

Administrator, National Highway Safety Administration
1200 New Jersey Avenue S.E.
Washington DC, 20590

August 23, 2025

REFERENCE: Ford safety recall notice 24S02/ NHTSA recall 24V031- 2018 Ford Explorer
Purpose: File complaint and seeking restitution

I have attached letters with attachments, letters of reply from Ford Motor company and a copy of the above recall notice. **I would like to file a complaint with your office** and hopefully secure some satisfaction.

The original recall was for an A- pillar trim which could fall off and cause a safety issue. I was refused reimbursement as they didn't mean "that trim"- see photo. The pictured trim fell off three times during my trip from NJ to Florida before I arrived at Bozarth Ford in St. Augustine. (see attached letter) Each time I exited my vehicle to re-attach with tape. Heavy I-95 traffic is constantly whizzing by. The last time the trim broke in half and had to be rebuilt to be reattached- more time in traffic. My wife [REDACTED] was terrified.

I had decided to drop my appeal in November of 2024 when I was rejected by Ford. They won! However, I recently received a **"new" safety recall Notice: 25S75/ NHTSA 25V455** from Ford. The new notice renewed my frustration. It involves a faulty fuel pump which they do not have a fix for yet. As I have had the Truck back several times since it was new for "runs rough on occasion" they have been unable to duplicate the issue. I am anticipating them defaulting on this matter also, hopefully I do not die in the meantime. Please help. Note, the truck is a 2022 F-250 but only has 22,000 miles on it.

Sincerely,
[REDACTED]

CC: Ford Motor Co.
Recall Reimbursement Program
Dearborn, Michigan 48121

NJ Division of Consumers Affairs.

12

RECEIVED
APR 10 2024

BY: _____



Recall Reimbursement Program
PO Box 6251
Dearborn, MI 48121

[REDACTED]
[REDACTED]
LITTLE EGG HARBOR, NJ [REDACTED]

Recall Reimbursement Program
PO Box 6251
Dearborn, MI 48121



November 8, 2024

[REDACTED]
[REDACTED]
[REDACTED]
LITTLE EGG HARBOR, NJ [REDACTED]

Dear [REDACTED],

Thank you for taking the time to prepare and send us your request for reimbursement related to recall 24S02 for Vehicle Identification Number [REDACTED]. Each request that we receive is carefully reviewed to determine whether all the eligibility requirements are met.

In reviewing your claim we find that it is not eligible for reimbursement for the following reason(s):

- THE REPAIR IDENTIFIED ON THE RECEIPT IS NOT RELATED TO THE RECALL.

For your reference, we have included the requirements from the Federal Recall Reimbursement Plan below:

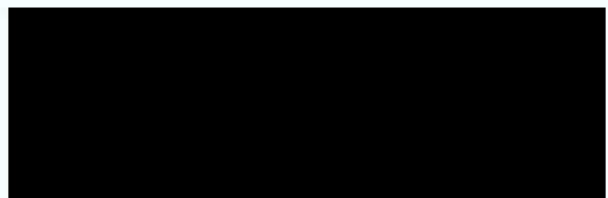
- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in the denial of the reimbursement request.

As a reminder, recalls must be performed by an authorized Ford or Lincoln dealership. If you have not already done so you should have this recall and any other open recalls completed. Please contact your Ford or Lincoln dealer as soon as possible to schedule an appointment. We have enclosed your original request documents for your records.

Sincerely,

Ford Motor Company



*** IMPORTANT SAFETY RECALL ***

RECEIVED
AUG 21 2024

Safety Recall Notice 24S02 / NHTSA Recall 24V031

Resubmit

2018 Explorer

AUG 21 2024

BY: _____

This Notice Applies to Your Vehicle, with a Vehicle Identification Number (VIN) [REDACTED]

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

SA Safety

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.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Thank you for your attention to this important matter.

Ford Customer Service Division

VIN# [REDACTED]

Recall: 24S02/ NHTSA recall 24V031

RECEIVED
AUG 21 2024

TO: Ford Motor Company
PO Box 6251
Dearborn, Michigan 48121-6251

BY: _____

Resubmit

AUG 21 2024

From: [REDACTED]

[REDACTED] Little Egg Harbor, NJ [REDACTED]
[REDACTED]

This is a follow up to a correspondence I sent to Ford (Customer Service Division, PO Box 1904, Dearborn Michigan) (**attachment #1**) in March 2024. I received a recall notice on my other Ford vehicle this week which re activated my interest in this matter. I am [REDACTED] and have driven and purchased Fords since I was 17.

I feel mistreated by my purchasing dealer, from whom I have purchased 5 vehicles- Causeway Ford of Manahawkin, NJ 08050. I further feel the service manager was unresponsive- not returning calls- difficult to contact and when finally seen in person curt and seemingly uninterested in resolving the issue other than to say "it's not covered". He definitely gave the impression I was wasting his time. I had to seek him out at the dealership as he did not return my calls. His assistant apologized frequently and assured me she was forwarding my messages.

Due to the lack of correspondence from my March inquiry to Ford, I feel dually mistreated by Ford corporate.

My purpose in this correspondence is to recoup the \$511.94 (see attachment #1) I feel I was wrongfully charged for a Ford Recall repair.

Sincerely,
[REDACTED]

VIN# [REDACTED]

Recall: 24S02/ NHTSA recall 24V031

RECEIVED
AUG 21 2024

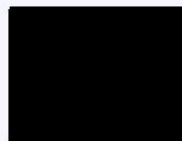
BY: _____

 Resubmit

AUG 21 2024

Attachment List:

1. Letter sent March 2024 (3 pages)
2. \$294.80- Original (and copy) receipt for trim molding purchase- Bozard Ford, St Augustine, FL. (2 pages.) dated **2-23-24**
3. \$214.15- Original receipt Causeway Ford Manahawkin for repair (labor) (2 Pages) **dated 3-12-24**
4. Email from Causeway Ford advising of Carfax advisory of recall **24S02 dated 1-27-24** (2 pages)
5. Ford letter dated 1-23-24 advising all Ford/Lincoln dealers of recall **24S02** (page)
6. Ford Letter dated February 2024 (to my wife [REDACTED] additional information on recall and procedure. (1 page)
7. Ford Letter regarding renewing warranty which verifies the extended warranty was still in effect at time of repair. Warranty expires at 75,000 miles or 8-21-2025. The repair was done on 3-12-24 at 72,853 miles. (1 Page)
8. A copy of the exchange I had with "Shantinique" (a bot?) on the Ford customer chat site. (4 pages) She provided me with this address.



Attachment
#1

Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

RECEIVED
AUG 21 2024

Reference : recall Notice 24S02/ NHTSA 24V031.
Vehicle VIN [REDACTED]
Vehicle : 2018 Explorer

BY: _____

Resubmit

AUG 21 2024

This letter is in reference to your recall letter of February 2024 regarding the above vehicle. I am the original purchaser of this Explorer. I am seeking reimbursement for trim replacement and trim purchase regarding this recall. The details are as follows:

- 1-27-24 Received an email from our dealer- "Causeway Ford" Manahawkin, NJ regarding a recall involving trim parts falling off; it stated more details will follow when parts are available. **(Copy attached)**
- 2-21-24 We departed for Florida in the vehicle. While on I-95 in Virginia, the driver's door pillar trim detached. The only reason it did not fly away is the trim had the outdoor lock buttons and the wire held the part on. (See attached photo) I was able to attach the part to the door with electrical tape. The tape did not hold and I was forced to stop three more times, in traffic, on I-95, to re-attach the part. **On the third stop- the trim had broken in half from the wind and was now in need of total replacement, not just repair.**
- 2-22-24 Upon arrival at our hotel in St. Augustine Fla, I noted a Ford Dealer: "Bozard Ford" of St Augustine less than 2 blocks from our hotel.
- 2-23-24 Next morning (8:00AM) I went to the dealer and met with Parts Manager Jayson Davis. Jayson was very cooperative, compassionate and helpful. He looked up the recall, and advised they had one of the part I needed in stock. As I knew from the Carfax/Causeway

email, parts were an issue so I purchased the part for \$294.80 from Bozard. Jayson also supplied me with double sided tape which held the part securely along with my makeshift electrical wrapping.

- 2-25-24 I Called Causeway Ford (From Marathon, Florida) to schedule an appointment for repair for when we returned. Scheduled for 3-11-24.
- 3-7-24 Upon our return home, the Recall letter was in the mail. (copy attached)
- 3-11-24 8:30 Dropped car at Causeway Ford; I was advised by David Marra, my service advisor that "this" trim was not covered by the recall only all the front and rear trim! I did not argue, I needed my car repaired. Dave text^{ed} around 2:00 pm asking if they could keep car overnight. I OK'd the overnight (2 days without the car).
- 3-12-24 Notified around 9:30 AM car was complete. Causeway dropped repaired car at my home around 3:00 PM, **\$214.15 later**. (receipt copy attached)

This whole experience put a pallor on the first vacation my wife and I have taken alone since February of 2020. Further, I feel scammed by Ford. If you publish a recall for "trim falling off" and any trim piece falls off, I feel it should be covered. I am not seeking payment for my inconvenience, loss of vacation hours or reimbursement for "pain and suffering" as I am standing on the shoulder of I-95 taping my car together as tractor trailers whizzed by or the time it took to put this packet together,
I am only seeking reimbursement for what I feel should be covered by the recall due to the circumstances:

Resubmit

AUG 21 2024

RECEIVED
AUG 21 2024

BY: _____

The part Purchased from BOZARD Ford	: \$294.80	Receipt attached
The repair cost at Causeway Ford	: \$214.15	Receipt attached
<u>One roll of electrical tape</u>	<u>: \$2:99</u>	<u>No receipt</u>
TOTAL reimbursement requested	: \$ 511.94	

We are looking forward to your response. Any questions please call [REDACTED]

[REDACTED] or Mail: [REDACTED]

Little Egg Harbor, NJ [REDACTED]

Sincerely,
[REDACTED]

RECEIVED
AUG 21 2024

BY: _____



Resubmit

AUG 21 2024

PARTS INVOICE

Attachment #2

INVOICE DATE
02/23/24

SOLD BY
JAYSON DAVIS

Resubmit

AUG 21 2024

PAY CRED CD

SHIP VIA

P.O. NO.

21 2024

LO ED SINK

BY:

SHIP QTY	B.O.QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	DBSZ-7820555-AC Moulding - DOO	U19	276.80	276.80	276.80
GENUINE POWER, GENUINE PERFORMANCE, GENUINE PARTS.						
DISCLAIMER OF WARRANTIES						
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, BOZARD FORD CO. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Parts and labor are guaranteed for either 24 months or unlimited miles, unless otherwise specified. If this Parts Sheet is attached to a Repair Order, it constitutes a portion of that Repair Order and is subject to the terms and conditions contained in said Repair Order.						
SUBTOTAL						276.80
TAX						18.00
FREIGHT						0.00
PAY THIS AMOUNT						294.80

- No Refund on Electrical Parts
- No Refunds After 10 Days
- All Special Order Parts Paid for in Advance
- No Refund on Special Ordered Parts
- All Other Returns Subject to 20% Handling Charge

07:52:05 PAGE 1 OF 2
NET501

GENUINE ACCESSORIES

BOZARD



540 Outlet Mall Blvd.
St. Augustine, FL 32084
(904) 824-1641
(904) 829-8341 Parts Direct



CUSTOMER COPY

ORDER ID: 225033826
TRN ID: 010000

RES CD: 00 / Approved
APPROVED TOTAL: USD\$ 294.80

Cardholder Authorization

CRED CD

JAYSON DAVIS

02/23/24

31046
FOR

BOZARD



Jayson Davis

Parts Team Lead

Direct: 904-436-6359

Cell: 408-398-1565

jdavis@bozard.com

540 Outlet Mall Blvd.

St. Augustine, FL 32084

904.824.1641

bozard.com

DRIVEN TO inspire.

RECEIVED

AUG 21 2024

Resubmit

AUG 21 2024

BY: _____

07:52:05 PAGE 2 OF 2
NET501

BOZARD



Jayson Davis
Parts Team Lead
Direct: 904-436-6359
Cell: 408-398-1565
jdavis@bozard.com

540 Outlet Mall Blvd.
St. Augustine, FL 32084
904.824.1641
bozard.com

RECEIVED
AUG 21 2024

BY: _____

DRIVEN TO inspire:

Resubmit

PARTS INVOICE

AUG 21 2024

SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVO
	CRED CD	JAYSON DAVIS	02/23/24	

ED SINK

SHIP QTY	B.O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	DB52-7820555-AC MOULDING - DOO	U19	276.80	276.80	276.80
SUBTOTAL						276.80
TAX						18.00
FREIGHT						0.00
PAY THIS AMOUNT						294.80

- No Refund on Electrical Parts
- No Refunds After 10 Days
- All Special Order Parts Paid for in Advance
- No Refund on Special Ordered Parts
- All Other Returns Subject to 20% Handling Charge

DISCLAIMER OF WARRANTIES

Any warranties on the products sold here are those made by the manufacturer. The Seller, BOZARD FORD CO, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Parts and labor are guaranteed for 24 months or unlimited miles, unless otherwise specified. If this Parts Sheet is attached to a Repair Order, it constitutes a contract that Repair Order and is subject to the terms and conditions contained in said Repair Order.

CUSTOMER COPY



BOZARD



540 Outlet Mall Blvd.
St. Augustine, FL 32084
904-824-1641
(904-823-8341) Parts Direct

07:52:05 PAGE 1 OF 2
NET501



CRED CD JAYSON DAVIS 02/23/24

31

ORDER ID: 225033826
TRN ID: 010000



APPROVED TOTAL: USDS 294.80

3/12/24, 12:14 PM

Receipt

CAUSEWAY FORD
375 ROUTE 72
MANAHAWKIN, NJ 08050
www.causewaycars.com
609-597-8083

CAUSEWAY FORD

Date: 03/12/2024 12:14:47 PM

CREDIT CARD SALE

VISA
CARD NUMBER:

TOTAL: \$207.92
SURCHARGE: \$6.23
TOTAL OF ALL
CHARGES AND FEES: \$214.15

APPROVAL CD:
RECORD #:
CLERK ID:
INVOICE #:

X

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO THE CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

Attachment 3

RECEIVED
AUG 21 2024

BY: _____

Resubmit

AUG 21 2024

10P2

CUSTOMER #:

RECEIVED
AUG 21 2024



Attachment
3

INVOICE

Resubmit

CAUSEWAY
FORD/LINCOLN/MERCURY
375 Route 72 · P.O. Box 547
Manahawkin, NJ 08050
Phone (609) 597-8083
Fax (609) 597-6089
www.causewaycars.com

AUG 21 2024

PAGE 1

SERVICE ADVISOR: 2488 DAVID MARRA

LITTLE ROCK HARBOR TWP, NJ
HOME
BUS

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG18	DD23JUL18		17:00 11MAR24		225.00	CASH	12MAR24

R.O. OPENED	READY	OPTIONS:	SOLD-STK:181310
		ENG:998_3.5L_TI-VCT_V6_ENGINE	
08:35 11MAR24	08:39 12MAR24	TRN:44C_6-SPEED AUTO_TRANSMISSION	AXL:AR (More...)
LINE OPCODE	TECH TYPE	HOURS	LIST NET TOTAL

B C/S: CUSTOMER STATES DRIVER SIDE DOOR POST; TRIM FELL OFF, CUSTOMER

HAS PART

DIAG DEFAULT

2410 C

195.00 195.00

PARTS: 0.00 LABOR: 195.00 OTHER: 0.00 TOTAL LINE B: 195.00

THE BODY SIDE MOLDINGS ARE BEING INSTALLED AS PER THE CLIENTS
REQUEST. REMOVED THE DRIVER DOOR PANEL TO GAIN ACCESS TO THE BODY SIDE
MOLDINGS. INSTALLED NEW THE BODY SIDE MOLDINGS. PERFORMED QUALITY
CONTROL, CLEANING, AND VISUAL INSPECTION. THE SYSTEM IS NOW OPERATING
AS DESIGNED.

D COMPLETE FULL MULTI POINT INSPECTION

99P DEFAULT

2410 C

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CUSTOMER REQUESTED A LOANER

BDC APPT CREATED 20 24-02-26

08:14:00AM TAKEN BY PATRICIA

QUIROS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION
CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES
DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO
INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT
ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED
IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS
SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF
PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

THANK YOU FOR YOUR TIME AND YOUR BUSINESS!! WE
WELCOME YOU TO OUR CAUSEWAY FAMILY DEALERSHIP
HAVING YOUR CAR SERVICED IMPROVES MILEAGE!!
AVOIDS COSTLY REPAIRS & SUDDEN BREAK DOWNS!!

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	195.00
PARTS AMOUNT	0.00
LUBE WASTE DISPOSAL	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	195.00
LESS DISCOUNT	0.00
SALES TAX	12.92
PLEASE PAY THIS AMOUNT	207.92

2082

Attachment 4

1/27/2024 12:10 PM

Fwd: Recall Alert for your 2018 FORD EXPLORER LIMITED

To

Page 1 of 2

----- Original Message -----

From: CARFAX <CARFAX@noreply.email.carfax.com>

To:

Date: 01/27/2024 12:07 PM EST

Subject: Recall Alert for your 2018 FORD EXPLORER LIMITED

RECEIVED
AUG 21 2024

BY: _____

Resubmit

AUG 21 2024



Recall Alert

There is a new recall record received for your **2018 FORD EXPLORER LIMITED**.



CARFAX will email you when additional information about repairs is available to CARFAX. This email is for informational purposes only.

ATTACHMENT 4

Your Recall Information**Recall Status:** Unknown

Recall Number: 24S02 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.

Page 2 of 2

RECEIVED
AUG 21 2024

BY: _____

Resubmit

AUG 21 2024

[View Recall Details](#)

What You Need to Know About Open Recalls

1. 1 in 5 cars on US roads today have an open recall.
2. All recall repairs are done at no charge to owners.
3. Safety recalls are issued for significant issues; don't delay getting repairs.
4. New recalls are issued every month, even for older cars.

RECEIVED
AUG 21 2024

Attachment 5

BY: _____

Resubmit



Stacy L. Balzer
Director
Service Engineering Operations
Ford Customer Service Division

AUG 21 2024

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

January 23, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –**
Safety Recall 24S02
Certain 2011-2019 Model Year Explorer Vehicles
Exterior A Pillar Applique Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2011-2019	Chicago	May 17, 2010 through March 3, 2019

US population of affected vehicles: 1,881,496. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

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 may be loose, missing or become detached. 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.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers toward the latter half of 2024 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.



Ford Motor Company
Ford Customer Service Division
PO Box 1904

Attachment
6

RECEIVED
AUG 21 2024

BY: _____

February 2024

Resubmit

AUG 21 2024

LITTLE EGG HARBOR TWP, NJ

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 24S02 / NHTSA Recall 24V031

2018 Explorer

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

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.



Coverage Expiration Notice

Coverage expiration for your Ford Explorer

Dear [REDACTED]

Attachments 7

The Ford Protect® Extended Service Plan you purchased for your **2018 Ford Explorer** expires at **75,000 miles or on August 21, 2025, whichever comes first.** The Ford Protect Continued Service Plan could provide extended coverage and protection after the expiration of your Ford Protect Extended Service Plan.*

To avoid a lapse in coverage and lock in our lowest possible rate, please reply at GoFordCSP.com or call us at **833.781.7353**.

Resubmit

AUG 21 2024

**SCAN TO SEE
YOUR PRICE!**

Data rates may apply



Call a Ford Protect Continued Service Plan Coverage Expert today or go online for an instant quote, and lock in our lowest possible rate. By extending your coverage, you can take advantage of the flexibility this plan offers.

- ✓ 100% Backed by Ford Motor Company
- ⊗ Ford Authorized Parts and Service
- ⊗ Coverage is 100% Transferable **

- Ⓢ Low Out-of-Pocket Expenses
- ⊗ Rental Vehicle Benefits
- ⊗ Dealer Support Across the U.S., Canada, and Mexico

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AUG 21 2024

BY: _____



FORD PROTECT
Continued Service Plan

Stay covered when your warranty ends with the Ford Protect Continued Service Plan. It's part of You Mode. The peace of mind of owning a Ford. Made just for you.

*Please see contract terms and conditions or contact a Ford CSP Coverage Expert for a list of covered repairs.

** Transfer fee may apply.

ATTACHMENTS 8
1044

Resubmit

AUG 21 2024

Thank you for choosing to chat with us. An agent will be with you shortly. Please do not enter any sensitive personal data such as social security number or credit card numbers.

Bot WC said: You're next in line.

You're next in line.

Bot WC said: You are now chatting with Shantinique.

You are now chatting with Shantinique.

Bot WC said: Hello [REDACTED] My name is Shantinique. How can I help you today?

BY: _____

SH

Bot WC said:

Hello [REDACTED] My name is Shantinique. How can I help you today?

Shantinique - 2:21 PM

You said: I sent a letter in March to the POBX 1904, Dearborn address regarding recall 24S02/ NHTSA recall 24V031. I had a trim issue and was charged a total of \$689.00 parts and labor regardless of the recall. I sent a letter with documentation. The vehicle was still under extended warranty at the time and was not covered according to Causeway Ford, Manahawkin, NJ

You said:

I sent a letter in March to the POBX 1904, Dearborn address regarding recall 24S02/ NHTSA recall 24V031. I had a trim issue and was charged a total of \$689.00 parts and labor regardless of the recall. I sent a letter with documentation. The vehicle was still under extended warranty at the time and was not covered according to Causeway Ford, Manahawkin, NJ

2:22 PM - Sent

Bot WC said: Thank you for reaching out regarding your vehicle. I can certainly look into this. I need to ask a few questions to assist you further. Are you the registered owner? Also, may I have your full address, phone number, best contact method, and current vehicle mileage?

SH

Bot WC said:

Thank you for reaching out regarding your vehicle. I can certainly look into this. I need to ask a few questions to assist you further. Are you the registered owner? Also, may I have your full address, phone number, best contact method, and current vehicle mileage?

Shantinique - 2:23 PM

You said: (Yes) purchased new. [REDACTED] opens in a new window; external.; Miles- 73,322. [REDACTED] Little Egg Harbor, NJ

[REDACTED] One or more links in the message.

You said:

(Yes) purchased new [REDACTED] ; Miles- 73,322 [REDACTED]
Little Egg Harbor, NJ [REDACTED]

2:25 PM - Sent

Bot WC said: Thank you. Please allow me a few minutes to research some information for you.

SH

Bot WC said:

Thank you. Please allow me a few minutes to research some information for you.

Bot WC said: Thank you for your patience! I am still researching some information for you.

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SHY:

Bot WC said:

Thank you for your patience! I am still researching some information for you.

Shantinique - 2:27 PM

You said: OK

You said:

OK

2:27 PM - Sent

Resubmit

AUG 21 2024

Bot WC said: I appreciate you waiting [REDACTED] Just so you are aware, I do still show recall 24S02 EXTERIOR A-PILLAR APPLIQUE MOLDING INSPECTION on your vehicle. You may view this information here

<https://www.ford.com/support/recalls/> Opens in a new window; external.. According to the recall letter, if you have previously paid for this repair, you still need to have this recall performed to ensure the correct parts and procedures were used. You may be eligible for a refund of previously paid repairs. Refunds will only be provided for services related to the replacement of exterior A-pillar applique molding(s) separate from windshield replacements. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you. One or more links in the message.

SH

Bot WC said:

I appreciate you waiting, Ed. Just so you are aware, I do still show recall 24S02 EXTERIOR A-PILLAR APPLIQUE MOLDING INSPECTION on your vehicle. You may view this information

here <https://www.ford.com/support/recalls/>. According to the recall letter, if you have previously paid for this repair, you still need to have this recall performed to ensure the correct parts and procedures were used. You may be eligible for a refund of previously paid repairs. Refunds will only be provided for services related to the replacement of exterior A-pillar applique molding(s) separate from windshield replacements. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Bot WC said: Is there anything else I can assist you with today?

SH

Bot WC said:

Is there anything else I can assist you with today?

Shantinique - 2:30 PM

You said: I already mailed to the aforementioned address with no reply. Also the dealer on two occasions has told me the recall did not apply. I have an extended warranty which has not expired - 75,000 miles or August 21, 2025.

You said:

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Resubmit

AUG 21 2024

BY: _____

I already mailed to the aforementioned address with no reply. Also the dealer on two occasions has told me the recall did not apply. I have an extended warranty which has not expired - 75,000 miles or August 21, 2025.

2:32 PM - Sent

Bot WC said: Surely, I want to make sure this is addressed properly. Just to confirm, are you saying the dealer said the recall 24S02 EXTERIOR A-PILLAR APPLIQUE MOLDING INSPECTION was not the issue your vehicle was experiencing?

SH

Bot WC said:

Surely, I want to make sure this is addressed properly. Just to confirm, are you saying the dealer said the recall 24S02 EXTERIOR A-PILLAR APPLIQUE MOLDING INSPECTION was not the issue your vehicle was experiencing?

Shantinique - 2:34 PM

You said: The trim that fell off was the trim between the two driver's side doors with the keypad lock buttons.

You said:

The trim that fell off was the trim between the two driver's side doors with the keypad lock buttons.

You said: It was not found during inspection. It fell off while I was traveling on I 95

You said:

It was not found during inspection. It fell off while I was traveling on I 95

2:36 PM - Sent

Bot WC said: Thank you for those details. Please allow me a few more moments to look into this further for you.

SH

Bot WC said:

Thank you for those details. Please allow me a few more moments to look into this further for you.

Bot WC said: Thank you for your patience! I am still researching some information for you.

SH

Bot WC said:

Thank you for your patience! I am still researching some information for you.

Shantinique - 2:39 PM

You said: ok

You said:

ok

2:40 PM - Sent

Bot WC said: Thank you for holding. The recall letter also states the 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. Ford has authorized your dealer to inspect and repair any loose or missing exterior A-pillar trim moldings free of charge. I definitely want you to get the assistance you requested. I recommend taking your original receipts to a different Ford dealership for a second opinion. The dealer should inspect your vehicle and process the reimbursement if they find you eligible.

SH

Bot WC said:

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Thank you for holding. The recall letter also states the 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. Ford has authorized your dealer to inspect and repair any loose or missing exterior A-pillar trim moldings free of charge. I definitely want you to get the assistance you requested. I recommend taking your original receipts to a different Ford dealership for a second opinion. The dealer should inspect your vehicle and process the reimbursement if they find you eligible.

Shantinique - 2:41 PM

You said: Thank you

You said:

Thank you

2:42 PM - Sent

Bot WC said: You're welcome! Is there anything else I can assist you with today?

SH

Bot WC said:

You're welcome! Is there anything else I can assist you with today?

Shantinique - 2:42 PM

Connectivity Status: Connected



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Mailstop: A West

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When use

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Sender:

03

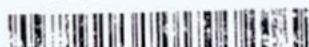
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8/27/2025 1:51:04 PM

Domestic Mail

** See Internati



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ONE RATE

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PAPER
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TO:

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1200 NJ Avenue S.E.
WASHINGTON, DC

20590