten Deployment

Alicia,
We will contact the customer from Arizona and ask if they are willing to return to the dealership. Are you asking us to contact the other customer's as well?

Please advise.

Thanks

Lynn Arledge
Ford Executive Offices
Ford Motor Company
(313) 518-7309

From: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Sent: Tuesday, November 23, 2021 5:50 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Arledge, Lynn (L.) <larledge@ford.com>; Mueller, John (F.) <jmuell36@ford.com>
Subject: RE: CCRG -21-576 Inadvierten Deployment

Hello Lynn and John,

Regarding our vehicles that had inadvertent retractor pretensioner deployments, is it possible to get the OTHER side retractor out of any of the vehicles below? In each case, it would involve bringing a customer back and replacing the retractor and then shipping it to the supplier.

Lynn, as you know, we already have agreement from the Arizona customer (blue highlighted VIN below) but this would be an additional request that they would need to be ok with.

Please let us know your thoughts. Thanks.

Alicia B. Grazioli
Sr. Safety Investigations Engineer
Critical Concern Review Group (CCRG)
Automotive Safety Office
313-805-6046

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Tuesday, November 23, 2021 4:00 PM
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Grazioli, Alicia (A.B.) <agraziol@ford.com>
Subject: RE: CCRG -21-576 Inadvierten Deployment

Hi Alicia, the idea behind this is to get access to undeployed parts that come off of the same vehicle. For the vehicles where only one side was repaired, we would like to get the other side retractor and have it analyzed by ZF/Daciel.

Please let me know,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

From: Arroyo, Jesus (J.) <JARROY25@ford.com>
Sent: Tuesday, November 23, 2021 3:53 PM
To: Grazioli, Alicia (A.B.) <agraziol@ford.com>
Cc: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Subject: CCRG -21-576 Inadvierten Deployment

Hi Alicia,

Can you help us to obtain remaining parts that were it left in the vehicles according with guaranties,

We would like to review which is the appearance of the Seatbelt Assemblies that was not deployed,

Only 1 guaranties was changed of the 2 sides of the seats, so we can get 4 remaining samples,

VIN	Mileage	Market	Notes	DTC's	Deployed	Retractor Available	RCM Available	Ambient Temp	Date of failure	Date of repair
1FMJU1MT6KE[redacted]	27661	UAE	Driver side	B007E:13:8B	Yes	Yes	No	41°C +	20th June 2021	2nd Aug 2021
1FMJU1MT8KE[redacted]	36990	UAE	Driver side	B007E:13:8B	Yes	Yes	No	43°C +	14th Aug 2021	24th Aug 2021
1FMJU1JT1KE[redacted]	31637	UAE	Driver side	B007E:13:8B	Yes	Yes	No	46°C +	16th Aug 2021	19th Aug 2021
1FMJU1JT3KE[redacted]	12082	UAE	Driver side	B007E:13:8B	Yes	Yes	Yes	40°C +	xxxx	30th Aug 2021
1FMJU1KT4KE[redacted]	21114	USA	Passenger side	B007F:13	Yes	No	Requested	105°F (40.5°C)	xxxx	June 28, 2021

Please let me know your comments,

Regards
Jesús

	RCM	LH Pret	RH Pret
IAD	5	15	18
DTC	4	17	21
Total	**9**	**32**	**39**

#	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?	Fleet/ Private ownership	Updates made by Customer	Seatbelt Production Date	Vehicle Production Date	Repair Date	TIS (Months)	Mileage	Region Sold in	Count
4	1FMJU1JT3K[redacted]	Expedition	XLT	4x4	Activex Seats	2019	x	-	Y	Y	Y		N	9-Jan-19	22-Jan-19	30-Aug-21	31	7507	United Arab Emirates (ARE)	1
16	1FMJK1MTXKE[redacted]	Expedition	Platinum	4x4	Leather Trim Seats	2019	x	-	Y	Y	Y			20-Mar-19	23-Apr-19	26-Jul-22	39		Arizona, USA	1
17	5LMJJ2LT2KE[redacted]	Navigator	Reserve	4x4	Capuccino	2019	-	x	Y		Y			24-Jan-19	1-Feb-19	26-Jul-22	42	64445	Arizona, USA	1
24	1FMJU1JT5KE[redacted]	Expedition	XLT	4x4	Activex Seats	2019	x	-	Y						5-Mar-19	29-Aug-22	39	26400	United Arab Emirates (ARE)	1
25	5LMJJ2LT3KE[redacted]	Navigator	Reserve	4x4	Ebony Russet	2019	x	-	Y	Y	Y				17-Oct-18	25-Aug-22	46	50615	Phoenix, Arizona, USA	1
									5	**15**	**18**									

#	VIN #	Vehicle	Trim Series	Transmission	Interior	MY	Driver DTC?	Passenger DTC?	RCM received by Ford?	LH Pretensioners received by ZF?	RH Pretensioner received by ZF?	Fleet/ Private ownership	Updates made by Customer	Seatbelt Production Date	Vehicle Production Date	Repair Date	TIS (Months)	Mileage	Region Sold in	Count
1	1FMJU1MT6K[redacted]								Y	Y	Y									1
26	1FMJK1MTXKE[redacted]	Expedition	Platinum	4x4	Leather Trim Seats	2019	-	-	Y	Y	Y				19-Dec-18	12-Sep-22	42	43220.7	Arizona, USA	1
27	5LMJJ2LT6K[redacted]	Navigator	Reserve	4x4	Ebony	2019	B007E	-	Y	Y	Y				22-Mar-19	29-Aug-22	39	21268.9	Arizona, USA	1
									3	**16**	**20**									

2019 Ford Expedition Trims	Key Features
XLT	Eight-way power driver's seat
Starting at $52,130 MSRP	Two-way manual passenger seat
	Six-speaker audio system
	Halogen headlamps and fog lamps
	8-in. touchscreen
	Tri-zone climate control
Limited	XLT features plus:
Starting at $63,015 MSRP	Heated second row seating
	12-speaker audio system
	Forward Sensing System
	LED taillamps
	Upgraded carpet floor mats
	Leather-wrapped steering wheel
Platinum	Limited features plus:
Starting at $73,365 MSRP	Leather door trim accents
	Enhanced active noise control

The 2019 Lincoln Navigator is available four trim levels: **base, Select, Reserve and Black Label** . All trims are powered by a turbocharged 3.5-liter V6 (450 hp, 510 lb-ft) paired to a 10-speed automatic transmission. Rear-wheel drive is standard and four-wheel drive is optional for the first two trims

Sum of Count	Column Labels						
Row Labels	**Black Label**	**Limited**	**Platinum**	**Reserve**	**Select**	**XLT**	**Grand Total**
Expedition		2	7			6	15
Navigator	2			6	3		11
Grand Total	**2**	**2**	**7**	**6**	**3**	**6**	**26**

From: Pineda, Mauricio (MPC.)
Sent: Wednesday, October 26, 2022 10:34 AM
To: Kula, Paul (P.K.); Jadhav, Nitesh (N.C.); Kemnitz, Erich (E.P.); Hage, Kam (H.); Ferreira, Islan Peterson (I.P.)
Cc: Chascsa, Jim (JRCII.); Calderon, Susana (S.)
Subject: RE: 2019 Pretensioner RCM fault buffers

Thanks Paul, can you have them send the report? Again, what we need is to know if the RCM detected any error state with the front belt pretensioners **prior** to the IAD

Cheers,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: mpineda6@ford.com

From: Kula, Paul (P.K.) <pkula@ford.com>
Sent: Tuesday, October 25, 2022 12:51 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>
Cc: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Calderon, Susana (S.) <SCALDE15@ford.com>
Subject: RE: 2019 Pretensioner RCM fault buffers

All of the RCM have been reviewed by Veoneer.

Paul K. Kula
Senior Engineer – Body Module Quality
Ford Motor Company
(313) 805-3430
pkula@ford.com

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Monday, October 24, 2022 4:17 PM
To: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>
Cc: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Calderon, Susana (S.) <SCALDE15@ford.com>
Subject: RE: 2019 Pretensioner RCM fault buffers

Thank you, Erich.

Hello Islan – Can you please confirm if Paul provided those additional 3 additional RCMs to Veoneer? If not, those RCMs would still be at Warranty center. Then we may have to give them to Veoneer for analysis.

Best Regards,
Nitesh
(313-805-3467)

From: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>
Sent: Monday, October 24, 2022 3:42 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>
Cc: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Calderon, Susana (S.) <SCALDE15@ford.com>
Subject: RE: 2019 Pretensioner RCM fault buffers

Yes, I dropped off all of the parts I had.

Erich Kemnitz
Design Analysis Engineering
Cell Phone: [redacted]
Ford World Headquarters Cube 115-E1. EKEMNITZ@Ford.com

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Monday, October 24, 2022 2:20 PM
To: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>
Cc: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Calderon, Susana (S.) <SCALDE15@ford.com>
Subject: RE: 2019 Pretensioner RCM fault buffers

Hello Erich –

Can you please confirm if the 3 RCMs were sent to Warranty center per the request from Oct 06, 2022?

The team is conducting analysis on the RCMs through Veneer (RCM supplier).

Thank you,
Best Regards,
Nitesh
(313-805-3467)

From: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>
Sent: Thursday, October 6, 2022 4:06 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Hage, Kam (H.) <khage1@ford.com>
Cc: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Calderon, Susana (S.) <SCALDE15@ford.com>
Subject: RE: 2019 Pretensioner RCM fault buffers

I have the two most recent ones in hand. I also received a third from VIN 1FMJU1JT5KE[redacted]
Which they can pull the history from as well. I should have the other two, I will have to look.

Erich Kemnitz
Design Analysis Engineering
Cell Phone: [redacted]
Ford World Headquarters Cube 115-E1. EKEMNITZ@Ford.com

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Thursday, October 06, 2022 4:03 PM
To: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Hage, Kam (H.) <khage1@ford.com>
Cc: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Calderon, Susana (S.) <SCALDE15@ford.com>
Subject: FW: 2019 Pretensioner RCM fault buffers

Hello Erich,

You had helped us download the two RCM information. These are related to the CCRG investigation Grid # 21-576 related to 2018-19MY Expedition/ Navigator. These two RCMs are related to the VIN #s 1FMJK1MTXKE[redacted] & 5LMJJ2LT2KE[redacted]

Can you please send the RCMs to Warranty Center in attention of Paul Kula / Kam Hage? The D&R team may want to send them to Veneer for teardown/ analysis. I will appreciate.

There were two additional RCMs for the VINs related to same investigation. Would you happen to have those RCMs too? Trying to locate those RCMs, hence the question.

Thank you,
Best Regards,
Nitesh
(313-805-3467)

From: Arroyo, Jesus (J.) <jarroy25@ford.com>
Sent: Thursday, September 22, 2022 3:57 PM
To: Appukutty, Jayagopal (J.) <jappukut@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>
Cc: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Subject: FW: 2019 Pretensioner RCM fault buffers

Hi Erich, Jay,

Thanks for the RCM info,

Can you help me to know which document is for each VIN number,

<< OLE Object: Picture (Device Independent Bitmap) >>
[redacted]
BUFFER.xlsx >>
Regards

Jesús

From: Appukutty, Jayagopal (J.) <jappukut@ford.com>
Sent: jueves, 22 de septiembre de 2022 02:47 p. m.
To: Arroyo, Jesus (J.) <JARROY25@ford.com>
Subject: FW: 2019 Pretensioner RCM fault buffers

Fyi…

Best regards,
Jay Appukutty
Restraints Module & Sensors Supervisor.
Mobile: [redacted]
jappukut@ford.com
Building 5; 3G-047
20300 Rotunda Dr., Dearborn, MI, 48124, USA.
<< OLE Object: Picture (Device Independent Bitmap) >>

From: Kemnitz, Erich (E.P.) <ekemnitz@ford.com>
Sent: Friday, September 9, 2022 2:43 PM
To: Appukutty, Jayagopal (J.) <jappukut@ford.com>; Tippy, David (D.J.) <dtippy@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>
Subject: 2019 Pretensioner RCM fault buffers

Here are the downloads from the two RCM's I picked up today.

Erich Kemnitz
Design Analysis Engineering
Cell Phone: [redacted]
Ford World Headquarters Cube 115-E1. EKEMNITZ@Ford.com

From: Yilma, Benjamin (B.) [byilma@ford.com]
Sent: 10/11/2022 2:28:08 PM
To: Jadhav, Nitesh (N.C.) [njadhav@ford.com]
CC: Arroyo, Jesus (J.) [JARROY25@ford.com]; Chascsa, Jim (JRCII.) [jchascsa@ford.com]
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Hello Nitesh,
Thanks for the follow up, and as you suggested this may indeed be a dealer show/test drive vehicle, or possibly a "loaner" car at dealer service shop (for people who bring in their vehicle for service).

Thanks,
Ben Yilma
Sr. Product Engineer – Seatbelts
Global Core Restraints
byilma@ford.com
(313) 805-6041

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Tuesday, October 11, 2022 10:03 AM
To: Yilma, Benjamin (B.) <byilma@ford.com>
Cc: Arroyo, Jesus (J.) <JARROY25@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Hello Benjamin,

Thank you for the deep-dive into the data.

I checked the vehicle in question in AWS - 1FMJU1MT5KE[redacted]

Production Date – 24-Mar-2019
Original Warranty Start Date - Unknown
Warranty Start Date – 13-Sep-2020 – 18 months after production date.
TIS in the claim detail – 20

It is not uncommon to see high mileage and low time-in-service. Sometimes the vehicle may be driven by the dealer a lot before it is sold to the customer. This may potentially be one such vehicle.

Best Regards,
Nitesh
(313-805-3467)

From: Yilma, Benjamin (B.) <byilma@ford.com>
Sent: Friday, October 7, 2022 6:36 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Cc: Arroyo, Jesus (J.) <JARROY25@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Hello Jesus / Nitesh,

[redacted]

#	VIN #	Vehicle Production Date	Repair Date	TIS (Months)	Mileage	Calculated TIS estimate based on (Repair-Production)	Miles/month	Region Sold in	Count
1	1FMJU1MT6KE[redacted]	20-Mar-19	20-Jun-21	27	17187	27.1	636.6	United Arab Emirates (ARE)	1
2	1FMJU1MT8KE[redacted]	21-Feb-19	14-Aug-21	30	22984	29.8	766.1	United Arab Emirates (ARE)	1
3	1FMJU1JT1KE[redacted]	16-Jan-19	16-Aug-21	31	19658	31.0	634.1	United Arab Emirates (ARE)	1
4	1FMJU1JT3KE[redacted]	22-Jan-19	30-Aug-21	31	7507	31.3	242.2	United Arab Emirates (ARE)	1
5	1FMJU1JT5KE[redacted]	14-Feb-19	28-Jun-21	29	12820	28.4	442.1	Saudi Arabia (SAU)	1
6	1FMJU1JT2KE[redacted]	16-Feb-19	28-Jun-21	28	43535	28.4	1554.8	Saudi Arabia (SAU)	1
7	1FMJU1KT4KE[redacted]	27-Nov-18	2-Jul-21	31	21114	31.2	681.1	Arizona, USA	1
8	1FMJU1JT9KE[redacted]	27-Feb-19	22-Apr-22	38	21147	37.8	556.5	United Arab Emirates (ARE)	1
9	1FMJU1MT5KE[redacted]	24-Mar-19	15-Apr-22	19	53909	36.8	2837.3	United Arab Emirates (ARE)	1
10	1FMJU1MT1KE[redacted]	23-Jan-19	9-May-22	40	23167	39.5	579.2	United Arab Emirates (ARE)	1
11	5LMJJ2TT6KE[redacted]	17-Apr-19	22-May-22	37	41735	37.2	1128.0	United Arab Emirates (ARE)	1
12	5LMJJ3JT5KE[redacted]	18-Feb-19	6-Jun-22	40	31433	39.6	785.8	United Arab Emirates (ARE)	1
13	5LMJJ3JT3KE[redacted]	19-Nov-18	6-Jun-22	43	31433	42.6	731.0	United Arab Emirates (ARE)	1
14	1FMJK1JT6KE[redacted]	**4-Jun-19**	8-Jun-22	36	49651	36.2	1379.2	Phoenix, Arizona, USA	1
15	1FMJU1MT6KE[redacted]	17-Apr-19	30-Jun-22	39	50494	38.5	1294.7	Gilbert, Arizona, USA	1
16	1FMJK1MTXKE[redacted]	23-Apr-19	26-Jul-22	39		39.1	0.0	Arizona, USA	1
17	5LMJJ2LT2KE[redacted]	1-Feb-19	26-Jul-22	42	64445	41.8	1534.4	Arizona, USA	1
18	5LMJJ2LT5JE[redacted]	**11-Sep-18**	5-Jul-22	40	53256	45.8	1331.4	United Arab Emirates (ARE)	1
19	5LMJJ2TT5KE[redacted]	23-Feb-19	28-Jul-22	26	27929	41.1	1074.2	United Arab Emirates (ARE)	1
20	5LMJJ2LT8KE[redacted]	6-Nov-18	5-Aug-22	40	45235	45.0	1130.9	United Arab Emirates (ARE)	1
21	1FMJU1KT1KE[redacted]	15-Feb-19	15-Aug-22	37	40490	42.0	1094.3	Arizona, USA	1
22	5LMJJ3LT7KE[redacted]	29-Nov-18	16-Aug-22	44	49621	44.6	1127.8	Florida, USA	1
23	5LMJJ3JT4JE[redacted]	14-Sep-18	18-Aug-22	39	34904	47.1	895.0	United Arab Emirates (ARE)	1
24	5LMJJ2LT3KE[redacted]	17-Oct-18	17-Sep-22	46	40490	47.0	880.2	Arizona, USA	1
25	1FMJK1MTXKE[redacted]	19-Dec-18	17-Sep-22	42	49621	45.0	1181.5	Arizona, USA	1
26	5LMJJ2LT6KE[redacted]	22-Mar-19	17-Sep-22	39	34904	41.9	895.0	Arizona, USA	1

Thanks,

Ben Yilma
Sr. Product Engineer – Seatbelts
Global Core Restraints
byilma@ford.com
(313) 805-6041

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: Friday, October 07, 2022 2:53 PM

To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>; Kemnitz, Erich (E.P.) <ekemnitz@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Hello Team,

Please find attached the list of alleged IADs. Also listed the parts that are received (RCM, LH pret, RH pret).
Still trying to figure out which ones are fleet vs. private ownership. Did not want to delay sending this file to the team.

Thank you,
Best Regards,
Nitesh
(313-805-3467)

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Friday, October 7, 2022 12:56 PM
To: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Makes sense.

Jesus, please proceed accordingly.

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: +1-[redacted]
Mobile MX: +[redacted]
Mail to: **mpineda6@ford.com**

From: Chascsa, Jim (JRCII.) <jchascsa@ford.com>
Sent: Friday, October 7, 2022 12:54 PM
To: Pineda, Mauricio (MPC.) <mpineda6@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Mauricio,

I think we should have either Ed or Marty as the owner, with Kam and Ben and yourselves as users?

Jim Chascsa
Global Restraints Technical Leader
Ford Motor Company
Cell: [redacted]

From: Pineda, Mauricio (MPC.) <mpineda6@ford.com>
Sent: Friday, October 07, 2022 12:51 PM
To: Arroyo, Jesus (J.) <JARROY25@ford.com>; Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Jim, I will have a team member local next week, and even myself. Are you ok if we assign it to either of us? We can then just make it available to the team.

Let us know,

Mauricio Pineda
Restraints Supervisor
Phone:
Mobile US: [redacted]
Mobile MX: [redacted]
Mail to: **mpineda6@ford.com**

From: Arroyo, Jesus (J.) <jarroy25@ford.com>
Sent: Friday, October 7, 2022 12:26 PM
To: Jadhav, Nitesh (N.C.) <njadhav@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: RE: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Hello Jim,

Regarding the unit for system-level testing, there are no MY2019 available, but the team has a 2020MY available, please noted that the content is the same as 2019MY units, also the production date was 2019,

The unit is available at ROLO in Dearborn [redacted] we only have to confirm when and who will get the unit,

TAG	VIN	MY	Production date	Platform	**Heated and vent seats (BY1)**	**Moonroof (CHA)**	**Heated rear window (Standard)**	**Amplifier circuits only for 12**

								speakers (IDB)
589W592	1FMJU1MT1LE[redacted]	2020	July 24-2019	EXPEDITION PLATINUM 4X4 S/W	Y	Y	Y	12

Regards
Jesús

From: Jadhav, Nitesh (N.C.) <njadhav@ford.com>
Sent: jueves, 6 de octubre de 2022 08:30 a. m.
To: Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Pineda, Mauricio (MPC.) <mpineda6@ford.com>; DeSmet, Edward (E.J.) <edesmet@ford.com>; Voelker, Martin (M.C.) <mvoelker@ford.com>; Tovar, Rodrigo (R. R.) <RTOVARU1@ford.com>; Hage, Kam (H.) <khage1@ford.com>; Arroyo, Jesus (J.) <JARROY25@ford.com>; Hultman, Paula (R.) <prieden@ford.com>; Stanhope, Karen (K.A.) <kstanhop@ford.com>
Cc: Browne, Michelle (M.F.) <MBROW604@ford.com>; Yilma, Benjamin (B.) <byilma@ford.com>; Kula, Paul (P.K.) <pkula@ford.com>; Ferreira, Islan Peterson (I.P.) <iferre12@ford.com>; Appukutty, Jayagopal (J.) <jappukut@ford.com>
Subject: CCRG Grid 21-576: U55x Pretensioner - ASO EMM on Oct 06, 2022

Hello Team,

Please find below minutes from today's ASO EMM discussion on Oct 06, 2022-

[redacted]

Thank you,
Best Regards,
Nitesh
(313-805-3467)