

Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Ave. S.E.
Washington, D.C.
20590

Hello, this recall is and has not been repaired and there is no repair date as of 6/23/24. My car LEAKS like a sieve every time it rains and I live in Michigan and it rains a lot.

The headliner in my SUV, has been saturated so many times, as has the flooring/carpets. My electronics, mapping, radio, screen, back up camera have all been ruined and no longer work. I cannot set my heat temperature or turn on my AC (and its been in the high 80's/low 90's). Come winter time I will not be able to drive this vehicle, as I will not be able to run the heater to defrost my windows. Am I supposed to just stop working, because I have no SUV to drive?

When it rains (and it does frequently here), I have to try and hurry to cover my car in a plastic tarp, its just plan crazy.

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I love the Ford Explorer XLT, but, I am one very unhappy customer. These SUVs cost a lot of money, to always be having some kind of a recall. My father worked for FORDS for 30 years, I have always only owned FORDS, but I am considering switching to chevy or Oldsmobile.

I would appreciate a response and an answer to my issues.

Thank you

[REDACTED]

[REDACTED]

Newport, MI

[REDACTED]

[REDACTED]

[REDACTED]

Recall Safety Notice 24S02/NHTSA Recall 24V031

February 2024

NEWPORT, MI

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 24S02 / NHTSA Recall 24V031

2012 Explorer

This Notice Applies to Your Vehicle, with a Vehicle Identification Number (VIN):

1FMHK7D82CG

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect, which relates to motor vehicle safety, exists in certain 2011-2019 Explorer vehicles, including your VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

In some of the affected vehicles it may be possible that some of the exterior A-pillar applique trim clip attachments are not properly engaged due to improper assembly or repair. If this occurs, the A-pillar applique trim, which borders the right and left side of the windshield, may be loose, missing or become detached.

What is the risk?

An exterior A-pillar trim part that detaches while driving can create a road hazard for other road users, increasing the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available toward the latter half of 2024.

What should you do?

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to NHTSA.gov. Reference NHTSA Safety Recall 24V031.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

[Redacted]

Newport, MI

[Redacted]

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National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

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