

Publish Date: February 9, 2024 Due Date (if Applicable): N/A

Information: *Certain 2018 through 2020 Expedition and Navigator Vehicles - Inadvertent Retractor Pretensioner Deployment*

Target Dealer Group: All Ford & Lincoln Dealers

Target Audience: Dealer Principals, Sales Managers, Sales Consultants, Service Managers, Parts Managers

Target Dept(s): New Sales Used Sales Ford Pro Finance Parts Service
 Model e Warranty Training

ACTION REQUESTED

- Please review the following with all dealer personnel

SUMMARY

You may receive customer or media inquiries related to a recently approved Ford Motor Company recall related to 2018 through 2020 Expedition and Navigator vehicles. Ford is planning to provide dealers and owners an official notification and interim service repair instruction the week of February 12, 2024.

QUESTIONS

Owners may contact Ford Customer Service at 1-866-436-7332.