



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

March 2024

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

Safety Recall Notice 24S06 / NHTSA Recall 24V099

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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

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

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

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

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

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

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

What should you do?



Airbag Warning Indicator

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

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

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

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to NHTSA.gov. Reference NHTSA Safety Recall **24V099**.

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

Thank you for your attention to this important matter.

Ford Customer Service Division