



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 15, 2023

Mr. Tom Single
Assistant Director
Ford Motor Company
330 Town Center Drive
Suite 500
Dearborn, MI 48126

NEF-107DM
23V-420

Subject: Head Restraint Instructions Missing/FMVSS 202

Dear Mr. Single:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/EXPEDITION/2018-2023
FORD/F-250 SD/2019-2023
FORD/F-350 SD/2019-2023
FORD/F-450 SD/2019-2023
FORD/F-550 SD/2019-2023
FORD/F-600 SD/2019-2023
LINCOLN/NAVIGATOR/2018-2023

Mfr's Report Date: June 9, 2023

NHTSA Campaign Number: 23V-420

Components:

EQUIPMENT:OTHER:OWNERS/SERVICE/OTHER MANUAL

Potential Number of Units Affected: 979,797

Problem Description:

Ford Motor Company (Ford) is recalling certain 2018-2023 Expedition and Lincoln Navigator vehicles equipped with third-row seating; and 2019-2023 F-Super Duty F-250, F-350, F-450, F-550, and F-600 SuperCab and three-passenger front bench seat regular cab vehicles. The owner's manual does not include instructions for adjusting or removing certain head restraints. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 202, "Head Restraints."

Consequence:

Without instructions, the head restraints may be improperly adjusted, increasing the risk of injury in the event of a crash.

Remedy:

Ford will mail the Owner's Manual addendums that describe how to adjust and remove the head restraints for the center seating

positions, free of charge. Owner notification letters are expected to be mailed July 10, 2023. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 23C20.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Ford Motor Company's contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement