

# Part 573 Safety Recall Report

# 24V-852

**Manufacturer Name :** Ford Motor Company**Submission Date :** NOV 08, 2024**NHTSA Recall No. :** 24V-852**Manufacturer Recall No. :** 24C39**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 : 27,678

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2025 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Ford's team reviewed engineering part releases for the label to determine the population of affected parts. The Ford process is capable of tracing engineering part releases to the vehicle in which the label is installed.

Labels were not installed on the affected vehicles.

4,039 Explorer vehicles 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.

Production Dates : APR 26, 2019 - AUG 27, 2024

VIN Range 1 : Begin : NR

End : NR

 Not sequential

Vehicle 2 : 2020-2025 Lincoln Aviator

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Ford's team reviewed engineering part releases for the label to determine the population of affected parts. The Ford process is capable of tracing engineering part releases to the vehicle in which the label is installed.  
Labels were not installed on the affected vehicles.  
235 Aviator vehicles 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.

**Production Dates :** MAY 02, 2019 - JUN 13, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2020-2024 Ford Escape

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Ford's team reviewed engineering part releases for the label to determine the population of affected parts. The Ford process is capable of tracing engineering part releases to the vehicle in which the label is installed.  
Labels were not installed on the affected vehicles.  
1,975 Escape vehicles 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.

**Production Dates :** JUL 29, 2019 - SEP 13, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2020-2024 Lincoln Corsair

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Ford's team reviewed engineering part releases for the label to determine the population of affected parts. The Ford process is capable of tracing engineering part releases to the vehicle in which the label is installed.

Labels were not installed on the affected vehicles.

309 Corsair vehicles 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.

**Production Dates :** JUL 23, 2019 - AUG 19, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2018-2024 Ford F-150

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Ford's team reviewed engineering part releases for the label to determine the population of affected parts. The Ford process is capable of tracing engineering part releases to the vehicle in which the label is installed.

Labels were not installed on the affected vehicles.

20,496 F-150 vehicles 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.

**Production Dates :** JUN 07, 2017 - OCT 21, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2018-2024 Ford Expedition

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Ford's team reviewed engineering part releases for the label to determine the population of affected parts. The Ford process is capable of tracing engineering part releases to the vehicle in which the label is installed.

Labels were not installed on the affected vehicles.

317 Expedition vehicles 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.

Production Dates : OCT 30, 2017 - OCT 01, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2018-2024 Lincoln Navigator

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Ford's team reviewed engineering part releases for the label to determine the population of affected parts. The Ford process is capable of tracing engineering part releases to the vehicle in which the label is installed.

Labels were not installed on the affected vehicles.

307 Navigator vehicles 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.

Production Dates : NOV 04, 2017 - OCT 16, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** The dashboard airbag warning label was not installed on vehicles exported to US Territories. As such, these vehicles do not comply with FMVSS 208 Section 4.5.1 (e) Labeling and Owners Guide Information.

FMVSS 1 : 208 - Occupant crash protection

FMVSS 2 : NR

**Description of the Safety Risk :** A missing airbag warning label can lead to a lack of customer awareness of the airbag system and its deployment in the event of a crash; and can

potentially hinder the customer's understanding of the airbag system functionality, increasing the risk of injury.

**Description of the Cause :** The dashboard airbag warning label was incorrectly released in Ford's engineering release system for certain export markets.

**Identification of Any Warning that can Occur :** None.

## Involved Components :

**Component Name 1 :** Airbag Warning Hang Tag

**Component Description :** Airbag Warning Hang Tag

**Component Part Number :** BU5A-13C361-AA

**Component Name 2 :** Airbag Warning Hang Tag

**Component Description :** Airbag Warning Hang Tag

**Component Part Number :** BU5A-13C361-BA

**Component Name 3 :** Airbag Warning Hang Tag

**Component Description :** Airbag Warning Hang Tag

**Component Part Number :** LU5A-13C361-AA

**Component Name 4 :** Airbag Warning Hang Tag

**Component Description :** Airbag Warning Hang Tag

**Component Part Number :** BU5A-13C361-CA

## Supplier Identification :

### Component Manufacturer

**Name :** Ford Motor Company

**Address :** 1 American Road  
Dearborn Michigan 48126

**Country :** United States

## Chronology :

On September 17, 2024, an issue pertaining to missing dashboard airbag warning labels was brought to Ford's Critical Concern Review Group (CCRG) for review. The issue was discovered during an audit of 2025MY Explorer and Aviator export vehicles. Further investigation showed that the label was not released correctly in the Ford engineering release system for US Territories and Government/Military export vehicles, which require the label.

In October of 2024, the instrument panel engineering team conducted a read-across for label releases, which revealed that the release issue started with the 2020MY Explorer and Aviator launch and identified additional vehicle lines and model years with the incorrect engineering release.

Ford's CCRG reviewed the FMVSS 208 requirements and determined that the affected export vehicles do not comply with section 4.5.1(e) Labeling and Owners Guide Information.

On November 1, 2024, 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 :** Ford will mail owners the dashboard airbag warning label. Dealers will inspect unsold vehicles and install the required label, as necessary. 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. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accordance with the recall reimbursement plan on file with NHTSA.

**How Remedy Component Differs from Recalled Component :** The missing label will be provided to owners or installed on vehicles.

**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 December 16, 2024. Mailing of owner notification letters is expected to begin December 16, 2024 and is expected to be completed by December 20, 2024.

**Planned Dealer Notification Date :** DEC 16, 2024 - DEC 16, 2024

**Planned Owner Notification Date :** DEC 16, 2024 - DEC 20, 2024

\* NR - Not Reported