

Part 573 Safety Recall Report

20V-497

Manufacturer Name : Ford Motor Company

Submission Date : AUG 21, 2020

NHTSA Recall No. : 20V-497

Manufacturer Recall No. : 20S48



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 : 488

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Affected vehicles are equipped with front seat backs that may have fasteners with incorrect torque on the side air bag and/or seat back module attachments. Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. The Ford process is capable of tracing the front seat back production to the vehicle in which the seat is installed. 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 19, 2019 - JUN 04, 2020

VIN Range 1 : Begin : NR

End : NR

Not sequential

Vehicle 2 : 2020-2020 Lincoln Aviator

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Affected vehicles are equipped with front seat backs that may have fasteners with incorrect torque on the side air bag and/or seat back module attachments. Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. The Ford process is capable of tracing the front seat back production to the vehicle in which the seat is installed. 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 11, 2019 - JUN 08, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The affected vehicles are equipped with front seat backs that may have fasteners with incorrect torque on the side air bag and/or seat back module attachments.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the side air bag and seat back module are not fully secured, it could affect the trajectory of the side air bag deployment and could prevent or delay the air bag cushion from positioning correctly, increasing the risk of injury during a crash.

Description of the Cause : The seat supplier operator placed front seat back sub-assemblies in the wrong "work in progress" rack after a machine interruption, and subsequently missed some of the DC nut runner controlled torques.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : 1st Row Seat Back Frame Sub-Assembly

Component Description : 1st Row Seat Assembly (RH/LH)

Component Part Number : L1MA-608A14/5-A

Supplier Identification :

Component Manufacturer

Name : Lear Corporation - Hammond
Address : 2204 Michigan St.
Hammond INDIANA 46230
Country : United States

Chronology :

On June 4, 2020, Lear Hammond Seating (Seat JIT supplier) notified Ford Supplier Technical Assistance (STA) that its IT system identified a Front Seat Back (FSB) Assembly scanned at the supplier's main assembly line that was missing torque traceability data for the seat side airbag and seat back module. On June 18, 2020, the STA team presented the concern to the Ford Critical Concerns Review Group.

Review of the Lear production process indicated that the operator placed front seat back sub-assemblies in the wrong "work in progress" rack after a machine interruption, and subsequently missed some of the DC nut runner controlled torques. Further investigation of Lear's production system identified (629) seat back assemblies with potential incomplete torque data that escaped Lear-Hammond between January 10, 2019 and June 16, 2020.

Based upon vehicle traceability data, Ford identified a total of 558 vehicles with the suspect seat back assemblies. Of the (558) vehicles, 448 were delivered to US dealerships.

On August 14, 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.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to remove front seat back panels from one or both front seats (VIN-specific) and verify the proper torque on the fasteners. There will be no charge for this service. Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern. Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : N/A. No component being replaced, confirmation of torque on fasteners only.

Identify How/When Recall Condition was Corrected in Production : On June 08, 2020, Lear restricted the ability of line operators to override rework stations and bypass sequencing rack locations.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on August 24, 2020. Mailing of owner notification letters is expected to begin September 7, 2020 and is expected to be completed by September 11, 2020.

Planned Dealer Notification Date : AUG 24, 2020 - AUG 24, 2020

Planned Owner Notification Date : SEP 07, 2020 - SEP 11, 2020

* NR - Not Reported