



"America's Van"

Explorer Van Company, Inc.

P.O. Box 4527, Warsaw, IN 46581-4527 • Phone 574/267-7666

May 1, 2013

Recall Campaign #2013-1: Wire Assembly Attachment

Dear Explorer Dealer:

Explorer Van Company, Inc. ("Explorer") has determined that a defect which relates to motor vehicle safety exists in certain model year 2013 Explorer / Explorer Limited SE vehicles. In accordance with the requirements of the National Traffic & Motor Vehicle Safety Act, the defect was reported to the National Highway Traffic Safety Administration and we have initiated a recall campaign to address the defect. A notice will be mailed to the registered owners of the potentially affected vehicles soon and we have enclosed a copy of that notice for your information with this letter.

REASON FOR THE RECALL

The recall involves the wire assembly providing power to the power incline for the front driver and passenger seats of certain Explorer vans. The wire assembly may become lodged in the power seat riser mechanism. Adjusting the height of the seat may cause the lodged wire to be severed or result in a short. Although the damage to the wire should result in a blown fuse, the potential exists for the melting of wires and/or insulation and the possibility of fire.

CORRECTING THE DEFECT

Under Explorer's established manufacturing procedures, the wire assemblies under the front seats are attached to the underside of the seat with plastic ties to prevent them from becoming lodged in the power seat riser mechanism. Due to an unauthorized change in those procedures by assembly personnel, the ties may not have been installed on the affected vehicles. To cure the defect, plastic ties to secure the wire assemblies will need to be installed.

At this point, the defect has manifested itself in only one (1) vehicle. We expect that in almost all instances, the wire assembly in question will not have been damaged and that the repairs necessary will simply be installing the plastic ties in accordance with the enclosed instructions. However, as detailed in the instructions, you should inspect the wire assembly for damage before installing the plastic ties. If the wire assembly has been damaged, it will need to be replaced.

2749 North Fox Farm Road • Warsaw, IN 46580

VEHICLES COVERED BY THE RECALL

The vehicles subject to the recall are certain model year 2013 Explorer and Explorer Limited SE vehicles built on GMC Savanna and Chevrolet Express chassis, manufactured August 1, 2012 through April 9, 2013. Although Explorer has identified approximately when the change in assembly procedures occurred, it is recalling vehicles prior to the date of the change to verify that all affected vehicles have been recalled. In addition, ties may have been installed on some of the vehicles subject to the recall. Therefore, some of the vehicles that are subject to the recall may merely need to be inspected to verify that the ties have been installed.

WHAT SHOULD YOU DO

Owners of the affected vehicles have been asked to contact their dealer to arrange for the repair of the defect. It is very important for the repairs to be made as soon as possible so we would appreciate your cooperation in scheduling the appointments accordingly.

The inspection and repair contemplated in this recall campaign should take approximately 1 hour. We will reimburse you for the repair at your GM Warranty rate. To obtain reimbursement, you will need to contact us at 1-800-926-7878 to obtain a repair authorization number. After the repairs are complete, you will need to complete the enclosed claim form for each vehicle repaired and submit it to Explorer via fax at 574-267-1519 or via email to parts@explorervan.com.

The National Traffic & Motor Vehicle Safety Act requires that each vehicle which is subject to a recall of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. As indicated above, we would appreciate your cooperation in making sure the repairs are promptly made. As indicated in the notice that is being sent to the affected vehicle owners, the owners have been advised to contact the National Highway Traffic Safety Administration if the repairs are not made without charge or are not within a reasonable period of time.

We appreciate your assistance in this recall campaign. We apologize for any inconvenience the recall may cause you and we will continue to do everything we can to retain your confidence in our products.

If you need additional assistance or have any questions regarding the repairs, please contact Explorer at 1-800-926-7878.

Very truly yours

EXPLORER VAN COMPANY, INC.

Paul Sailor

Inspection / Repair of wiring on Explorer seats equipped with the Power Recline / Lumbar option

1. Using the driver / passenger 6-way power seat controls, raise the seat as high as possible.
2. Separate the chair from the seat motor frame by removing the four (4) ½ inch mounting bolts located under the chair, two under the front side and two accessed from under the back of the seat. We recommend a ratchet with a five (5) inch extension. See pictures 1,2 and 3
3. Unplug the 6-way power seat switch. See picture 4.
4. Slowly tip chair back to reveal the underside of the seat bottom and associated wiring.
5. **IMPORTANT!** Please inspect the complete wiring harness for any damage, breaks or broken connections. If any damage is found, contact the Explorer Van service department immediately for instructions to acquire a new wiring harness. (574) 267-7666 or (800) 926-7878.

If no damage is found, proceed to step 6.

6. Unplug the four (4) wires from the Power Recline switch. Reposition the Power Recline wiring harness to pass under the square steel seat frame. See picture 5.
7. Plug the 4 wires back onto the Power Lumbar switch, and plastic zip-tie the harness to the support wires and steel frame under the seat. See picture 6.
8. Locate the blue and white wires at the rear corner of the seat bottom. Plastic zip-tie this harness and the attached red and blue wires paying special attention that these wires will not be capable of being pinched in any movable seat mechanism or seat motor. See picture 7 & 8.
9. Attach any other loose wires coming from the seat, to the bottom of the chair with plastic zip-ties. Avoid any unnecessary slack in the wire harnesses. See picture 9.
10. Lower the seat onto the seat motor frame and install the four (4) ½ inch bolts removed in step 2.

IMPORTANT! Take special care to make sure no wires or harnesses can be pinched or in any way interfere with the proper operation of the seat motors or mechanisms.

11. Connect the 6-way power seat plug. Check for proper operation of all seat switches.
12. Complete the repair information sheet and fax to Explorer Van Co. (574) 267-1519.

**INSPECTION\REPAIR OF EXPLORER SEATS EQUIPPED
WITH THE POWER RECLINE\ LUMBAR OPTION**

DATE _____ **V.I.N.[Last eight]** _____

Owner Name _____

Address _____

City _____ **State** _____ **Zip** _____

Repair Facility _____

Address _____

City _____ **State** _____ **Zip** _____

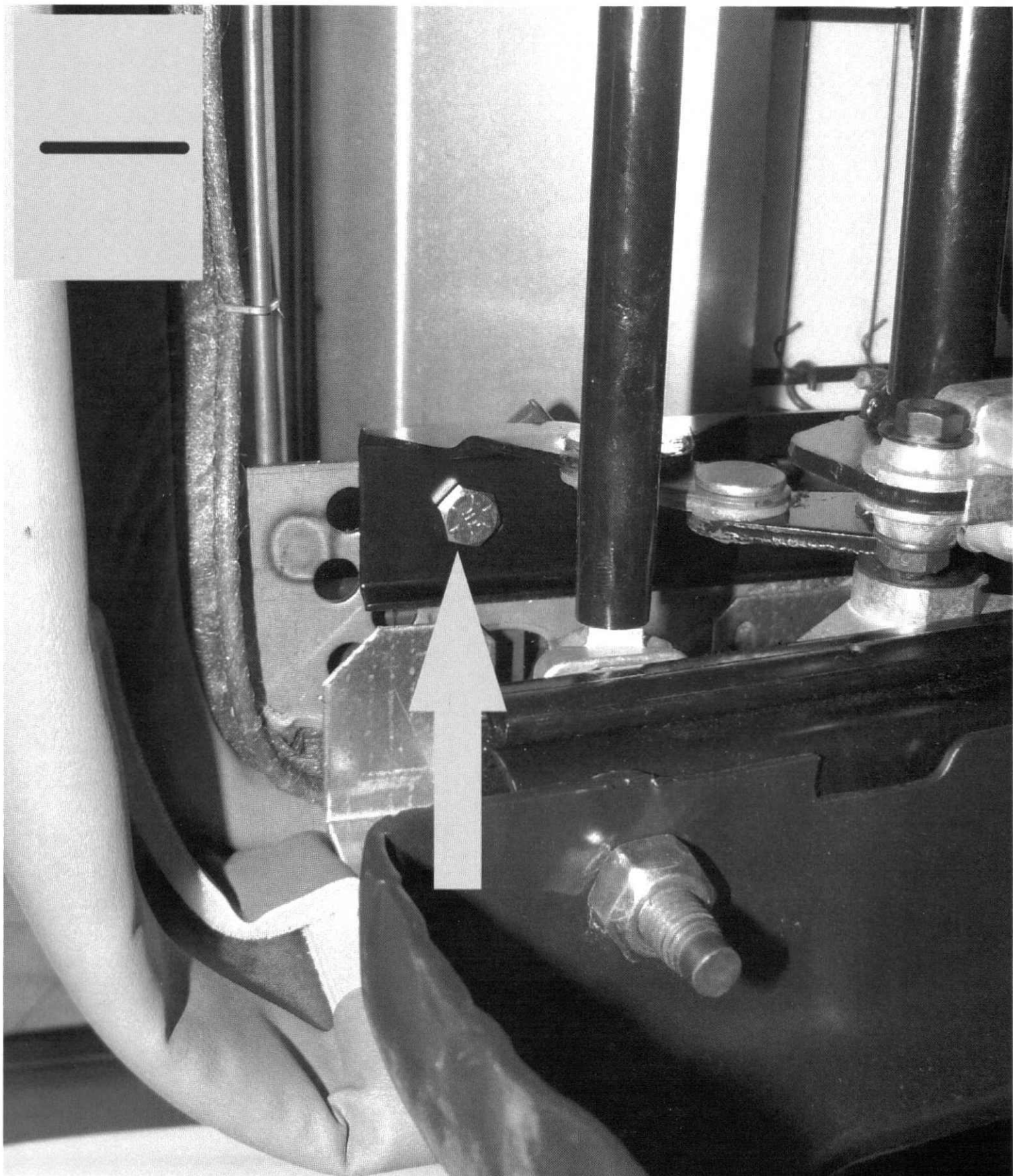
Phone number _____

Technician name _____

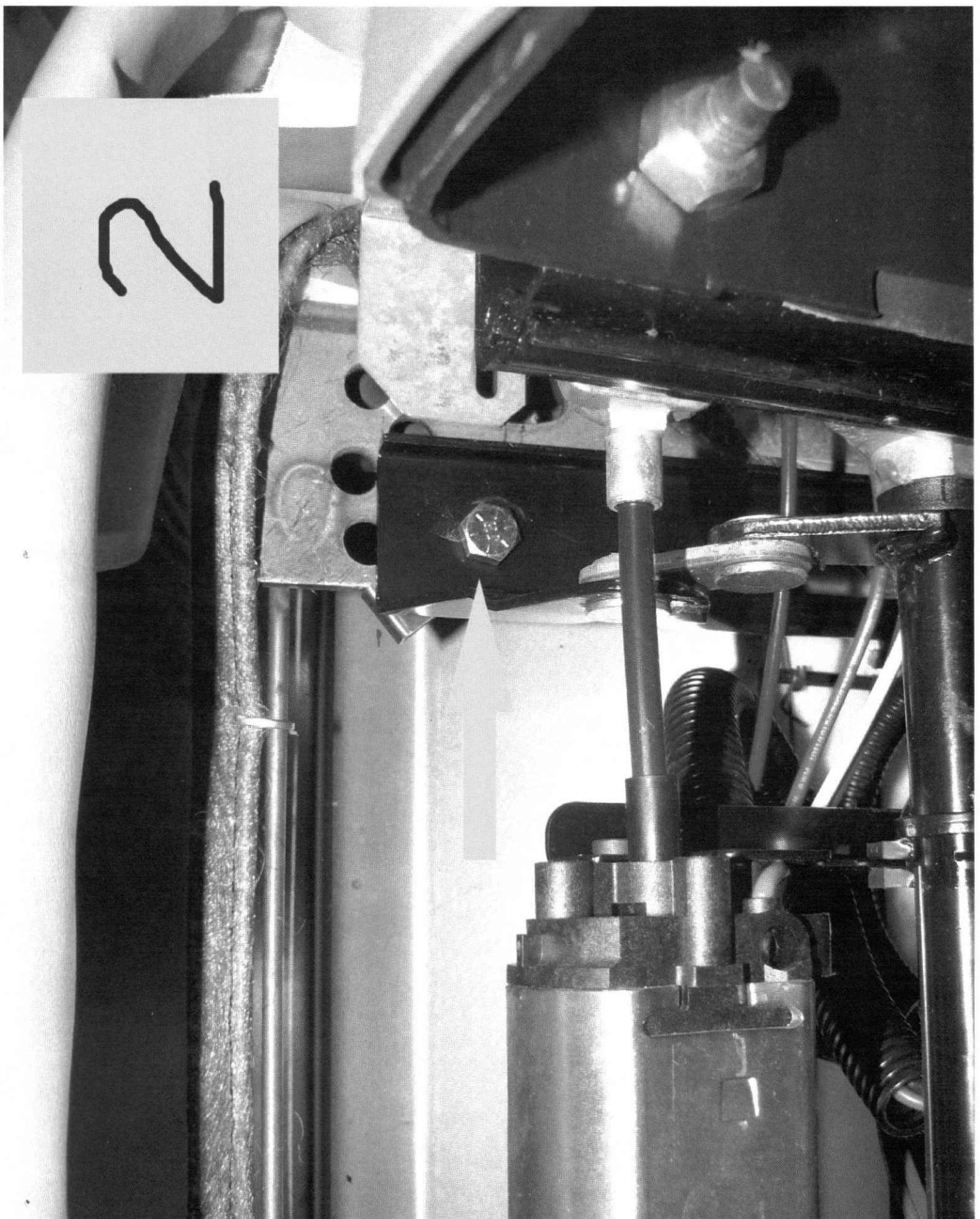
Customer Signature _____

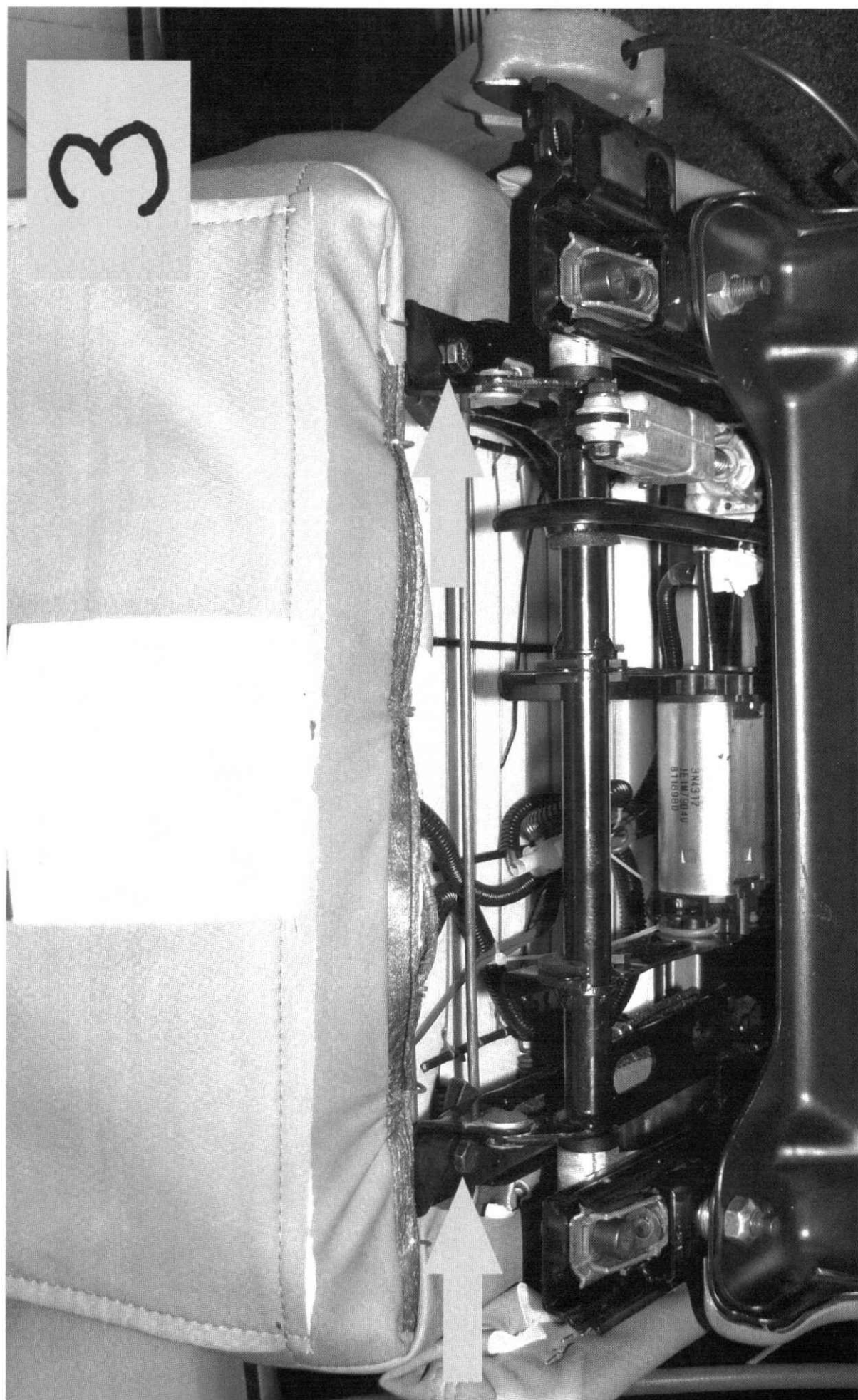
**This form must be completed and returned with copy of repair order and
authorization number from Explorer Van Company in order to receive
payment for service.**

PLEASE KEEP A BLANK COPY FOR FURTHER USE.



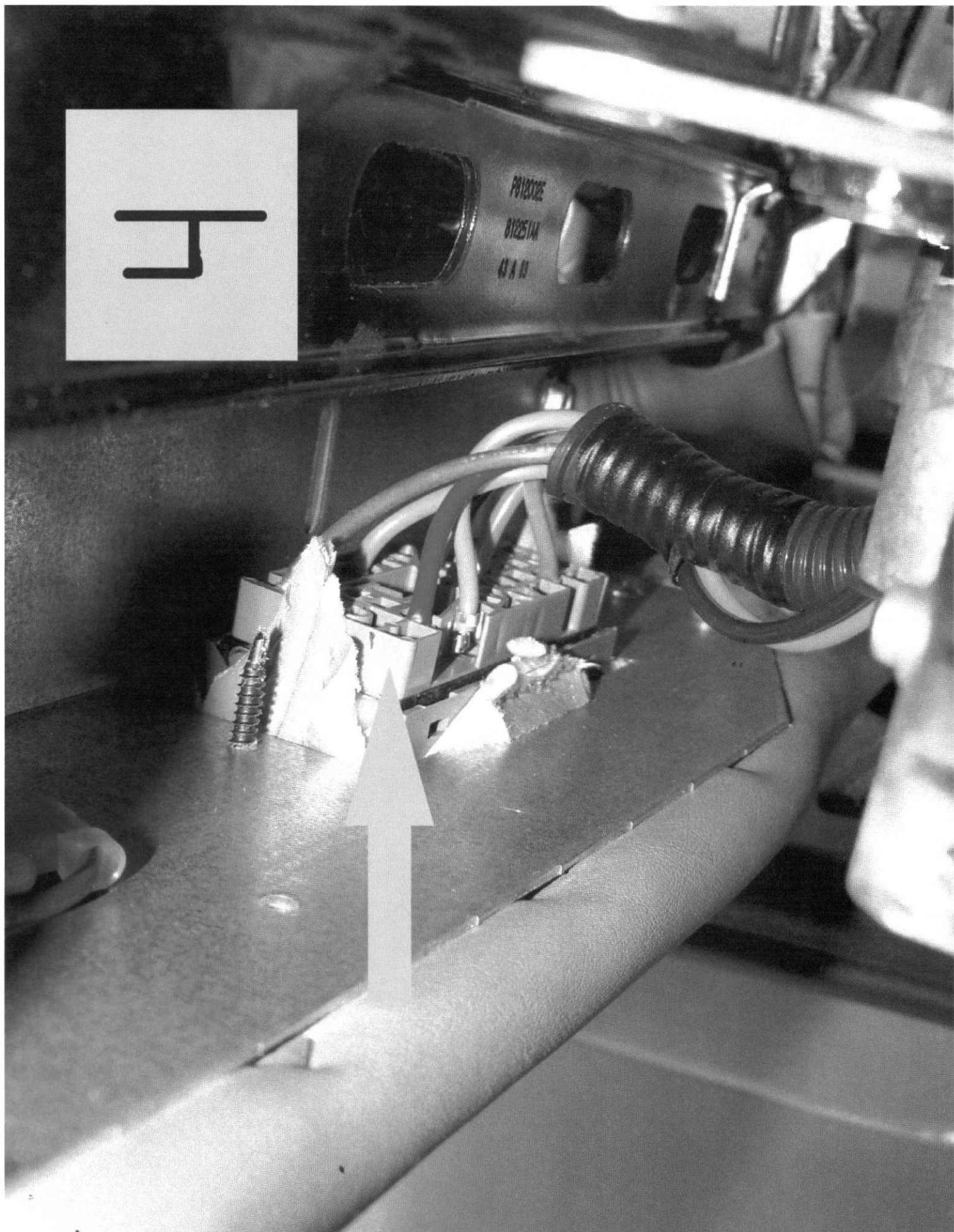
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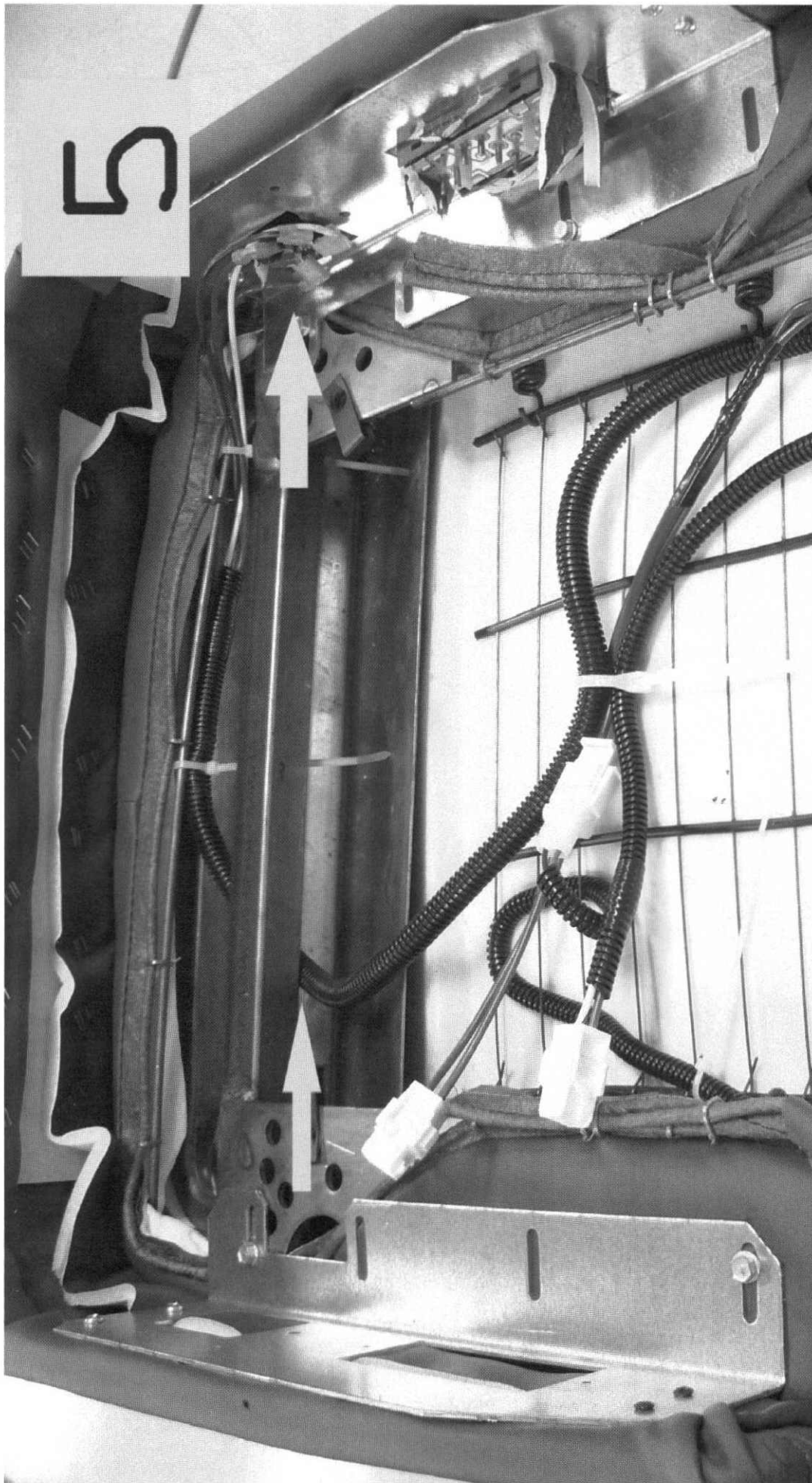




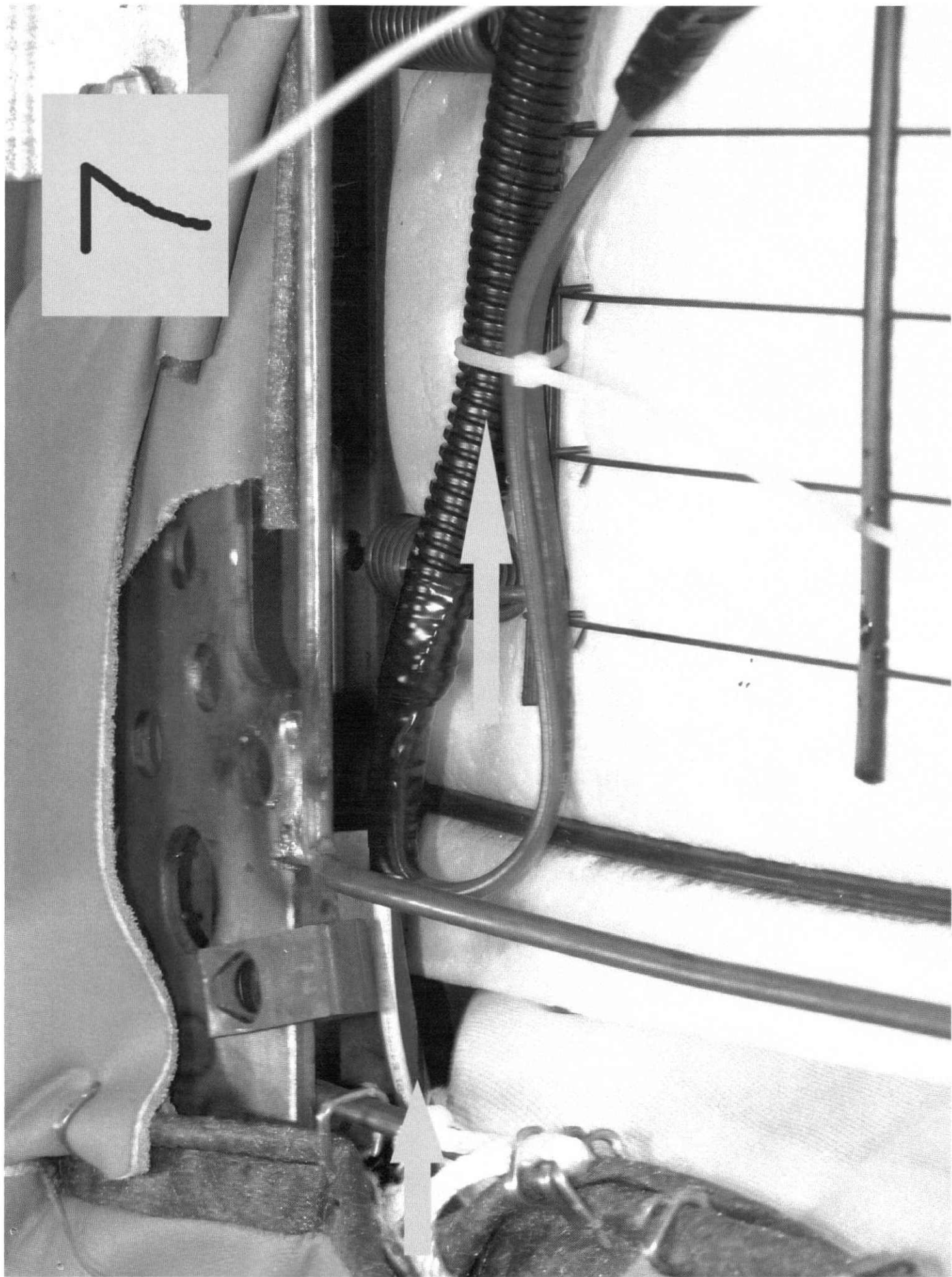
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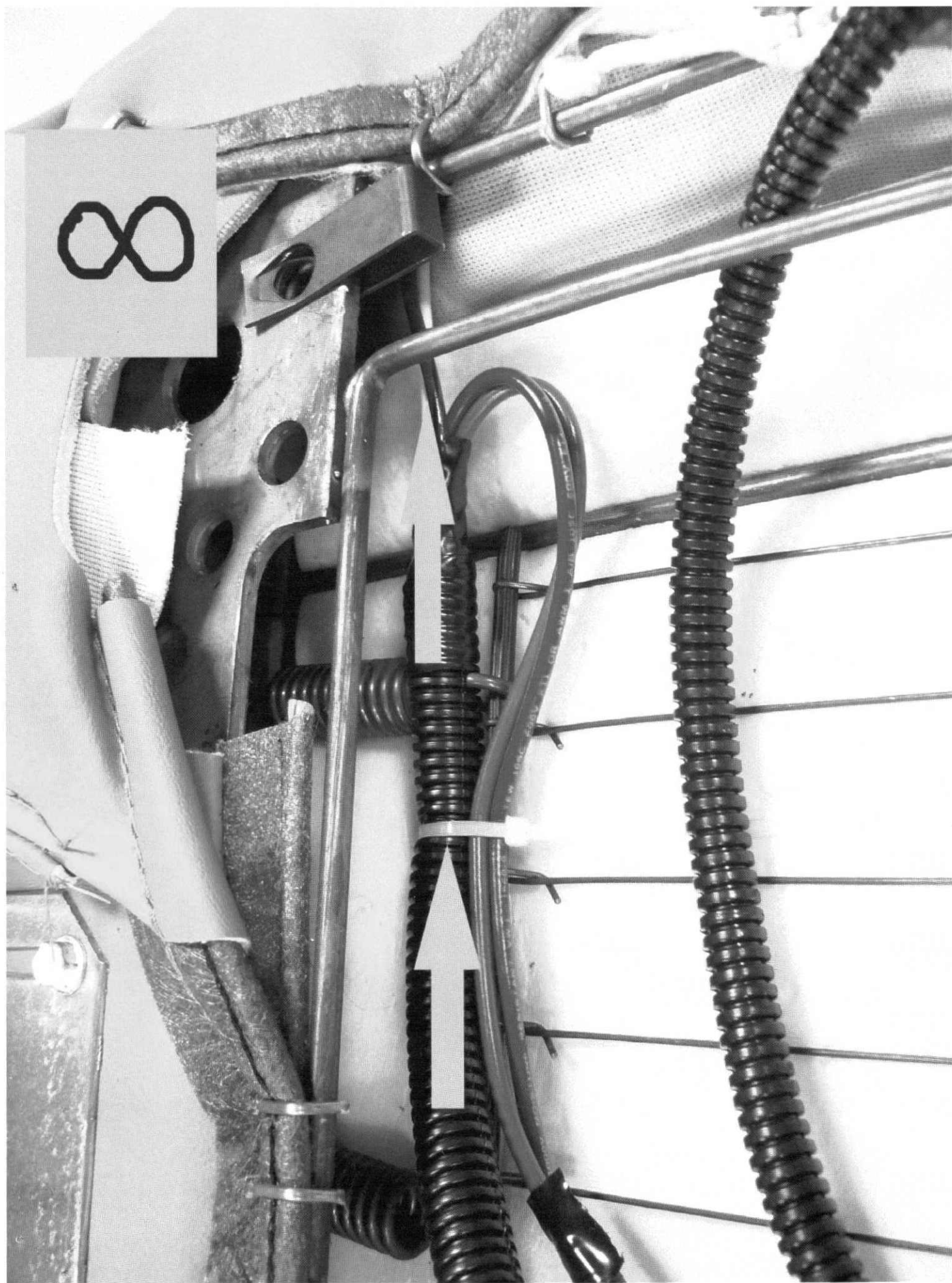






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