

# Part 573 Safety Recall Report

# 19V-651

**Manufacturer Name :** Ford Motor Company**Submission Date :** SEP 11, 2019**NHTSA Recall No. :** 19V-651**Manufacturer Recall No. :** 19S29**Manufacturer Information :**

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

**Population :**

Number of potentially involved : 311,228

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2017-2017 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Affected vehicles are equipped with power seats.

Ford's engineering team reviewed supplier records to determine the population of the affected parts. The Ford process is capable of tracing seat production to the vehicle in which the seat frame is installed.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : FEB 13, 2016 - OCT 15, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Affected vehicles may have seat frames with sharp edges.

There have been 31 reports of hand injuries attributed to this condition.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Customers may come in contact with sharp edges when reaching between the power front seat and center console, increasing the risk of injury.

Description of the Cause : The seat supplier tooling was not properly maintained, resulting in improperly coined seat frame edges.

Identification of Any Warning NR  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : Adient US LLC  
Address : 49200 Halyard Dr.  
Plymouth MICHIGAN 48170  
Country : United States

## Chronology :

April 2019: On April 12, 2019, a concern related to three reports of customers injuring their hand while reaching between the console and power seat was brought to Ford's Critical Concern Review Group (CCRG) for review. Ford reviewed additional records and found a total of 31 reports from customers with injuries.

May 2019: Ford visited the tier 3 supplier (E&E Corporation) responsible for the seat frame edge, and reviewed their preventative maintenance records from 2017 through 2019. In addition, Ford audited their inspection process and process sheets to ensure they were following their process.

June 2019: Ford completed their review of the Production Part Approval Process history of the seat tooling. Ford found the records were inadequate.

July - August 2019: Ford continued to review field reports and continued to monitor for any additional reports. Ford did not find any additional reports for this concern.

On September 4, 2019, Ford's Field Review Committee reviewed the concern and approved a field action.

## Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have flocking tape installed on the exposed edge and tab on the inboard side of power seat frames. There will be no charge for this service.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : The supplier corrected the nitrogen pressure of the seat frame tooling, and revised their preventative maintenance process.

**Recall Schedule :**

Description of Recall Schedule : Notification to dealers is expected to occur on September 12, 2019. Mailing of owner notification letters is expected to begin October 14, 2019 and is expected to be completed by October 18, 2019.

Planned Dealer Notification Date : SEP 12, 2019 - SEP 12, 2019

Planned Owner Notification Date : OCT 14, 2019 - OCT 18, 2019

\* NR - Not Reported