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

NHTSA

August 13, 2026

[redacted]
Stevensville, MD [redacted]

NEF-109 rrr
Ref. No. 11747368

Dear [redacted]:

Thank you for the letter about your model year (MY) 2013 FORD EXPLORER vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. Your MY 2013 Ford Explorer is affected by NHTSA Safety Recall Campaign No. 22V-031. A detached trim piece can fall off the vehicle.

We understand your concerns with the parts delay for recall 24V-031. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recalled parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. Manufacturers may decide to limit the volume of recall parts they automatically ship to ensure a balanced distribution to dealers. In addition, some manufacturers may impose order limitations to discourage dealers with a tendency to over order and stockpile parts, thus avoiding waste for parts they do not need. We encourage you to continue to follow up with Ford and your dealer on the status of the parts availability for Recall 22V-031.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

[redacted]

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