



Chronology of Defect Determination – 23S08

November – December 2022

On November 17, 2022, Ford's Critical Concern Group (CCRG) initiated an investigation into reports of improperly installed frontal passenger airbag inflators in vehicles previously repaired as part of Ford Field Service Actions 17S42 and 18S02 (NHTSA Campaign Numbers 17V-788 and 18V-022). In order to conduct the recall repairs, dealers and a third-party mobile repair team replaced the frontal passenger airbag inflator. Detailed work instructions explained the service procedure; however, some previously executed Field Service Actions repairs resulted in the replacement inflators being installed in an incorrect orientation.

A third party mobile repair team first discovered an incorrectly installed airbag inflator while servicing a vehicle with an open recall VIN. In that vehicle, the third party mobile repair team reported that the frontal passenger airbag inflator had been replaced, but the new inflator was incorrectly installed.

Initial investigation steps included outreach to the third party mobile repair team to identify any vehicles they found with an incorrect inflator repair installation. In parallel, Ford searched inspection audits for airbag recall repairs and identified two examples of frontal passenger airbag inflator repairs that were found to be installed in an incorrect orientation.

January – February 2023

Analysis of the incorrect repairs indicated it is possible that the previous airbag recall repairs were performed incorrectly by a third party mobile repair team and by select dealerships that previously were subject to Ford's recall repair audits. In January 2023, Ford consulted with technicians involved in the incorrect repairs. Technicians who mis-installed the inflator told Ford they did not review the instructions prior to installation.

Ford has developed enhanced dealer messaging and technical service notifications to re-emphasize the importance of following service instructions and installing the airbag inflator correctly. Service kits will be reworked by the service packager to help ensure the replacement inflator can only be installed in the correct orientation. Additionally, an instruction sheet will be added to the service kit box that illustrates a correct and incorrect installation.

As of February 6, 2023, seven (7) total vehicles with incorrect inflator orientation have been identified from October 12, 2022, through January 24, 2023. Five (5) of those vehicles were identified by the third party mobile repair team, and two (2) other vehicles were discovered when conducting the review of select dealership repairs. These seven (7) vehicles have subsequently been re-repaired correctly.

On February 15, 2023, Ford had an information-sharing meeting with NHTSA ODI, and discussed the criteria for inclusion in this potential action.

Ford is not aware of any warranty or field reports related to this condition.

On February 17, 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.

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