

Date of Submission: 4/14/2022

FSA #22S23- Certain 2022 model year Lincoln Aviator vehicles Power Head Restraint Bun Engagement

### Chronology

On February 22, 2022, an issue pertaining to 2022 MY Aviator power head restraint foam buns that could detach was brought to Ford's Critical Concern Review Group for review by Chicago Assembly Plant (CAP) PVT and PD.

The issue was initially detected on Navigators at the Ford Kentucky Truck Plant (KTP) on January 31, 2022. All affected Navigators were contained by KTP. PD and KTP and CAP PVTs conducted a program read across for this head restraint design and identified that the 2022 MY Aviator uses the same head restraint system.

On February 10, 2022, containment actions were put into place at CAP and a clean point of February 14, 2022, was established. Between the implementation (2022 MY) of this Gen2 head restraint on Aviator and the clean point, a total of 1,417 Aviator vehicles were built and shipped globally with suspect head restraints.

The issue was investigated by PD and the supplier in February and March. They discovered that the incorrect spring force was used, and the force was not strong enough to engage forward hard stop on head restraint to bun sleeves. PD and the supplier investigated further to understand why the condition was not occurring consistently and concluded that this condition could only exist after the head restraint is cycled a minimum of 30 times and motor logic is in calibration mode. Once in calibration mode, the soft motor stops are disabled, and the motor will utilize the hard stops to recalibrate the bun fore/aft location. If the bun is moved full forward and the hard stop does not function properly due to the insufficient spring force, the bun will continue to move forward until it detaches from the head restraint assembly.

The Technical Review Group met on March 9, 2022 and determined it would be beneficial to allow members of the CCRG team to evaluate the condition to better understand the failure mode and use conditions that cause the failure mode. A vehicle review was held on March 18.

The concern only affects 2022 MY as a new head restraint was implemented for the 2022 MY. The prior design utilized a different mechanism for engaging forward hard stop.

On April 7, 2022, 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