

June 23, 2020

Subject: Ford Motor Company (Ford) Recall No. **20C12** – Certain 2020 model year Ford Expedition and Lincoln Navigator vehicles – Driver Side Second Row Seat Headrest Bracket Welds

Chronology

March-June

On March 19, 2020, a concern related to improperly welded second row headrest attachment brackets was brought to Ford's Critical Concern Review Group (CCRG) for review. A supplier had notified Ford of one second row seat headrest identified within the supplier's facility that exhibited excessive movement. Inspection had found that the headrest to seatback frame attachment bracket was out of position and two of the four welds did not properly penetrate the headrest bracket. During a review of potentially suspect stock, the supplier identified a second seat frame with one of four welds that had not properly penetrated the headrest attachment bracket. Further investigation found an incorrect assembly fixture detail installed in the second row left-hand seat headrest bracket welding fixture during a tooling repair procedure. This allowed the headrest bracket to be positioned incorrectly to the seatback frame, potentially resulting in a lack of weld penetration to the headrest bracket. A total of 8,229 parts were inspected at the seat frame supplier with zero (0) suspect parts identified; 11,432 seat frames were sorted at the seat supplier with two (2) suspect parts identified; and 42 vehicles were examined at the Kentucky Truck Plant with zero (0) suspect seats identified. There were no reports from vehicles in the field. Because the seat supplier and vehicle assembly plant had suspended operations due to the Covid-19 matter, a procedure to assess the ability of the supplier and the vehicle assembly plant to identify a seat with suspect welds was postponed until operations resumed.

Upon resumption of operations the first week of June 2020 following the Covid-19 shutdown, a trial was conducted to evaluate whether seats with missing headrest welds would be detected by plant personnel during the vehicle assembly process. This trial involved one seat with one (1) weld missing, and another seat with two (2) welds missing. Both seats were processed undetected.

According to Computer Aided Engineering (CAE) analysis conducted on these 2nd row headrests, seatbacks with one or both suspect headrest bracket welds may not meet regulatory requirement FMVSS 202a.

On **June 16, 2020**, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

Tier 2 – Seat Structure Supplier – Company/Contact Information

Company Name: Adient

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State: MI
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Country: U.S.A

Company Contact Information

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