



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 13, 2019

Ms. Cynthia Williams  
Ford Motor Company  
330 Town Center Drive  
Dearborn, MI 48126

NEF-150JK  
19V-651

**Subject:** Front Seat Frames May Have Exposed Sharp Edges

Dear Ms. Williams:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

FORD/EXPLORER/2017

**Mfr's Report Date:** September 11, 2019

**NHTSA Campaign Number:** 19V-651

**Components:**

SEATS

**Potential Number of Units Affected:** 311,907

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2017 Ford Explorer vehicles equipped with power front seats. The seat frames may have sharp edges.

**Consequence:**

Occupants may contact the sharp edges when reaching between the power front seat and center console, increasing their risk of injury.

**Remedy:**

Ford will notify owners, and dealers will install protective tape on the exposed inside edge and tab of the power seat frames, free of charge. The recall is expected to begin October 14, 2019. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 19S29.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please provide the part number of the seat frames as required by 49 USC 30119 (g).

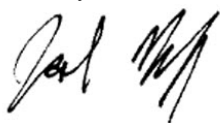
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Josh Neff".

Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement