



VOO Ford	██████████	██████████	USA	5/8/2019	8/22/2019	4/4/2024	2019	EXPEDITION	80000	The contact owns a 2019 Ford Expedition. The contact stated that the vehicle was parked in a parking lot when the contact observed a food being thrown at the vehicle. The contact stated that the vehicle was not able to retract or extend. The vehicle was towed to a dealer for repairs. The manufacturer was notified of the failure. The failure mileage was 62,000.
VOO Ford	██████████	██████████	USA		unknown	5/17/2024	2019	EXPEDITION	91000	The contact owns a 2019 Ford Expedition. The contact stated while driving at approximately 50 MPH, there was an abnormal vibration in the front passenger side seat back labeled as extended. The front passenger's side seat back failed to extend. In addition, the air bag warning light had illuminated. The contact received notification of NHTSA Campaign Number 24V095000 (Seat Backs) from the manufacturer. The local dealer was contacted. The vehicle was not repaired. The contact stated that the manufacturer had issued a recall amount of time for the recall notice. The recall amount was approximately 91,000. VIN tool confirms parts not available.
VOO Ford	██████████	██████████	USA		unknown	11/16/2023	2019	EXPEDITION	59800	The contact owns a 2019 Ford Expedition. The contact stated that the rear driver side seat belt pre-tensioner inadvertently deployed and locked. As a result, the seat belt pre-tensioner failed to retract or extend. The vehicle was taken to a local dealer for repairs. The contact received notification of NHTSA Campaign Number 24V095000 (Seat Belts) from the manufacturer. The vehicle was not repaired. The manufacturer was notified of the failure and released the contact to the manufacturer. The failure mileage was approximately 59,800.
VOO Ford	██████████	██████████	USA	1/24/2019	unknown	5/26/2024	2019	EXPEDITION	0	My wife was driving her 2019 Expedition alone approximately 50 miles per hour on a highway. She was in the driver's seat and the seat belt (mainly) lighted up again for her. There was no warranted reason for this incident. There was no collision, not even a jolt to the vehicle such as a pothole or the like. This is the second time this has happened. The first time was in 2018. The seat belt light has been on since the first incident. Now the Driver's seat belt is stuck in that position, will not retract or adjust at all. We will be bringing the vehicle in to a dealer to assess issue.
VOO Ford	██████████	██████████	USA	3/17/2019	6/29/2019	6/30/2024	2019	EXPEDITION	96801	The contact owns a 2019 Ford Expedition. The contact stated that while driving at an undetermined speed, the driver's side seat belt shoulder was seen from the seat belt deployment but received no medical treatment. The contact pulled over and called her father, who was contacted by the manufacturer. The contact received notification of NHTSA Campaign Number 24V095000 (Seat Belts). The contact had not received notification of the recall. The vehicle was taken to the dealer, who as it was determined that the front driver's seat belt retractor needed to be replaced. However, parts for the seat belt retractor were not available. The contact was notified that the dealer could pay for the repair and keep the seat belt for reimbursement from the manufacturer. The vehicle was not repaired. The manufacturer was notified of the failure and parts were not available. The failure mileage was approximately 96,801.
VOO Ford	██████████	██████████	USA	1/15/2019	8/8/2019	6/6/2024	2019	EXPEDITION	80000	The contact owns a 2019 Ford Expedition. The contact stated that while driving at an undetermined speed, the driver's side air bag inadvertently deployed. No warning lights were illuminated. The vehicle was taken to the dealer, who diagnosed failure with both the seat belt and driver's side air bag. The vehicle was not repaired. The contact was notified that the manufacturer was not available to NHTSA Campaign Number 24V095000 (Seat Belts). The VIN was included, but parts were not yet available. The manufacturer was notified of the failure but provided no assistance. The failure mileage was 80,000.







GOODS Ford	Unknown	Unknown	ADAMIAN RUMI MARKETIN G COMPANY	OMN	11/26/2018	9/29/2019	6/13/2023	2019	EXPEDITION	24635	WEB FORM DATA\12002870 DESCRIPTION OF VEHICLE CLOWING TO CHECK SEAT BELT NOT RELEASING TO DIAGNOSTICS ALREADY PERFORMED. WE RECEIVED BRIGHT CLOWING TO CHECK SEAT BELT NOT RELEASING VEHICLE RECEIVED TIME FR DRIVER SIDE PRETENSIONER IS LOCKING NOT BELT NOT CLIPPING THE SEAT THE VEHICLE THAT TIME TODAY MORNING START FR RNS SEAT BELT PRETENSIONER SIDE SUMNOISE IS COMING AFTER NEW SECOND PRETENSIONER SIDE SMOKE IS COMING AND SEAT BELT IS LOCKING. AFTER WE CHECK UNDER CHASE AND ENGINE COMPARTMENT VOLTAGE IS 12.19VOLT AFTER WE CHECK WITH FDS 8007E-13-80 IS PRESENT, PRETENSIONER MALE AND FEMALE CIRCUITS IS FOUND OK SEAT BELL TENSORS AND DTC SCREEN SHORT ATTACHED FOR YOUR REFERENCE, KINDLY GUIDE US THIS CONCERN, PARTS REPLACED, ALREADY SEAT BELT DRIVER SIDE ORDER YOUR QUESTION NO	CONCERN - R/SIDE SEAT BELT GETTING STRUCK CIRCUIT OPEN DTC PRESENT. WE CHECKED FRONT R/S PINPOINT TEST A REPLACED PASSENGER SIDE SEAT BELT PRE TENSIONER, CHECKED VEHICLE ALL ANGLE BUT NO DAMAGED VISUAL CORRECTION. REPLACED R/S PASSENGER SIDE SEAT BELT PRE TENSIONER CONCERN RESOLVED. NOTE THIS CONCERN/CUSTOMER AFTER LONG DRIVE SUDDENLY R/S SEAT BELT SIDE SMOKE COMING AND SEAT BELT STRUCK.
GOODS Ford	Unknown	AA	ADAMIAN RUMI MARKETIN G COMPANY	OMN	7/12/2019	10/17/2019	10/17/2023	2019	NAVIGATOR	52081	WEB FORM DATA\12023400 DESCRIPTION OF VEHICLE CONCERN DRIVER FRONT SEATBELT PRETENSIONER DEPLOYED DURING MORNING DRIVE IN THE CAR IN THE MORNING AND HEARD THE PRETENSIONER POP WHILE PULLING ON THE SEATBELT PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED FOR THIS CONCERN THROUGH PPT L IN 561-306, CIRCUITS CR188 AND RR188 ARE SOLID CODE CHANGES TO 8007E1A WHEN SHORTING THE CIRCUITS FOR TESTING PURPOSES REPLACED NONE YOUR QUESTION NEVER DEALT WITH THE PRETENSIONER GOING OFF BY ITSELF. UNSURE OF WHY IT DID. ONLY 8007E-13IN THE VEHICLE AND SELLA NEW DRIVER RETRACTOR BUT SHOULD I BE WEARY OF THE ROMAS WELT ANY HELP IS APPRECIATED. THANK YOU SETH	SETH, IT WOULD BE RECOMMENDED TO FOLLOW FOR THE WARM FOR THE DTC CURRENTLY SETTING WHICH THE DRIVER SIDE SEATBELT RETRACTOR REPAIRS ARE COMPLETE. VERIFY THAT ALL THE ROMAS WELT THAT THE ROMAS PASSES AN OOST. IF NO CONCERNS ARE PRESENT
GOODS Ford	Unknown	Unknown	LAWRENCE AIBLENE TX E HALL LINCOLN	USA	3/6/2019	4/9/2019	11/27/2023	2019	NAVIGATOR	73487	WEB FORM DATA\12023400 DESCRIPTION OF VEHICLE CONCERN DRIVER FRONT SEATBELT PRETENSIONER DEPLOYED DURING MORNING DRIVE IN THE CAR IN THE MORNING AND HEARD THE PRETENSIONER POP WHILE PULLING ON THE SEATBELT PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED FOR THIS CONCERN THROUGH PPT L IN 561-306, CIRCUITS CR188 AND RR188 ARE SOLID CODE CHANGES TO 8007E1A WHEN SHORTING THE CIRCUITS FOR TESTING PURPOSES REPLACED NONE YOUR QUESTION NEVER DEALT WITH THE PRETENSIONER GOING OFF BY ITSELF. UNSURE OF WHY IT DID. ONLY 8007E-13IN THE VEHICLE AND SELLA NEW DRIVER RETRACTOR BUT SHOULD I BE WEARY OF THE ROMAS WELT ANY HELP IS APPRECIATED. THANK YOU SETH	SETH, IT WOULD BE RECOMMENDED TO FOLLOW FOR THE WARM FOR THE DTC CURRENTLY SETTING WHICH THE DRIVER SIDE SEATBELT RETRACTOR REPAIRS ARE COMPLETE. VERIFY THAT ALL THE ROMAS WELT THAT THE ROMAS PASSES AN OOST. IF NO CONCERNS ARE PRESENT
GOODS Ford	Unknown	Unknown	FIVE STAR FORD OF DALLAS	USA	12/10/2018	5/3/2019	11/6/2023	2019	EXPEDITION	73487	PASSENGER SEAT BELT PRETENSIONER WENT OFF AND SEAT BELT PULLED BACK INTO B PILLAR	



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 INCIDENT DESCRIPTION  
 OF THE VEHICLE  
 FAILURE  
 REPORTS THAT  
 THERE WAS AN  
 EXPLOSION IN  
 THE CABIN OF  
 THE VEHICLE  
 AND A  
 SMELL OF  
 GUNPOWDER  
 WAS FELT  
 PULLING ON HIS  
 CHEST, THEN HE  
 THREW HIMSELF  
 THAT THE SEAT  
 BELT HE WAS  
 WEARING HAD  
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2024-09-05-18:24:54.500000 CS# CMAU 071950 ODE TO  
19180 YOU FOR CONTRACTUAL BUCKLE  
MOTOR COMPANY AND ALLOWING US TO ASSURE YOU  
SECURE (AMC) WAS ABLE TO RESOLVE YOUR  
SEARTEL CONCERNS AND GET THE PART EXPEDITED  
WHILE KEEPING YOU UPDATED THROUGHOUT THE  
FACTORY TRAINED TECHNICIAN USING LINCOLN  
AUTHORIZED PARTS. MOREOVER, SINCE THE VEHICLE  
WAS DOWN FOR 1 DAY, WE WISH TO REIMBURSE  
BECAUSE YOU ARE SPECIAL ON. PLEASE LOOK FOR AN EMAIL IN  
THE NEXT 24 HOURS WITH BIRTH SURVEY REGARDING  
COMPLETING YOUR CASE. LINCOLN VALLEY YOUR  
FEEDBACK YOU MAY RECEIVE AN ADDITIONAL SURVEY  
REGARDING YOUR REPAIRS AND VEHICLE AT A LATER  
DATE. PLEASE CONTACT US AT 1-888-242-1561 EXT. 77850 IF WE  
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OR BY PHONE AT 1-888-242-1561 EXT. 77850 IF WE  
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BEING A VALUED CLIENT AND PART OF THE EXTENDED  
2024-09-05-18:24:54.500000 CS# CMAU 071950 ODE TO

GCCT1FMC300	██████████ ██████████	NOT PROVIDED BY SOURCE	██████████ CORWIN FORD RENO	RENO NV	USA	██████████ ██████████	2/22/2019	6/14/2019	1/6/2024	2019	EXPEDITION	<p>2024-08-06 20:30:57.000000 CLV - 5808C - CALLED DEALER SA IS MICHAEL. SPOKE TO SA TONYA. SAID THAT THEY ARE LOOKING TO SEE IF THE ISSUE HAS ANYTHING TO DO WITH THE RETRACTORS. VEH WAS BROUGHT IN LATE LAST NIGHT. VEH STILL IS UNDER DIAG AS OF RIGHT NOW. THEY DO HAVE PARTS ON ORDER FOR THE RECALL AND CUSTOMER IS ALSO ADDING AC CONCERN. HE WILL GET THE APPROVAL FROM WEPFA FOR THE AC CONCERN AND SEE IF THEY CAN PUT THEM IN A RENTAL FOR 5 DAYS. PER HER ESP OBG - CALLED CUSTOMER - HE SAID THAT THEY SEATBELT WENT OFF AND COMBUSTED WHILE THEY WERE DRIVING, BUT THERE WAS NO FIRE. THEY JUST SMELLED AN ODOOR. HE DID SAY THAT A RECALL EMAIL WAS SENT OUT TO THEM LAST MONTH TO GET IT INSPECTED, BUT THEY NEVER DID. AND THEN THIS HAPPENED. HE DONT ELABORATE AS TO WHY HE NEVER TOOK IT TO GET IT INSPECTED WHEN HE GOT THE RECALL NOTICE. LET HIM KNOW THAT THE RECALL DOES NOT PAY FOR A RENTAL, BUT HE DOES HAVE A CSP THAT COVERS 5 DAY RENTAL BECAUSE OF HIS AC CONCERN, BUT THAT HAS TO BE APPROVED BY WEPFA FIRST AFTER DIAGNOSTIC CUSTOMER HAS NO FLIP, NO PROGRAMS AVAIL TO ASSIST. CLOSE CASE. FORD FORD MOTOR COMPANY MARY VASQUEZ CUSTOMER RELATIONSHIP CENTER SPANISH PV TEAM MARYVASQUEZ@FORD.COM WWW.FORD.COM OFFICE: 866-631-3789 EXT. 79379</p> <p>2024-08-06 19:06:31.000000 BGM - 89155-303CE MAIL -</p> <p>(HUSBAND) CUST SAYS PER CUST. WE WERE DRIVING THIS SUNDAY WHEN THE PASSENGER SEAT BELT EXPLODED AND I SMELL SMOKE. THE FEELING THAT I GOT SIGHT IS HOW TO DESCRIBE THE SITUATION WE WERE ON STOP LIGHT THEN ACCELL FROM STOP WHEN IT EXPLODED. TO 2024-08-09 20:25:20.000000 OBG TO CLIENT 68144545453 SPOKE TO CLT. CLT DEL CONFIRMED THEY HAVE ALREADY TOWED VEH IN TO RTL THIS MORNING. CSM ADVISED IF THEY ARE NEEDING ANYTHING ELSE TO PLEASE FEEL FREE TO REACH OUT NEXT STEP: KEEP CASE CLOSED</p> <p>2024-08-06 20:24:13.000000 OBG TO RETAILER @6174813531 SPOKE TO SERVICE DESK ADVISED THAT THE NEXT APPT IS THE 22ND. CSM ADVISED I WILL DISCUSS WITH OUT AND EITHER HAVE HIM REACH OUT TO CONFIRM APPT OR I WILL CALL BACK TO HAVE YOU REACH OUT TO CLT NEXT STEP: CSM FU CLT B9</p> <p>2024-08-06 20:24:06.000000 BGM FROM CLIENT</p> <p>██████████ AND LINCOLN HAS APPOINTMENTS THIS WEEK, BUT THAT DEALERSHIP IS 25 MILES AWAY AND MY VEHICLE IS UNSAFE TO DRIVE AFTER THE PRETENSIONER EXPLOSION. ARE YOU GOING TO ARRANGE TO TOW IT OVER THERE FOR TUE, AUG 6, 2024 AT 9:02PM SHALIN TUNE SHALIN.TUNE2@GMAIL.COM WROTE: THIS DOESNT HELP I ALREADY HAVE GOOGLE. THE PROBLEM IS THAT YOU DONT HAVE ANY APPOINTMENTS FOR 22 DAYS. I HAVE HAD A SEATBELT PRETENSIONER EXPLOSION WITH INFLATOR AND NOW HAVE A TOTALLY INOPERABLE VEHICLE THAT YOU CANNOT LOOK AT FOR 22 MORE DAYS. THE BEST YOU CAN DO IS TO SEND ME GOOGLE SEARCH RESULTS.</p> <p>2024-08-07 01:48:27.000000 OBG TO RETAILER @VIAZ02@VTAIG.COM GOOD EVENING, I AM REACHING OUT ON THE BEHALF OF MR. TUNE REGARDING THE CURRENT RECALL FOR THE SEAT BELT. HE WAS RECENTLY DRIVING THE VEHICLE WHEN HE HEARD A LOUD EXPLOSION IN THE VEHICLE THEN FELT THE SEAT BELT GRAB HIM AND SAW SMOKE. WILL YOU PLEASE</p> <p>2024-08-12 19:58:50.000000 CUST SAYS THAT I HAVE A 2015 FORD EXPEDITION WITH 164,000 MILES. I WAS DRIVING FRIDAY AND MY SEAT BELT EXPLODED. DRIVER SIDE. CUST CHECKING FOR A RECALL IN THE VEH AS PER DLR. MACHO ADVISED RECALL 24456X FRONT SEAT BELT RETRACTOR DATE CODE INSPECTION ASSIST THE CUST FOR THE APPOINTMENT. OFFER TO LOOK FOR THE CLOSEST DLR AND OFFER TO TRANSFER THE CALL BUT CUST DECLINE. PELTIER FORD/ TEL: (903) 758-6212 200 SPUR 63 LONGVIEW, TX 75601 K&amp;B FIELD SERVICE ACTION GUIDELINES AND HANDLING LOCATING A DEALER</p>	2024-08-06 20:30:57.000000 2024-08-06 19:06:31.000000
GCCT1FMC300	██████████ ██████████	NOT PROVIDED BY SOURCE	██████████ GRAPEVINE FORD LINCOLN	GRAPEVINE TX	USA	██████████ ██████████	4/3/2019	4/13/2019	8/7/2024	2019	NAVIGATOR	<p>2024-08-06 20:25:20.000000 OBG TO CLIENT 68144545453 SPOKE TO CLT. CLT DEL CONFIRMED THEY HAVE ALREADY TOWED VEH IN TO RTL THIS MORNING. CSM ADVISED IF THEY ARE NEEDING ANYTHING ELSE TO PLEASE FEEL FREE TO REACH OUT NEXT STEP: KEEP CASE CLOSED</p> <p>2024-08-06 20:24:13.000000 OBG TO RETAILER @6174813531 SPOKE TO SERVICE DESK ADVISED THAT THE NEXT APPT IS THE 22ND. CSM ADVISED I WILL DISCUSS WITH OUT AND EITHER HAVE HIM REACH OUT TO CONFIRM APPT OR I WILL CALL BACK TO HAVE YOU REACH OUT TO CLT NEXT STEP: CSM FU CLT B9</p> <p>2024-08-06 20:24:06.000000 BGM FROM CLIENT</p> <p>██████████ AND LINCOLN HAS APPOINTMENTS THIS WEEK, BUT THAT DEALERSHIP IS 25 MILES AWAY AND MY VEHICLE IS UNSAFE TO DRIVE AFTER THE PRETENSIONER EXPLOSION. ARE YOU GOING TO ARRANGE TO TOW IT OVER THERE FOR TUE, AUG 6, 2024 AT 9:02PM SHALIN TUNE SHALIN.TUNE2@GMAIL.COM WROTE: THIS DOESNT HELP I ALREADY HAVE GOOGLE. THE PROBLEM IS THAT YOU DONT HAVE ANY APPOINTMENTS FOR 22 DAYS. I HAVE HAD A SEATBELT PRETENSIONER EXPLOSION WITH INFLATOR AND NOW HAVE A TOTALLY INOPERABLE VEHICLE THAT YOU CANNOT LOOK AT FOR 22 MORE DAYS. THE BEST YOU CAN DO IS TO SEND ME GOOGLE SEARCH RESULTS.</p> <p>2024-08-07 01:48:27.000000 OBG TO RETAILER @VIAZ02@VTAIG.COM GOOD EVENING, I AM REACHING OUT ON THE BEHALF OF MR. TUNE REGARDING THE CURRENT RECALL FOR THE SEAT BELT. HE WAS RECENTLY DRIVING THE VEHICLE WHEN HE HEARD A LOUD EXPLOSION IN THE VEHICLE THEN FELT THE SEAT BELT GRAB HIM AND SAW SMOKE. WILL YOU PLEASE</p> <p>2024-08-12 19:58:50.000000 CUST SAYS THAT I HAVE A 2015 FORD EXPEDITION WITH 164,000 MILES. I WAS DRIVING FRIDAY AND MY SEAT BELT EXPLODED. DRIVER SIDE. CUST CHECKING FOR A RECALL IN THE VEH AS PER DLR. MACHO ADVISED RECALL 24456X FRONT SEAT BELT RETRACTOR DATE CODE INSPECTION ASSIST THE CUST FOR THE APPOINTMENT. OFFER TO LOOK FOR THE CLOSEST DLR AND OFFER TO TRANSFER THE CALL BUT CUST DECLINE. PELTIER FORD/ TEL: (903) 758-6212 200 SPUR 63 LONGVIEW, TX 75601 K&amp;B FIELD SERVICE ACTION GUIDELINES AND HANDLING LOCATING A DEALER</p>	2024-08-06 20:25:20.000000 2024-08-06 20:24:13.000000 2024-08-06 20:24:06.000000 2024-08-07 01:48:27.000000 2024-08-07 01:48:44.000000 2024-08-07 01:47:22.000000
GCCT1FMC300	██████████ ██████████	NOT PROVIDED BY SOURCE	██████████ PELTIER FORD	LONGVIEW TX	USA	██████████ ██████████	3/30/2019	3/7/2019	8/12/2024	2019	EXPEDITION	<p>2024-08-12 19:58:50.000000 CUST SAYS THAT I HAVE A 2015 FORD EXPEDITION WITH 164,000 MILES. I WAS DRIVING FRIDAY AND MY SEAT BELT EXPLODED. DRIVER SIDE. CUST CHECKING FOR A RECALL IN THE VEH AS PER DLR. MACHO ADVISED RECALL 24456X FRONT SEAT BELT RETRACTOR DATE CODE INSPECTION ASSIST THE CUST FOR THE APPOINTMENT. OFFER TO LOOK FOR THE CLOSEST DLR AND OFFER TO TRANSFER THE CALL BUT CUST DECLINE. PELTIER FORD/ TEL: (903) 758-6212 200 SPUR 63 LONGVIEW, TX 75601 K&amp;B FIELD SERVICE ACTION GUIDELINES AND HANDLING LOCATING A DEALER</p>	2024-08-12 19:58:50.000000



CCC11MC39

NOT PROVIDED BY SOURCE

RANDALL HUMBLE TX  
PI JACKET  
FORD

USA

11/15/2018

9/25/2018

NAVIGATOR

2024-10-04

15,26,42,000000

2024-10-04

15,26,42,000000

2024-10-04

15,12,06,000000

2024-10-04

15,12,06,000000

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18,11,15,000000

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14,59,37,000000

2024-09-24

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2024-09-24

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17,54,37,000000

2024-09-17

2024-09-25

22,29,29,000000

2024-10-04 15:14:30.000000 08E TO CLT  
 2024-10-04 15:14:30.000000 08E TO CLT  
 GREAT. THANK YOU FOR CONTACTING LINCOLN MOTOR  
 COMPANY AND ALLOWING US TO ASSIST YOU WITH YOUR  
 LINCOLN NAVIGATOR REGARDING CASE #0269098.  
 2024-10-04 15:14:30.000000 08E TO CLT  
 2024-10-04 15:14:30.000000 08E TO CLT  
 FORD. I AM GLAD I WAS ABLE TO RESOLVE AND ADDRESS  
 YOUR BROKEN SEAT BACK PANEL FOR YOUR AIR BAG  
 WHILE KEEPING YOU UPDATED THROUGHOUT THE  
 PROCESS. I AM GLAD YOU WERE ABLE TO WORK WITH  
 YOUR SERVICE ADVISOR. I WILL GO AHEAD TO  
 ASSIST WITH THIS REPAIR REDUCING YOUR COST BY  
 \$1,194.79 BECAUSE YOU ARE SUCH A LOW CLIENT AS I  
 AM. I WILL BE IN CONTACT WITH THE SERVICE MAN  
 REGARDING MY EFFORTS AND YOUR EXPERIENCE WITH  
 ME IN COMPLETING YOUR CASE. LINCOLN AND I VALUE  
 YOUR BUSINESS AND YOUR FEEDBACK. I WILL GO AHEAD  
 TO SURVEY REGARDING YOUR RECALL AND VEHICLE DATA  
 LATER DATE SHOULD YOU NEED TO CONTACT ME AGAIN,  
 YOU MAY REACH ME DIRECTLY AT SUAN@LINCOLN.COM  
 OR 1-800-452-5009. I WILL BE HAPPY TO ASSIST YOU  
 UNAVAILABLE. PLEASE LEAVE A DETAILED MESSAGE  
 AND I WILL RETURN YOUR CALL AS SOON AS POSSIBLE.  
 NOTE: FORD A QUICKER RESPONSE, PLEASE PROVIDE  
 YOUR CALL NUMBER AND I WILL BE HAPPY TO  
 SEND A WALK-ALONG AND A PART OF THE EXTENDED  
 LINCOLN FAMILY BEST REGARDS NEXT STEPS. CLOSE  
 CASE

48362

CCC11MC39

NOT PROVIDED BY SOURCE

RANDALL HUMBLE TX  
PI JACKET  
FORD

USA

10/18/2018

9/25/2018

EXPEDITION

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2024-09-17 15:06:12.000000 08E TO CLT  
 2024-09-17 15:06:12.000000 08E TO CLT  
 EVERYTHING IS FIXED AND YOU IS UPKINDING WELL.  
 I AM VERY HAPPY TO HEAR THAT YOU ENJOYED YOUR  
 TRIP. I AM GLAD YOU ENJOYED YOUR TRIP AND THAT  
 THE GARAGE THINGS A LOAD BANG AND ELECTRICAL  
 SMELLS. I LOOK AROUND NOTICING WORKS UNDER THE  
 HOOD AND NOTICE THE SEAT BELT IS SILENTLY LIGHT  
 AND I AM GLAD YOU ENJOYED YOUR TRIP AND THAT  
 SAYS MADCOR ADVISED DISCUSSED THE RECALL REASON  
 FOR THIS SAFETY RECALL ON SOME OF THE AFFECTED  
 VEHICLES THE DRIVER AND/OR FRONT PASSENGER  
 IN ADVERTENTLY WHILE THE VEHICLES ENGINE IS ON  
 IN ADVERTENT DEPLOYMENT OF THE RETRACTOR  
 PASSENGER WILL RESULT IN THE SEAT BELT BEING  
 EXTENDED WHICH IS NOT DESIRED TO OCCUR.  
 WHILE THE PRIMARY SEATBELT LOCKING FUNCTIONS  
 CONTINUE TO FUNCTION PROPERLY, A SEAT BELT THAT  
 IS EXTENDED WILL NOT PROTECT YOU IN THE EVENT OF  
 AN ACCIDENT. IN THE EVENT OF A CRASH, SEATBELTS ARE TO FIRST  
 INSPECT EACH VEHICLE TO DETERMINE IF THE VEHICLE  
 SEAT BELT RETRACTOR PART NUMBERS ARE ON THE  
 LIST OF AFFECTED VEHICLES. IF THE VEHICLE'S SEATBELT  
 RETRACTORS THAT ARE INVOLVED, THIS SERVICE MUST  
 BE PERFORMED ON ALL AFFECTED VEHICLES AT NO  
 CHARGE TO THE VEHICLE OWNER. REFER TO FORD  
 RECALL 18002 FOR MORE INFORMATION. IF YOU HAVE  
 AN ISSUE WILL NOT BE COVERED. CHARGES MAY APPLY.  
 CUSTOMER AGREE AND TRANSFERRED TO FORD  
 DEALER RECALL 2508 FROM SEATBELT RETRACTOR  
 DATE CODE INSPECTION

96303

CCC11MC39

NOT PROVIDED BY SOURCE

COGGA COGGA FL  
FORD

USA

10/18/2018

9/25/2018

EXPEDITION

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GSARMS	AD	2013 * EARNAR CHANDLE AZ DT FORD R	USA	11/2/2018	8/29/2019	6/28/2021	2019	EXPEDITION	CUSTOMER STATES THERE WAS AN EXPLOSION ON THE FLOOR WITH SMOKE AND THE AIRBAG LIGHT CAME ON	VERIFIED CUST ISSUES FOUND
										<p>PASSENGER SIDE FRONT PASSENGER DEPLOYED WENT THROUGH ALL PINPOINT TESTS PASSED FOUND DTC B00F-13 FOLLOWED PPT DTC FOUND FOUND YES MOVED TO A2 FOLLOWED PPT RESISTANCE AT 65 CHAIRS MOVED TO A3 AFTER WIGGLES TEST NO CAN TEST MOVED TO A4 GAINED ACCESS THROUGH BY FOUNDED CENTER CONSOLE PER WISA TESTED C303-1 OK AT 1. PERFORMED</p>
GSARMS	AC	SEAT BELTS & 6110BAR RETRACTOR	SAU	2/16/2019	7/27/2019	6/28/2021	2019	EXPEDITION	CHECK AIRBAG WARNING LIGHT ON	<p>40MA TESTED INSTRUCTION AND CONNECT TO DS DTC FOUND PASSENGER SEAT BELT PRETENSIONER CIRCUIT OPEN FOLLOWE M. AS NO. A2 YES A7 YES. ALL YES CONFIRMED SEAT BELT PERFORMED</p>
GSARMS	AC	SEAT BELTS & 6110BAR RETRACTOR	SAU	2/14/2019	7/27/2019	6/28/2021	2019	EXPEDITION	CHECK AIRBAG WARNING LIGHT ON	<p>VISUAL INSTRUCTION AND CONNECT TO DS DTC FOUND B00F-13 PASSENGER SEAT BELT PRETENSIONER CIRCUIT OPEN FOLLOWE D PPT A1 YES. A2 YES. A7 YES. ALL YES CONFIRMED PASSENGER SEAT BELT PERFORMED</p>

GSARMS	AD	SEAT BELTS & RETRACTOR	1455D1465D -UNKNOWN 08AU1108AT MT	ARE	27/2019	12/25/2019	8/14/2021	2019	EXPEDITION	Check for Airbag warning light remains on in the cluster and customer see some trouble coming from seat air area and burning smell from time to time after that the seat belt is not work.	Verified the system Air bag light is on and the light is off after. Retrieved DTC B007F-03 , visual inspection not found any abnormalities on the passenger seat belt. Found a broken PPT A. From A1 , You A2 - No , A3 , No , A.E. No , A7 , No odd . VA , then A11 , Yes at asp A 11 install a new passenger seat belt. Includes a tractor performance , replaced the passenger seat belt retractor . Includes a tractor performance and replaced the side seat belt stack in closed to seat . Customer said not able to pull out seat per QR# 0337884G. No affect the concern present. DTC B007E-03 BB PPT A1 VSSA2
GSARMS	AA	SEAT BELTS & RETRACTOR	-UNKNOWN	ARE	4/17/2019	7/13/2019	6/9/2022	2019	NAVIGATOR	Air bag warning light on TIC As per customer while driving board an explosion noise from driver seat air and seat belt becomes stuck.	7587
GSARMS	AE	SEAT BELTS & RETRACTOR	1455D1465D -UNKNOWN 4591108AT	ARE	2/18/2019	2/28/2020	8/14/2022	2019	EXPEDITION	Check airbag light on and driver seat belt gets stuck and while driving around the bottom belt found some same time bad odour inside cabin happen today	41735  18225

GSARAW	AD	SBELT FR77SEAT 12650D12650D 20300 * BELL FORD	PHOENIX AZ	USA	6/4/2019	6/22/2019	9/4/2022	2019	EXPEDITION	C/S SEATBELT INOP	VERIFIED CONCERN
		RETR 4591108AT									PRETENSIONER WAS DEPLOYED CAUSING THE LOUD BANG AND TIGHTENING OF THE SEATBELT. THE SEATBELT RELEASED. FOUND D0007-13 PASSENGER SEATBELT PRETENSIONER C/DEFLOYMENT CONTROL. PRETENSIONER WAS DEPLOYED TO LOWER PT TO PREVENT INJURY OF ABILITY. HOWEVER SINCE THE PRETENSIONER WAS DEPLOYED SOME OF THE HEADINGS TO BE SKIDED AND DISREGARDED. HOTLINE PART WE WILL
		RETR 4591108AT								46651	PROCEED WITH airbag light on... while this service bay had a very loud popping / rattling noise. inspected seat belts, found RR seat belt not locked up. when off, seat belt is locked up. checked codes. DTC B0007-13. After clearing codes, performed pinpoint test A1 - yes A2 - no. After test, no other read BS. After test, no other read BS. After test, no other read BS. After test, no other read BS.
GSARAW	AE	SBELT FR77SEAT 14650D14650D 06972 * CHAPMAN SCOTT'S AZ FORD	DALE	USA	1/27/2018	1/24/2019	6/23/2022	2019	EXPEDITION	AIR BAG LIGHT IS ON	PROCEED WITH airbag light on... while this service bay had a very loud popping / rattling noise. inspected seat belts, found RR seat belt not locked up. when off, seat belt is locked up. checked codes. DTC B0007-13. After clearing codes, performed pinpoint test A1 - yes A2 - no. After test, no other read BS. After test, no other read BS. After test, no other read BS. After test, no other read BS.
		RETR 4591108AT								36722	PROCEED WITH airbag light on... while this service bay had a very loud popping / rattling noise. inspected seat belts, found RR seat belt not locked up. when off, seat belt is locked up. checked codes. DTC B0007-13. After clearing codes, performed pinpoint test A1 - yes A2 - no. After test, no other read BS. After test, no other read BS. After test, no other read BS. After test, no other read BS.
GSARAW	AH	SBELT FR77SEAT 14650D14650D 06972 * LARRY H MESA AZ FORD	MESA	USA	9/15/2019	11/12/2019	7/11/2022	2019	EXPEDITION	ELECTRICAL SUPPLY REST WARRIOR AIR BAG LIGHT IS ON. AIR BAG LIGHT IS ON. SEATBELT SLAMMED CUSTOMER INTO SEAT. NOW WILL NOT FULL OUT	42989
		RETR 4591108AT									PROCEED WITH airbag light on... while this service bay had a very loud popping / rattling noise. inspected seat belts, found RR seat belt not locked up. when off, seat belt is locked up. checked codes. DTC B0007-13. After clearing codes, performed pinpoint test A1 - yes A2 - no. After test, no other read BS. After test, no other read BS. After test, no other read BS. After test, no other read BS.
GSARAW	AD	SEAT BELTS & RETRACTOR 12650D12650D *UNKNOWN		AHE	2/23/2019	5/31/2020	7/17/2022	2019	NAVIGATOR	Check for driver seat belt gas made not able to operate below that came bag sound like bleed and had burning colour inside cabin & air bag light	27809
		RETR 4591108AT									PROCEED WITH airbag light on... while this service bay had a very loud popping / rattling noise. inspected seat belts, found RR seat belt not locked up. when off, seat belt is locked up. checked codes. DTC B0007-13. After clearing codes, performed pinpoint test A1 - yes A2 - no. After test, no other read BS. After test, no other read BS. After test, no other read BS. After test, no other read BS.
GSARAW	AD	SBELT FR77SEAT 12650D12650D 07488 * SAN TAN GILBERT AZ FORD	GILBERT	USA	4/8/2018	8/12/2019	7/12/2022	2019	EXPEDITION	TRIM REPAIR CS AIRBAG LIGHT WAS ON FOR 10 DAYS. CS WAS IDLING AND WHEN HE TURNED OFF THE VEHICLE A LOUD BANG AND DUST CAME FROM PASSENGER FRONT SEAT BELT	48187
		RETR 4591108AT									PROCEED WITH airbag light on... while this service bay had a very loud popping / rattling noise. inspected seat belts, found RR seat belt not locked up. when off, seat belt is locked up. checked codes. DTC B0007-13. After clearing codes, performed pinpoint test A1 - yes A2 - no. After test, no other read BS. After test, no other read BS. After test, no other read BS. After test, no other read BS.



GSARAWMS	AF	SEAT BELTS & RETR	12500071258	20443	ALEXAND YUMA	AZ	USA	2122019	4/29/2019	8/12/2022	2019	EXPEDITION	41259	PERFORMED
			12500071258	20443	ALEXAND YUMA	AZ	USA	2122019	4/29/2019	8/12/2022	2019	EXPEDITION	41259	MONITORED PRETENSIONER S. FOUND BOTH
			12500135200	UNKNOWN				9142018	6/12/2019	8/10/2022	2018	NAVIGATOR		CONCERN VISIA LITY NO MONITORED TSR OR SSM FOUND RETRACED DTC OUT PPT K K1 NO A2 YES K3 K4 YES K5 YES K12 CONFIRM PASSENGER SEAT BELT FALTY DTC AED FRONT
			1465605108A	UNKNOWN			SAU	2132020	4/12/2021	7/14/2022	2020	EXPEDITION	17900	INSPECTION AND CHECK FOUND ON CHECK USING IIS FOUND DTC FOLLOW SYMPTOM CODE AND SEAT BELT RETRACTOR VERIFIED CONCERN PULLED CODES FOUND CODE TEST A 1-YES A2 NO A3 NO A6 RETRACTOR PASSENGER RETRACTOR RETRACTOR HAD BEEN DETONATED INSPECTED FOR DAMAGE IT HAD BEEN IN AN ACCIDENT NO DAMAGE FOUND COULD NOT FIND ANY PART OF THE VEHICLE
			14656049610	20301	SANDERS CLONAL	AZ	USA	2520019	3/27/2019	8/9/2022	2019	EXPEDITION	41718	SEAT BELT RETRACTOR PASSENGER RETRACTOR HAD BEEN DETONATED INSPECTED FOR DAMAGE IT HAD BEEN IN AN ACCIDENT NO DAMAGE FOUND COULD NOT FIND ANY PART OF THE VEHICLE



GSARAW	AE	SBELT FRITSEAT RETR	14065D14065D 4591108AT	0'488"	SANTAN FORD	GILBERT AZ	USA	2/4/2019	5/19/2019	8/16/2022	2019	EXPEDITION	TRIM REPAIR COS THE PASSENGER FRONT SEAT BELT AND PASSENGER FRONT SEAT BELT IS NOW BOUND UP, SEAT BELT LIGHT IS ON AND SAYS PRE-TENSIONER FAILURE	25708	confirmed sitting light is on and fr with the tractor has displayed performe if body ahead of to the seat belt B0076-13 and B0077-13, no crash data is retrieved from report that it yes, it re Coburn, removed from accident, per Johns, J. per, I I yes which case did passenger front air bag light on, has deployed air bag, and the light per no faults to it? can also fly interactive testing passenger front seat belt assembly deployed cut belt practical to solve Verified the concern found Air bag light is on always. DTC is B0076-13 33 Passenger PRE-TENSIONER C DEPLOYMENT CONTROL OPEN is not present for TSB for this concern. No obvious fault was found. Visual verified. CUSTOMER - SEAT BELT LIGHT IS ON, HEAD LOCKS B0076, PPT - DTC, L A1 - YES DTC, L A1 - YES DTC, L A1 - YES DTC, L A1 - YES DTC, L A1 - YES THE CHARGING SYSTEM IS CHARGING SYSTEM OPERATING NORMALLY 1489, CLEARED 1489, CLEARED
GSARAW	AE	SBELT FRITSEAT RETR	14065D14065D 4591108AT	0'488"	SANTAN FORD	GILBERT AZ	USA	1/26/2019	3/7/2019	7/27/2022	2019 <td>EXPEDITION</td> <td>GENERAL INFORMATION WHILE DRIVING HARD LOUD POP AND PASSENGER FRONT SEATBELT IS NOW BOUND UP, AIRBAG LIGHT ON AS WELL ADVISE</td> <td>43535</td> <td></td>	EXPEDITION	GENERAL INFORMATION WHILE DRIVING HARD LOUD POP AND PASSENGER FRONT SEATBELT IS NOW BOUND UP, AIRBAG LIGHT ON AS WELL ADVISE	43535	
GSARAW	AH	SEAT BELTS & RETRACTOR	14065D14065D 4591108AT	UNKNOWN			AIE	1/24/2019	5/28/2019	9/5/2022	2019 <td>NAVIGATOR</td> <td>Airbag MIL Says ON Always.</td> <td>27864</td> <td></td>	NAVIGATOR	Airbag MIL Says ON Always.	27864	
GSARAW	AJ	SBELT FRITSEAT RETR	14065D14065D 4591108AT	0'4616"	BOGGUS FORD	MCALLEN TX	USA	1/17/2019	1/31/2019	10/10/2022	2019 <td>NAVIGATOR</td> <td>LOUD POP NOISE AND SEAT BELT TUGGED HARD ON DRIVER AND SMOKE CAME OUT FROM SIDE PANEL WHEN SEAT BELT RETRACTS</td> <td>59697</td> <td></td>	NAVIGATOR	LOUD POP NOISE AND SEAT BELT TUGGED HARD ON DRIVER AND SMOKE CAME OUT FROM SIDE PANEL WHEN SEAT BELT RETRACTS	59697	

GSARAWIS	AS	SEAT BELTS & RETRACTOR	MT	UNKNOWN	AIR	2/10/2020	8/30/2020	9/21/2022	2020	NAVIGATOR	Inspect air bag light on in cluster.	20344	Verified customer concern checked vehicle for any leak, damage or after-market items or for any other concern. Check air bag control module but not found any TSB/SSM related to the concern. Found DTC B00F-37 passenger air at deployment G deployment control. Further inspection followed M1 AD, M1 ME, M1 and then followed M1 if the original DTC is present during self test. YES
GSARAWIS	AC	SEAT BELTS & RETRACTOR	1251DK11405-10863-1108AT	SANDERS PHOENIX AZ ON LINCOLN	USA	10/17/2018	12/4/2018	8/25/2022	2019	NAVIGATOR	CUST STATES THEY WERE DRIVING ON THE FREEWAY AND THERE WAS A LOUD POPPING NOISE AND THE DRIVER SEAT BELT RETRACTED HARD TO PUSH THE DRIVER BACK. CLIENT PULLED OVER AND UNLOCKED. SEAT BELT RETRACTED HARD TO UNLOCK. THE DRIVER STATES IS A GAS SMELL AND RESTRAINT INDICATOR LAMP IS ON.	56815	Recommended to CODE B00F E13 PPOINT TEST A1 YES A3 NO A2 YES A4 NO A1 YES REFER TO INSTALL A NEW FRONT SEAT BELT RETRACTOR AND PRETENSIONER ASSEMBLY LINCOLN PASSENGER SEAT BELT AND RCAM MODULE JASC

GSARAWIS	AC	SEAT BELTS & RETRACTOR	MT	UNKNOWN	AIR	9/12/2019	4/29/2019	10/4/2022	2019 <th>EXPEDITION</th> <th>CHECK AIR BAG LAMP ON AD SEAT BELT UNABLE TO USE.</th> <th>22905</th> <th>VERIFY THE CONCERN. CONFIRMING LAMON FOUND DC B00F E B007 F B007 E DRIVER SEAT BELT DEPLOYMENT CONTROL B007 F PASSENGER SEAT BELT DEPLOYMENT AND FOLLOW THE PPTA A1 PREVENTION DTC YES B007 E B007 F AS CHECK PASSENGER SEAT BELT AND DRIVER SEAT BELT ALL CONFIRM BELT DTC YES BELT SEAT </th>	EXPEDITION	CHECK AIR BAG LAMP ON AD SEAT BELT UNABLE TO USE.	22905	VERIFY THE CONCERN. CONFIRMING LAMON FOUND DC B00F E B007 F B007 E DRIVER SEAT BELT DEPLOYMENT CONTROL B007 F PASSENGER SEAT BELT DEPLOYMENT AND FOLLOW THE PPTA A1 PREVENTION DTC YES B007 E B007 F AS CHECK PASSENGER SEAT BELT AND DRIVER SEAT BELT ALL CONFIRM BELT DTC YES BELT SEAT
GSARAWIS	AC	SEAT BELTS & RETRACTOR	12550D1251D-459108AT	UNKNOWN	SAU	9/12/2019	4/29/2019	10/4/2022	2019	EXPEDITION	CHECK AIR BAG LAMP ON AD SEAT BELT UNABLE TO USE.	22905	VERIFY THE CONCERN. CONFIRMING LAMON FOUND DC B007 E B007 F B007 E DRIVER SEAT BELT DEPLOYMENT CONTROL B007 F PASSENGER SEAT BELT DEPLOYMENT AND FOLLOW THE PPTA A1 PREVENTION DTC YES B007 E B007 F AS CHECK PASSENGER SEAT BELT AND DRIVER SEAT BELT ALL CONFIRM BELT DTC YES BELT SEAT

GSARAWIS	AC	SEAT BELTS & RETRACTOR	MT	UNKNOWN	AIR	3/1/2020	10/18/2020	2/6/2023	2020 <th>EXPEDITION</th> <th>SEATBELT NOT WORKING.</th> <th>36131</th> <th>6118AR VERIFY RIGHT SIDE SEAT BELT FOR DTC FOUND FOR DTC FOUND B007 F B007 F PASSENGER SEATBELT PRETENSIONER DEPLOYMENT FOLLOWED PINPOINT TEST </th>	EXPEDITION	SEATBELT NOT WORKING.	36131	6118AR VERIFY RIGHT SIDE SEAT BELT FOR DTC FOUND FOR DTC FOUND B007 F B007 F PASSENGER SEATBELT PRETENSIONER DEPLOYMENT FOLLOWED PINPOINT TEST
GSARAWIS	AC	SEAT BELTS & RETRACTOR	12550D1251D-459108AR	UNKNOWN	SAU	3/1/2020	10/18/2020	2/6/2023	2020	EXPEDITION	SEATBELT NOT WORKING.	36131	6118AR VERIFY RIGHT SIDE SEAT BELT FOR DTC FOUND FOR DTC FOUND B007 F B007 F PASSENGER SEATBELT PRETENSIONER DEPLOYMENT FOLLOWED PINPOINT TEST

GSARMS	AF	SBELT FR/SEAT 6110MAL RETR	ARABIAN RWI MARKETIN G COMPANY	OMN	2/23/2020	2/18/2021	5/10/2023	2020	EXPEDITION	FRONT LH SEAT BELT STUCK	40374	VERIFIED THE CIRCUIT OPEN ON FURTHER INSPECTION FOUND DTC P013000 SEAT BELT ASSY SEAT BELT ASSY
GSARMS	AA	SEAT BELTS & RETRACTOR	14660V40500 - UNKNOWN 4856108N1748 - 5801	AHE	4/26/2019	7/29/2019	5/15/2023	2019	NAVIGATOR	Customer concern is Check for loud loud sound and the seat belt is not retracting properly. Happened when was driving on level road at 55mph.	48735	CONCERN DTC P013000 PASSENGER RETRACTOR C DEPLOYMENT CONTROL OPEN New lead 0MM or 150 concern No obvious fault found on vehicle. Confid and PPT A1 No. CIRCUIT OPEN SEAT BELT RETRACTOR BCE TEST, DTC B00FE, PP TEST A11Y, A2N P013000 OMMS, AS V, A2, Y, A11-Y REMOVED BOTH RETRACTORS AND CENTER CONSOLE TO ACCESS RCM CIRCUITRY FRONT SEAT BELT Retractor
GSARMS	AH	SBELT FR/SEAT RETR	12851D12851D -11479 * 49043036110 BAU188070A1	USA CENTRAL ORLAND FL FLORIDA O LINCOLN	4/9/2019	10/2/2019	5/18/2023	2019	NAVIGATOR	Cia vehicle seat belt lock down while driving and then was a loud noise check and advise	33778	VERIFIED SEATBELT WILL RIGHT FRONT NOT RETRACT LIGHT IS ON FEC TEST, B00F-13 IS PRESENT IN RCM AND LOGGED PPT A PERIODIC A1 RETRIEVE FROM DTC SAND RETRACT A2 CHECKED THE PASSENGER RETRACTOR PRETENSIONER DEPLOYMENT CIRCUITRY RESISTANCE (DEPLOY 24, R) PID AND FOUND RESISTANCE IS SUBSTANTIAL CIRCUIT IS OPEN AS CHECK THE PASSENGER RETRACTOR PRETENSIONER
GSARMS	AD	SBELT FR/SEAT RETR	14660V40500 -09815 * 49A06108MR	USA ROBERT APACHE AZ APACHE FORD N LLC	2/3/2019	4/2/2019	6/27/2023	2019	EXPEDITION	CUSTOMER STATES PASSENGER FRONT SEAT BELT WILL NOT POP AND NOW SEAT BELT WILL NOT EXTEND	45885	VERIFIED SEATBELT WILL RIGHT FRONT NOT RETRACT LIGHT IS ON FEC TEST, B00F-13 IS PRESENT IN RCM AND LOGGED PPT A PERIODIC A1 RETRIEVE FROM DTC SAND RETRACT A2 CHECKED THE PASSENGER RETRACTOR PRETENSIONER DEPLOYMENT CIRCUITRY RESISTANCE (DEPLOY 24, R) PID AND FOUND RESISTANCE IS SUBSTANTIAL CIRCUIT IS OPEN AS CHECK THE PASSENGER RETRACTOR PRETENSIONER

GS#	PLANT	MODEL	TRIM	YEAR	MAKE	MODEL	TRIM	YEAR	STATUS	DESCRIPTION	DATE	TIME	LOCATION	STATUS
GS#0001	██████████	██████████	██████████	2018	MAZDA	MAZDA	MAZDA	2018	NAVIGATION	CUSTOMER STATES WHILE DRIVING VEHICLE SOUNDED HORN AT CARWASH AND THE SEAT BELT LOCKED UP, NOW IT WON'T RETRACT AT ALL. ESP. MARRIAGE	12/20/2018	8:22:19	7/5/2023	2019
GS#0002	██████████	██████████	██████████	2019	NAVIGATION	██████████	██████████	2019	NAVIGATION	51655				
GS#0003	██████████	██████████	██████████	2019	NAVIGATION	██████████	██████████	2019	NAVIGATION	57145				
GS#0004	██████████	██████████	██████████	2019	NAVIGATION	██████████	██████████	2019	NAVIGATION	59413				
GS#0005	██████████	██████████	██████████	2019	EXPEDITION	██████████	██████████	2019	EXPEDITION	4644				
GS#0006	██████████	██████████	██████████	2019	EXPEDITION	██████████	██████████	2019	EXPEDITION	64889				

DURING  
 FUNCTION  
 LIGHT ON  
 FILLED FOR  
 POWER LOCK  
 DRIVERS SEAT  
 BELT  
 INDOOR AS  
 VOLTAGE CODE  
 ON BATTERY  
 REAR TOP P  
 VARI SERVICE  
 DRIVERS SEAT  
 BELT TENSION  
 L PRE-TENSIONER  
 DENOVMENT  
 AND DRACTOR  
 SEIZED 61188  
 CDDZ SELF TEST  
 SYSTEM CODE  
 PERFORMED PP  
 TEST AT YAZN  
 A1VME A VY  
 NECESSARY TO  
 REPLACE LF  
 VERY  
 DRIVER  
 DRIVERS SEAT  
 BELT  
 RETRACTOR  
 PASSENGER  
 SEAT BELT  
 BROCKMANN  
 NOT  
 RETRACTING  
 BELT TEST  
 REC TEST  
 DRIVER  
 SEAT BELT  
 PRE-TENSIONER  
 CONTROL  
 FOUND  
 PRE-TENSIONER  
 TO ACTIVATE  
 INNOVATIVE  
 CENTER OF THE  
 CONCERN OF  
 AIRBAG LIGHT  
 THE DIAGNOSTIC  
 PORT AND  
 PERFORMED A  
 SEPARATE  
 FORS TO FIND  
 DIAGNOSTIC  
 PROBLE CODE  
 DRIVERS SEAT  
 THE  
 RESTRAINTS  
 CONTROL  
 MARRIAGE  
 PERFORMED  
 PRE-TENSIONER  
 TESTS AT IS  
 A1S MARRIAGE  
 YES, AT IS YES,  
 A1S YES.

PERFORM DIAGNOSTIC FOR CONCERN CUSTOMER  
 ALSO THE DRIVERS SEAT BELT LOCKED UP AND A LOUD  
 BANG SOUND FROM THE DASHBOARD. ALL AT  
 PASSENGER SEAT BELT - 309,0007 - GANOE CAME  
 OUT AND NOW IT'S STUCK. PLEASE DIAG

CS WHILE IN VEHICLE FINING, LEARN OF DESSERTING BANG  
 NOISE. SEEN SMOKE INSIDE VEHICLE. FOUL GOOR  
 AFTER EVENT OCCURRED DR SEATBELT WOULD NOT  
 RETRACT OUT. VEHICLE TOWED TO DEALERSHIP.

CUSTOMER STATES DRIVERS FRONT SEAT BELT IN LOCK A  
 LOUD BANG AND TIGHTENED ON CUSTOMER SEATBELT IS  
 NOW INOPERABLE AND DOES NOT RETRACT. PLEASE  
 CHECK AND ADVISE.

SEAT BELT LOCK, I WAS CHANGING SEAT BELT  
 STARTED SHAKING THE WHEELS AND NOW IT'S  
 LOCKED PARKED SEAT BELT HEARD A BIG POP AND  
 SMOKE CAME FROM SEAT BELT

GSARMS	AS	SBELT FR/SEAT RETR	1108AR1261 D1261046	PARKS TAMP OF TAMPA	USA	818332751	12/12/2018	12/27/2018	7/24/2023	2019	NAVIGATOR	DIAGNOSIS	78364	TECHNICAL
GSARMS	AJ	SBELT FR/SEAT RETR	1108AR1261 D1261046 51DX1	BOGGS MALLEN TX FORD LINCOLN	USA	665687411	12/7/2018	1/29/2019	7/11/2023	2019 <td>NAVIGATOR</td> <td>DRIVERS SEAT BELT LOCKED. HEARD MA POP NOISE AND A BURNING OORW AS NOTICED</td> <td>41487</td> <td>both performed on the vehicle. Both checked for DTC and found DTC B007F in the RCM both performed pursuant to procedure. VEHICLE, AZ, AZ, AZ, CUSTOMER CONCERN SEAT BELT IS ACTIVATED. B007F:13 IDENTIFIED. PPT ON PERFORMED AIR BAG LIGHT ON PERFORMED BURNING TYPE SMELL PASSENGER SIDE FRONT SEAT BELT TIGHTENED ON PASSENGER SEAT BELT WILL NOT RETRACT. AIR BAG LIGHT IS ON (REPORT)</td>	NAVIGATOR	DRIVERS SEAT BELT LOCKED. HEARD MA POP NOISE AND A BURNING OORW AS NOTICED	41487	both performed on the vehicle. Both checked for DTC and found DTC B007F in the RCM both performed pursuant to procedure. VEHICLE, AZ, AZ, AZ, CUSTOMER CONCERN SEAT BELT IS ACTIVATED. B007F:13 IDENTIFIED. PPT ON PERFORMED AIR BAG LIGHT ON PERFORMED BURNING TYPE SMELL PASSENGER SIDE FRONT SEAT BELT TIGHTENED ON PASSENGER SEAT BELT WILL NOT RETRACT. AIR BAG LIGHT IS ON (REPORT)
GSARMS	AE	SBELT FR/SEAT RETR	1456D1456D 498108AR	MACHUK HOUSTO TX FORD N	USA	718325500	3/26/2019	1/29/2019	7/9/2023	2019 <td>EXPEDITION</td> <td>S99 CUSTOMER STATES THERE WAS A LOUD NOISE AND BURNING TYPE SMELL PASSENGER SIDE FRONT SEAT BELT TIGHTENED ON PASSENGER SEAT BELT WILL NOT RETRACT. AIR BAG LIGHT IS ON (REPORT)</td> <td>50262</td> <td>customer concern confirmed. Air bag light on with driver seat belt in loose. use of FRIS to perform repair and found code in RCM for driver seatbelt. Air bag light removed driver side b-pillar trim panel upon inspection. Found seatbelt anchor cracked and damaged and both replaced. RCM concern VERIFIED. CUSTOMER CONCERN THE DRIVER SEAT BELT WILL NOT RETRACT SELF TEST FOUND B007F:13 ON B2418:01</td>	EXPEDITION	S99 CUSTOMER STATES THERE WAS A LOUD NOISE AND BURNING TYPE SMELL PASSENGER SIDE FRONT SEAT BELT TIGHTENED ON PASSENGER SEAT BELT WILL NOT RETRACT. AIR BAG LIGHT IS ON (REPORT)	50262	customer concern confirmed. Air bag light on with driver seat belt in loose. use of FRIS to perform repair and found code in RCM for driver seatbelt. Air bag light removed driver side b-pillar trim panel upon inspection. Found seatbelt anchor cracked and damaged and both replaced. RCM concern VERIFIED. CUSTOMER CONCERN THE DRIVER SEAT BELT WILL NOT RETRACT SELF TEST FOUND B007F:13 ON B2418:01
GSARMS	AH	SBELT FR/SEAT RETR	1108AR14056 D	SAN TAN GILBERT AZ FORD	USA	488273200	5/26/2019	2/22/2019	7/12/2023	2019 <td>EXPEDITION</td> <td>ELECTRICAL REPAIR of loud growler noise happened inside cab, sitting light came on and driver seat belt is loose hanging now advice.</td> <td>50256</td> <td>customer concern confirmed. Air bag light on with driver seat belt in loose. use of FRIS to perform repair and found code in RCM for driver seatbelt. Air bag light removed driver side b-pillar trim panel upon inspection. Found seatbelt anchor cracked and damaged and both replaced. RCM concern VERIFIED. CUSTOMER CONCERN THE DRIVER SEAT BELT WILL NOT RETRACT SELF TEST FOUND B007F:13 ON B2418:01</td>	EXPEDITION	ELECTRICAL REPAIR of loud growler noise happened inside cab, sitting light came on and driver seat belt is loose hanging now advice.	50256	customer concern confirmed. Air bag light on with driver seat belt in loose. use of FRIS to perform repair and found code in RCM for driver seatbelt. Air bag light removed driver side b-pillar trim panel upon inspection. Found seatbelt anchor cracked and damaged and both replaced. RCM concern VERIFIED. CUSTOMER CONCERN THE DRIVER SEAT BELT WILL NOT RETRACT SELF TEST FOUND B007F:13 ON B2418:01
GSARMS	AB	SBELT FR/SEAT RETR	1108AR1261 D1261046 10K1	SANDERS PHOENIX AZ ON LINCOLN	USA	602075000	2/13/2019	3/16/2019	7/9/2023	2019 <td>NAVIGATOR</td> <td>CURT STATES THE AIR BAG LIGHT IS ON. CUSTOMER STATES THEY WERE DRIVING VEHICLE WHILE DRIVING CUSTOMER HEARD LOUD BANG AND DRIVER SIDE SEAT BELT BEGAN TO TIGHTEN. PLEASE ADVISE</td> <td>57870</td> <td>customer concern confirmed. Air bag light on with driver seat belt in loose. use of FRIS to perform repair and found code in RCM for driver seatbelt. Air bag light removed driver side b-pillar trim panel upon inspection. Found seatbelt anchor cracked and damaged and both replaced. RCM concern VERIFIED. CUSTOMER CONCERN THE DRIVER SEAT BELT WILL NOT RETRACT SELF TEST FOUND B007F:13 ON B2418:01</td>	NAVIGATOR	CURT STATES THE AIR BAG LIGHT IS ON. CUSTOMER STATES THEY WERE DRIVING VEHICLE WHILE DRIVING CUSTOMER HEARD LOUD BANG AND DRIVER SIDE SEAT BELT BEGAN TO TIGHTEN. PLEASE ADVISE	57870	customer concern confirmed. Air bag light on with driver seat belt in loose. use of FRIS to perform repair and found code in RCM for driver seatbelt. Air bag light removed driver side b-pillar trim panel upon inspection. Found seatbelt anchor cracked and damaged and both replaced. RCM concern VERIFIED. CUSTOMER CONCERN THE DRIVER SEAT BELT WILL NOT RETRACT SELF TEST FOUND B007F:13 ON B2418:01
GSARMS	AD	SBELT FR/SEAT RETR	1108AR14056 D14056D46	LEGACY ROSENB TX FORD OF ERG ROSENBERG	USA	281342511	10/17/2018	2/22/2020	8/14/2023	2019 <td>EXPEDITION</td> <td>DIAG customer states while driving loud boom from passenger seatbelt then it tighten up and message appears on indicator lamp warning</td> <td>37128</td> <td>customer concern confirmed. Air bag light on with driver seat belt in loose. use of FRIS to perform repair and found code in RCM for driver seatbelt. Air bag light removed driver side b-pillar trim panel upon inspection. Found seatbelt anchor cracked and damaged and both replaced. RCM concern VERIFIED. CUSTOMER CONCERN THE DRIVER SEAT BELT WILL NOT RETRACT SELF TEST FOUND B007F:13 ON B2418:01</td>	EXPEDITION	DIAG customer states while driving loud boom from passenger seatbelt then it tighten up and message appears on indicator lamp warning	37128	customer concern confirmed. Air bag light on with driver seat belt in loose. use of FRIS to perform repair and found code in RCM for driver seatbelt. Air bag light removed driver side b-pillar trim panel upon inspection. Found seatbelt anchor cracked and damaged and both replaced. RCM concern VERIFIED. CUSTOMER CONCERN THE DRIVER SEAT BELT WILL NOT RETRACT SELF TEST FOUND B007F:13 ON B2418:01
GSARMS	AG	SBELT FR/SEAT RETR	1108AR D1108AR	TIPTON BROWNS TX MOTOR VILLE MOTOR VEHICLE LLC	USA	665656500	12/20/2018	1/17/2019	8/4/2023	2019 <td>EXPEDITION</td> <td>CIS LEFT FRONT SEAT BELT LOCKED UP STATES SMOKE WAS RELEASED PRIOR TO THAT SAFETY RESTRAINT CONCERN</td> <td>36075</td> <td>customer concern confirmed. Air bag light on with driver seat belt in loose. use of FRIS to perform repair and found code in RCM for driver seatbelt. Air bag light removed driver side b-pillar trim panel upon inspection. Found seatbelt anchor cracked and damaged and both replaced. RCM concern VERIFIED. CUSTOMER CONCERN THE DRIVER SEAT BELT WILL NOT RETRACT SELF TEST FOUND B007F:13 ON B2418:01</td>	EXPEDITION	CIS LEFT FRONT SEAT BELT LOCKED UP STATES SMOKE WAS RELEASED PRIOR TO THAT SAFETY RESTRAINT CONCERN	36075	customer concern confirmed. Air bag light on with driver seat belt in loose. use of FRIS to perform repair and found code in RCM for driver seatbelt. Air bag light removed driver side b-pillar trim panel upon inspection. Found seatbelt anchor cracked and damaged and both replaced. RCM concern VERIFIED. CUSTOMER CONCERN THE DRIVER SEAT BELT WILL NOT RETRACT SELF TEST FOUND B007F:13 ON B2418:01

GSARMS	AE	SBELT FR/SEAT RETR	USA	7027312121	3/4/2019	5/29/2019	9/15/2023	2019	EXPEDITION	CUSTOMER STATES THAT SHE HEARD A LOUD BANG WHEN SHE WAS DRIVING IN THE OLD BANK AND WAS ALMOST LIKE A STEAM. SMOKE WASNT VERY THICK AND LASTED A FEW MINUTES. STATES THAT IT SMELLED LIKE A CHEMICAL. PASSENGER SEAT BELT HUNG OFF THE SEAT AND THE AIRBAG HAPPENED AFTER THE OLD BANK WITH THE AIRBAG LIGHT ON. PLEASE CHECK AND ADVISE.
GSARMS	AF	SEAT BELTS & RETRACTOR	USA	71122023	9/12/2019	6/14/2020	7/11/2023	2019	EXPEDITION	CHECK AIRBAG WARNING LIGHT ON

GSARMS	AJ	SBELT FR/SEAT RETR	USA	5297472000	2/2/2019	9/13/2019	7/27/2023	2019	NAVIGATOR	CUSTOMER STATES WHEN DRIVING HEARD A LOUD POP NOISE THEN SMELL BURNING SMELL AIR BAG LIGHT CAME ON. CUSTOMER STATES THAT SHE HEARD A LOUD BANG AND CHECKED THE AIRBAG LIGHT ON.
GSARMS	AJ <td>SEAT BELTS &amp; RETRACTOR</td> <td>USA</td> <td>5297472000</td> <td>2/2/2019</td> <td>9/13/2019</td> <td>7/27/2023</td> <td>2019</td> <td>NAVIGATOR</td> <td>CUSTOMER STATES WHEN DRIVING HEARD A LOUD POP NOISE THEN SMELL BURNING SMELL AIR BAG LIGHT CAME ON. CUSTOMER STATES THAT SHE HEARD A LOUD BANG AND CHECKED THE AIRBAG LIGHT ON.</td>	SEAT BELTS & RETRACTOR	USA	5297472000	2/2/2019	9/13/2019	7/27/2023	2019	NAVIGATOR	CUSTOMER STATES WHEN DRIVING HEARD A LOUD POP NOISE THEN SMELL BURNING SMELL AIR BAG LIGHT CAME ON. CUSTOMER STATES THAT SHE HEARD A LOUD BANG AND CHECKED THE AIRBAG LIGHT ON.

GSARMS	AH	IRETENS INC BEL ST FR	USA	772069552	10/25/2018	2/27/2019	8/21/2023	2019	EXPEDITION	CUSTOMER STATES THE AIR BAG LIGHT IS ON. THE DRIVERS SEAT BELT IS IN THE OUT POSITION. CUSTOMER HEARD A POP NOISE, SMELL ELECTRICAL BURN SMELL AND SMOKE. HAPPENED WHILE DRIVING. NO COLLISION OR ACCIDENT. PLEASE CHECK AND ADVISE.
GSARMS	AH	IRETENS INC BEL ST FR	USA	772069552	10/25/2018	2/27/2019	8/21/2023	2019	EXPEDITION	CUSTOMER STATES THE AIR BAG LIGHT IS ON. THE DRIVERS SEAT BELT IS IN THE OUT POSITION. CUSTOMER HEARD A POP NOISE, SMELL ELECTRICAL BURN SMELL AND SMOKE. HAPPENED WHILE DRIVING. NO COLLISION OR ACCIDENT. PLEASE CHECK AND ADVISE.

GSARMS	AD	SBELT FR/SEAT RETR	USA	4893362000	11/27/2018	9/11/2019	8/23/2023	2019	EXPEDITION	CUSTOMER STATES LOUD POP NOISE FROM DR SEAT AREA, FOLLOWED BY SMOKE (SEE CONNECTED FALLS)
GSARMS	AD	SBELT FR/SEAT RETR	USA	4893362000	11/27/2018	9/11/2019	8/23/2023	2019	EXPEDITION	CUSTOMER STATES LOUD POP NOISE FROM DR SEAT AREA, FOLLOWED BY SMOKE (SEE CONNECTED FALLS)

CUSTOMER STATES THAT SHE HEARD A LOUD BANG WHEN SHE WAS DRIVING IN THE OLD BANK AND WAS ALMOST LIKE A STEAM. SMOKE WASNT VERY THICK AND LASTED A FEW MINUTES. STATES THAT IT SMELLED LIKE A CHEMICAL. PASSENGER SEAT BELT HUNG OFF THE SEAT AND THE AIRBAG HAPPENED AFTER THE OLD BANK WITH THE AIRBAG LIGHT ON. PLEASE CHECK AND ADVISE.

CUSTOMER STATES WHEN DRIVING HEARD A LOUD POP NOISE THEN SMELL BURNING SMELL AIR BAG LIGHT CAME ON. CUSTOMER STATES THAT SHE HEARD A LOUD BANG AND CHECKED THE AIRBAG LIGHT ON.

CUSTOMER STATES THE AIR BAG LIGHT IS ON. THE DRIVERS SEAT BELT IS IN THE OUT POSITION. CUSTOMER HEARD A POP NOISE, SMELL ELECTRICAL BURN SMELL AND SMOKE. HAPPENED WHILE DRIVING. NO COLLISION OR ACCIDENT. PLEASE CHECK AND ADVISE.

CUSTOMER STATES LOUD POP NOISE FROM DR SEAT AREA, FOLLOWED BY SMOKE (SEE CONNECTED FALLS)

VISUAL CHECK FOUND AIRBAG LAMP ON CHECK FOUND DTC B007E. FOLLOW CODE AND CHECK CONCERN PERFORMED VISUAL CHECK FOUND AIRBAG LAMP ON CHECK FOUND DTC B007E. FOLLOW CODE AND CHECK CONCERN.

CASUAL PART: [REDACTED] verified [REDACTED] none related to customer concern [REDACTED] and performed oil test on all modules found dlc: [REDACTED] performed circuit test a, at jvc dlc: b007e present, at [REDACTED] no [REDACTED] found [REDACTED] Front Seatbelt Anchor and [REDACTED] [REDACTED] replacing driver's front seat belt [REDACTED] GOODWILL ASSISTANCE VERIFIED AIR BAG LIGHT IS ON BELT TEST B007E PPT 1A B007E A2 54 B007E A2 54 VERIFIED SEAT RETRACTOR AND [REDACTED] DEFLECTOR WHILE DRIVING PERFORMED [REDACTED] RETRY CODE B007F-3 BB PERFORMED [REDACTED] TEST MISC [REDACTED] REPLACED DR SEAT BELT





GSRAWS	AF	SEAT BELTS & RETRACTOR	1405DR1108A -UNKNOWN	SAU	7/22/2019	10/29/2019	8/23/2023	2019	EXPEDITION	CHECK LEFT FRONT SEAT BELT NOT WORKING	VERIFY PERFORMED VISUAL INSPECTION AND CHECKED FOR AIRBAG LAMP ON CHECK USING IDS FOUND DTC P0401. FURTHER FOLLOW SYMPTOM CODE
GSRAWS	AC	SEAT BELTS & RETRACTOR	01/286 - TAMAM FORD INC.	USA	12/12/2018	1/8/2020	9/7/2023	2019	EXPEDITION	CUSTOMER STATES CUSTOMER STATES PASSENGER FRONT SEAT BELT HAD A LOUD BANG AND IS NOW STUCK AND UNMOVABLE. PREVIOUSLY HAD DRIVERS SIDE REPAIRED FOR THE SAME ISSUE. PLEASE CHECK AND ADVISE.	54412
GSRAWS	AG	SEAT BELTS & RETRACTOR	01/08M/J/2651 - JARRETT FORD OF CHARLOTTE	USA	6/9/2019	8/2/2019	9/19/2023	2019	EXPEDITION	INTERIOR/EXTERIOR TRIM REPAIR CUSTOMER STATES THE DRIVERS SEAT BELT RETRACTOR MADE A POPPING NOISE AND WILL NOT PULL OUT	48018
GSRAWS	AG	SEAT BELTS & RETRACTOR	01/08M/J/2651 - JARRETT FORD OF CHARLOTTE	USA	3/22/2019	4/5/2018	9/13/2023	2019	EXPEDITION	C/S DRIVERS SEAT BELT POPPED REALLY LOUD AND STARTED, STARTED TO SMOKE, AND GOT REALLY STIFF.	50757
GSRAWS	AS	SEAT BELTS & RETRACTOR	01/08M/J/2651 - ED SARKSO LINCOLN	USA	9/18/2019	9/22/2019	9/18/2023	2019	NAVIGATOR	CUST STATES THEY HEARD A LOUD BANG, LIKE A GUN SHOTS, WHILE DRIVING. SEAT BELT WASN'T WORKING. SITTING IN SEAT BELL. THEN THERE WAS A VERY WEIRD SMELL FOR ABOUT 15-30 MINS, THEN SMELL WENT AWAY. RH FRONT SEAT BELT WONT RETRACT AND AIRBAG LIGHT IS ON	33690





GSARMS	AF	SBELT FR/SEAT RETR	61108AL/4056 D14056D46	00522	SYKORA WELLY FORD, INC.	WEST TX	USA	254825314	211/2019	5/29/2019	9/25/2023	2019	EXPEDITION	CUSTOMER STATES LF SEAT BELT POPPED, TIGHTENED UP ON DRIVEK, SMOKE CAME FROM SEAT BELT AREA	46948	PERFORMED ANALYSIS FOR A RALIT WITH THE SEATBELT PERFORMED PINPOINT TEST AND ADJ. VOLT. ADJ. VOLT. YCSJAN0111
GSARMS	AA	SBELT FR/SEAT RETR	ADP6108AT	00561	SEWELL FORD	ODESSA TX	USA	434980401	6/24/2019	8/20/2019	8/29/2023	2019	NAVIGATOR	Customer states passenger side seat belt popped while driving the vehicle at about 30 mph. Customer states the pop was like a seat belt popping. Customer states the seat belt was not buckled. Customer states he was not applying the brakes and was just coasting at about 30 mph. 17 same check and advice.	46948	YCSJAN0111 CUSTOMER CONCERN FILLED OASIS. INVESTIGATION FOUND ROOT STORED IN CRM AFTER INITIAL INVESTIGATION INVESTIGATED TO CONTACT FORD DUE TO PART NUMBER SUBMITTED ALL DIAGNOSTIC INFO AND REFUSED TO A FORD CONTACT. INSPECTION AND DIAGNOSTIC INFO WAS GATHERING THE PHOTOS THE VEHICLE WAS INSPECTED BY EVIDENCE OF AN ACCIDENT WAS OF THE BUMPER SEEM
GSARMS	B		61108AT	UNKNOWN			USA		9/11/2018	11/28/2018	9/17/2023	2018	NAVIGATOR	Air bag warning lamp on.		Verified the warning lamp on, advised DTC B001F, found no fault at all. Inspected air bag extension deployed condition and seat belt was in such condition All components out, no external damages or issues detected. No SSM found. As per FSC instruction book to replace back to replace
GSARMS	AC	SBELT FR/SEAT RETR	61108AR	04437	COVER FORD LINCOLN	AUSTIN TX	USA	512345430	3/4/2019	1/27/2019	8/29/2023	2019	NAVIGATOR	CUSTOMER STATES SEAT BELT PASSENGER SEAT BELT WILL SUCK YOU INTO SEAT	46218	RIGHT FRONT SEATBELT PINPOINT DOES NOT OPERATE PROPERLY WEIGHED

GSA WMS AD SBLT FRTRSEAT 1251012810 07908 \* CUTTER AEA H USA 808544210 31/5/2019 8/29/2019 9/29/2023 2019 EXPEDITION CUSTOMER STATES WHILE DRIVING SOMETHING POWDER SINCE THEM TO PASSENGER SEAT SEATBELT IS STUCK AND WILL NOT RETRACT

WFM4 COVERED  
RESEARCH  
RESERVE  
BASED  
VERIFIED  
COMPLAIN  
PASSENGER  
SEAT BELTS  
STUCK  
PASSENGER  
TEST B0007  
PASSENGER  
SEATBELT  
PASSENGER  
C REMOVEMENT  
CONTROL IS  
PRESIDENT MAN  
OPERATOR  
TBRSSMS MAN  
NONE PRESENT  
CHECK DTD  
CHECK DTD  
PINKPOINT TEST A  
FOR DTC CODE  
B0007 PERFORM  
A A1 \*YES A2  
NO A3 NO A6 -  
YES A7 \*YES  
WFM4 NEW  
PASSENGER  
continued concern  
customer states  
seam which found  
B0007 and B0002  
for B0007 part  
for B0007 part  
M2 in M1 in M6  
yes, M7 yes, A11  
yes, replace the  
ball nut with a new  
ball nut and install  
codes and install  
B0007 same ball  
nut as B0007  
A LOUD BANG  
AND PLASTIC  
TRIM PARTIED  
THE AIR BAG  
LIGHT CAME ON  
DEFERRED  
CONCERN  
PASSENGER SELF  
TEST AND OUT  
CODES 48B  
D001V13AB  
SEATBELT  
PRETENSION C  
CONTROL IS  
B0007-13AB  
PASSENGER  
SEATBELT  
CONTROL C  
DERIVEMENT  
Came and seat  
nut and codes  
performed part a  
at year 42  
B0007-13AB  
per will year

GSA WMS AK PRETERS INC 14652D14652D 06546 \* JOHANN SAN TX USA 21853327 1/27/2019 1/29/2019 8/29/2023 2019 EXPEDITION S39 CUSTOMER STATES AIR BAG LAMP IS ON SHE WON'T RETRACT CUSTOMER STATES SHE LEARDA A LOUD POP

GSA WMS AD SBLT FRTRSEAT 61198A1 \* 08814 \* ROBERT ANGELE AZ USA 48974250 1/17/2019 2/1/2019 1/9/2023 2019 EXPEDITION CS. CUSTOMER STATES THERE WAS A LOUD BANG AN THE PLASTIC TRIM STARTED SMOKING AND THE AIR BAG LIGHT IS ON. ON COLD STARTS THE ENGINE WILL CLICK AND CHATTERS. CHECK ENGINE LIGHT WILL APPEAR ON LONG TRIPS

75775  
GSA WMS AD SBLT FRTRSEAT 14652D14652D 03915 \* TEAM LAS NV USA 702955100 2/6/2019 3/17/2019 7/29/2023 2019 EXPEDITION seat belt pretensioner equipped on the passenger side customer states during winter a pretensioner "PALS ESP" 6734

WFM4 COVERED  
RESEARCH  
RESERVE  
BASED  
VERIFIED  
COMPLAIN  
PASSENGER  
SEAT BELTS  
STUCK  
PASSENGER  
TEST B0007  
PASSENGER  
SEATBELT  
PASSENGER  
C REMOVEMENT  
CONTROL IS  
PRESIDENT MAN  
OPERATOR  
TBRSSMS MAN  
NONE PRESENT  
CHECK DTD  
CHECK DTD  
PINKPOINT TEST A  
FOR DTC CODE  
B0007 PERFORM  
A A1 \*YES A2  
NO A3 NO A6 -  
YES A7 \*YES  
WFM4 NEW  
PASSENGER  
continued concern  
customer states  
seam which found  
B0007 and B0002  
for B0007 part  
for B0007 part  
M2 in M1 in M6  
yes, M7 yes, A11  
yes, replace the  
ball nut with a new  
ball nut and install  
codes and install  
B0007 same ball  
nut as B0007  
A LOUD BANG  
AND PLASTIC  
TRIM PARTIED  
THE AIR BAG  
LIGHT CAME ON  
DEFERRED  
CONCERN  
PASSENGER SELF  
TEST AND OUT  
CODES 48B  
D001V13AB  
SEATBELT  
PRETENSION C  
CONTROL IS  
B0007-13AB  
PASSENGER  
SEATBELT  
CONTROL C  
DERIVEMENT  
Came and seat  
nut and codes  
performed part a  
at year 42  
B0007-13AB  
per will year



GSARMS	AL	SBELT FRITSEAT RETR	61108AT1051 51046702 510X	11479 * CENTRAL ORLAND O LINCOLN	USA	407844650	3132019	91922019	9292023	2019	NAVIGATOR	48342	INTERNALLY REMOVED AND DRIVER AND PASSENGER SEAT BELT RETRACTORS WAS TESTED BOOTE-13 DTCL UNDER SPRING SYSTEM PERFORMED PP TEST IN AZ VIA MVA YALLY REMOVED BOTH FRONT AND REAR SEAT ACCESS CHINA ADJUSTMENT FROM DRIVER SEAT BELT RETRACTOR TO BE REINSTATED REMOVED AND Prior Approval Code 090202074802 No. 48- Yes Found performed the test on the 10076-13 yes ab 10076-13 reading in o.s.
GSARMS	AD	SBELT FRITSEAT RETR	14560S108A 714056D46	20402 * JIM CLICK TUCSON FORD	USA	529747200	3142019	71712019	10092023	2019	EXPEDITION	48209	CS CUSTOMER STATES WAS DRIVING THROUGH THE EXPLOSION TYPE NOISE AND SMOKE SENSED IN THE PASSENGER SIDE OF THE VEHICLE. THE LIGHTS WENT OFF AND NO IMPACTS TO VEHICLE WHEN SEATBELT AIR BAG WENT OFF UPON CHECK IN NO SIGNS OF ANY TYPE OF COLLISION
GSARMS	AF	SBELT FRITSEAT RETR	14560S108B AT	10063 * SANDERS PHOENIX LINCOLN	USA	602975700	3112019	32722019	7142023	2019	NAVIGATOR	74111	CS HE WAS SITTING IN THE PASS SEAT AND HEARD A POPPING NOISE COMING FROM PASSENGER SIDE AND HIS SEATBELT RETRACTED SUPER TIGHT
GSARMS	AB	SBELT FRITSEAT RETR	14560S108C 4951108AR	20465 * CASA FORD	USA	913778272	5262019	11222019	11192023	2019	NAVIGATOR	47475	TRIM ELECTRICAL CS WHILE DRIVING LOUD POPPING NOISE COMING FROM PASSENGER SIDE AIRBAG LIGHT IS ON FRONT PASSENGER SEAT BELT WILL NOT RETRACT OU PERFORMED RESTRAINT SYSTEM DIAGNOSIS REMOVED CODE 090202074802 PERFORMED TEST A1 A2 VERIFY CONCERN RETRACTED AND AIRBAG LIGHT ON HOOK UP IDS FOUND CODE 51046702 PINPOINT TEST A A1 YES AB YES A1 YES REPLACE ANCHOR PRETENSIONER
GSARMS	AC	SBELT FRITSEAT RETR	61108AT 4951108AR	05467 * PINES PEMBERTON FORD KE PINES	USA	954407000	V242019	7242019	V182024	2019	EXPEDITION	48121	CUSTOMER STATES HEARD VERY LOUD BANG LIKE GUNSHOT INSIDE CAR AND PASSENGER SEAT BELT ISSUE STUCK TIGHT

GSARAW5				AC	SEAT BELTS & RETRACTOR	14056D61108A R	*UNKNOWN		SAU		1/7/2020	6/30/2020	1/16/2024	2020	EXPEDITION	CHECK AIRBAG LIGHT ON	26503	VERIFY CONCERN PERFORMED VISUAL INSPECTION AND CHECK FOUND AIRBAG LAMP ON. CHECK USING IDS FOUND DTC CODE B007F. FOLLOW SYMPTOM CODE AND CHECK
GSARAW5				AJ	SEBELT FR1/SEAT RETR	12651D112651D 4561108ALMT 610E45	**11325 * DORAL LINCOLN	DORAL FL	USA		6/1/2019	3/21/2020	1/24/2024	2019	NAVIGATOR	DRIVER SEAT BELT MADE A LOUD NOISE AND GOT STUCK	52257	VERIFIED THE CUSTOMER'S CONCERN OF THE AIRBAG LIGHT ON. CHECKED THE OASIS REPORT FOR GENERAL SERVICE BULLETINS, TECHNICAL SERVICE BULLETINS, SPECIAL SERVICE MESSAGES AND VEHICLE SERVICE HISTORY AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. PERFORMED A SEAT BELT PRETENSIONER EXAMINATION AND DIAGNOSTIC. DTC B007E RAN PINPOINT TEST
GSARAW5				AF	SEAT BELTS & RETRACTOR	14056D61108A L	*UNKNOWN		SAU		6/14/2019	5/17/2020	12/1/2024	2019	EXPEDITION	CHECK AIRBAG WARNING LIGHT ON	41077	A1. DTC VERIFY CONCERN PERFORMED VISUAL INSPECTION AND CHECK FOUND AIRBAG LAMP ON. CHECK USING IDS FOUND DTC CODE B007E. FOLLOW SYMPTOM CODE AND CHECK
GSARAW5				AH	SEBELT FR1/SEAT RETR	12651D112651D 4561108ALJ511 08A904536B	**10063 * ON LINCOLN	SANDERS PHOENIX AZ	USA	6023757500	2/13/2019	3/13/2019	20/9/2024	2019	EXPEDITION	CS IN FLIGHT FRONT D/S SEATBELT MADE A LOUD BANG TYPE NOISE AND THEN SEATBELT TIGHTEND UP ON THEM HAS ESP.	29886	SELF TEST CODES B007E,B007F REFER TO PPOINT TEST A1 YES A2 NO A3 NO A4 YES A11 YES REFER TO INSTALL A NEW SEATBELT RETRACTOR DRIVER AND PASSENGER
GSARAW5				AB	SEBELT FR1/SEAT RETR	61108AR	* SAMES MCALLEN FORD	MCALLEN TX	USA		12/6/2018	1/26/2019	2/5/2024	2019	NAVIGATOR	AIR BAG LIGHT ON, PASS SEAT BELT PRETENSIONER POPPED	86220	RETRIEVED DTC B007F-11, PFF DTC-M. INSTALLED NEW PRETENSIONER, CLEARED CODES ALL OK AT THIS TIME A1

VERIFY  
PERFORMED  
INSPECTION AND  
CHECK FOUND  
AIRBAG LAMP  
ON CHECK  
USING IDS  
FOUND DTC  
CODE B007E.  
FOLLOW  
SYMPTOM CODE  
AND CHECK

CHECK AIRBAG WARNING LIGHT ON

NAVIGATOR

2019

7/7/2020

8/9/2019

SAU

SEAT BELTS &  
RETRACTOR

AC

GSRAMWS

29915

The customer claims that the air bag light turned on //

NAVIGATOR

2019

5/9/2019

2/6/2019

PHI

SEAT BELTS &  
RETRACTOR

AC

GSRAMWS

CONFIRMED  
RETRACTOR  
OUTPUT UNIT  
HAS DTC  
INSTALLING IDS  
WHEN  
PRETENSIONER  
WAS  
INSPECTION  
SHOULD BE  
BEFORE  
INSTALLING NEW  
PARTS. A wiring  
CONCERN  
PERFORMED  
CHECK FOUND  
AIRBAG LAMP  
ON CHECK  
USING IDS  
FOUND DTC  
CODE B007E.  
FOLLOW  
SYMPTOM CODE  
AND CHECK

CHECK AIRBAG WARNING LIGHT ON

NAVIGATOR

2020

3/12/2020

SAU

SEAT BELTS &  
RETRACTOR

AF

GSRAMWS

CHECK AIRBAG WARNING LIGHT ON

NAVIGATOR

2020

11/7/2023

SAU

SEAT BELTS &  
RETRACTOR

L

GSRAMWS

27828

CHECK AIRBAG WARNING LIGHT ON

EXPEDITION

2020

9/13/2020

3/5/2020

SAU

SEAT BELTS &  
RETRACTOR

AF

GSRAMWS

42468

CUSTOMER STATES SE WAS SITTING INSIDE THE  
VEHICLE WHEN HE HEARD CLANKING AND BANG  
SMOKE/ODOR. THE DRIVER SIDE SEAT BELT LOCKED UP  
CANNOT RETRACT SEAT BELT PLEASE CHECK AND  
ADVISE

NAVIGATOR

2019

9/2/2019

4/26/2019

USA

SEAT BELTS &  
RETRACTOR

AJ

GSRAMWS

AND CHECK  
SEA TRIP  
RETRACTOR  
DOES NOT  
PROPERLY  
VERIFY  
CONCERN - LEFT  
RETRACTOR  
SEA BELT  
LOCKED UP -

CHECK AIRBAG WARNING LIGHT ON

NAVIGATOR

2019

4/5/2024

5/24/24

USA

SEAT BELTS &  
RETRACTOR

AJ

GSRAMWS





GSARAWMS	AG	SBELT FR/SEAT RETR	1250JD12501D 10003 * 520R1100M1	SANDERS PHOENIX AZ LINCOLN	USA	602375200	9192019	2/22/2019	6/7/2024	2019	NAVIGATOR	CLIENT STATES WHILE DRIVING THERE WAS A LOUD POP HEARD AND THE SEAT BELT TIGHTENED UP AGAINST THE PASSENGER. THE SEAT BELT WOULD NOT LET GO AND THERE WAS A CHEMICAL SMELL AND POWDER IN THE AIR	CHECKED THE PASSENGER SIDE AIR BAG FOR GENERAL SERVICE BULLETTIN. FOUND BULLETTIN FOR GENERAL SERVICE BULLETTIN. SPECIAL SERVICE FOR MESSAGE AND VEHICLE SERVICE. PASSENGER SIDE AIR BAG FOUND AND RELATED TO THE VEHICLE CONCERN. PERFORMED A VISUAL INSPECTION AND FOUND AIR BAG LIGHT IS ON. PASSENGER SIDE AIR BAG ACCESSSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN USING THE HDS TO FIND TROUBLE CODE
GSARAWMS		[REDACTED]	75666									HEARD A LOUD BANG LIKE GUNSHOT WENT OFF IN CAR PASSENGER SIDE FRONT A REAR DOOR. I THINK THE AIRBAG LIGHT IS ON IN MY DASH. SMELL LIKE GUN POWDER AND NOW PASSENGER SIDE FRONT SEAT BELT WON'T MOVE	807E AND 807E DUE TO CONDITION PRESENT TO DETERMINE CAUSE OF FAILURE. PERFORMED PPI DTC (MAY BE RELATED TO) TO REMOVE CENTER CONSOLE TO INSPECT THE RDM FOR TESTING AT YAIT YAIT INSTALL ASSEMBLY AND GO TO A17 A17
GSARAWMS		[REDACTED]	90605									GENERAL INFORMATION 24506 FRONT SEAT BELT RETRACTOR DATE CODE INSPECTION	PERFORMED AND FOUND BOTH DRIVER AND PASSENGER SIDE AIR BAGS ARE WORKING. BOTH DRIVER AND PASSENGER SIDE AIR BAGS ARE WORKING. Scanned for DTC and found no codes. Found serial 24506. Performed 24506. Replaced driver side air bag. Inspected passenger side air bag. Inspected driver side air bag. CONCERN AIR BAG LIGHT ON. RETRIEVED DTC AND DTC CODE BASIS FOR TSB OR SSM NAME. PARTS FOR PART 12501D 6.7.7.11.7 REPLACED
GSARAWMS		[REDACTED]	84143									customer states she was driving along, exited the vehicle, was outside of the vehicle for 10 min and heard a loud bang like noise from inside the vehicle, saw no air and customer was unable to turn her head back, turned back to light and crash the seat at this time.	
GSARAWMS	AL	SBELT FR/SEAT RETR	51108UJ4026 D1405046/026 50089MFACE SS	SAMES MCALLEN TX MCALLEN FORD	USA		5/20/2019	11/21/2019	5/24/2024	2019	NAVIGATOR	LOUD POP ON DRIVER FRONT SEAT BELT, AIRBAG LIGHT CAME ON	

CSARAWMS	AS	SBELT FR/SEAT RETR	WEST LINCOLN LA	HOUSTO TX	USA	863336300	4/18/2019	6/29/2019	6/29/2024	2019	NAVIGATOR	5/256	CS HEARD LOUD POP WHILE DRIVING AND SMELLED BURNING. SEAT BELT IS VERY TIGHT. COVERED UNDER SEAT BELT WARRANTY.	SEAT BELT DEFECTIVE. HAD TO CUT SEAT BELT NUMBER
CSARAWMS	AG	SBELT FR/SEAT RETR	AUTOMATI ARLINCT ONFORD ON ARLINGTO N	TX	USA	8114673672	7/26/2019	9/22/2019	6/29/2024	2019	EXPEDITION		CUSTOMER STATES SEAT BELT WILL NOT RETRACT. FELT A LOUD POP WHILE DRIVING ON THE INTERSTATE AND SMELLED A BURNING SMELL. SHE THOUGHT SOMETHING IMPACTED THE VEHICLE	<p>31116AL 312560045 30X1.1 PAN CHECKED FOR AIR BAG DEPLOYMENT AND DRIVERS</p> <p>SEAT BELT WILL NOT RETRACT DOT CODE BAG 09R007E DRIVERS</p> <p>RETRACTOR MOUNTING CODE TESTED MILKINGTON FOUND DRIVERS SIDE SHOULDER MARKS WOULD NOT RETRACT REMOVED AND INSPECTED</p> <p>FOUND SEAT BELT RETRACTOR NOT FULLY EXTENDED visual inspection of both belt tensioners, both appeared to be in good condition. Removed and replaced both belt retractors</p>
CSARAWMS	MA	SEAT BELTS & RETRACTOR	GARY BELLEVILLE IN FORD Ocala	FL	USA	245904045068-00961-745960	2/18/2019	10/02/2019	6/25/2024	2019	EXPEDITION	89713	CUSTOMER STATES VEHICLE HAS RECALL 24596 FRONT SEAT BELT RETRACTORS. RIGHT SEAT BELT MADE A POPPING SOUND AND THEN LOOKED INTO PLACE. AFTER THIS HAPPENED CUSTOMER THEN UNBUCKLED DRIVERS SIDE TO MAKE IT NOT HAPPEN TO THAT ONE.	<p>FOUND SEAT BELT RETRACTOR NOT FULLY EXTENDED visual inspection of both belt tensioners, both appeared to be in good condition. Removed and replaced both belt retractors</p> <p>CONJECTURE PERFORMED VISUAL INSPECTION AND CHECK FOUND AIRBAG LAMP OK CHECK DRIVER SIDE SEAT BELT FOUND DTC CODE B007F. FOLLOW UP CODE AND CHECK</p> <p>DID 24596 INSPECTED FRONT SEAT BELT PASSENGER'S SEAT BELT RETRACTOR FAILURE PASSENGER'S PASSENGER'S SEAT BELT RETRACTOR FAILURE</p> <p>RESOLVED ON LEFT C SEAT BELT RETRACTOR ACTIVATED BURNING AND CAUSED SEAT BELT ADJUSTER TO STAY OPEN RETRACTOR PASSENGER'S SEAT BELT RETRACTOR FAILURE PASSENGER'S SEAT BELT RETRACTOR FAILURE</p> <p>Issue: Both Story impacted seat both belt tensioners and passenger applied to recall passenger front retractor had both belt tensioners replaced to be safe, proceeded to replace both belt</p>
CSARAWMS	AC	SEAT BELTS & RETRACTOR	MARKOW		SAU	14662051109A	2/22/2020	11/09/2020	5/19/2024	2020	EXPEDITION		CHECK SRS AIRBAG WARNING LIGHT ON	<p>RETRACTOR MOUNTING CODE TESTED MILKINGTON FOUND DRIVERS SIDE SHOULDER MARKS WOULD NOT RETRACT REMOVED AND INSPECTED</p> <p>FOUND SEAT BELT RETRACTOR NOT FULLY EXTENDED visual inspection of both belt tensioners, both appeared to be in good condition. Removed and replaced both belt retractors</p> <p>CONJECTURE PERFORMED VISUAL INSPECTION AND CHECK FOUND AIRBAG LAMP OK CHECK DRIVER SIDE SEAT BELT FOUND DTC CODE B007F. FOLLOW UP CODE AND CHECK</p> <p>DID 24596 INSPECTED FRONT SEAT BELT PASSENGER'S SEAT BELT RETRACTOR FAILURE PASSENGER'S SEAT BELT RETRACTOR FAILURE</p> <p>RESOLVED ON LEFT C SEAT BELT RETRACTOR ACTIVATED BURNING AND CAUSED SEAT BELT ADJUSTER TO STAY OPEN RETRACTOR PASSENGER'S SEAT BELT RETRACTOR FAILURE PASSENGER'S SEAT BELT RETRACTOR FAILURE</p> <p>Issue: Both Story impacted seat both belt tensioners and passenger applied to recall passenger front retractor had both belt tensioners replaced to be safe, proceeded to replace both belt</p>
CSARAWMS	MA	SEAT BELTS & RETRACTOR	POLLARD FRENELY K COMPANY	TX	USA	8607973411	9/14/2019	5/30/2019	7/19/2024	2019	EXPEDITION	94124	24596 FRONT SEAT BELT RETRACTOR DATE CODE INSPECTION STATES THAT SHE WAS DRIVING AND EXPLODED AND SMALL BURST AFTERWARDS, SEA BELT COOL, MATHS BURST AND THEN THE DRIVER SEAT BELT LOCKED UP.	<p>FOUND SEAT BELT RETRACTOR NOT FULLY EXTENDED visual inspection of both belt tensioners, both appeared to be in good condition. Removed and replaced both belt retractors</p> <p>CONJECTURE PERFORMED VISUAL INSPECTION AND CHECK FOUND AIRBAG LAMP OK CHECK DRIVER SIDE SEAT BELT FOUND DTC CODE B007F. FOLLOW UP CODE AND CHECK</p> <p>DID 24596 INSPECTED FRONT SEAT BELT PASSENGER'S SEAT BELT RETRACTOR FAILURE PASSENGER'S SEAT BELT RETRACTOR FAILURE</p> <p>RESOLVED ON LEFT C SEAT BELT RETRACTOR ACTIVATED BURNING AND CAUSED SEAT BELT ADJUSTER TO STAY OPEN RETRACTOR PASSENGER'S SEAT BELT RETRACTOR FAILURE PASSENGER'S SEAT BELT RETRACTOR FAILURE</p> <p>Issue: Both Story impacted seat both belt tensioners and passenger applied to recall passenger front retractor had both belt tensioners replaced to be safe, proceeded to replace both belt</p>
CSARAWMS	MA	SEAT BELTS & RETRACTOR	MAXWELL FORD	TX	USA	5194455000	2/6/2019	5/31/2019	6/28/2024	2019	EXPEDITION		CUSTOMER STATES THAT PASSENGER FRONT SEAT BELT EXPLODED AND SMALL BURST AFTERWARDS, SEA BELT IT'S NOW STUCK INSIDE.	<p>FOUND SEAT BELT RETRACTOR NOT FULLY EXTENDED visual inspection of both belt tensioners, both appeared to be in good condition. Removed and replaced both belt retractors</p> <p>CONJECTURE PERFORMED VISUAL INSPECTION AND CHECK FOUND AIRBAG LAMP OK CHECK DRIVER SIDE SEAT BELT FOUND DTC CODE B007F. FOLLOW UP CODE AND CHECK</p> <p>DID 24596 INSPECTED FRONT SEAT BELT PASSENGER'S SEAT BELT RETRACTOR FAILURE PASSENGER'S SEAT BELT RETRACTOR FAILURE</p> <p>RESOLVED ON LEFT C SEAT BELT RETRACTOR ACTIVATED BURNING AND CAUSED SEAT BELT ADJUSTER TO STAY OPEN RETRACTOR PASSENGER'S SEAT BELT RETRACTOR FAILURE PASSENGER'S SEAT BELT RETRACTOR FAILURE</p> <p>Issue: Both Story impacted seat both belt tensioners and passenger applied to recall passenger front retractor had both belt tensioners replaced to be safe, proceeded to replace both belt</p>
CSARAWMS	MA	SEAT BELTS & RETRACTOR	GRIFITH SAN FORD SAN MARCOS MICROS	TX	USA	512333373	5/22/2019	8/14/2019	6/19/2024	2019	EXPEDITION		perform Safety Recall 24596	<p>FOUND SEAT BELT RETRACTOR NOT FULLY EXTENDED visual inspection of both belt tensioners, both appeared to be in good condition. Removed and replaced both belt retractors</p> <p>CONJECTURE PERFORMED VISUAL INSPECTION AND CHECK FOUND AIRBAG LAMP OK CHECK DRIVER SIDE SEAT BELT FOUND DTC CODE B007F. FOLLOW UP CODE AND CHECK</p> <p>DID 24596 INSPECTED FRONT SEAT BELT PASSENGER'S SEAT BELT RETRACTOR FAILURE PASSENGER'S SEAT BELT RETRACTOR FAILURE</p> <p>RESOLVED ON LEFT C SEAT BELT RETRACTOR ACTIVATED BURNING AND CAUSED SEAT BELT ADJUSTER TO STAY OPEN RETRACTOR PASSENGER'S SEAT BELT RETRACTOR FAILURE PASSENGER'S SEAT BELT RETRACTOR FAILURE</p> <p>Issue: Both Story impacted seat both belt tensioners and passenger applied to recall passenger front retractor had both belt tensioners replaced to be safe, proceeded to replace both belt</p>









GSARMS	AD	ADJUSTER FRIT ST STRIP	6007*	CHAPMAN SCOTT'S AZ FORD DAILE	USA	4894C300	9130019	7/19/2019	8/19/2024	2019	EXPEDITION	2450S FRONT SEAT BELT RETRACTOR DATE CODE INSPECTION	Inspected for drain injection. Installed new flow and fuel pre-chamber to the top of the drain codes for both so as to be FAILED INSPECTION due to the new codes. Drains are deployed pre-tensioner, pre-tensioner replaced. During normal damaged CONSUMER CUSTOMER CONCERN AND FOUND B00F-13 STORED IN THE PASSPORT THE SEAT BELT PRE-TENSIONER, LEADS TO PPT.M NO. MR YES, MF YES, MH YES INSTALL PRE-TENSIONER SUIC
GSARMS	AD	SEAT FRIT/SEAT RETR	1251/D1351D 45R1108R135 51DX1	PALCOCK MITULAN FL FORD D	USA	48744711	7/21/2020	7/22/2020	8/20/2024	2020	EXPEDITION	CS THAT THE FRONT PASSENGER SEAT BELT IS LOCKED IN PLACE AND IMPERABLE PLEASE CHECK AND ADVISE	38672
GSARMS	NA		2450A04050B 7450BD	MIC SAN ANTONIO SOUTHWA YFORD	USA	21822222	3/5/2019	5/27/2019	8/19/2024	2019	EXPEDITION	CUSTOMER STATES SHE HEARD A POP NOISE AND THE SEAT BELT RETRACTED AND PINNED HER DAUGHTER TO THE SEAT	75162
GSARMS	AB	SEAT BELTS & RETRACTOR	14056 D14056US	UNKNOWN	AHE		2/5/2020	6/29/2020	8/6/2024	2020	NAVIGATOR	Check front the passenger seat belt is stuck	42294
GSARMS	AB	SEAT BELTS & RETRACTOR	14056 D14056US	UNKNOWN	AHE		11/17/2019	2/4/2020	8/4/2024	2020	NAVIGATOR	sudden sound and burning smell felt inside and afterwards the driver seat belt got stuck & locking light on	48554
GSARMS	B	ADJUSTER FRIT ST STRIP	99786*	BAYER COMMNC TX FORD HE INC	USA	325342771	5/31/2019	4/8/2019	8/15/2024	2019	EXPEDITION	Related damage (see call 24506). Line B seatbelt retractor damaged when the pre-tensioner deployed.	103020

Inspected for drain injection. Installed new flow and fuel pre-chamber to the top of the drain codes for both so as to be FAILED INSPECTION due to the new codes. Drains are deployed pre-tensioner, pre-tensioner replaced. During normal damaged CONSUMER CUSTOMER CONCERN AND FOUND B00F-13 STORED IN THE PASSPORT THE SEAT BELT PRE-TENSIONER, LEADS TO PPT.M NO. MR YES, MF YES, MH YES INSTALL PRE-TENSIONER SUIC

CS THAT THE FRONT PASSENGER SEAT BELT IS LOCKED IN PLACE AND IMPERABLE PLEASE CHECK AND ADVISE

CUSTOMER STATES SHE HEARD A POP NOISE AND THE SEAT BELT RETRACTED AND PINNED HER DAUGHTER TO THE SEAT

Check front the passenger seat belt is stuck

sudden sound and burning smell felt inside and afterwards the driver seat belt got stuck & locking light on

Related damage (see call 24506). Line B seatbelt retractor damaged when the pre-tensioner deployed.

GSARAWIS	MAI	24592A24592A	00091	PLANET SPRING, TX	USA	2817183700	27/2019	3/27/2019	8/9/2024	2019	NAVIGATOR	A99 24596 FRONT SEATBELT RETRACTOR DATE CODE INSPECTION	210958	VERIFIED DRIVER SEAT BELT AIRBAG DEPLOYED. PRE-INSPECTED #24596. INSPECTED DRAIN TUBE PERFORMED. RECALL 24598A & 24598B 0.6
GSARAWIS	MAI	24592A24592A	07670	MCMARK, GEORGE TX	USA	51333337	1/25/2019	2/8/2019	8/28/2024	2019	EXPEDITION	FRONT SEATBELT RETRACTOR DATE CODE INSPECTION	89076	INSPECTED SEAT BELT AND FOUND DRIVERS SIDE BELT AND BOTTOM BELT FALL ONTO
GSARAWIS	MAI	24592A24592A	06443	BOLTON LAKE FORD, CHARLES LLC.	USA	3374740070	2/9/2019	2/29/2019	8/27/2024	2019	EXPEDITION	Customer station passenger floor seatbelt won't come out & get stuck in to side panel and the panel was popped out	RETRACTOR DATE CODE INSPECTION PERFORMED. VERIFIED OPEN RECALL CONCERN took	
GSARAWIS	MAI	24592A24592A	04854	DOGGETT REALMO FORD OF NT SAUGHERN TX	USA	4089944000	3/8/2019	5/14/2019	8/26/2024	2019	NAVIGATOR	PERFORM OPEN RECALL 24596 - FRONT SEATBELT RETRACTOR DATE CODE INSPECTION	PERFORMED RECALL 24596, RETRACTOR SEATBELT RETRACTORS, DRIVER DATE CODE, PASS DATE CODE 096192	
GSARAWIS	MAI	24592A24592A	04445	HACINDA EDWARDS FORD G	USA	963281510	12/6/2018	5/16/2019	9/4/2024	2019	EXPEDITION	Perform recall 24596 FRONT SEATBELT RETRACTOR DATE CODE INSPECTION	24596 checked for installed driver tube installed both inspected both rear seats with codes and both labels 47. If driver side passenger seat replaced of both seat belt pretensioners passenger side pretensioner deployed, had to cut seat back to SEAT BELT FOUND PRETENSION ON RECALL 24596	
GSARAWIS	AC	SEBELTFRISCAT	61108A13A0D	04405	COMMERCE PARKWAY, MAI SPASS MOTOR COMPANY	USA	2617565331	4/26/2019	7/12/2019	8/9/2024	2019	NAVIGATOR	CUSTOMER STATES THE PASSENGER SIDE SEAT BELT MADE A LOUD POP AND WILL NOT MOVE ANYMORE. PLEASE ADVISE.	RECALL 24596
GSARAWIS	MAI	24592A24592A	04568	NORTH JACKSONVILLE, FLORIDA LINCOLN	USA	9046241100	2/8/2019	6/28/2019	9/6/2024	2019	NAVIGATOR	24596 FRONT SEATBELT RETRACTOR DATE CODE INSPECTION - PASSENGER SIDE SEATBELT DOES NOT WANT TO COME OUT AND CUSTOMER STATES SOMETHING POPPED SOLOID THAT OTHER TRY AROUND HER HEARD IT ALSO SMELLED LIKE GAS FORDOR	RECALL 24596	
GSARAWIS	MAI	24592A24592A	01131	GREEN GREENS NC FORD BORO	USA	332928310	2/11/2019	4/19/2019	8/9/2024	2019	EXPEDITION	RECALL 24596	INSPECTED FOR SEATBELT RETRACTOR (PRESENT AND INSPECTED SEATBELT RETRACTOR DATE CODES REMOVED AND REPLACED BOTH SEATBELT	

GSARAW5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[NA]	24506A/24506B 7/4506D	*02517 * BIRD WACO TX KULTOEN	USA	254052473	[REDACTED]	12/12/2018	3/12/2019	9/6/2024	2019	EXPEDITION	MINOR DIAG customer states air bag was on for a day, the next day while driving they heard a loud pop by front passenger seat and now seat belt is locked	87791	THE TECHNICIAN FOUND 24506B APPLIES TO THE CUSTOMER'S CONCERN OF AIRBAG LIGHT ON. VERIFIED THE VEHICLE HAS OPEN CAMPAIGN 24506B THE SEAT BELT PRETENSIONER IN THE DRIVER AND/OR FRONT PASSENGER SEAT INADVERTENTLY DEPLOYS AND LOCKS THE SEAT BELT, WHICH WILL NOT ALLOW THE	
GSARAW5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AC	SBELT FRT/SEAT RETR	14056D/14056D 45/61108AR/045 36B	*20301 * SANDERS GLENDAL AZ ON FORD E	USA	6238428600	[REDACTED]	10/24/2018	3/6/2019	9/16/2024	2019	EXPEDITION	REF ID 728567 08/19/2024 38,859 TECH 5132 C/S AIRBAG WARNING CAME ON THURSDAY, SATURDAY WHEN PARKING THE VEHICLE, HEARD AN EXPLOSION, THEN SAW SMOKE BEHIND THE PASSENGER SIDE FRONT SEAT, NOW THE PASSENGER SIDE FRONT SHOULDER BELT IS SEIZED, HAS ESP, ADVISE	39163	28 DIA AIRBAG SYSTEM B007F-13 TEST A11 YES, A2 NO B5 ORMS A3 NO B5 ORMS A6 NEC TO REMOVE CONSOLE TO ACCESS VERIFIED CUSTOMER CONCERN, BODY CHASSIS / ELECTRICAL / PIN POINT TEST, DTC FOUND B007E-13 PIN POINT TEST A1 YES, A2 NO, A3 NO, A6 YES, A7 YES, A11 YES, PASSENGER SHOULDER HEIGHT ADJUSTER WAS DAMAGED DUE TO FRONT PASSENGER SEAT BELT DAMAGED IT WHEN IT WAS
GSARAW5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AG	SBELT FRT/SEAT RETR	12651D/12651D 45/12651DX V61 108AL	*04617 * ALFONATI KATY TX ON FORD KATY	USA	2816754700	[REDACTED]	7/27/2019	9/3/2019	9/16/2024	2019	EXPEDITION	ESP, C/S SOMETHING BLEW INSIDE THE CAR WHITE SMOKE, THEN AIR BAG CAME ON AND SEAT BELT INOP	77760	CONCERN SPECIFIED. Noticed air bag light ON and sh seat belt stuck not able to retract. Checked oasis no tab or seam found. No external damages or misuse found. DTC retrieved B007F-13-8B-PCM PASSENGER SEAT BELT PRETENSIONER C DEPLOYMENT CONTROL CIRCUIT OPEN.
GSARAW5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[NA]	[REDACTED]	*03567 * ROCKWAL ROCKWA TX L FORD LL	USA	9722902200	[REDACTED]	1/24/2019	2/21/2019	9/10/2024	2019	NAVIGATOR	FOUND UPON INSPECTION WHILE PERFORMING THERECALL FOUND THAT THE SEATBELT SHOULDER HEIGHT ADJUSTER ON THE PASSENGER SIDE WOULD NOT LOCK INTO PLACE, LOOKED LIKE IT WAS STICKING SO I CLEANED IT AND STILL WOULD NOT WORK PROPERLY. RECOMMEND REPLACING AT THIS TIME	71315		
GSARAW5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AB	SEAT BELTS & RETRACTOR	14056D/14056D 45/61108AT	*UNKNOWN * -	ARE	[REDACTED]	2/5/2020	5/29/2020	9/10/2024	2020	NAVIGATOR	Check Air Bag Warning Light ON	35846		

Checked and found As bag light on and retest (H seat belt stuck not checked and no external damage or misused retractor. Checked and no concern. Retested (H) (B007-138L).

Customer concern is Airbag warning light always on and loud noise like gun fired from the passenger side.

44804

NAVIGATOR

2000

8/29/2024

1/27/2020

7/7/2020

USA

PAUL MORREY N

MOBILE

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VERIFIED CONCERN. Checked and found seat belt deployed (B007E shows seat belt deployed). Checked OUIS (found seat 24506).

Customer concern is 24506 FRONT SEATBELT RETRACTOR DATE CODE INSPECTION

86674

NAVIGATOR

2019

9/23/2024

11/27/2019

11/20/2019

USA

PAUL MORREY N

MOBILE

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VERIFIED CONCERN. Checked and found seat belt deployed (B007E shows seat belt deployed). Checked OUIS (found seat 24506).

Customer concern is AIRBAG LIGHT ON DRIVER SEATBELT STUCK

25009

EXPEDITION

2019

8/11/2024

8/27/2020

8/6/2019

SAU

ARABIAN RUMI

MARKETIN G COMPANY

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Checked and found seat belt deployed (B007E shows seat belt deployed). Checked OUIS (found seat 24506).

Customer concern is AIRBAG LIGHT ON DRIVER SEATBELT STUCK

46811

EXPEDITION

2000

9/24/2024

2/29/2021

2/26/2020

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ARABIAN RUMI

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GSARAWMS	AL	SBELT FRIT/SEAT RETR	D	61108ALJ4056	11485	LINCOLN NORTH MAUM	FL	USA	3027483754	47202018	59202018	10222024	2018	NAVIGATOR	CUSTOMER STATES THEY WERE DRIVING, HEARD A LOUD POP AND SAW LIGHT UP, SAW SMOKE FROM DRIVERS SEAT BELT AREA	VERIFIED THE SEAT BELT WAS NOT LOCKED WITH AIRBAG LIGHT ON. PASSENGER PERFORMED RESTRAINT SYSTEM DIAG FOUND DTC CIRCUIT OPEN DRIVERS SEAT BELT PRE-TENSIONER TENDON DTC CIRCUIT OPEN. PERFORMED WORKUP FOR 208 REMOVED B
GSARAWMS	[REDACTED]	[REDACTED]	[REDACTED]	2450KA24506B	94488	SAMES LAREDO TX MOTOR COMPANY, INC.	TX	USA	562724700	12/11/2018	6/19/2019	10/2/2024	2019	EXPEDITION	2450S FRONT SEAT BELT RETRACTOR DATE CODE INSPECTION	208 REMOVED B
GSARAWMS	AC	SBELT FRIT/SEAT RETR		125S1D49J25S	109248	ALGHANMI ALWAIT AUTO FOR CITY	KWT	KWT	[REDACTED]	7/15/2020	11/30/2020	10/9/2024	2020	EXPEDITION	AIR BAG LIGHT ON	INSPECTED AND FOUND AIR BAG LIGHT ON. PASSENGER FOUND AND PASSENGER SEAT BELT PERFORMED SELF-TEST FOUND DTC PASSENGER SEAT BELT
GSARAWMS	B	ADJUSTER FRIT STRIP		MT24506	01134	FORD OF BOERNE TX BOERNE	TX	USA	8307553673	8/4/2019	7/17/2019	10/4/2024	2019	EXPEDITION	C/S WHILE DRIVING HEARD A POP AND NOW PASSENGER SEAT BELT IS VETTY LIGHT AND NOT ABLE TO BE PUT ON	INSPECTED AND FOUND SEAT BELT WAS NOT LOCKED WITH AIRBAG LIGHT ON. PASSENGER PERFORMED SELF-TEST FOUND DTC PASSENGER SEAT BELT
GSARAWMS	AJ	SBELT FRIT/SEAT RETR		2450KA24506B	03811	PARIS FORD	TX	USA	907842560	5/15/2019	7/29/2019	10/1/2024	2019	NAVIGATOR	PASSENGER SIDE SEAT BELT IS LOCKED UP.	INSPECTED AND FOUND SEAT BELT WAS NOT LOCKED WITH AIRBAG LIGHT ON. PASSENGER PERFORMED SELF-TEST FOUND DTC PASSENGER SEAT BELT
GSARAWMS	AA	SEAT BELTS & RETRACTOR	R	1455DR5108A	UNKNOWN	UNKNOWN		SAU	[REDACTED]	8/7/2019	5/2/2021	9/29/2024	2019	NAVIGATOR	CHECK SRS AIRBAG WARNING LIGHT ON	INSPECTED AND FOUND SEAT BELT WAS NOT LOCKED WITH AIRBAG LIGHT ON. PASSENGER PERFORMED SELF-TEST FOUND DTC PASSENGER SEAT BELT
GSARAWMS	AG	SBELT FRIT/SEAT RETR	A	61108ALJ4056	01134	FORD OF BOERNE TX BOERNE	TX	USA	8307553673	6/7/2021	8/2/2021	10/19/2024	2021	EXPEDITION	DRIVERS SIDE SEAT BELT IS LOCKED AND THE PANEL ON IT CAME LOSE	INSPECTED AND FOUND SEAT BELT WAS NOT LOCKED WITH AIRBAG LIGHT ON. PASSENGER PERFORMED SELF-TEST FOUND DTC PASSENGER SEAT BELT



GSAWMS ██████████ AG ██████████ BETA 50088  
 455110M/L/2C FORD TONBALL TONBALL TX USA 281513000 ██████████ 9182019 11/222019 9192024 2019 EXP/EXPTION  
 CS DRIVER FRONT SEAT BELT STUCK UP AND WILL NOT UNRETRACT  
 CAUSAL PART ██████████ CONCERN  
 AIRBAG LIGHTS ON BUCKLES  
 ON BUCKLES  
 SSM SCANNED  
 FORD DTS AND  
 FOUND D857E15  
 IN FROM PAN FBT  
 L1 L1 VS DTS  
 PRESENT L2 ON  
 FID IS CL L3 ON  
 FID IS

GSAWMS ██████████ BY SOURCE NOT PROVIDED ██████████ FORD  
 -0261 - SW BELT DEESSA TX USA 4349801 ██████████ 91242019 7/132024 2019 NAVIGATOR  
 GOOD MORNING THIS ██████████ RECORDED LINE FROM LINCOLN MOTOR COMPANY. THE  
 REASON I AM REACHING OUT TODAY IS I RECEIVED  
 INFORMATION LEFT VEHICLE REQUIRED LINCOLN  
 SERVICE ASSAULTS I WANT TO MAKE SURE  
 EVERYTHING WAS OKAY CLT ADVISED HE TRADED OUT  
 THE VEHICLE AND THE LINCOLN CSN THANKED CLT FOR  
 BEING A FORD AND ADVISED OF CASE NUMBER NEXT  
 STEPS. I AM REACHING OUT TO MAKE SURE  
 THE ██████████  
 HANDBOOK & FILL AND CANNOT ACCEPT MESSAGES  
 NEXT STEPS. FU WITH CLT ON VEH STATUS 07/16/2024  
 2024 07 15 18:04 22:00:00  
 CLT CALLED TO  
 REASONING MATRIAL CLT'S VEHICLE THAT WE SEE WAS  
 TOWED IN AND TO GA THEN INFORMATION ON THE  
 CURRENT STATUS ON SAID VEHICLE. WYONNE ADVISED  
 THE VEHICLES HERE FOR A SEAT BELT EXPLODED  
 CONCERN. I AM REACHING  
 505122237918 ██████████  
 3865810854556 SERVICE ADVISOR. WYONNE'S THE VEH  
 STILL HIGHER. YES CONCERN SEAT BELT EXPLODED  
 A TECH ASSIGNMENT? DANGEROUS TIME RANGE CLT IN  
 TOWERS ARE NEXT STEPS FU WITH CLT ON VEH  
 STATUS 07/15/2024

GSAWMS ██████████ (NA) 2450A2450B -0199 - KEN GANT UT USA 435274320 ██████████ 1/82019 1/222019 10/02204 2019 EXP/EXPTION  
 2450S FRONT SEAT BELT RETRACTOR DATE CODE INSPECTION  
 COMPLETED  
 3450S INSPECT  
 PERFORMANCE  
 2450S INSPECT  
 AND FORD  
 GRAIN TUBE NOT  
 PRESENT -  
 INSTALLED AND  
 REAR WITH  
 REAR  
 BELTIVE  
 PART FORD  
 AIR BAG LIGHT  
 ON - BORN DTC  
 BOOT -  
 LATHER  
 INSPECTION  
 SHOWED RIGHT  
 FRONT  
 SEATBELT  
 RETRACTOR  
 PRETRIGGER  
 UNWARRANTLY  
 BELT PULLED  
 TIGHT AND  
 UNABLE TO  
 ACCESS FOR  
 REPAIRMENT  
 INSPECT DATE

GSARMS	AG	SBELTFRTRSEAT RETR	05393 * HONOLULU HONOLULU HI UFORD U	USA	8085321700	9/19/2020	9/19/2020	2020	EXPEDITION	CUSTOMER STATES DRIVER SEAT BELT LOOKED UP, PLEASE INSPECT AND ADVISE	PERFORM INSPECTION FOUND AIRBAG LIGHT ON AND UNABLE TO RETRACT AND FURTHER CHECK FOR BULGE DTC'S FOUND CMTC DTC'S FOUND OASIS TOOL GASSET RELATED TISSUE, SSME, OR GSSES, INSPECTION OBVIOUS CONCERN, INSPECTION PARKSON TEST L1, YES, L2 NO, L3, NO, L4-YES, L7, YES, L11-
											10316
GSARMS	AH	SBELTFRTRSEAT RETR	10053 * SANDERS PHOENIX AZ LINCOLN	USA	602075200	8/29/2020	11/4/2024	2020	NAVIGATOR	CLIENT STATES THE PASSENGER FRONT SEAT BELT IS NOT WORKING. THE MEDIA LOAD FOOT HOSE SEAT BELT P/S SUP INSTALL	REPLACE THE INSTALL INSPECTION FRONT SEAT BELT RETRACTOR RETRACTOR Set of component, Verified concern inspected inspection finding retractor had retractor had retractor had CONFIRMED CONCERN FOUND RIGHT FRONT SEAT BELT PRETENSIONER SEIZED AND UNABLE TO SELE TEST CODE 0007F POINT TEST A7-YES A3-NO, A4-YES A7-YES A11-YES REFER TO NEW PASSENGER FRONT SEAT BELT PRETENSIONER AND PER LINCOLN
											72643
GSAR	AC	SBELTFRTRSEAT RETR	JIM CLUCK FORD TUCSON AZ	USA	7472000	2/9/2019	9/13/2022	2019	EXPEDITION	CHECK AIR BAG MIL ON RIGHT FRONT SEAT BELT MADE LOAD POP SOUND, BURNING SMELL	54346
GSAR	AD	SBELTFRTRSEAT RETR	PARKS LINCOLN TAMPA FL OF TAMPA	USA	938751	2/8/2019	19/12/2023	2019	EXPEDITION	DIAGNOSE CLIENT CONCERNS DIAGNOSE - O/S RIGHT FRONT SEAT BELT RETRACTOR IS LOOKED UP	51400
GSAR	AH	SBELTFRTRSEAT RETR	SANDERS ON PHOENIX AZ LINCOLN	USA	3757500	12/28/2018	5/27/2023	2019	NAVIGATOR	GS AIRBAG LIGHT CHIRPS (BAG NOT TWO DAYS TODAY HEARD A LOAD BANG AND SMELLS SULFER P/S FRONT SEAT BELT IS STUCK.	53264





Case ID	Customer Name	Address	City	State	Country	Vehicle ID	Year	Make	Model	Color	Problem Description	Resolution/Notes
USA												VERIFIED CUSTOMER CONCERN SEAT BELT WAS LOCKED DUE TO THE PRETENSIONER BEING DEPLOYED DUE TO MALFUNCTION WITH BCM. REPLACED SEAT BELT RETRACTOR/PRETENSIONER. CUSTOMER CONCERN WAS ON JOB 1 BROUGHT
LL1Z	14B321	A	SENS & BRKT ASY. AIR BAG FRIT	TAMAMI FORD, INC.	NAPLES FL	6433673	1/17/2019	5/30/2019	9/18/2023	2019	EXPEDITION	55554
GSAR					USA						CUSTOMER STATES AIRBAG LIGHT IS ON SOLID. PLEASE CHECK AND ADVISE	
		AG	SEBELT FRIT/SEAT RETR	BOZARD FORD	SAINT AUGUSTINE FL	8241641	5/9/2019	12/29/2019	10/31/2022	2019	EXPEDITION	31567
GSAR					USA						CUSTOMER STATES "RESTRAINTS INDICATOR LAMP WARNING" INDICATOR CAME ON AND THEN WHEN CUSTOMER WAS DRIVING DOWN THE ROAD THE DRIVER SIDE SEATBELT PRETENSIONER DEPLOYED.	PERFORM SELF TEST AND FOUND FROM DTC B007E-13. PERFORM PPT A. A1 YES A2 NO A3 NO IS OK. A6
		AG	SEBELT FRIT/SEAT RETR	MIDWAY FORD	MIAMI FL	2623000	2/19/2019	3/6/2019	9/11/2023	2019	EXPEDITION	59918
GSAR					USA						CUST STATES WHILE DRIVING AIR BAG LIGHT CAME ON THEN HEARD EXPLOSIVE NOISE FROM DRIVER SEAT BELT AREA NOW SEAT BELT IS NOT ADVISE	VERIFIED CONCERN. SEATBELT AIRBAG WAS DEPLOYED WITH AIRBAG LIGHT ILLUMINATED ON DASHBOARD. PERFORMED ELECTRONIC DIAG. FOUND DTC B007E-13.88. FOUND NO RELEVANT TSB'S/CSMS. FOUND PPT A. A1-
		AG	SEBELT FRIT/SEAT RETR	ELDER FORD OF TAMPA	TAMPA FL	9335571	1/16/2019	2/1/2019	9/5/2023	2019	EXPEDITION	90637
GSAR					USA						CUSTOMER STATES THEY WERE DRIVING THE VEHICLE AND THE DRIVER FRONT SEAT BELT TIGHTEN UP AND THE AIRBAG EXPLODED THE AIRBAG LIGHT CAME ON CHECK AND ADVISE	VERIFIED CUSTOMER CONCERN AIR BAG LIGHT PRESENT. CHECKED CODES USING FORS CODE PRESENT FOR DRIVER SEAT BELT B007E-1E PERFORMED PINPOINT TEST A1Y A2N A3N A6Y A7Y A11Y INSTRUCTED TO REMOVE AND REPLACE DRIVER FRONT SEAT BELT RETRACTOR.
		AH	SEBELT FRIT/SEAT RETR	SURPRISE FORD	SURPRISE AZ	3444700	3/22/2019	9/13/2019	7/5/2023	2019	EXPEDITION	22451
GSAR					USA						CUSTOMER STATES WHILE DRIVING DOWN ROAD WITH PASSENGER IN RIGHT FRONT SEAT, RIGHT FRONT SEAT BELT PRETENSIONER WENT OFF AND LOCKED UP SEAT BELT. DIAGNOSE AND ADVISE.	

Customer	Vehicle	Model	Year	Problem	Location	Phone	Date	Time	Time	Time	Year	Model	Year	Problem	Notes
USA															
LL1Z	14B321	A		SENG & BRKT ASY- AIR BAG FRIT	RVIN FORD	SEALY TX	8857700	25/2019	3/19/2019	7/31/2023	2019	EXPEDITION	48502		VERIFIED AIR BAG WARNING LIGHT ON TEST FOR CODES B007E-13-28 IN RCM CHECK CAUSE FOR TSB OR SSM NONE. DRIVER SHOULDER AND SEATBELT NOT RETRACTING. GO TO PINPOINT TESTS A1 YES AND A3 NO. AYES A7 NO A12. REPLACE RESTRAINT CONTROL MODULE. PERFORM PINPOINT TESTS AGAIN TO VERIFY NO SHORTS TO POWER OR GROUND IN HARNESS. PASSED NEEDS RCM SHOULDER BELT RETRACTER AND PRETENSIONER. CONFIRMED CONCERN. CHECKED FOR DTC AND B007F-13 PRESENT. PERFORMED PPT A A1 YES A2 NO B6 CHMS A3 NO A4 YES 3 CHMS A7 YES A11 YES NECC TO REPLACE PASSENGER HOOK UP FD RS SCAN TOOL COMPUTER PERFORMICE TEST/RETRIEVE DTC RCM B007F-13.88PPER FORM/PINPOINT TEST MM1 YES LEAD TO M2M2 NO LEAD TO M2M3 NO LEAD TO M2M4 YES LEAD TO M7M7 YES LEAD TO A11 A11 YES LEAD TO REPLACEMENT VERIFIED CONCERN FOUND SEATBELT PRE TENSIONER WENT OFF NO
USA															
GSAR		AB		SBELT FR/SEAT RETR	WEST POINT LINCOLN	HOUSTO N TX	4932000	5/21/2019	9/29/2019	7/31/2023	2019	NAVIGATOR	42572		CS WAS DRIVING, FELT BIG BURST OF AIR AND LOUD NOISE (LIKE AIR BAG WENT OFF) SEAT BELT LOCKED UP. (AIR BAG DOES NOT LOOK TO BE DEPLOYED) CHECK AND ADVISE
USA															
GSAR		AC		SBELT FR/SEAT RETR	NORTH PARK LINCOLN	SAN ANTONIO TX	3418841	3/18/2019	4/29/2019	9/9/2023	2019	NAVIGATOR	72700		CUSTOMER STATES HEAR A LOUD POPPING NOISE THEN SMELL SMOKE INSIDE VEHICLE PASSENGER FRONT AND REAR SEATBELT NOT RETRACTING AFTER THE NEXT DAY
USA															
GSAR		AG		SBELT FR/SEAT RETR	DAVID MCDAVID LINCOLN FRISCO	FRISCO TX	9645000	5/19/2019	8/29/2019	10/25/2023	2019	EXPEDITION	54805		CUSTOMER STATES WHEN HE PULLED THE SEAT BELT FOR PASSENGER FRONT SEAT IT HAD A BIG POP SOUND AND IT STARTED SMOKING FROM WHERE THE SEAT BELT COMES OUT OF  CS: LOUD POP WHILE SITTING AT IDLE, THEN GUEST STATES SEAT BELT IS TIGHT AND WILL NOT GIVE ANY SLACK & NOW LOCKED UP.

3464 VERIFIED CONCERN  
 CONCERN  
 CONCERN  
 INSPECTION ON VEHICLE LIGHTS AND AIR BAG LIGHT ON PERFORMED AIR BAG TEST  
 AIR BAG TEST  
 PERFORMED DIAGNOSIS  
 FOUND DTC B00F-33  
 PERFORMED PIN POINT TEST A  
 FLOOR  
 CONSOLE TO GAIN ACCESS TO BATTERY

USA

3418841 12/20/2018 15/2019 10/4/2023 2019 NM/GATOR 34644

NORTH SAN YODAMINS FORD LINCOLN  
 PARK ANTONIO TX

SBELT FR/SEAT RETR AB

USA

732600 10/20/2018 1/2/2020 9/18/2023 2019 EXPEDITION 96465

GARY YODAMINS FORD Ocala FL  
 Ocala

SENS & BRKT ASY AIR BAG FRIT A 148321

LL LZ

CUSTOMER STATES GETTING WARNING ON LINCOLN WAY APPR THAT PASSENGER SEAT BELT RETRACT

CSAR

3464 VERIFIED CONCERN  
 CONCERN  
 CONCERN  
 INSPECTION ON VEHICLE LIGHTS AND AIR BAG LIGHT ON PERFORMED AIR BAG TEST  
 AIR BAG TEST  
 PERFORMED DIAGNOSIS  
 FOUND DTC B00F-33  
 PERFORMED PIN POINT TEST A  
 FLOOR  
 CONSOLE TO GAIN ACCESS TO BATTERY

USA

4543711 11/19/2018 3/22/2019 11/19/2023 2019 EXPEDITION 48518

LEF FORDSON FORD  
 AUSTIN TX

SENS & BRKT ASY AIR BAG FRIT A 148321

LL LZ

AIRBAG LIGHT ON

USA

813600 3/12/2019 4/2/2019 7/28/2023 2019 NM/GATOR 74665

FESTA LINCOLN MESA AZ

SBELT FR/SEAT RETR AJ

CS THAT PASSENGER SEAT BELT PRETENSIONER BLEW UP TIGHTEN UP

CUSTOMER STATES THAT THE DRIVERS SIDE SEAT BELT WILL NOT RETRACT HE HEARD A LOUD POP SOUND AND WHEN THE SEAT BELT WENT LOOSE AND HE ALSO HSA SH AIRBAG LIGHT ON CHECK AND ADVISE

CSAR

3464 VERIFIED CONCERN  
 CONCERN  
 CONCERN  
 INSPECTION ON VEHICLE LIGHTS AND AIR BAG LIGHT ON PERFORMED AIR BAG TEST  
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 PERFORMED DIAGNOSIS  
 FOUND DTC B00F-33  
 PERFORMED PIN POINT TEST A  
 FLOOR  
 CONSOLE TO GAIN ACCESS TO BATTERY

USA

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 CONCERN  
 CONCERN  
 INSPECTION ON VEHICLE LIGHTS AND AIR BAG LIGHT ON PERFORMED AIR BAG TEST  
 AIR BAG TEST  
 PERFORMED DIAGNOSIS  
 FOUND DTC B00F-33  
 PERFORMED PIN POINT TEST A  
 FLOOR  
 CONSOLE TO GAIN ACCESS TO BATTERY

USA

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USA

813600 3/12/2019 4/2/2019 7/28/2023 2019 NM/GATOR 74665

FESTA LINCOLN MESA AZ

SBELT FR/SEAT RETR AJ

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CUSTOMER STATES THAT THE DRIVERS SIDE SEAT BELT WILL NOT RETRACT HE HEARD A LOUD POP SOUND AND WHEN THE SEAT BELT WENT LOOSE AND HE ALSO HSA SH AIRBAG LIGHT ON CHECK AND ADVISE

CSAR





CONFIRMED  
 CHECKED  
 CONDUCTED  
 SEATBELT AND  
 AIRBAG LIGHT IS  
 DEPLOYED  
 PRETENSIONER  
 TWO CONTINUE  
 AND TO  
 DUE TO  
 SEATBELT  
 METAL  
 WORKING  
 REMOVED DOOR  
 UPPER AND LOW  
 B PALAR TRIM  
 PANELS TO  
 CONNECT  
 PERFORM SELF  
 TEST. FOUND  
 PROBLEM  
 PINPOINT TEST  
 L1.1. YES, L2. NO,  
 L3. NO, L5. YES, L7.  
 BAS. PASSES.  
 CC 42 VERIFIED  
 AIR BAG LAMP  
 TEST  
 149560.0.3  
 PINPOINT TESTS  
 FOR CODE  
 149560.0.3 A1 -  
 YES - B007 A2 -  
 NO - BETWEEN  
 - B5 OHMS  
 FOUND RIGHT  
 FRONT SEAT  
 PRETENSIONER  
 DEPLOYED.  
 INSPECT WIRING  
 IN WIRING HARNESS  
 SEAT BELT FOR  
 POSSIBLE  
 CAUSE - NOT  
 SHORTE  
 GROUND OR  
 SHORTED  
 OPEN HOT LINE

TRIM ELECTRICAL. CUSTOMER STATES DRIVER FRONT  
 SEAT BELT IS TIGHT WONT RELEASE AND AIR BAG LIGHT  
 IS ON

GUEST STATES WHEN HIS DRIVING HE HEARS THE AIRBAG  
 LOOSE THE DRIVER SIDE

CUSTOMER STATES AIRBAG LAMP HAS COME ON

USA

BILL JARRETT AVON  
 FORD PARK FL  
 INC.  
 4033117  
 2/18/2019 3/27/2019 9/12/2023 2019 NAVIGATOR 55679

USA

AUTOMATI  
 ON/FORD MAM FL  
 MAM  
 5276500  
 9/17/2019 7/31/2019 7/15/2023 2019 EXPEDITION 53489

USA

ACCESS  
 FORD CORPUS TX  
 CHRISTI  
 CHRISTI  
 2853673  
 3/11/2019 2/29/2020 7/25/2023 2019 EXPEDITION 50776

GSAR



REMOVED  
 CONCERN AND  
 DRIVER'S FRONT  
 EXTENDED AND  
 NOT  
 RETRACTING  
 FOUND AND  
 SIGNS OF  
 OUTSIDE  
 DAMAGE  
 REMOVED B  
 PILLAR/ROCK  
 VEHICLE  
 CUSTOMER  
 CONCERN  
 PASSENGER  
 SEATBELT  
 CUSTOMER  
 CONTROL  
 2022.07.24.  
 21.35.06.00000  
 2022.07.24.  
 21.35.06.00000  
 2022.07.22.  
 21.35.06.00000  
 2022.08.00000

CUSTOMER STATES AIRBAG LIGHT IS ON - DRIVER SIDE  
 SEATBELT NOT WORKING  
 USA  
 238211  
 9/14/2019  
 1/29/2019  
 8/5/2023  
 2019  
 EXPEDITION  
 23564  
 FORD OF  
 KENDALL  
 MAM  
 FL  
 SBELT FR/SEAT  
 RETR  
 AG  
 TERREBO  
 NNE FORD  
 IOLMA  
 LA  
 SBELT FR/SEAT  
 RETR  
 AS  
 NOT PROVIDED  
 BY SOURCE  
 USA  
 51246-013  
 9/14/2019  
 1/29/2019  
 2019  
 NAVIGATOR  
 43200  
 NAVIGATOR  
 43200  
 FORD  
 LINCOLN  
 6407 \*  
 COVERT  
 AUSTIN  
 TX  
 FORD  
 LINCOLN

PASSENGER REAR AIRBAG DEPLOYED  
 2022.07.24.21.35.06.00000  
 CLT STATED SHE WAS  
 CL THANKED CSM FOR HELP. CSM ADVISED SHE DID  
 REACH OUT TO OUR SEVERAL TIMES AND WAS  
 UNSUCCESSFUL NEXT STEPS: CLOSE CASE  
 CSM STATED SHE WAS UNABLE TO REACH CSM TO GET AVAILABILITY FOR  
 A PART. SHE STATED SHE CALLED AND LET SEVERAL VOICES MAIL SWORE YOU  
 ABLE TO STOP THE PROMCT  
 WITH CSM SHE ASKED FOR ANY UPDATE  
 MY VEHICLE SERVICE AND I OWNED KENNY ADVISE  
 SHE TOOK  
 THAT SHE  
 THAT SHE LEFT AN OUCH CALL FOR THE CLR TO GIVE CLT A  
 CALL WITH APPT DETAILS WITH LOANER NEXT STEPS  
 EMAIL CLT BEFORE CLOSING THE CASE  
 CSM STATED SHE CONTACTED THE CSM  
 CLT  
 TO BRING SHE. INDICATE SHE CONTACTED INFORMATION. I  
 LOOK FORWARD TO SPEAKING TO YOU TOMORROW.  
 NEXT STEPS: CONTACT CLR FOR CLT APPT AND LOANER  
 CSM STATED SHE





2022-10-13 22:25:56 000000 (BC)FROM CUSTNKOLE  
 EXPEDITIONCUST CALLED STATING THAT PREVIOUS  
 AGENT GOT LOUDCUST WANTS THE CALL REVIEWED FOR  
 TRAININGADVISED CUST THAT INFORMATION PROVIDED  
 WAS CORRECTADV GATE WHY NEED TO WORK ON  
 DELIVERYINFORMED CUST THAT I WOULD DOCUMENT  
 FEEDBACKNEXT STEPS  
 CUSTOMER EXPERIENCE  
 SPECIALIST, FORD PASSENGER VEHICLE TEAM: (800)  
 451-3788 EXT. 707291 A MAN INQUIRY AGENT. I DO NOT  
 PROGRESS CASES, PLEASE ASSIST THE CUSTOMER.  
 2023-10-13 21:29:25 000000 CUSTOMER SHOULD  
 ADDRESS HER CONCERNS WITH HER DLR OR TAKE VEH  
 FOR 2ND OPINION/BC FROM CUSTOMER  
 2019 EXPEDITION 0  
 MODEL: 2019  
 EXPEDITION#LEAD: 889000#LEAD: JIM CLICK  
 FORD DEALER PH 620.272.5997SA  
 CUSTOMER STATES VEH HAD LOUD NOISE AND JERKED  
 ON INTERSTATE AND HER SEATBELT LOCKED UP, GOING  
 APPROXIMATELY 75-80 MPH. SHE WAS ABLE TO TAKE THE  
 VEH TO THE DEALERSHIP, CUSTOMER FEELS SOMETHING  
 ELSE IS WRONG WITH THE VEH AND THE DEALERSHIP IS  
 NOT WILLING TO FURTHER INVESTIGATE. CUST HAS NOT  
 DISCUSSED CONCERNS WITH DLR. CUST STATES DLR  
 SAYS: THEY COULD NOT DUPLICATE CONCERN BUT  
 FOUND AN INTERNAL DEPLOYMENT OF AIRBAG. ADV THIS  
 IS WHAT CAUSED THE NOISE AND JERKING. DLR  
 INSTALLED NEW SEATBELT RESTRACTOR TO RESOLVE  
 SEATBELT TENSION CONCERNS. CALLED DLR,  
 SPOKE WITH GENE, SA, WAS ADVISED THE SEAT BELT

2023-10-13-  
 22:25:56 000000  
 2023-10-13  
 21:29:25 000000

Issue:  
 CUSTOMER CONCERN  
 THE PASSENGER  
 SIDE SEATBELT  
 MADE A LOUD  
 POPPING NOISE  
 WHILE DRIVING  
 AND GOT STUCK  
 Buckle Strap.  
 VISUAL  
 INSPECTION  
 FOUND THE  
 PRE-TENSIONER  
 FAILED  
 INTERNAL

GCCTFMC00 [REDACTED] NOT PROVIDED BY SOURCE \*26402\* JIM CLICK FORD TUCSON AZ USA 620.272.5997 19132023

GSARAW5 [REDACTED] AC SBIEL FRT/SEAT RETR 61108AR \*11325\* DORAL LINCOLN DORAL FL USA [REDACTED] 10/20/2018 3/6/2019 2/12/2025 2019 NAVIGATOR 3964

CUSTOMER CONCERN, THE PASSENGER SIDE SEATBELT MADE A LOUD POPPING NOISE WHILE DRIVING AND GOT STUCK

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