

Page: 01

CQIS DETAIL REPORT

01/29/24 09:00:41

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/21/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2019 EXPEDITION 4X2,XLT MAX,MPV VIN:1FMJK1HT0KEA [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 61,352 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 4 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
AIRBAG STAYS ON

Additional Symptom: Unintended pretensioner deploy
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE--	COMMENT TEXT
CONCER	09/21/2023 12:58PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG Web Form Data([REDACTED]) Description of Vehicle Concern: CUSTOMER STATED THE AIRBAG LAMP CAME ON THE PREVIOUS DAY. THE NEXT DAY THEY HEARD A LOUD BANG AND THE LEFT FRONT SEATBELT TIGHTED UP DUE TO THE SEATBELT RETRACTOR PRETENSIONER GOING OFF. Please list any diagnostics already performed: SELF TEST ON RCM Parts Replaced: NONE Your Question: THERE ARE NO CRASH EVENT DTCS STORED IN THE RCM JUST DTC B007E:13 OPEN CIRCUIT FOR LEFT FRONT SEATBELT RETRACTOR PRETENSIONER. IM TRYING TO FIGURE OUT WHY THE PRETENSIONER WHEN OFF ON ITS OWN APPARENTLY AND NO EVENT DTCS STORED IN THE RCM. COULD THERE POSSIBLY AN INTERNAL FAULT IN THE RCM THAT TRIGGERED THE PRETENSIONER? IM JUST WONDERING WHAT IS THE BEST WAY TO PROCEED. UNLESS THE PRETENSIONER SAW 12 VOLT POWER AND GROUND I DONT SEE HOW IT WENT OFF BY ITSELF.
RECOMM	09/21/2023 12:58PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG Good afternoon Matt. I have heard of this concern before, and found some other related reports. Given you have no impact sensor or deployment threshold / memory / DTC,s I suspect a collision or impact is not the root cause. Per my experience, a wiring fault is not likely to be the root cause of a false SRS deployment unless the fault occurred on vehicle startup. A short to ground on just one wire of the pretensioner can cause a false deployment, but typically only during the internal RCM self check that happens on initial key on. It might help to get some more info and find out if the driver can remember the conditions when they experienced the event. But given what we know so far, the most likely scenario was an internal RCM fault and both the affected belt retractor pretensioner component *and* the restraint control module should be replaced to ensure the fault cannot occur again in the future. Thanks Brian J FSE C2 Houston TX.
ADD-ON	09/21/2023 12:58PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG Found additional reports of this, GCQIS P1JBT074 / P8QB7006.
CONCER	09/21/2023 01:21PM GTCGCQIS OK GREAT! THE CUSTOMER SAYS THEY WERE DRIVING FOR A WHILE AND THEN IT POPPED. I COULDNT FIND ANY WIRING ISSUSE SO IM GOING TO PROCEED WITH RECOMMENDING RCM AND SEATBELT RETRACTOR REPLACEMENT. THANKS FOR YOUR

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/21/2023

COMMENTS

--TYPE-- COMMENT TEXT
HELP!
RECOMM 09/21/2023 03:44PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG
Thanks Matt for the details for when the issue took place. -BJ
AUDIT 09/21/2023 08:31PM
SYNC: GEN3 MODEM:

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
RCM#B007E-13
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 01/24/2019 Warranty Start Date: 07/22/2019
Date of Sale: 07/22/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 09694
Dealer Special Order: Gross Vehicle Weight: 735 LBS
LH/RH Drive:

ENGINE

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 364 AB
Bld Dt: Calb: KTB8URN A
Serial #:
E1221 [REDACTED] 364 AB

TRANSMISSION

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:
TC04A19017132500 JL1P 7000 GD
Model: Shft:

AXLE

Axle: 3.31 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

ADDITIONAL

Tire : P275/65R18 A/S BSW H-RATED Brand : LESS TIRE VENDOR
Radio : A/C : AC J-????????????????????????????????????
Paint : PN4-?? AGATE BLACK METALLIC

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: P9UFN003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/21/2023

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Orig/Caller : JOHN ALEXANDER Title: TECHNICIAN
Phone :

JOHN ALEXANDER
Rpr Dlr:USA 07423 - Big Star Ford Ph#:713-960-9800
City: Manvel State : Texas
Country: United States Region : Houston

Claim #/Date : 09/18/2023

Specialist's Name : BRIAN JAY (FSE)

C Q I S V I N H I S T O R Y

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000

SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY (365 days only)

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Caus Nr, Cond, Pfx, Service Base, Part Number Sfx, Labor Operation. Contains multiple rows of repair records for USA 06244.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/21/2023

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 07423	06/13/23	[REDACTED]	55446	1	42	JL1	78611B08	AD	14056D
USA 07423	06/13/23	[REDACTED]	55446	1	42				61108AR
USA 07423	06/13/23	[REDACTED]	55446	1	42				14056D45

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/26/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2019 EXPEDITION 4X2,XLT MAX,MPV VIN:1FMJK1HT4KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 58,816 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 8 85 2 21 SAFE & SECURE (FIRE/SMOKE) SEAT BELT
FRONT PASSENGER DEPLOYMENT (UNINTENDED)
Additional Symptom: unintended belt retractor
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 06/26/2023 01:21PM JAMES TOMASO(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data([REDACTED]) Description of Vehicle Concern: pass front
seat belt deployed while driving with the young daughter in the seat
Please list any diagnostics already performed: performed pptom for code
b007:13 test drove vehicle with inline fuse on connector c303 for seat
belt to try and blow fuse but didnt Parts Replaced: pass front seat
belt retractor Your Question: while scanning only found open circuit
code. did not find codes for impact or deployment . checked wiring for
shorts but nothing. has clean car fax no reported accidents . i test
drove vehicle with fuse on c303 to see if it blows recreating a
deployment signal but no luck. i have never seen a seat belt deploy on
its own. i want to make sure that it is safe for the customer to
drive. if there any other way to check for impacts or should i also
replace the rcm as it may have set off the seatbelt.
RECOMM 06/26/2023 01:21PM JAMES TOMASO(FSE) MSS - FCSD - SOUTHEAST REGION
Manuel, When you have a concern alleging an unintended deployment of a
restraints device, a fire, accident, injury, property damage and/or
burn has occurred due to an alleged product defect, pursuant to
the Warranty and Policy Manual, no repairs should be performed. See
below:

-<U>U.S. Dealerships</U> should complete a
Dealer/Fleet Request for OGC Review found on FMCDealer.com -
Parts & Service Tab - Customer Satisfaction
link.

<U>NOTE:</U> The Technical Assistance Center will
not be able to provide further assistance with this issue until after
the OGC review.
ADD-ON 06/26/2023 01:21PM JAMES TOMASO(FSE) MSS - FCSD - SOUTHEAST REGION
Spoke with Service manager Rene and advised to submit online form for
OGC review. ,SWIS Session Status : SWIS Not Necessary, SWIS Session
Sub Status : Non-Technical, SWIS Comments : No applicable

----- C O N C E R N D E T A I L S -----

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/26/2023

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
RCM#B007F-13,B007F-13
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 01/29/2019 Warranty Start Date: 02/17/2019
Date of Sale: 02/17/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08730
Dealer Special Order: Gross Vehicle Weight: 735 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 364 AB
Bld Dt: Calb: KTB8URN A
Serial #: [REDACTED] 364 AB

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:
TC04A19028110295 JL1P 7000 GD
Model: Shft:

----- A X L E -----
Axle: 3.31 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:
----- A D D I T I O N A L -----
Tire : P275/65R18 A/S BSW H-RATED Brand : LESS TIRE VENDOR
Radio : A/C : AC J-????????????????????????????????
Paint : PN4-?? AGATE BLACK METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : MANUEL PAZOS Title: TECHNICIAN
Phone :
Rpr Dlr:USA 05326 - Lorenzo Ford Ph#:305-247-5112
City: Homestead State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 06/15/2023
Specialist's

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/26/2023

Name : JAMES TOMASO (FSE)

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Nr, Caus Cond, Service Pfx, Part Base, Number Sfx, Labor Operation. Rows include repair records for USA 05326 with dates 06/15/23 and various odometer readings and labor codes.

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: [REDACTED]
Report Date: 11/08/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2019 EXPEDITION 4X2,PLT MAX,MPV VIN:1FMJK1LT5KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 73,497 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 8 85 2 21 SAFE & SECURE (FIRE/SMOKE) SEAT BELT
FRONT PASSENGER DEPLOYMENT (UNINTENDED)

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 11/08/2023 03:16PM
PASSENGERS SEAT BELT PRETENSIONER WENT OFF AND SEAT BELT PULLED BACK
INTO B PILLAR

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 12/10/2018 Warranty Start Date: 05/31/2019
Date of Sale: 05/31/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 740 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 364 AB
Bld Dt: Calb: KTB8URN A
Serial #: E1221 061218C117201031JS 364 AB

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: TC04A18333132467 JL1P 7000 GD

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: [REDACTED]
Report Date: 11/08/2023

Model: [REDACTED] Shft:

- - - A D D I T I O N A L - - -
Tire : P285/45R22 110H A/S BSW H-RTD Brand : LESS TIRE VENDOR
Radio : A/C : AC J-????????????????????
Paint : PN4-?? AGATE BLACK METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : DANIEL RIVERA Title: TECHNICIAN
Phone : 19729853600

Rpr Dlr:USA 07444 - Five Star Ford of Dallas Ph#:972-985-3600
City: Dallas State : Texas
Country: United States Region : Dallas

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 07444	11/07/23	[REDACTED]	73497	1	42	JL1	78611B08	AE	
USA 07444	11/07/23	[REDACTED]	73497	1	42	JL1	78602B82	B	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/18/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2019 EXPEDITION 4X2,XLT,MPV VIN:1FMJU1HT6KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 68,952 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 8 85 1 21 SAFE & SECURE (FIRE/SMOKE) SEAT BELT
FRONT DRIVER DEPLOYMENT (UNINTENDED)
Additional Symptom: seat belt pretensioner
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 09/18/2023 10:26AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data([REDACTED]) Description of Vehicle Concern: Customer said
they were driving down the road and heard a sound that sounded like a
gun shot, air bag light came on, pulled over and stopped. after
unlatching seat belt it is locked in retracted mode and wont move.
Please list any diagnostics already performed: verified concern,
tested for codes and ran oasis. nothing found. have not continued with
diag. yet. I have never seen this happen, so Im just trying to get
some information before I get in too deep. Parts Replaced: none Your
Question: are there any concerns I should be aware of?
RECOMM 09/18/2023 10:26AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Charlie, Looking at the vehicle history, B007F:13 and B007E:13 have
been setting. It is likely there is a circuit fault that caused the
deployment. Please continue with normal diagnostics by performing
pinpoint test M for the B007F:13 and pinpoint test L for the B007E:13.
Pay close attention for any pin fit issues at the connectors and
harness chaffing. Thank you, Kevin FSE

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
RCM#B007E-13,B007F-13
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/18/2023

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 06584	09/18/23	[REDACTED]	68952	1	42	JL1	78610E45	AK	12650DX1
USA 06584	09/18/23	[REDACTED]	68952	1	42	JL1	78611B08	AD	12650D45
USA 06584	09/18/23	[REDACTED]	68952	1	42	JL1	78602B82	B	14056D1
USA 06584	09/18/23	[REDACTED]	68952	1	42				61108AT
USA 06584	09/18/23	[REDACTED]	68952	1	42				AD

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/11/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2019 EXPEDITION 4X2,XLT,MPV VIN:1FMJU1HT3KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 50,500 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 8 85 1 21 SAFE & SECURE (FIRE/SMOKE) SEAT BELT
FRONT DRIVER DEPLOYMENT (UNINTENDED)
Additional Symptom: seatbelt deployment
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 12/11/2023 05:25PM ANDY SHANK(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data([REDACTED]) Description of Vehicle Concern: C/S WIFE WAS
IN DRIVE THRU AND HEARD LOUD BANG, SAW SMOKE, AND SEATBELT TIGHTENED
AROUND HER. Please list any diagnostics already performed: Found
driver s seat does not move. Pulled a big list of codes that included
lost comm to DDM and DSM. Also multiple codes in RCM. Found C3049 is
unlatched and handle is open, but connector is still together. Closed
connector latch and clear codes, seat moves now and DDM and DSM work.
The only code that comes back is B007E:13, drivers seatbelt. Followed
ppt A to find wiring from RCM to pretensioner are correct. Parts
Replaced: None yet Do you have a module programming concern? No Your
Question: There is another car on the hotline self help that says they
just put a pretensioner in. Another tech here has had the same thing
but on the passenger side, ended up just putting a pretensioner in it.
I am wondering what set this thing off? Is anybody worried about it
going off again? A safety restraint device deploying for no reason
seems like it should be a big deal. Just wondering if there is
anything else I should do before I just put a seatbelt in it.
RECOMM 12/11/2023 05:25PM ANDY SHANK(FSE) MSS - FCSD - SOUTHWEST REG
Ron, Connected Vehicle Data Historical data shows the Supplemental
Restraint System starting showing symptoms of concerns as early as
10/28/2023 based on what I am able to see. The vehicle continued to
report these codes throughout November and up to today 12/11/2023. I
am uncertain what has taken place with this unit between now and then
(10/28/2023). The B007E shows up on November 9th. The other DTCs
associated with the driver side SRS system continued to set from
10/28/2023 and after November 9th, all the way up to today, so it
appears the system was already experiencing faults prior to the seat
belt concern. I suspect it is related since the vehicle has been
warning the customer since 10/28/2023 that a SRS fault was occurring
on the unit. These types of faults should be inspected and serviced as
soon as possible to avoid system malfunction as published on page 48
of the owners manual. I recommend appropriate diagnostics are carried
out and any faults found be addressed with WSM direction. Once the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/11/2023

City: Corpus Christi State : Texas
Country: United States Region : Houston

Claim #/Date : 204141 12/04/2023

Specialist's Name : ANDY SHANK (FSE)

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 07061	12/04/23	[REDACTED]	50500	1	42	JL1	78611B09	AG	14056D
USA 07061	12/04/23	[REDACTED]	50500	1	42				14056D45
USA 07061	12/04/23	[REDACTED]	50500	1	42				04536B
USA 07061	12/04/23	[REDACTED]	50500	1	42				61108AL

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/24/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2019 EXPEDITION 4X2,LIMITED,MPV VIN:1FMJU1KTXKE [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 49,116 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 8 85 2 21 SAFE & SECURE (FIRE/SMOKE) SEAT BELT
FRONT PASSENGER DEPLOYMENT (UNINTENDED)
Additional Symptom: seat belt retractor
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 1
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE--	COMMENT TEXT
CONCER	08/24/2022 10:51AM JOSHUA SMITH(FSE) MSS - FCSD - CENTRAL REGION Web Form Data([REDACTED]) Description of Vehicle Concern: CST STATES THEY WERE DRIVING AND ALL OF A SUDDEN THERE WAS A LOUD BANG AND SMOKE COMING OUT OF PASSENGER B PILLAR. SEAT BELT SQUEEZED PASSENGER TIGHT. Please list any diagnostics already performed: SELF TEST- B007F:13 PINPOINT TEST A FOR CODE. NEEDS PASSENGER SEAT BELT RETRACTOR PER PINPOINT TEST. PID MONITOR SHOWS OVER 65 0HMS DEPLOY 24 R PID. INSTALL RETRACTOR SIMULATOR AND AIRBAG WARNING LIGHT GOES AWAY. REMOVE B PILLAR AND RETRACTOR APPEARS DEPLOYED. ALSO NOTICED 2ND AND 3RD ROW SEAT BELT BUCKLE PIDS ALL SHOW BUCKLED WHEN NONE OF THEM ARE BUCKLED. Parts Replaced: NONE YET Your Question: ANY KNOWN ISSUES? I DONT WANT TO REPLACE THE RETRACTOR AND HAVE IT DEPLOY AGAIN UNINTENTIONALLY. HOW DID THE PASSENGER FRONT SEATBELT RETRACTOR DEPLOY ONLY, WITH NO OTHER SEATBELT OR AIRBAG DEPLOYED, IS IT JUST A FAULTY RETRACTOR? NO PIDS OR CODES SHOW A CRASH EVENT EITHER.
RECOMM	08/24/2022 10:51AM JOSHUA SMITH(FSE) MSS - FCSD - CENTRAL REGION Marvin, It is noted that the passenger seatbelt retractor randomly deployed and there was no sign of a crash event. In WSM 501-20B General Procedures, there is an Inspection and Repair after an SRS deployment. Step 1 is very important here because it will have you replace all the impact sensors and the RCM, and the part that deployed. In this case, sense it appears to have been a random deployment, it can be hard to tell which impact sensor possibly went off or if the RCM was at fault. Either way, we can assure that all the inputs and logic of the SRS system will be replaced so that another random deployment can be avoided. As you proceed through the procedure, pay very close attention to all the notes and steps so that everything is replaced properly. Technical Assistance Center, Josh
ADD-ON	08/24/2022 10:51AM JOSHUA SMITH(FSE) MSS - FCSD - CENTRAL REGION consult w/ Steve P. procedure for post SRS deployment ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/24/2022

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
RCM#B007F:13-8B07F-13
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----

Vehicle Build Date: 05/26/2019 Warranty Start Date: 05/17/2020
Date of Sale: 05/17/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 720 LBS
LH/RH Drive:

----- ENGINE -----
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 364 AB
Bld Dt: Calb: KTB8URN A
Serial #: E1221 150519C117200645JS 364 AB

----- TRANSMISSION -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: TC02A19136320300 JL1P 7000 GD
Model: Shft:

----- ADDITIONAL -----
Tire : 275/55R 20 A/S Brand : LESS TIRE VENDOR
Radio : A/C : AC J-????????????????????????????
Paint : PN4-?? AGATE BLACK METALLIC

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : MARVIN LOPEZ Title: TECHNICIAN
Phone :
Rpr Dlr:USA 08972 - MARVIN LOPEZ Larry H. Miller Ford Mesa Ph#:480-497-1111
City: Mesa State : Arizona
Country: United States Region : Phoenix

Claim #/Date : [REDACTED] 08/16/2022

Specialist's Name : JOSHUA SMITH (FSE)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/24/2022

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

One item found.1

1FMJU1KTXKE [REDACTED] Aug 19 2022 16:33:36 GMT-07:00 (Mountain Standard Time) Image

Vehicle Identification [REDACTED] Toolbox Measurement Toolbox Self Test Data Logger m-top313

Module/System Parameter Select Live Display Playback

PD Groups Command Plot Triggers and Settings Plot Controls Recording

2RD_SEATBLT_SEN -RCM BUCKLED	3RM_SEATBLT_SEN -RCM BUCKLED	2RP_SEATBLT_SEN -RCM BUCKLED	3RD_SEATBLT_SEN -RCM BUCKLED	3RP_SEATBLT_SEN -RCM BUCKLED	C_SEAT_O_STS -RCM NOT OCCUPIED
Cras_SD_Lev1 -RCM NO (FALSE)	Cras_SD_Lev2 -RCM NO (FALSE)	Crash_FA -RCM NO (FALSE)	Crash_RO -RCM NO (FALSE)	Crash_SA -RCM NO (FALSE)	DEPLOY_00_R -RCM 291(Ohms)
DEPLOY_01_R -RCM	DEPLOY_04_R -RCM	DEPLOY_06_R -RCM	DEPLOY_07_R -RCM	DEPLOY_08_R -RCM	DEPLOY_09_R -RCM

2RD_SBELT_CUR -RCM
0.000 (A)
Second Row Driver Side Seatbelt Sensor Current

2RP_SBELT_CUR -RCM
0.000 (A)
Second Row Passenger Side Seatbelt Sensor Current

3RD_SBELT_CUR -RCM
0.00 (A)
Third Row Driver Side Seatbelt Sensor Current

3RP_SBELT_CUR -RCM
0.00 (A)
Third Row Passenger Side Seatbelt Sensor Current

1FMJU1KTXKE [REDACTED] EXPEDITION 3.5L V6 GTDI FDRS 33.5.1 Connected to Device 11.7V

91°F Mostly cloudy 4:44 PM 8/19/2022

Attachment Id: 12969_635

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/22/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2019 EXPEDITION 4X4,XLT MAX,MPV VIN:1FMJK1JT3KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 48,085 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 4 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
AIRBAG STAYS ON

Additional Symptom: seat belt locked up
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 09/22/2023 04:07PM DALTON WHITTAKER(FSE MSS - FCSD - SOUTHEAST REGION
Web Form Data [REDACTED] Description of Vehicle Concern: CLIENT STATES
DRIVER SIDE FRONT SEAT BELT IS LOCKED UP. THE BELT IS OUT AND WILL NOT
RETRACT. AIR BAG ERROR LIGHT IS ILLUMINATED ON THE DASH. CLIENT STATES
WAS DRIVING 40 MPH AND THE VEHICLE JOLTED FORWARD AS IF IT WAS TRYING
TO STOP. HEARD A NOISE AND SMELLED SOMETHING. AT THAT TIME IS WHEN THE
SEAT BELT LOCKED UP AGAINST HER. CLIENT WAS ABLE TO HIT THE RELEASE
BUTTON ON THE SEAT BELT. THE SEAT BELT IS NOT LOCKED UP EXTENDED OUT
AND WILL NOT RETRACT. Please list any diagnostics already performed:
VERIFIED LT FT RETRACTOR IS LOCKED. AIRBAG LIGHT ON. RCM B007E:13,
U3000:49. CONNECTED DATA SHOWS DTC B007E:13 PRESENT FOR SEVERAL DAYS
AND U3000:49 RECENTLY CAME ON IN CONNECTED DATA. CUSTOMER SAYS THEY
WERE JUST DRIVING ALONG AND THIS ALL HAPPENED. FOR DTC B007E:13 -
RESTRAINT PINPOINT TEST L. L1: B007E:13. L2: DEPOY-23-R = >65ohms,
FAIL. A3: NO. A6: TEST DEPLOY CKTS = 0.02ohms, PASS. L7: SHORT THE LT
FT PRETENSIONER AND DTC CHANGES TO B007E:1A. L11: YES. TEST RESULTS
INDICATE INTERNAL PRETENSIONER FAULT (DEPLOYED). ORDERED BOTH THE LT
FT RETRACTOR AND RCM. Parts Replaced: NONE Your Question: ANY KNOWN
FOR THIS CONCERN? FOR CUSTOMER SATISFACTION, WE WANTED TO REACH OUT TO
YOU TO SEE IF THERE IS ANYTHING ELSE WE SHOULD DO BESIDES REPLACE THE
RCM & LT FT RETRACTOR? IT SEEMS LIKE AN INTERNAL RCM EVENT CAUSED THE
LT FT PRETENSIONER TO DEPLOY. A LITTLE WHILE BACK, I HAD A NAVIGATOR
THAT HAD THIS HAPPEN. IS THERE SOMETHING HAPPENING WITH THESE
VEHICLES/SYSTEMS?

RECOMM 09/22/2023 04:07PM DALTON WHITTAKER(FSE MSS - FCSD - SOUTHEAST REGION
Coyle, The RCM monitors various sensor inputs and uses that data for
controlling SRS outputs such as event notification function and airbag
deployment. It is possible this fault occurred due to hitting a pot
hole in the road. If no concerns are present after replacing the RCM
and seatbelt and the DTCs cleared, the vehicle should be released to
the customer. The RCM performs a self-test of the complete SRS during
each startup. In addition to the self-test at start up, the RCM
continuously monitors all of the SRS components and circuitry for
correct operation. This means RCM DTCs should still be present if a

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/22/2023

Rpr Dlr:USA 04845 - Sam Galloway Ford Lincoln Ph#:239-939-5000
City: Fort Myers State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 09/22/2023

Specialist's Name : DALTON WHITTAKER (FSE)

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 04845	07/19/23	[REDACTED]	43319	1	82		TCARE		
USA 04845	07/19/23	[REDACTED]	43319	2	42	HC3	1A189	F	1552AA
USA 04845	07/19/23	[REDACTED]	43319	2	42				ADD
USA 04845	07/19/23	[REDACTED]	43319	3	82	AA5	6714	B	MBASIC
USA 04845	07/19/23	[REDACTED]	43319	3	82	X	5W30	BSP	MBASIC1
USA 04845	07/19/23	[REDACTED]	43319	3	82	7C3	9601	A	MBASIC2
USA 04845	07/19/23	[REDACTED]	43319	3	82		MAINT		MULTI
USA 04845	09/22/23	[REDACTED]	48085	1	42	LL1	14B321	A	14056D
USA 04845	09/22/23	[REDACTED]	48085	1	42	JL1	78611B09	AF	14056D1
USA 04845	09/22/23	[REDACTED]	48085	1	42				14056D45
USA 04845	09/22/23	[REDACTED]	48085	1	42				61108AL

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2019 EXPEDITION 4X4,XLT MAX,MPV VIN:1FMJK1JT6KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 49,651 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 8 85 2 21 SAFE & SECURE (FIRE/SMOKE) SEAT BELT
FRONT PASSENGER DEPLOYMENT (UNINTENDED)
Additional Symptom: pretensioner deployed unintend
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 06/08/2022 02:32PM CKAMRADT
Web Form Data([REDACTED]) Description of Vehicle Concern: VEHICLE SEATBELT PRETENSIONER DEPLOYED UNINTENDEDLY. VEHICLE 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 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 CKAMRADT
Hello Aleczonder, 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 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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2022

COMMENTS

--TYPE-- COMMENT TEXT
software level.Ensure TeamViewer login card is ready to scan
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
<span style=font-weight: bold font-style:
italic>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.

<A target=_blank
href=https://www.gtac.dealerconnection.com/GTACUiWeb/pages/reviewTISfa
q.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware
concerns

<A target=_blank
href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/vi
deo/6290958058001/swis-initial-setup>Initial headset setup Thanks,
Connor K. Ford GTAC

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
RCM#B007F:13-8B
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 06/04/2019 Warranty Start Date: 06/22/2019
Date of Sale: 06/22/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 772 LBS
LH/RH Drive:

ENGINE

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 364 AB
Bld Dt: Calb: KTB8URN A
Serial #:
E1221 240519C117200923JS 364 AB

TRANSMISSION

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:
TC02A19142320086 JL1P 7000 HC
Model: Shft:

ADDITIONAL

Tire : 275/65R 18 A/T OWL Brand : LESS TIRE VENDOR
Radio : A/C : AC J-????????????????????????????????

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/09/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2019 EXPEDITION 4X2, PLATNUM, MPV VIN: 1FMJU1LT6KE [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 50,776 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 4 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
AIRBAG STAYS ON

Additional Symptom: airbag light is on
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 08/09/2023 04:21PM ANDY SHANK(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data [REDACTED] Description of Vehicle Concern: AIRBAG LAMP
IS ON Please list any diagnostics already performed: A1 - YES - B007F
A2 - NO - BETWEEN 1.44 -3.52 OHMS - INSPECT FOUND RIGHT FRONT SEAT
BELT DEPLOYED - CAN NOT GET ANY GOOD INFORMATION FROM CUSTOMER AS TO
WHEN THIS EVENT HAPPENED OR A CAUSE - COULDNT FIND A EVENT STORED IN
RCM OR CAUSE - FUSE JUMPER CONNECTOR 303 TO RECIEVE 3 OHM READING ON
DEPLOY_24_R - DONT SEE ANY ADD ON WIRING ON RIGHT SIDE OF TRUCK OR ANY
ADDONS EXCEPT WHEELS Parts Replaced: NONE TRING TO SELL RIGHT FRONT
SEAT BELT AND GETTING RESISTANCE FROM MANAGEMENT AND CUSTOMER Your
Question: NEED DIAG PATH OR SOMETHING TO EXPLAIN DEPLOYMENT
RECOMM 08/09/2023 04:21PM ANDY SHANK(FSE) MSS - FCSD - SOUTHWEST REG
Mark, I will not be able to provide a definitive answer on what caused
the seatbelt to deploy. The RCM started to report DTC B007F:13 on June
27th, but it was not present in connected vehicle data prior to that
date. It has set in the RCM since that date. You will need to utilize
diagnostics published for DTC B007F:13 and if the seatbelt was found
to be deployed, then that part will require replacement if the
customer wishes to restore their vehicle to proper operation. Once the
seatbelt has been replaced further verification on the resolution can
be completed to determine if further repair action is needed to
correct the customers concern. Andy Shank- FSE
AUDIT 08/09/2023 08:31PM
SYNC: GEN3 MODEM: 4G

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
RCM#B007F:13-8B07F-13

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/09/2023

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 03/11/2019 Warranty Start Date: 02/20/2020
Date of Sale: 02/20/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 722 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 364 AB
Bld Dt: Calb: KTB8URN A
Serial #: E1221 190219C117201562JS 364 AB

Trans: 10 SPD AUTO 10R80 Part #: [REDACTED]
Bld Dt:
Serial #:

TC02A19054320216 JL1P 7000 GD Model: Shft:

----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : LESS TIRE VENDOR
Radio : A/C : AC J-????????????????????????????
Paint : PN4-?? AGATE BLACK METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Orig/Caller : MARK OESTERLING Title: TECHNICIAN
Phone :
Rpr Dlr:USA 07061 - Access Ford Corpus Christi Ph#:361-265-3673
City: Corpus Christi State : Texas
Country: United States Region : Houston

Claim #/Date : [REDACTED] 07/25/2023

Specialist's Name : ANDY SHANK (FSE)

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/09/2023

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 07061	07/25/23	[REDACTED]	50776	1	42	JL1	78611B08	AE	14056D
USA 07061	07/25/23	[REDACTED]	50776	1	42	JL1	78602B82	B	14056D45
USA 07061	07/25/23	[REDACTED]	50776	1	42				61108AR
USA 07061	07/25/23	[REDACTED]	50776	1	42				MT14056

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/14/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2019 EXPEDITION 4X2,LIMITED,MPV VIN:1FMJU1KT6KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 64,389 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 4 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
AIRBAG STAYS ON

Additional Symptom: pretensioner deployed itself
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 07/14/2023 12:48PM DKENYON8
Web Form Data([REDACTED]) Description of Vehicle Concern: The customer states while they were sitting in the vehicle the airbag warning light came on and they saw smoke coming from the passenger front seatbelt retractor area, they heard a pop noise and the retractor belt locked, got out of the vehicle and heard a loud pop noise and the belt cinched all the way down. Please list any diagnostics already performed: verified the airbag light is on and passenger front seatbelt retractor is cinched tight. Self tested with fdrs and found only 1 dtc in the RCM b007f:13 for the passenger front seatbelt retractor open circuit, performed pinpoint test A per the workshop manual which has me check the resistance of the passenger front seatbelt retractor circuits between the RCM and retractor connectors and verified .3 ohms on both circuits, open circuit to power and ground, open circuit to each other. No voltage detected on either circuit. Parts Replaced: none
Your Question: I have never seen an airbag or pretensioner go off on its own. Obviously i need to replace the retractor assembly but should i also replace the RCM also? i have no other dtcs for any other faults but is it even possible for the retractor to be bad internally and set itself off? Is there anything else you can think of i should test or replace?

RECOMM 07/14/2023 12:48PM DKENYON8
Jim, Thanks for the details you provided in this form and for asking specific questions, I really appreciate it. *Just to clarify, for documentations sake, this DTC is assigned the Pinpoint Test titled Pinpoint Test M, but the Pinpoint Test steps themselves are labelled A. This is true for all of the SRS Pinpoint Tests. So you actually performed Pinpoint Test M. You are correct that it is highly unusual for a seat belt pretensioner to go off on its own. Because of the way it went off (slowly with multiple pops, instead of rapid deployment), I dont suspect an RCM fault. Since you found no issues with the circuits during Pinpoint Test M, I would advise replacing just the pretensioner and retractor assembly first. After doing so, perform a Self-Test on the RCM to prove out the system. If no DTCs return, then

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/14/2023

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : JIM STEWART Title: TECHNICIAN
Phone :

JIM STEWART
Rpr Dlr:USA 01134 - Ford of Boerne Ph#:830-755-3673
City: Boerne State : Texas
Country: United States Region : Houston

Claim #/Date : [REDACTED] 07/12/2023

Specialist's
Name : DKENYON8 -????????????????????????????????

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y : NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 01134	07/12/23	[REDACTED]	64389	1	42	JL1	78611B08	AD	14056D
USA 01134	07/12/23	[REDACTED]	64389	1	42				14056D45
USA 01134	07/12/23	[REDACTED]	64389	1	42				61108AR

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: [REDACTED]
Report Date: 07/29/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2019 EXPEDITION 4X4,PLT MAX,MPV VIN:1FMJK1MT6KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 43,526 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 4 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
AIRBAG STAYS ON

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 07/29/2022 01:32PM
WHILE DRIVING HAD LOUD POP AND PASSENGER FRONT
SEATBELT IS NOW BOUND UP, AIRBAG LIGHT ON AS WELL
ADVISE
TECH/C 07/29/2022 01:32PM
we have had 3 19 expedition in the shop where rf seat belt deployed! 2
setting warning light s b007f. unable to find root fault for seat belt
to deployl customer no happy getting vehicle back without a
explanation of why seat belt deployed on its own!
AUDIT 07/29/2022 08:33PM
SYNC: Gen3 V4 MODEM: 4G FordPass Connect

----- C O N C E R N D E T A I L S -----
Intermittent?: Come Back? : Air Temp. : 4 Grid Location:
Towed In? : Quits On Road?: Unit Down?: Verification :

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
RCM#B007F:13-8B07F-13
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	JLIZ 611B08 AE	REPORTED	SEAT BELT ASSEMBLY	YES

