



Stacy L. Balzer
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

February 12, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Advance Notice -- Safety Recall 24S06
Certain 2018-2020 Model Year Ford Expedition and Lincoln Navigator Vehicles
Inadvertent Retractor Pretensioner Deployment

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ford Expedition	2018	Kentucky	1-Oct-2018 through 16-Oct-2018
Ford Expedition	2019	Kentucky	1-Oct-2018 through 30-Jun-2019
Ford Expedition	2020	Kentucky	12-Apr-2019 through 27-Apr-2019
Lincoln Navigator	2018	Kentucky	1-Oct-2018 through 15-Oct-2018
Lincoln Navigator	2019	Kentucky	1-Oct-2018 through 28-Jun-2019
Lincoln Navigator	2020	Kentucky	9-Apr-2019 through 27-Apr-2019

US population of affected vehicles: 77,515. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

On some of the affected vehicles, the driver and/or front passenger seatbelt retractor pretensioners may deploy inadvertently while the vehicle's engine is on. Inadvertent deployment of the retractor pretensioner will result in the seatbelt being locked in position and will not retract or extend, which is noticeable to the occupant. While the primary seatbelt locking functions continue to function properly, a seatbelt that does not retract or extend may result in injury in the event of a crash.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers later in the second half of 2024, when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

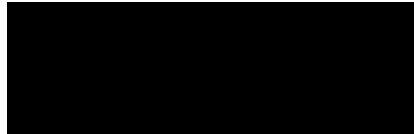
DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

March 2024

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 24S06 / NHTSA Recall XXXXXX

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2018-2020 Ford Expedition vehicles, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? On some of the affected vehicles, the driver and/or front passenger seatbelt retractor pretensioners may deploy inadvertently while the vehicle's engine is on.

What is the risk? Inadvertent deployment of the retractor pretensioner will result in the seatbelt being locked in position and will not retract or extend, which is noticeable to the occupant. A seatbelt that does not retract or extend may result in injury in the event of a crash.

What will Ford and your dealer do? Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available in the second half of 2024.

What should you do?



Airbag Warning Indicator

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you currently have an illuminated airbag warning lamp on your vehicle, please take it in to your dealer for a diagnosis.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [NHTSA.gov](https://www.nhtsa.gov). Reference NHTSA Safety Recall <xxxxxx>.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention to this important matter.

Ford Customer Service Division