

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/21/2024

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

VEHICLE: 2020 NAVIGATOR 4X4, BLK LBL, MPV VIN: [REDACTED]  
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 48,316 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

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

Additional Symptom: B007F  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 10/21/2024 11:29AM [REDACTED] FSE MSS - FCSD - SOUTHWEST REG  
Web Form Data ( [REDACTED] Description of Vehicle Concern: Customer  
states the air bag light is on. Please list any diagnostics already  
performed: Verified the clients concern that the air bag light is on.  
Hooked up FDRS and performed an on demand self test. Found DTC B007E  
for the passenger seat belt pretensioner C deployment control.  
Performed PPT M for this concern. M1 yes, M2 no, M3 no, M6 yes, M7  
yes, M11 yes. Per the PPT the passenger seatbelt retractor needs to  
replaced. Ordered the seat belt retractor. Before I could replace the  
passenger side seat belt retractor the seat belt detonated. Parts  
Replaced: The passenger side seat belt retractor. Do you have a module  
programming concern? No Your Question: Is the seat belt detonating  
spontaneously something that can happen? Was replacing the passenger  
side seat belt tensioner the correct thing to do?

RECOMM 10/21/2024 11:29AM [REDACTED] FSE MSS - FCSD - SOUTHWEST REG  
[REDACTED] If the PPT indicated to replace the tensioner then that was  
correct according to the PPT. However, if the new seat belt retractor  
deployed once it was installed then a circuit fault to the retractor  
is occurring or is now occurring. It would be recommended to reperform  
the PPT again to verify if the same testing results are obtained. If a  
circuit fault is occurring or is suspected then it is recommended to  
replace the wiring harness suspected of causing the concern with the  
seat belt retractor again. Southwest Region FSE [REDACTED]

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/24/2020 Warranty Start Date: 12/22/2020  
Date of Sale: 12/22/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 772 LBS  
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: JS 382 AB  
Bld Dt: Calb: [REDACTED]  
Serial #: [REDACTED] 382 AB  
E1221 [REDACTED]

Trans: 10 SPD AUTO 10R80 Part #:  
Bld Dt:  
Serial #: [REDACTED] JL1P 7000 HC

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : [REDACTED] Title: TECHNICIAN  
Phone : [REDACTED]  
Rpr Dlr:USA 11476 - North Park Lincoln Ph#:  
City: San Antonio State : Texas  
Country: United States Region : Houston

Claim #/Date : 39528 10/14/2024

Specialist's Name : [REDACTED] (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

CQIS Report Number: RQUIA004 Program Type: H Orig Rpt #:   
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----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 11476	09/24/24	038996	48101	1		JL7	19G490	F	23S48D
USA 11476	09/24/24	038996	48101	2	42		W712658	S439	7001D
USA 11476	09/24/24	038996	48101	2	42	HL3	7G007	A	MT7100
USA 11476	09/24/24	038996	48101	2	42	JL1	7N134	A	7001D15
USA 11476	09/24/24	038996	48101	2	42	X	12	QULV	7001DXQ
USA 11476	09/24/24	038996	48101	2	42	HL3	7A098	A	
USA 11476	09/24/24	038996	48101	2	42	JL1	7Z490	C	
USA 11476	09/24/24	038996	48101	2	42		7A100		
USA 11476	10/14/24	039528	48316	1	42	JL7	78611B08	AM	14056D
USA 11476	10/14/24	039528	48316	1	42				14056D45
USA 11476	10/14/24	039528	48316	1	42				61108AL
USA 11476	10/14/24	039528	48316	2	82				DELIVERY