

# Part 573 Safety Recall Report

## 23V-420

**Manufacturer Name :** Ford Motor Company

**Submission Date :** JUL 21, 2023

**NHTSA Recall No. :** 23V-420

**Manufacturer Recall No. :** 23C20



### 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 :** 197,399

**Estimated percentage with defect :** 100 %

### Vehicle Information :

**Vehicle 1 :** 2018-2023 Ford Expedition

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** ALL

**Power Train :** NR

**Descriptive Information :** Ford Expedition vehicles equipped with third row seating are affected.

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.

400,743 Ford Expedition vehicles are affected.

**Production Dates :** MAR 14, 2017 - MAY 14, 2023

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 2 : 2018-2023 Lincoln Navigator

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Lincoln Navigator vehicles equipped with third row seating are affected.

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.

92,991 Lincoln Navigator vehicles are affected.

Production Dates : MAR 16, 2017 - MAY 14, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2019-2023 Ford F-Super Duty: F-250, F-350, F-450, F-550

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Ford F-250, F-350, F-450, and F-550 Super Duty vehicles with a SuperCab are affected.

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.

197,399 Ford F-Super Duty vehicles are affected.

Production Dates : MAR 06, 2018 - MAY 14, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Noncompliance :

Description of the Noncompliance : The affected vehicles do not include an accurate description of all head restraints and instructions for adjusting or removing certain head restraints in the owner's manual. Affected Ford Expedition and Lincoln Navigator vehicles do not include an accurate description or instructions for adjusting or removing the third row center head restraint in the owner's manual. Affected Super Duty vehicles do not include an accurate description or instructions for adjusting or removing the second row center head restraint in the owner's manual

FMVSS 1 : 202 - Head restraints

FMVSS 2 : NR

Description of the Safety Risk : Customers do not have access to regulated information regarding the adjustment or removal of certain center head restraints. Inability to access this information increases the risk of injury in the event of a crash.

Description of the Cause : Owner's Manuals were published without certain center seat head restraints information.

Identification of Any Warning that can Occur : None

## Involved Components :

Component Name 1 : Owner Manual

Component Description : 2018 Expedition USA English Owner's Manual

Component Part Number : JL1J19A321AA

Component Name 2 : Owner Manual

Component Description : 2018 Expedition USA English Owner's Manual

Component Part Number : JL1J19A321AB

Component Name 3 : Owner Manual

Component Description : 2018 Expedition USA English Owner's Manual

Component Part Number : JL1J19A321AC

Component Name 4 : Owner Manual

Component Description : 2019 Ford Expedition USA English Owner's Manual

Component Part Number : KL1J19A321AA

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Component Name 5 : Owner Manual

Component Description : 2019 Ford Expedition USA English Owner's Manual

Component Part Number : KL1J19A321AB

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Component Name 6 : Owner Manual

Component Description : 2020 Ford Expedition USA English Owner's Manual

Component Part Number : LL1J19A321AA

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Component Name 7 : Owner Manual

Component Description : 2020 Ford Expedition USA English Owner's Manual

Component Part Number : LL1J19A321AB

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Component Name 8 : Owner Manual

Component Description : 2021 Ford Expedition USA English Owner's Manual

Component Part Number : ML1J19A321AA

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Component Name 9 : Supplemental Owner's Guide

Component Description : 2022 Ford Expedition USA English Supplemental Owner's Guide

Component Part Number : NL1J19F705AA

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Component Name 10 : Supplemental Owner's Guide

Component Description : 2022 Ford Expedition Spanish Supplemental Owner's Guide

Component Part Number : NL1J19F705BCA

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Component Name 11 : Supplemental Owner's Guide

Component Description : 2023 Ford Expedition USA English Supplemental Owner's Guide

Component Part Number : PL1J19F705AA

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Component Name 12 : Supplemental Owner's Guide

Component Description : 2023 Ford Expedition Spanish Supplemental Owner's Guide

Component Part Number : PL1J19F705BCA

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Component Name 13 : Owner Manual

Component Description : 2018 Lincoln Navigator USA English Owner's Manual

Component Part Number : JL7J19A321AA

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Component Name 14 : Owner Manual

Component Description : 2018 Lincoln Navigator USA English Owner's Manual

Component Part Number : JL7J19A321AB

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Component Name 15 : Owner Manual

Component Description : 2018 Lincoln Navigator USA English Owner's Manual

Component Part Number : JL7J19A321AC

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Component Name 16 : Owner Manual

Component Description : 2019 Lincoln Navigator USA English Owner's Manual

Component Part Number : KL7J19A321AA

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Component Name 17 : Owner Manual

Component Description : 2019 Lincoln Navigator USA English Owner's Manual

Component Part Number : KL7J19A321AB

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Component Name 18 : Owner Manual

Component Description : 2020 Lincoln Navigator USA English Owner's Manual

Component Part Number : LL7J19A321AA

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Component Name 19 : Owner Manual

Component Description : 2020 Lincoln Navigator USA English Owner's Manual

Component Part Number : LL7J19A321AB

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Component Name 20 : Owner Manual

Component Description : 2021 Lincoln Navigator USA English Owner's Manual

Component Part Number : ML7J19A321AA

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Component Name 21 : Supplemental Owner's Guide

Component Description : 2022 Lincoln Navigator USA English Supplemental Owner's Guide

Component Part Number : NL7J19F705AA

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Component Name 22 : Supplemental Owner's Guide

Component Description : 2022 Lincoln Navigator Spanish Supplemental Owner's Guide

Component Part Number : NL7J9F705BCA

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Component Name 23 : Supplemental Owner's Guide

Component Description : 2023 Lincoln Navigator USA English Supplemental Owner's Guide

Component Part Number : PL7J19F705AA

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Component Name 24 : Supplemental Owner's Guide

Component Description : 2023 Lincoln Navigator Spanish Supplemental Owner's Guide

Component Part Number : PL7J19F705BCA

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Component Name 25 : Owner Manual

Component Description : 2019 Ford Super Duty USA English Owner's Manual

Component Part Number : KC3J19A321AA

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Component Name 26 : Owner Manual

Component Description : 2019 Ford Super Duty USA English Owner's Manual

Component Part Number : KC3J19A321AB

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Component Name 27 : Owner Manual

Component Description : 2019 Ford Super Duty USA English Owner's Manual

Component Part Number : KC3J19A321AC

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Component Name 28 : Owner Manual

Component Description : 2020 Ford Super Duty USA English Owner's Manual

Component Part Number : LC3J19A321AA

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Component Name 29 : Owner Manual

Component Description : 2020 Ford Super Duty Spanish Owner's Manual

Component Part Number : LC3J19A321DA

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Component Name 30 : Owner Manual

Component Description : 2021 Ford Super Duty USA English Owner's Manual

Component Part Number : MC3J19A321AA

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Component Name 31 : Owner Manual

Component Description : 2021 Ford Super Duty USA English Owner's Manual

Component Part Number : MC3J19A321AB

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Component Name 32 : Owner Manual

Component Description : 2021 Ford Super Duty USA English Owner's Manual

Component Part Number : MC3J19A321AC

Component Name 33 : Owner Manual

Component Description : 2021 Ford Super Duty Spanish Owner's Manual

Component Part Number : MC3J19A321DA

Component Name 34 : Owner Manual

Component Description : 2022 Ford Super Duty USA English Owner's Manual

Component Part Number : NC3J19A321AA

Component Name 35 : Owner Manual

Component Description : 2022 Ford Super Duty Spanish Owner's Manual

Component Part Number : NC3J19A321BCA

Component Name 36 : Supplemental Owner's Guide

Component Description : 2023 Ford Super Duty USA English Supplemental Owner's Guide

Component Part Number : PC3J19F705AA

Component Name 37 : Supplemental Owner's Guide

Component Description : 2023 Ford Super Duty Spanish Supplemental Owner's Guide

Component Part Number : PC3J19F705BCA

## Supplier Identification :

### Component Manufacturer

Name : Tweddle Group

Address : 24700 Maplehurst Drive

Clinton Township Michigan 48036



Country : United States

## Chronology :

On May 11, 2023, an issue pertaining to missing Owner's Manual content was brought to Ford's Critical Concern Review Group for review. The investigation determined that human error in Ford's Owner's Manual review process resulted in missing Owner's Manual information required by Federal Motor Vehicle Safety Standard (FMVSS) No. 202a, "Head Restraints."

On May 17, 2023, the CCRG found that required head restraint description, adjustment, and removal information for the third-row center seating position on 2018-2023 model year Ford Expedition and Lincoln Navigator vehicles was missing from the vehicle Owner's Manuals. Additionally, the CCRG concluded that required head restraint description, adjustment, and removal Owner's Manual content for the second-row center seating position was missing from 2019-2023 model year Ford Super Duty vehicles in all SuperCab configurations.

Ford is not aware of any related warranty claims or field reports.

On June 02, 2023, 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.

## Description of Remedy :

**Description of Remedy Program :** Customers will be mailed Owner's Manual addendums that include an accurate description of certain center head restraints and describe how to adjust and remove the head restraints for certain center seating positions. Customers will also be mailed instructions to place the provided addendums in the glovebox with the other owner's information guides. Customers will be notified by mail that they have the option to take their vehicle to a Ford or Lincoln dealer for assistance in proper installation of the mailed Owner's Manual addendums.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023. The ending date for reimbursement eligibility is estimated to be August 07, 2023.

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

**How Remedy Component Differs** The remedy component contains the Owner's Manual content for head restraint description as well as adjusting and removing head restraints in

from Recalled Component : the seating positions that was not present in the original Owner's Manual.  
Identify How/When Recall Condition was Corrected in Production : Not required per 49 Part 573.

**Recall Schedule :**

Description of Recall Schedule : Notification to dealers is expected to occur on July 13, 2023. Mailing of owner notification letters is expected to begin July 24, 2023 and is expected to be completed by July 28, 2023.  
Planned Dealer Notification Date : JUL 13, 2023 - JUL 13, 2023  
Planned Owner Notification Date : JUL 24, 2023 - JUL 28, 2023

\* NR - Not Reported