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CQIS DETAIL REPORT

01/29/24 09:00:40

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/21/2021

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

VEHICLE: 2019 NAVIGATOR 4X4, RESERVE, MPV VIN: 5LMJJ2LT7KE [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 39,021 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 07/21/2021 09:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data [REDACTED] Description of Vehicle Concern: Air bag light
is on Please list any diagnostics already performed: Pinpoint test A
Parts Replaced: Passenger seat belt retractor Your Question: Vehicle
was in an accident, body shop brought to us to program new RCM, code
was present before replacement, after replacing RCM code remained.
Pinpoint test keeps turning me in circles to replace RCM. Wiggle test
did not change resistance on pkt stayed steady at .39ohm. What steps
should I take now that the pinpoint test keeps leading me back to
replacing a brand new rcm?

RECOMM 07/21/2021 09:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Rob, With DTC B007F:1A(Passenger Seatbelt Pretensioner C Deployment
Control: Circuit Resistance Below Threshold) setting when the RCM
measures less than the desired resistance between the passenger
seatbelt retractor pretensioner circuits for more than 6 seconds and
there being no change in the concern after the installation of the
replacement RCM, please confirm that the correct RF seatbelt
pretensioner has been installed in the vehicle by <p>contacting the
Customer Online Parts Inquiry System (COPIS) through FMCDealer by
completing the COPIS inquiry form. To access COPIS, please navigate to
FMCDealer span
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.</p><p>
</p><p>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.</p>
If it is determined that the correct pretensioner has been installed
in the vehicle, confirm the integrity of the related circuits by
performing loaded voltage drop testing with the connector removed from
the pretensioner and RCM making sure that the voltage reading across

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
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C O M M E N T S

--TYPE-- COMMENT TEXT
the bulb connections is within .5v of a voltage reading taken at the
the bulb connections is within .5v of a voltage reading taken at the
12v battery. Rob G. Lincoln Escalated Support
ADD-ON 07/21/2021 09:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
No related GCCT cases
CONCER 07/21/2021 10:32AM GTGCGQSP
The CKT was tested while I was waiting for a reply and tested good
RECOMM 07/21/2021 10:55AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Rob, With the related circuits passing the loaded voltage drop
testing, proceed with confirming that the correct RF seatbelt
pretensioner has been installed in the vehicle.
CONCER 07/21/2021 11:18AM GTGCGQSP
Parts confirmed with copis to be correct, and to confirm with you that
we are talking about the seatbelt retractor pre tensioner?
RECOMM 07/21/2021 11:55AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Rob, You are correct, the passenger seat belt retractor is being
referenced. With you parts department confirming that the correct
passenger seat belt retractor has been installed in the vehicle, the
installation of a second replacement passenger seat belt retractor
assembly is recommended as all other possibilitys have been ruled out.
CONCER 07/21/2021 01:34PM GTGCGQSP
Part is ordered and has been confirmed defective, the original
retractor came to us damaged and was never installed into the vehicle,
I put that retractor into the vehicle and the resistance went into
specification and the light in the ipc proved out.
RECOMM 07/21/2021 02:10PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Rob, Thank you for the updated diagnostic information. Once the repair
is complete, can you please fill out the on-line survey so that the
repair can be documented in the Technical Assistance Center data base
along with the Tech Self-Help tool link that is available when
submitting a Technical Assistance Request (HAR) form which reviews
closed Technical Assistance Center repaired vehicles. To search for
past reports, follow the normal process of accessing the HAR form in
PTS and once you have accessed the form, fill out the symptom coding
completely including the fourth symptom then a hyper link will
populate under the symptom coding if there are any repaired vehicles
using the same symptom coding.
AUDIT 07/21/2021 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

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-1A

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/21/2021

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: 12/19/2018 Warranty Start Date: 04/26/2019
Date of Sale: 04/26/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 772 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 382 AB
Bld Dt: Calb: KTB9URN A

Serial #: E1221 111218C117300872JS 382 AB
----- T R A N S M I S S I O N -----

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:

Serial #: TC04A18344133174 JL1P 7000 HC
Model:

----- A D D I T I O N A L ----- Shft:

Tire : P285/45R22 110H A/S BSW H-RTD Brand : HANKOOK 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 : ROB ADAMIRE Title: TECHNICIAN
Phone :

ROB ADAMIRE
Rpr Dlr:USA 04992 - AutoNation Ford Jacksonville Ph#:904-292-3325
City: Jacksonville State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 07/07/2021

Specialist's Name : ROBERT GARY

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
12/05/2020	[REDACTED]	CACVOC	COMF/ENT			USA 04921

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/21/2021

--- 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 04180	08/18/23	[REDACTED]	66381	1	42	JL7	19G490	B	12651D
USA 04180	08/18/23	[REDACTED]	66381	1	42		19G490		12651D45
USA 04180	08/18/23	[REDACTED]	66381	1	42				19490A

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

Orig Rpt #: [REDACTED]
Report Date: 09/13/2023

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

VEHICLE: 2023 EXPEDITION 4X4,K RANCH,MPV VIN:1FMJU1P86PE[REDACTED]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 5,958 MILES
Operating Environ: WCC : 6R01
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: JL1Z 78610E45 AQ PRETENS ANC BEL ST FRT
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 09/13/2023 09:31AM
Air bag light is on. On demand hard fault B0070:1A Data logger shows
DEPLOY_29_RES-RCM at 0.54 ohms. Removed B pillar trim and checked
C323. Disconnected and resistance changed to open. Reconnected and
2.39 ohms. wiggle connector and it will show 0.54 ohms again.
Disconnected and ...rechecked pins in connector and pretensioner. No
issues found. Ordered new pretensioner. Waiting for it to show up.
AUDIT 09/13/2023 08:31PM
SYNC: GEN4 MODEM: 4G

----- C O N C E R N D E T A I L S -----
Intermittent?: Come Back? : Air Temp. : A 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#B0070:1A
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	JL1Z 78610E45 AQ	SERVICE	PRETENS ANC BEL ST FRT	YES

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 04/06/2023 Warranty Start Date: 06/05/2023

CQIS Report Number: [REDACTED] Program Type: Q Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - QSFS Report Date: 09/13/2023

Date of Sale: 06/05/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 745 LBS
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: NL 3E MA
Bld Dt: Calb: PTB8BMN A

Serial #: E1221 040423C118000014NL3E 6007 MA
- - - T R A N S M I S S I O N - - -
Trans: 10 SPD AUTO 10R80 Part #:

Bld Dt:
Serial #: TC02A23080321208 NL1P 7000 DA
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????????????????
Paint : PN4-???????????????????????????????????????? STAR WHITE 3C/PRISTINE WHITE 3

----- 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 : ROBERT GAULT Title: SHOP FOREMAN
Phone : 919469194605620

Rpr Dlr:USA 00998 - Crossroads Ford, Inc. Ph#:919-467-1881
City: Apex State : North Carolina
Country: United States Region : Charlotte

----- C Q I S V I N H I S T O R Y -----
Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part Description, Dealer Id. Row: 09/15/2023, [REDACTED], CREDSR, AID/INFO, PRETENS ANC BEL ST FRT, USA 00998

--- 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) -----
Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Caus Nr, Service Part Number, Labor Operation. Rows for USA 00998 on 09/13/23 with various repair details.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/29/2023

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

VEHICLE: 2019 NAVIGATOR 4X4, BLKBL-L, MPV VIN: 5LMJJ3TT3KE [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 53,225 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: Pre-tensioner 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 08/29/2023 05:45PM DANIEL ALGARIN-NEGRO MSS - FCSD - SOUTHWEST REG
Web Form Data [REDACTED] Description of Vehicle Concern: CUSTOMER WAS
COASTING AT ABOUT 30 MPH WITH NO BRAKE APPLICATION WHEN THE PASSENGER
SIDE FRONT SEAT BELT PRETENSIONER/RETRACTOR WENT OFF (LOUD POP
FOLLOWED BY SMOKE). NO OTHER AIR BAGS OR SEAT BELTS WERE TRIGGERED. NO
HARD ACCELERATIONS OR WRECK/ACCIDENT OCCURED. FROM WHAT I KNOW THE
PASSENGER WAS INJURED FROM THE SEAT BELT TIGHTENING UP ON THEM AND THEY
INTEND TO SUE LINCOLN FOR THE INCIDENT. Please list any diagnostics
already performed: PULLED OASIS. NO TSB/SSM. FOUND B007F STORED IN
RCM. REMOVED RH B-PILLAR TRIM PANEL AND INSPECTED. VERIFIED THE
PRETENSIONER/RETRACTOR DID GO OFF AND IS NOW LOCKED IN PLACE.
INSPECTED PIDS AND FOUND NO CRASH EVENTS OR ANYTHING THAT WOULD
INDICATE THERE WAS ANY REASON FOR THE PRETENSTIONER/RETRACTOR TO GO
OFF. AGAIN THERE ARE NO OTHER SRS FAULTS OR EVENTS THAT OCCURED OTHER
THAN THE RH FRONT PRETENSIONER/RETRACTOR. INSTALLED A JUMPER WIRE
ACROSS THE CIRCUITS AT CONNECTOR C303 AND VERIFIED THE PID NOW READS
0.5 OHMS. WITH IT UNPLUGGED IT READS 65 OHMS INDICATING NO CURRENT
FAULT IS PRESENT WITH THE CIRCUITS. WITH THE JUMPER WIRE STILL
CONNECTED WIGGLE TESTED THE HARNESS. ALL GOOD. REMOVED RH FRONT SEAT
AND FLOOR CONSOLE. INSPECTED BODY HARNESS AND DID NOT FIND ANY VISIBLE
CONCERNS. INSPECTED BOTH THE PRETENSIONER/RETRACTOR AND RCM
CONNECTORS. NO CONCERNS FOUND. PIN FITMENT IS GOOD. NO VISIBLE ISSUES
WITH THE RCM. NO FLUID DAMAGE. VERIFIED CIRCUITS CR179 (BU) AND RR179
(GY-BU) BETWEEN CONNECTORS C303 AND C310B ARE INTACT AT 0.3 OHMS. NO
SHORTS TO GROUND OR POWER. CIRCUITS ARE NOT SHORTED TOGETHER. Parts
Replaced: N/A Your Question: SINCE THERE WERE NO CIRCUIT OR VISIBLE
CONCERNS FOUND WHAT COULD HAVE CAUSED THE PRETENSIONER/RETRACTOR TO GO
OFF WITHOUT A CRASH EVENT? I AM UNSURE HOW EXACTLY THE
PRETENSIONER/RETRACTOR IS TRIGGERED TO GO OFF SO I DO NOT KNOW IF A
SIMPLE SHORT TO GROUND OR POWER COULD CAUSE THE ISSUE. IF THAT IS SO
THERE MAY BE A FRAYED WIRE WITHIN THE HARNESS THAT IS CAUSING AN
INTERMITTENT ISSUE HOWEVER I WOULD LIKE TO KNOW WHAT KIND OF SIGNAL IS
SENT FROM THE RCM BEFORE I TEAR APART ANY HARNESS. THE ONLY OTHER TWO
THINGS THAT COULD HAVE CAUSED IT ARE THE PRETENSIONER/RETRACTOR ITSELF

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/29/2023

COMMENTS

--TYPE-- COMMENT TEXT
OR THE RCM BUT I WILL HAVE NO WAY OF KNOWING THAT. I ASSUME WE WILL
OR THE RCM BUT I WILL HAVE NO WAY OF KNOWING THAT. I ASSUME WE WILL
NEED TO FIND WHAT EXACTLY WAS AT FAULT SINCE THE CUSTOMER THREATENING
TO SUE.
RECOMM 08/29/2023 05:45PM DANIEL ALGARIN-NEGRO MSS - FCSD - SOUTHWEST REG
Caleb, after reviewing your notes, we do not have enough data/detail
to exactly determine what may cause a pre-tensioner to deploy under
the circumstances you described. Since the customer has/is threatened
legal action, the best course of action at this point is to have your
service manager fill out and submit a Dealer/Fleet Request For OGC
Review Pursuant to the W&P Manual, the service manager is required to
complete a Dealer/Fleet Request for OGC Review form if he/she suspects
legal action such as, alleged accidents or fires, may be taken. This
form includes customer and vehicle information as well as a
description of the allegations. This form can be found by performing
an search for OGC review on the FMC Dealer home page top search bar.
Thank you

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: 06/24/2019 Warranty Start Date: 08/06/2019
Date of Sale: 08/06/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 780 LBS
LH/RH Drive:
- - - ENGINE - - -
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 382 AB
Bld Dt: Calb: KTB9URN A
Serial #:
E1221 130619C117301538JS 382 AB
- - - TRANSMISSION - - -
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:
TC02A19162320015 JL1P 7000 HC
Model: Shft:

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

Orig Rpt #: [REDACTED]
Report Date: 11/02/2023

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

VEHICLE: 2023 EXPEDITION 4X4,LTD MAX,MPV VIN:1FMJK2A8XPE[REDACTED]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 263 MILES
Operating Environ: WCC : 7S20
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: BU2Z 14S411 BHA KIT-WIRING PIGTAIL
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Atchmnts: 3
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 11/02/2023 12:11PM
Air bag light is on. DTC B007F-1A found poor connection at C303 part
of harness 14A005. Replacing the pigtail.
AUDIT 11/02/2023 08:31PM
SYNC: GEN4 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:1A-8B000-49
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	BU2Z 14S411 BHA	SERVICE	KIT-WIRING PIGTAIL	YES

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

Vehicle Build Date: 08/17/2023 Warranty Start Date: 10/31/2023
Date of Sale: 10/31/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 772 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L V6 CYCLONE TIVCT Tag: NL 3E MA
Bld Dt: Calb: PTB8BMN A
Serial #: E1221 140823C118000122NL3E 6007 MA

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

Orig Rpt #: [REDACTED]
Report Date: 11/02/2023

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

Serial #: TC02A23227322529 NL1P 7000 HA
Model:

Shft:

----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????????????????
Paint : PN4-???????????????????????????????????????? STAR WHITE 3C/PRISTINE WHITE 3

----- 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 : Terry Jones
Phone : 254-842-7816

Title: SHOP FOREMAN

Rpr Dlr:USA 09785 - Bayer Ford, Inc. Ph#:325-356-2777
City: Comanche 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 ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 09785	11/01/23	[REDACTED]	263	1	x2	BU2	14S411	BHA	SUBPHOTO
USA 09785	11/01/23	[REDACTED]	263	1	x2		14A005		MT14A005

GCQIS Attachments

View Report Attachment - Images

Print

Exit

Number of Images : 3

Images Per Page:5

Delete

Move

3 items found, displaying all items.1



Attachment Id :32504085



○ Attachment Id :32504084



○

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/25/2023

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

VEHICLE: 2019 NAVIGATOR 4X4,RESERVE,MPV VIN:5LMJJ2LT8KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 36,789 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: Pass seat belt tensioner
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	09/25/2023 04:59PM ADAM KUFFEL(FSE) MSS - FCSD - SOUTHEAST REGION Web Form Data([REDACTED]) Description of Vehicle Concern: GUEST STATES WAITING IN CAR WHILE PARKED, SITTING IN FRONT PASSENGER SEAT WITH SEATBELT OFF HEARD A VERY LOUD EXPLOSION LIKE NOISE AND NOW SEAT BELT WILL NOT PULL OUT FROZEN IN PLACE Please list any diagnostics already performed: Checked for TSB/SSM, scanned for codes, found DTC: B007F:13 related to concern, began Pinpoint Test - DTC: M. Went through steps, monitored PID DEPLOYED_24_R (65+ ohms), moved wiring while monitoring PID with no change in ohms, checked resistance between C310B pin 49 and C303 pin 1/C310B pin 50 and C303 pin 2, was within appropriate range, connected a fused jumper wire between C310A and C310B, repowered SRS system and rescanned vehicle for codes, DTC set remained the same, depowered system again and used SRS emulator to test circuit, repowered system, cleared codes and rescanned vehicle and found code was no longer set when not connected to deployed air bag, proceed to next step, found PID value was 2.630HMS proceed to next step, found all related wiring harness and connectors were in good condition proceed to final step, scanned RCM/OCSM,BECMB and found no new codes Parts Replaced: None as of now Your Question: According to pinpoint test system is functioning properly when deployed srs airbag is out of the loop, I have recommended replacement of airbag on passenger front seat belt and seat belt. Im just looking for any steps I can take that I havent to confirm issue is with SRS airbag.
RECOMM	09/25/2023 04:59PM ADAM KUFFEL(FSE) MSS - FCSD - SOUTHEAST REGION Jeremiah, 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. Also, Pay close attention for any pin fit issues at the connectors and check for harness chaffing or aftermarket components that might be tied into the wrong location. Adam K. FSE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/25/2023

----- 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 11480	09/23/23	[REDACTED]	36789	1	42	JL1	78610E44	AJ	61108AR
USA 11480	09/23/23	[REDACTED]	36789	1	42	JL7	78611B08	AB	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/28/2023

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

VEHICLE: 2019 NAVIGATOR 4X4,RESERVE,MPV VIN:5LMJJ2LT3KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 52,261 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 went off
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 07/28/2023 10:42AM BRANDON GIFFORD(FSE) MSS - FCSD - PHOENIX REGION
Web Form Data([REDACTED]) Description of Vehicle Concern: AIRBAR
WARNING LAMP ON, DRIVERS SEAT BELT WILL NOT RELEASE FROM STORED
POSITION. Please list any diagnostics already performed: FDRS TESTS,
VISUAL INSPECTION OF VEHICLE. Parts Replaced: NO PARTS REPLACED AT
THIS TIME. Your Question: AS PER CUSTOMER, THEY WERE TRYING TO RELEASE
SMALL TRAILER FROM TOW BALL, JUMPED ON TRAILER/VEHICLE TO RELEASE AND
HEARD POP FROM INSIDE VEHICLE. DRIVERS SIDE FRONT SEAT BELT RETRACTOR
HAS BEEN DEPLOYED. DO I HAVE A RCM CONCERN OR JUST A RANDOM SEAT BELT
RETRACTOR DEPLOYED WITH NO CRASH DATA HISTORY IN RCM? I HAVE BEEN
INVOLVED IN A PREVIOUS UNCOMMANDED AIRBAG DEPLOYMENT AND WE ALSO
REPLACED RCM WITH DEPLOYED COMPONENTS...

RECOMM 07/28/2023 10:42AM BRANDON GIFFORD(FSE) MSS - FCSD - PHOENIX REGION
Hey Tim, Since there is a B007E DTC setting for the driver
pretensioner, work through the PPT for that and determine if the DTC
is setting because the pretensioner has gone off, or if there is
another fault for why the DTC is setting, If the DTC is setting
because the pretensioner went off, the pretensioner will need to be
replaced. Looking at 100-00 general info>description and
operation>pyrotechnic devices, it states that in the event of a
collision, the impact sensor in the area of collision, as well as the
RCM should be replaced. Even though this vehicle was not in a
collision, the seat pretensioner did go off because the RCM did not
like the sensor inputs from bouncing on the hitch. We recommend erring
on the side of caution since safety is concerned, and replacing the
RCM as well. -Brandon G.

AUDIT 07/28/2023 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? :

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/28/2023

Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
RCM#B007E-13-8B000-49
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: 06/16/2019 Warranty Start Date: 01/15/2020
Date of Sale: 01/15/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 20346
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 382 AB
Bld Dt: Calb: KTB9URN A
Serial #: E1221 060619C117301145JS 382 AB
----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:
TC02A19150320112 JL1P 7000 HC
Model: Shft:

----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : HANKOOK TIRE VENDOR
Radio : A/C : AC J-????????????????????????????????
Paint : PN3-????????????????????????????????????????? WHITE PLATINUM TRI-COAT

----- 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 : TIM BRAINARD Title: TECHNICIAN
Phone :
TIM BRAINARD
Rpr Dlr:USA 20346 - Bradley Ford of Lake Havasu Ci Ph#:928-855-1191
City: Lake Havasu City State : Arizona
Country: United States Region : Phoenix

Claim #/Date : [REDACTED] 07/27/2023
Specialist's Name : BRANDON GIFFORD (FSE)

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/28/2023

Date Report # Type Symp Cat Causal Part Description Dealer Id
11/13/2023 PXMEN001 NHL AID/INFO USA 20346

--- 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 20346	08/22/23	[REDACTED]	53131	1	42	JL7	78611B09	AH	14056D
USA 20346	08/22/23	[REDACTED]	53131	1	42	LL1	14B321	A	14056D45
USA 20346	08/22/23	[REDACTED]	53131	1	42				14056D1
USA 20346	08/22/23	[REDACTED]	53131	1	42				12651DX1
USA 20346	08/22/23	[REDACTED]	53131	1	42				61108AL

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/12/2019

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

VEHICLE: 2018 NAVIGATOR 4X4,RESRV L,MPV VIN:5LMJJ3LT4JE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 20,296 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 noisy when retractin
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	03/12/2019 03:26PM JEFFREY KRAHULEC(FSE MSS - FCSD - SOUTHWEST REG Web Form Data([REDACTED] Description of Vehicle Concern: replaced lf seatbelt assembly for excessive noise when retracting. afterwards had a airbag light on. Please list any diagnostics already performed: ran self test, found b007e:1a followed pinpoint test, instructed to replaced seatbelt assembly. put on another seatbelt assembly, same dtc. put original seatbelt assembly back on, dtc still wont clear. ive inspected the wiring and found nothing. I would try another connector but its not available, id have to order the entire body harness. Parts Replaced: replaced seatbelt assembly twice. Your Question: im not sure what to do next. the dtc is for low resistance, not high resistance so I doubt the wiring is the issue. any ideas?
RECOMM	03/12/2019 03:26PM JEFFREY KRAHULEC(FSE MSS - FCSD - SOUTHWEST REG Kyle,the B007E:1A sets when the RCM measures less than the desired resistance range between the driver seatbelt retractor pretension circuits for more than 6 seconds. Since this concern was not present before replacing the seat belt and the seat belt has been replaced multiple times it is recommended that you review wiring diagram cell 46-5. The item inside of the seatbelt pretensioner that looks similar to this Y is what is known as a shorting bar. When the connector at the pretensioner is disconnect the shorting bar connects the tow circuits together this is a safety item that is to prevent accidental deployment when the connector is fully seated it has a tab that disengages the shorting bar. It is highly suspected that the DTC for low resistance is setting due to the connector not being fully seated and disengaging the shorting bar. Inspect and repair as necessary.
CONCER	03/12/2019 04:12PM GTCGCQSP ive tried disconnecting and reconnecting the pretensioner connector many times with no luck. I would have too order the entire body harness just to get the connector for the pretensioner on the belt assembly. what should I do?
RECOMM	03/12/2019 04:41PM OMUKAHHA Kyle,The above direction isn't in regards to disconnecting and connecting the connector. It is in regards to a locking tab on the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/12/2019

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

--TYPE-- COMMENT TEXT
connector that engages and disengages the shorting bar. It usually
connector that engages and disengages the shorting bar. It usually
looks like this Y and is orange. If that is not seen, then that tab is
missing. See if it can be obtained from parts. If it is unknown what
is being referenced, gain access to the passenger side harness to
inspect the connector there.
CONCER 03/13/2019 11:24AM GTCGCQSP
the connector is not the style you are referring to it has a small tab
that sticks out on 2 sides of the connector and as far as I can tell,
they are engaged properly
RECOMM 03/13/2019 11:47AM FPEREZ59
<p>Kyle,</p> ...<p>If the concern has been isolated down to a fault with
connector C323 then it will be necessary to replace it. Please review
the 'Wiring Repair / Harness Replacement' General Service Bulletin
(GSB) <a
href="http://www.proservicetech.com/transport/?url=/vdirsnet/TSB_SSM/D
isplayArticle.aspx?&type=TSB&id=G0000142"
target="_blank">G0000142. At the bottom of Page 10 of this GSB is
a paragraph that explains how you can order a new harness and take the
needed pigtail from it to repair the existing harness instead of
having to replace the entire harness.</p>
CONCER 03/13/2019 11:50AM GTCGCQSP
will I still need prior approval to order the harness even though im
only using a connector off it?
RECOMM 03/13/2019 12:26PM REBECCA SCHWERTFEGER MSS - FCSD - TECH ASSIT CENTER
Kyle,

As you have noted, since connector C323 does not
have a serviceable pigtail the entire harness will need to be ordered.
The information in GSB G0000142 discusses that the pigtail can be
removed from the new harness and installed following the procedures in
the GSB as well as wiring cell 5.

In regards to the Prior
Approval needs for this repair, this is dependent on your dealership s
programs. To locate the programs navigate to FMC Dealer. Once on the
site select the Parts & Service tab and then select the Warranty
Administration & Warranty Parts Return link. This link is found on the
left hand side of the page under the Navigate information. When the
link is selected a new page will populate and a red box will appear in
the middle of the screen. This box list the Approval Programs for your
specific dealership. If Prior Approval is needed, continue with
submitting approval to obtain the harness. ...

----- 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
UNKNOWN#B007E:1A-8B49

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/12/2019

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: 02/22/2018 Warranty Start Date: 03/21/2018
Date of Sale: 03/21/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11352
Dealer Special Order: Gross Vehicle Weight: 780 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 382 AA
Bld Dt: Calb: JTB9URN A
Serial #: E1221 070218C117101197JS 382 AA

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:
TC04A18050132143 JL1P 7000 HB
Model:

Shft:

----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : HANKOOK TIRE VENDOR
Radio : A/C : AC J-????????????????????????????????
Paint : PN4-???????????????????????????????????????? BLUE 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 : KYLE SHANTZ Title: TECHNICIAN
Phone :
Rpr Dlr:USA 11352 - Lincoln of Troy Ph#:248-643-6600
City: Troy State : Michigan
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 03/12/2019

Specialist's Name : JEFFREY KRAHULEC (FSE)

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
03/13/2019	[REDACTED]	NHL	SAFE/SEC			USA 11352

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/12/2019

--- 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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/05/2023

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

VEHICLE: 2019 NAVIGATOR 4X4,RESERVE,MPV VIN:5LMJJ2LT2KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 52,248 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: air bag 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 10/05/2023 10:36AM PATRICK JOHNSON(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data ([REDACTED]) Description of Vehicle Concern: THE VEHICLE
AIR BAG LIGHT IS ON, ALSO THE PASSENGER FRONT SEAT BELT IS LOCKED AND
WONT RETRACT, BURNING SMELL SHE HEARD SOMETHING POP SAW A LIL SMOKE
Please list any diagnostics already performed: VERIFIED CONCERN
PASSEGER FRONT SEAT BELT HAS DEPLOY, SET DTC B007F:13 VISUAL INSPECT
DONT SEE NO COLLISIONS, YES SEAT BELT IS LOCKED, BCM CRASH PID reads
No Parts Replaced: NONE, SPECIAL ORDER SEAT BELT IS HERE HAVE NOT
INSTALL Your Question: POSSIBLY WHAT CAUSE SEAT PRETENSIONER TO
DEPLOY, SHOULD WE PROCEED TO REPLACE THE SEAT BELT, OTHER SUGGESTIONS
PLEASE ADVISE

RECOMM 10/05/2023 10:36AM PATRICK JOHNSON(FSE) MSS - FCSD - SOUTHWEST REG
Augie, With what you have discribed, it sounds like a basic electrical
fault, likely a short to power before the designed load of the
pre-tentioner. Look for any type of water or soda contaминаion in the
seat or any type of wire chafeing and repair as needed.

AUDIT 10/05/2023 08:32PM
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-13E:1A-8B49
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: 10/05/2023

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/10/2018 Warranty Start Date: 01/26/2019
Date of Sale: 01/26/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11430
Dealer Special Order: Gross Vehicle Weight: 772 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 382 AB
Bld Dt: Calb: KTB9URN A
Serial #: E1221 261118C117300494JS 382 AB

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R80 Part #: [REDACTED]
Bld Dt:
Serial #: TC04A18324121367 JL1P 7000 HC
Model:

----- A D D I T I O N A L ----- Shft:
Tire : P285/45R22 110H A/S BSW H-RTD Brand : HANKOOK TIRE VENDOR
Radio : A/C : AC J-????????????????????
Paint : PN4-???????????????????????????????????????????????????????????? Rhapsody Blue

----- 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 : AGUSTIN GARCIA Title: TECHNICIAN
Phone :
AGUSTIN GARCIA
Rpr Dlr:USA 11395 - Planet Lincoln Love Field Ph#:972-354-5200
City: Dallas State : Texas
Country: United States Region : Dallas

Claim #/Date : [REDACTED] 09/08/2023

Specialist's Name : PATRICK JOHNSON (FSE)

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal	Part Description	Dealer Id
10/05/2023	PQEEN003	NHL	AID/INFO			USA 11395

--- 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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 11395	07/27/23	[REDACTED]	49865	1	82	AA5	6714 A		MBASIC
USA 11395	07/27/23	[REDACTED]	49865	1	82	X	5W30 BSP		MBASIC1

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/05/2023

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

Dealer ID	Date	Order	Repair	Repair Odometer (Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 11395	07/27/23	[REDACTED]		49865	1	82		MAINT		
USA 11395	07/27/23	[REDACTED]		49865	2					23C20B
USA 11395	09/08/23	[REDACTED]		52248	1	42	JL1	78610E44	AJ	24356A
USA 11395	09/08/23	[REDACTED]		52248	1	42	JL7	78611B08	AB	61108AR
USA 11395	09/08/23	[REDACTED]		52248	1	42				12651D
USA 11395	09/08/23	[REDACTED]		52248	1	42				12651DX1
USA 11395	09/08/23	[REDACTED]		52248	1	42				12651D45
USA 11395	10/21/23	[REDACTED]		52415	1	42	JL7	19G490	E	22M03H
USA 11395	10/21/23	[REDACTED]		52415	1	42	JL7	19G490	D	22M03K
USA 11395	10/21/23	[REDACTED]		52415	1	42		19G490		

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

Orig Rpt #: [REDACTED]
Report Date: 01/03/2023

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

VEHICLE: 2022 EXPEDITION 4X4,XLT MAX,MPV VIN:1FMJK1JT0NE [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 18 MILES
Operating Environ: WCC : 6R01
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: 78610E44 PRETENS ANC BEL ST FRT
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 4
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 01/03/2023 10:53AM
AIR BAG LIGHT IS STAYING ON
TECH/C 01/03/2023 10:53AM
VERIFIED CONCERN FOUND OPEN CIRCUIT TO RIGHT SIDE SEAT BELT
PRETENSIONER. CHECKED CONNECTIONS AND TESTED WIRING TO PRETENSIONER OK
AT THIS TIME. REPLACED PRETENSIONER.
AUDIT 01/03/2023 08:32PM
SYNC: GEN4 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
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	78610E44	SERVICE	PRETENS ANC BEL ST FRT	YES

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

Vehicle Build Date: 11/02/2022 Warranty Start Date: 01/04/2023
Date of Sale: 01/04/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 760 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB8URN A
Serial #:



Attachment Id : 30503029

MFG. BY FORD MOTOR CO. DATE 11/22/2018 VIN 1F1P15T120A000000
 FRONT GAWG 1910 KG (4200 LB) REAR GAWG 1387 KG (3060 LB)
 WGT 2755 KG (6070 LB) DIMS WHT 2755 KG (6070 LB) DIMS
 DIMS 2063 mm DIMS 2063 mm DIMS
 ALL 270 kPa (39 PSI) COLD ALL 270 kPa (39 PSI) COLD
 THIS VEHICLE COMPLIES TO ALL APPLICABLE FEDERAL MOTOR VEHICLE
 SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
 VEH. 1 F (MAX) 1.2 TONS TYPE 407V



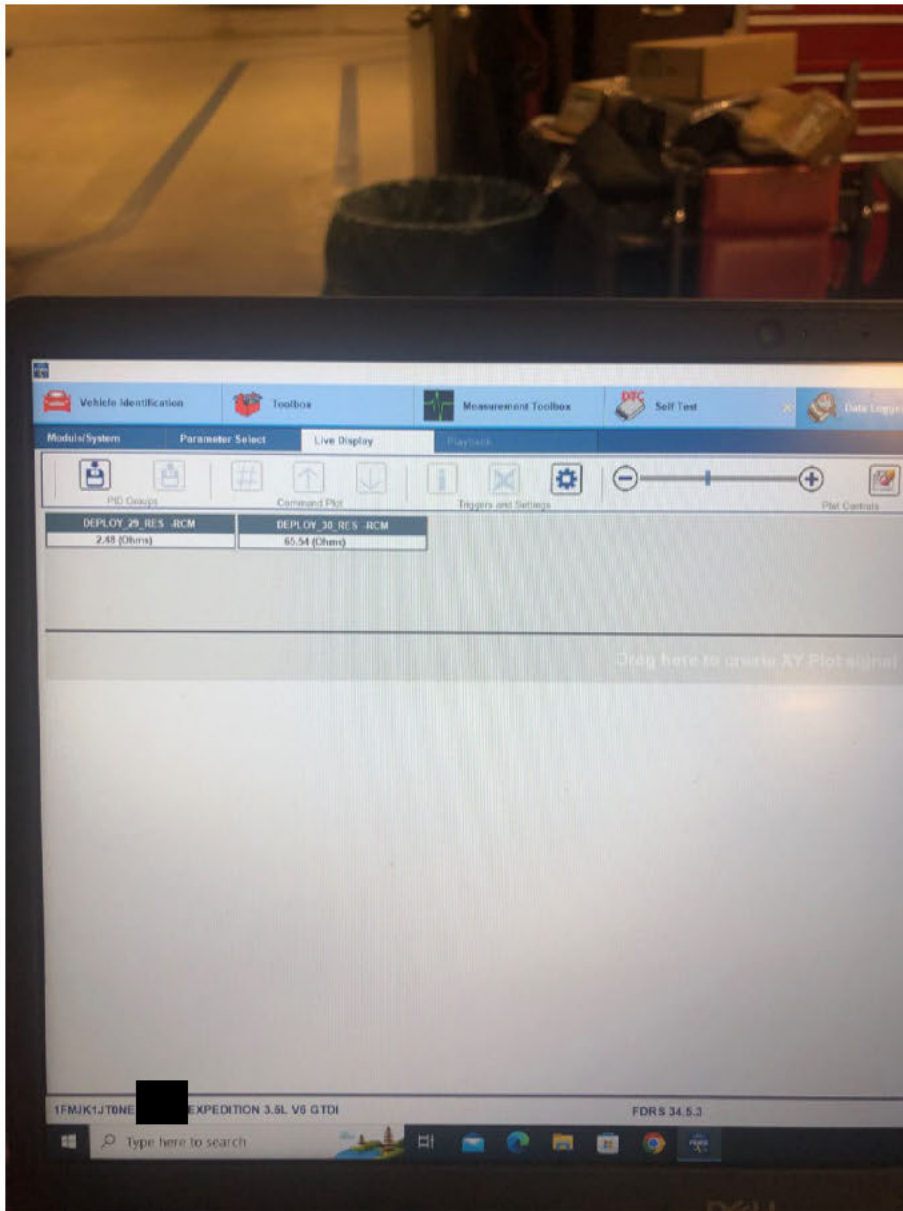
TIRE AND LOADING INFORMATION

SEATING CAPACITY TOTAL: 7 FRONT: 2 REAR: 5

The combined weight of occupants and cargo should never exceed: **817 kg or 1802 lbs.**

TIRE	SIZE	COLD TIRE PRESSURE	SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION
FRONT	275/55R20 113T	270 kPa, 39 PSI	SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION
REAR	275/55R20 113T	270 kPa, 39 PSI	
SPARE	260/70R17 113T	240 kPa, 35 PSI	

Attachment Id 13050328



Attachment Id: 13050327



o

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

Orig Rpt #: [REDACTED]
Report Date: 01/03/2023

E1221 291022C118000670NL3E 6007 MA
- - - T R A N S M I S S I O N - - -
Trans: 10 SPD AUTO 10R80 Part #:

Bld Dt:
Serial #:
TC02A22277322047 NL1P 7000 DA
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 : 275/55R20 A/T BSW Brand : LESS TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-????????????????????- STAR WHITE 3C/PRISTINE WHITE 3

----- 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 : Sean Livingston Title: SERVICE MANAGER
Phone : 7345242741

Rpr Dlr:USA 03003 - Bill Brown Ford, Inc. Ph#:734-421-7116
City: Livonia State : Michigan
Country: United States Region : Detroit

----- C Q I S V I N H I S T O R Y -----							
Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part Description	Dealer Id
01/10/2023	P1JDL078	CREDSR	SAFE/SEC	ROD	ASY-TL/GT	LFT ASST	USA 03003
01/12/2023	P1LDC036	CREDSR	SAFE/SEC	ROD	ASY-TL/GT	LFT ASST	USA 03003

--- 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) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/01/2021

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

VEHICLE: 2019 NAVIGATOR 4X4,RESERVE,MPV VIN:5LMJJ2LT8KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 15,725 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 8 85 1 65 SAFE & SECURE (FIRE/SMOKE) SEAT BELT
FRONT DRIVER RETRACTION
Additional Symptom: airbag lamp 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?: YES Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

CONCER 06/01/2021 03:10PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data([REDACTED]) Description of Vehicle Concern: AIR BAG LIGHT
ON Please list any diagnostics already performed: REMOVED NEW SEAT
BELT RETRACTOR INSTALLED OLD RETRACTOR LIGHT GOES OUT Parts Replaced:
L/F DRIVERS SEAT BELT RETRACTOR, REPLACED BECAUSE OF WRATCHET SOUND
WHEN PULLING OUT. Your Question: OLD SEAT BELT RETRACTOR DOES NOT SET
A CODE BUT NEW ONE WILL B007E IS THIS A PIN FIT PROBLEM OR DEFECTIVE
PART

RECOMM 06/01/2021 03:10PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Bruce, Having noted that the DTC is only present when the new seat
belt retractor is connected, this would indicate a faulted new part or
the wrong part has been installed. If a pin fitment concern was
present, it is likely that the B007E would be present, but the
qualifier would be 13, indicating an open circuit, instead of the 1A
that is currently present. Continue with making sure that the correct
seat belt has been installed, by contacting COPIS. If the wrong part
is present, order the correct part. If the correct aprt is present,
then a faulted ne part is likely present. <p>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 span
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.</p><p>
</p><p>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.</p><p>
</p><p>NOTE: If this in regards to an
IPC, ACM, TCU, FCIM, or FCDIM parts issue, Ford Electronics Service
Group (FESG) inquiries are now accepted via the COPIS system as well.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/01/2021

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

--TYPE-- ----- COMMENT TEXT -----

If you re seeking assistance with availability, pricing, or verifying

If you re seeking assistance with availability, pricing, or verifying the correct part number to order for an ACM, IPC, APIM, FDIM, TCU or FCIM, select FCS/FESG Inquiry from the Parts Inquiry Type field.</p>

CONCER 06/02/2021 04:02PM GTCGCQSP installed a second seat belt retractor same condition and code, ran copis they say this is the correct part number for vin part jl7z78611b09ah, 2 bad parts seems unlikely,

RECOMM 06/02/2021 05:36PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG Bruce, With the concern returning with a second replacement seatbelt retractor being installed, you are correct that it is unlikely that there is a fault with the retractor assembly itself. However, when comparing the HVBOM retractor part number to the one received and the one shown in the parts catalog, it does not appear that the HVBOM part number is shown to supersede to the one you have received. So because of this, although COPIS confirmed the part number it is possible that there could be a cataloging error resulting in the incorrect part being received causing the DTC and airbag lamp to illuminate. The HVBOM part number shown as originally being installed in this vehicle is Engineering part number LC5B-S612D64AD-3JA6 and Service Part Number LC5Z-78611B-08AA. You indicated that service part number JL7Z-78611B-09AH was received. It is recommended to have the parts department order the HVBOM engineering/service part number, install it and determine if the DTC and concern is resolved. If it is, then this would confirm a cataloging concern and the incorrect replacement part number causing the concern. If it does not resolve the concern, then PPT L for the B007E:1A DTC found in Workshop Manual section 501-20B SRS system > Diagnosis and Testing will need to be performed. Tate B. Lincoln Escalated Support

CONCER 06/03/2021 08:32AM GTCGCQSP ACCORDING TO PARTS WITH HVBOM ON THIS VIN JL7Z78611[REDACTED] IS THE CORRECT PART NUMBER FOR DRIVERS SIDE FRONT SEAT BELT RETRACTOR, THEY SAY LC5Z78611B08AA IS NOT A GOOD PART NUMBER

RECOMM 06/03/2021 10:15AM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER Hello Bruce, With the two new parts setting the same B007E:1A DTC, it is recommended to replace the pigtail to the retractor. The thought here is that the original connector is not fitting well into the new part and causing this DTC to set since the RCM is not setting and incorrect part installed. It may be that the shoring bar internal to the connector is not disengaging by the new part. -John Lincoln Technical Assistance

ADD-ON 06/03/2021 10:15AM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER Ecat: LH - JL7Z-78611B09-AH RCM: B007E:1A - Driver Seatbelt Pretensioner C Deployment Control: Circuit Resistance Below Threshold -- Consulted with SME Jayson Vore. it was suggested of the DTC set is a 1A to replace the retractors pigtail suspecting its not releasing the shorting bars.

CONCER 06/15/2021 02:05PM GTCGCQSP PIG TAIL FOR SEAT BELT RETRACTOR

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/01/2021

----- 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-1A-8B07F-13
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

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

Vehicle Build Date: 10/11/2019 Warranty Start Date: 02/08/2020
Date of Sale: 02/08/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 13903
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

----- ENGINE -----
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 382 AB
Bld Dt: Calb: KTB9URN A
Serial #: E1221 071019C117301148JS 382 AB

----- TRANSMISSION -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: TC02A19271320688 JL1P 7000 HC
Model: Shft:

----- ADDITIONAL -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : HANKOOK TIRE VENDOR
Radio : A/C : AC J-????????????????????????????????
Paint : PN4-???????????????????????????????????????? ICED MOCHA PC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : BRUCE WEIDNER Title: TECHNICIAN
Phone :
Rpr Dlr:USA 01203 - Fred Beans Ford of Doylestown Ph#:215-348-2900
City: Doylestown State : Pennsylvania
Country: United States Region : Philadelphia

Claim #/Date : [REDACTED] 06/01/2021
Specialist's

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/01/2021

Name : RICHARD LAPLANTE

----- 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 01203	03/10/23	[REDACTED]	36078	1	82		DELIVERY		
USA 01203	03/10/23	[REDACTED]	36078	2	42	JL7	54432A38	AA	12651D
USA 01203	03/10/23	[REDACTED]	36078	2	42				MT54432A38
USA 01203	03/10/23	[REDACTED]	36078	3	82		RENTAL		
USA 01203	08/24/23	[REDACTED]	40903	1	42	JL7	78611B09	AH	61108AR
USA 01203	08/24/23	[REDACTED]	40903	1	42	JL1	78610E45	AJ	12651D
USA 01203	08/24/23	[REDACTED]	40903	1	42				12651DX1
USA 01203	08/24/23	[REDACTED]	40903	1	42				12651D45
USA 01203	09/21/23	[REDACTED]	41321	1	42	LL1	14B321	A	14056D
USA 01203	09/21/23	[REDACTED]	41321	1	42				14056D45
USA 01203	09/21/23	[REDACTED]	41321	1	42				14056D1

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/02/2023

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

VEHICLE: 2019 NAVIGATOR 4X4,RESRV L,MPV VIN:5LMJJ3LT5KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 116,138 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: B007E
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 11/02/2023 11:14AM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data([REDACTED]) Description of Vehicle Concern: DRIVER FRONT
SEATBELT PRETENSIONER DEPLOYED UNINTENTIONALLY. CUSTOMER HOPPED IN THE
CAR IN THE MORNING AND HEARD THE PRETENSIONER POP WHILE PULLING ON THE
SEATBELT. Please list any diagnostics already performed: SKIMMED
THROUGH PPT L IN 501-20B. CIRCUITS CR188 AND RR188 ARE SOLID. CODE
CHANGES TO B007E:1A WHEN SHORTING THE CIRCUITS TOGETHER. Parts
Replaced: NONE Your Question: NEVER DEALT WITH THE PRETENSIONER GOING
OFF BY ITSELF, UNSURE OF WHY IT DID. ONLY B007E:13IN THE RCM. GOTTA
SELL A NEW DRIVER RETRACTOR BUT SHOULD I BE WEARY OF THE RCM AS WELL?
ANY HELP IS APPRIECIATED, THANK YOU, SETH
RECOMM 11/02/2023 11:14AM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
Seth, It would be recommended to follow repairs per the WSM for the
DTC currently setting which would be only the driver side seatbelt
retractor assembly. Once repairs are complete, verify that all DTCs
clear and that the RCM passes an ODST. If no concerns are present
after that point then the RCM should not be replaced. -Danny Reynolds
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-13-8B07F-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: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: [REDACTED]
Report Date: 10/30/2023

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

VEHICLE: 2023 EXPEDITION 4X4,LTD MAX,MPV VIN:1FMJK2AG0PE[REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 3,023 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 8 85 1 42 SAFE & SECURE (FIRE/SMOKE) SEAT BELT
FRONT DRIVER LOOSE/ATTACHMENT

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

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 5
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 10/30/2023 09:50AM
CUSTOMER STATES AIR BAG LIGHT KEEPS COMING ON. RETRIEVED B007E:1A
DURING SELFTEST,RAN OASIS,PERFORMED PINPOINT TEST N IN SHOP MANUAL,N1
YES,N2 NO .36OHMS,N3 NO, N4 YES DTC CHANGED TO B007E:13,N11 YES
ORIGINAL DTC RETURNED REPLACED DRIVERS SEAT BELT PRETENSIONER,CLEARED
DTC AND ...RETEST AND TEST DROVE

----- C O N C E R N D E T A I L S -----
Intermittent?: Come Back? : Air Temp. : A 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
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: 01/12/2023 Warranty Start Date: 09/08/2023
Date of Sale: 09/08/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 772 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L V6 GTDI HIGH OUTPUT Tag: NL 3E MA
Bld Dt: Calb: PTB8BMN A
Serial #:

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

Orig Rpt #: [REDACTED]
Report Date: 10/30/2023

E1221 231222C118000419NL3E 6007 MA
- - - T R A N S M I S S I O N - - -
Trans: 10 SPD AUTO 10R80 Part #:

Bld Dt:
Serial #:
TC02A22354320036 NL1P 7000 HA
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
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 : RENEE MAYHEW Title: SERVICE WRITER
Phone : 9197752221

Rpr Dlr:USA 01267 - Crossroads Ford of Sanford, In Ph#:919-775-3613
City: Sanford State : North Carolina
Country: United States Region : Charlotte

----- 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 01267	01/31/23	[REDACTED]	3	1	42	ML3	12029	A	12650D
USA 01267	01/31/23	[REDACTED]	3	1	42	DYF	12Y	PT	12650D64
USA 01267	02/03/23	[REDACTED]	15	1	42	JL1	78610E45	AK	14056D
USA 01267	02/03/23	[REDACTED]	15	1	42				14056D45
USA 01267	02/03/23	[REDACTED]	15	1	42				61108AL
USA 01267	10/17/23	[REDACTED]	3023	1	42	JL1	78610E45	AK	61108AL
USA 01267	10/17/23	[REDACTED]	3023	1	42				14056D
USA 01267	10/17/23	[REDACTED]	3023	1	42				14056D45
USA 01267	11/02/23	[REDACTED]	3223	1	82		TCARE		
USA 01267	01/02/24	[REDACTED]	6265	1	82		MAINT		MBASIC
USA 01267	01/02/24	[REDACTED]	6265	1	82	AA5	6714	A	MBASIC1
USA 01267	01/02/24	[REDACTED]	6265	1	82	X	5W30	DSP	MULTI
USA 04060	07/18/23	[REDACTED]	9	1					23C20B

GCQIS Attachments

View Report Attachment - Images

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Number of Images : 5

Images Per Page:5

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5 items found, displaying all items.1



○ Attachment Id :32480483



○ **Attachment Id** :32480482



○ Attachment Id :32480481



○ Attachment Id :32480480

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/05/2023

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

VEHICLE: 2019 NAVIGATOR 4X4,RESERVE,MPV VIN:5LMJJ2LT2KE[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 52,248 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: air bag 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 10/05/2023 10:36AM PATRICK JOHNSON(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data([REDACTED]) Description of Vehicle Concern: THE VEHICLE
AIR BAG LIGHT IS ON, ALSO THE PASSENGER FRONT SEAT BELT IS LOCKED AND
WONT RETRACT, BURNING SMELL SHE HEARD SOMETHING POP SAW A LIL SMOKE
Please list any diagnostics already performed: VERIFIED CONCERN
PASSEGER FRONT SEAT BELT HAS DEPLOY, SET DTC B007F:13 VISUAL INSPECT
DONT SEE NO COLLISIONS, YES SEAT BELT IS LOCKED, BCM CRASH PID reads
No Parts Replaced: NONE, SPECIAL ORDER SEAT BELT IS HERE HAVE NOT
INSTALL Your Question: POSSIBLY WHAT CAUSE SEAT PRETENSIONER TO
DEPLOY, SHOULD WE PROCEED TO REPLACE THE SEAT BELT, OTHER SUGGESTIONS
PLEASE ADVISE

RECOMM 10/05/2023 10:36AM PATRICK JOHNSON(FSE) MSS - FCSD - SOUTHWEST REG
Augie, With what you have discribed, it sounds like a basic electical
fault, likely a short to power before the designed load of the
pre-tentioner. Look for any type of water or soda contaминаion in the
seat or any type of wire chafeing and repair as needed.

AUDIT 10/05/2023 08:32PM
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
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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/05/2023

VEHICLE DETAIL S
Vehicle Build Date: 12/10/2018 Warranty Start Date: 01/26/2019
Date of Sale: 01/26/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11430
Dealer Special Order: Gross Vehicle Weight: 772 LBS
LH/RH Drive:

ENGINE
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 382 AB
Bld Dt: Calb: KTB9URN A
Serial #: E1221 261118C117300494JS 382 AB

TRANSMISSION
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: TC04A18324121367 JL1P 7000 HC
Model:

ADDITIONAL
Tire : P285/45R22 110H A/S BSW H-RTD Brand : HANKOOK TIRE VENDOR
Radio : A/C : AC J-????????????????????????????????????????
Paint : PN4-???????????????????????????????????????????????????????????? Rhapsody Blue

AFTER MARKET MODIFICATIONS
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Orig/Caller : AGUSTIN GARCIA Title: TECHNICIAN
Phone :
AGUSTIN GARCIA
Rpr Dlr:USA 11395 - Planet Lincoln Love Field Ph#:972-354-5200
City: Dallas State : Texas
Country: United States Region : Dallas

Claim #/Date : [REDACTED] 09/08/2023
Specialist's Name : PATRICK JOHNSON (FSE)

CQIS VIN HISTORY table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part, Description, Dealer Id

SUPPLEMENTAL SURVEY: 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, Service Cond, Part Pfx, Number Base Sfx, Labor Operation

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/05/2023

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

Dealer ID	Date	Order	Repair	Repair Odometer (Miles)	Rp	Caus	Service Part	Number	Labor
USA 11395	07/27/23	[REDACTED]		49865	1	82		MAINT	
USA 11395	07/27/23	[REDACTED]		49865	2				23C20B
USA 11395	09/08/23	[REDACTED]		52248	1	42	JL1	78610E44	AJ 24356A
USA 11395	09/08/23	[REDACTED]		52248	1	42	JL7	78611B08	AB 61108AR
USA 11395	09/08/23	[REDACTED]		52248	1	42			12651D
USA 11395	09/08/23	[REDACTED]		52248	1	42			12651DX1
USA 11395	09/08/23	[REDACTED]		52248	1	42			12651D45
USA 11395	10/21/23	[REDACTED]		52415	1	42	JL7	19G490	E 22M03H
USA 11395	10/21/23	[REDACTED]		52415	1	42	JL7	19G490	D 22M03K
USA 11395	10/21/23	[REDACTED]		52415	1	42		19G490	

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: [REDACTED] 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: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/17/2023

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

VEHICLE: 2019 NAVIGATOR 4X4, BLK LBL, MPV VIN: 5LMJJ2TT9KE [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 46,237 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: 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 08/17/2023 03:58PM DALTON WHITTAKER(FSE MSS - FCSD - SOUTHEAST REGION
Web Form Data [REDACTED] Description of Vehicle Concern: CUSTOMER
STATES WHILE DRIVING HEARD A LOUD POP NOISE FROM LEFT SIDE OF VEHICLE,
AND DRIVER FRONT SEAT BELT IMMEDIATELY LOCKED UP. CUSTOMER STATES HE
SMELLED A SMOKE SMELL, ALMOST LIKE A GUNPOWDER - AND THE SEAT BELT
STAYED LOCKED UP. AFTER PULLING OVER, HE WAS ABLE TO GET THE SEAT BELT
UNHOOKED, BUT ITS LOCKED AND WONT RELEASE. ALSO, THE AIRBAG LIGHT IS
ON. Please list any diagnostics already performed: VERIFIED AIRBAG
LIGHT ON. LT FT SEATBELT RETRACTOR LOCKED, WONT RELEASE. RESTRAINT
SYSTEM DIAG - RCM DTC B007E:13. RESTRAINT SYSTEM PINPOINT TEST L. L1:
B007E:13. L2: DCL DISPLAY - DEPLOY-23R = >65ohms. L6: 0.05ohms, PASS.
L7: THE LT FT RETRACTOR CONNECTOR C323 IS OK, NO SIGNS OF DAMAGE,
WATER, ETC. JUMPER THE CKT @ C323 - DTC CHANGES TO B007E:1A,
DEPLOY-23R = 0.02ohms. All: YES. TEST RESULTS INDICATE INTERNAL
RETRACTOR TENSIONER FAULT. THE RETRACTOR CONNECTOR C323 IS OK, NO
SIGNS OF DAMAGE, WATER, ETC. Parts Replaced: NONE. Your Question: ANY
KNOWNS FOR THIS CONCERN? SHOULD A RETRACTOR PRETENSIONER DEPLOY JUST
BECAUSE??? BASED ON THE TEST RESULTS, THE RCM AND WIRING SHOULD BE OK,
SO IT ONLY LEAVES AN INTERNAL ISSUE WITH THE RETRACTOR PRETENSIONER?
MY MANAGER WANTED US TO CONTACT YOU ABOUT THIS ABNORMAL DEPLOYMENT OF
THE TENSIONER AND SEE IF THERE IS ANYTHING ELSE WE SHOULD
INSPECT/DIAG? OR JUST GO AHEAD AND REPLACE THE LT FT SEAT BELT
RETRACTOR UNDER WARRANTY???

RECOMM 08/17/2023 03:58PM DALTON WHITTAKER(FSE MSS - FCSD - SOUTHEAST REGION
Coyle, Since the vehicle was not involved in a crash or accident and
the driver seat belt tensioner deployed, the driver seat belt
tensioner and RCM should be replaced. It is possible this fault
occurred due to hitting a pot hole in the road. To be on the safe side
and ensure an internal RCM fault did not cause this concern replace
the RCM at the same time if no wiring concerns can be identified.

AUDIT Dalton Whittaker
08/17/2023 08:31PM
SYNC: GEN3 MODEM: 4G

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/17/2023

----- 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. Contains multiple rows of repair records for USA 04845.