



"America's Van"

## *Explorer Van Company, Inc.*

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

May 1 2013

Recall Campaign No. 2013-1: Wire Assembly Attachment

Dear Explorer Van Owner:

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

Explorer Van Company, Inc. has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2013, Explorer / Explorer Limited SE vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

We sincerely apologize for any inconvenience this may cause you.

### **REASON FOR THE RECALL**

This Recall involves the wire assembly providing power to the power incline for the front driver and passenger seats. 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. While 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 a fire.

### **WHAT WILL WE DO**

The defect is easily remedied by the installation of ties to the wire assembly to hold it in place. If the wire assembly is already damaged, it will need to be replaced.

The actual repair will require approximately one (1) hour; however, additional time may be required depending on the Explorer dealer's schedule. This work will be performed free of charge by your authorized Explorer dealer.

### **WHAT YOU SHOULD DO**

Please contact your Explorer dealer as soon as possible to arrange a service appointment. Instructions for making the repairs and the ties to be installed have been sent to your Explorer dealer. As indicated above, the time necessary to make the repairs is approximately one (1) hour. However, your Explorer dealer may need additional time to process your vehicle for the repairs. Please ask your Explorer dealer about the total time that will be required to make the repairs.

When installing the ties, your Explorer dealer will examine the wire assemblies involved to determine whether they have been damaged. Although Explorer does not expect any significant

number of vehicles to have damaged wire assemblies, if there has been damage, replacement parts will need to be ordered and you will need to schedule another appointment for their replacement. Replacement of the wire assemblies, if required, will also be free of charge.

If your Explorer dealer is unable to perform the repairs, please contact our Customer Relations and Services Department at 1-800-926-7878.

### **PRECAUTIONS FOR YOUR SAFETY**

1. CONTACT YOUR AUTHORIZED EXPLORER DEALER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.
2. If any of the power functions of your front seats do not operate, do not operate any other power functions or replace any fuses. Contact your Explorer dealer immediately to schedule the repairs.
3. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

### **OTHER INFORMATION**

If you are no longer the owner of this vehicle, we would appreciate your furnishing us with the name and address of the new owner. You can call us at 1-800-926-7878 or email the information to us at [parts@explorervan.com](mailto:parts@explorervan.com).

If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have already had this repair performed at you own expense, please see the attachment regarding possible eligibility for reimbursement.

If you have any questions about this campaign, please contact your authorized Explorer dealer.

Again, we sincerely apologize for any inconvenience this may cause you.

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. If you need additional assistance or have any difficulty in arranging for your repairs by an authorized Explorer dealer, you may contact Explorer Customer Relations and Services at 1-800-926-7878 or via email at [parts@explorervan.com](mailto:parts@explorervan.com).

If the Explorer dealer is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590; call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

*EXPLORER recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.*

**TREAD ACT CUSTOMER REIMBURSEMENT PLAN**  
**(Explorer Van Company, Inc.)**

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please submit a claim for reimbursement directly to Explorer Van Company, Inc. Expenses from repair facilities outside of the EXPLORER dealership network will be considered; however, the procedure must meet EXPLORER standards.

To submit a claim for reimbursement, please send a copy of your owner notification letter, as well as, a copy of your previously paid invoice for the repairs with appropriate contact information for the person that has performed the work. The claim should be sent to Explorer Van Company, Inc., 2749 North Fox Farm Road, Warsaw, Indiana 46580. After verifying that the work was performed in accordance with our standards, we will reimburse you for the reasonable costs of the repairs.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- The Manufacturers' Suggested Retail Price (MSRP) for Explorer parts will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by Explorer are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.

Our Customer Relations and Services Department may be contacted at 1-800-926-7878 for any special assistance that you may require.