



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



November 4, 2024

[REDACTED]  
[REDACTED]  
Newport, MI [REDACTED]

NEF-109 drk  
Ref. No. 11607035

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2012 Ford Explorer vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Your MY 2012 Ford Explorer is affected by NHTSA Safety Recall Campaign No. 24V031. We understand your concerns with the parts delay for the recall. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. We encourage you to continue to follow up with Ford and your dealer on the status Recall 24V031.

Please note that recalls are very specific in regard to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. As you know, the safety defect identified in Recall 24V031 involves A-pillar trim retention clips that may not be properly engage, allowing the trim to detach in certain MY 2011 through MY 2019 Ford Explorer vehicles. As such, we encourage you to contact Ford or your dealer if you believe the water leak problem you are experiencing is a result of a defective A-pillar attachment.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

[REDACTED]

Randy Reid, Chief  
Consumer Engagement Division  
Office of Defects Investigation  
Enforcement