



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 25, 2020

Mr. Adrian Diaz
Assistant Engineering Director Automotive Safety Office
Ford Motor Company
330 Town Center Drive
Suite 500/5024
Dearborn, MI 48126

NEF-150DM
20V-366

Subject: Middle Row Seat Headrest May Be Improperly Welded

Dear Mr. Diaz:

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/EXPEDITION/2020
LINCOLN/NAVIGATOR/2020

Mfr's Report Date: June 23, 2020

NHTSA Campaign Number: 20V-366

Components:

SEATS:MID/REAR ASSEMBLY

Potential Number of Units Affected: 2,620

Problem Description:

Ford Motor Company (Ford) is recalling certain 2020 Ford Expedition and Lincoln Navigator vehicles. The attachment bracket for the driver's side second-row seat headrest may not have been sufficiently welded to the seat frame. As such, these vehicles fail to comply with Federal Motor Vehicle Safety Standard number 202, "Head Restraints."

Consequence:

An improperly welded headrest bracket may have reduced strength and may not adequately restrain an occupant in a crash, increasing the risk of injury.

Remedy:

Ford will notify owners, and dealers will inspect the seat structure and replace it as needed, free of charge. This recall is expected to begin July 6, 2020. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20C12.

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.

We have received Ford's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

Please be reminded of the following requirements:

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 DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



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