



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 7, 2015

Mr. Todd Fronckowiak
Assistant Director, Global Automotive Safety Compliance
Ford Motor Company
Fairlane Plaza South, Suite #500
330 Town Center Drive
Dearborn, MI 48126-2738

NVS-215SM
15V-171

Subject: Interior Door Handle Return Spring may Unseat

Dear Mr. Fronckowiak:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
FORD/EXPLORER/2011-2013

Mfr's Report Date: March 23, 2015

NHTSA Campaign Number: 15V-171

Components:
STRUCTURE:BODY:DOOR

Potential Number of Units Affected: 194,484

Problem Description:

Ford Motor Company (Ford) is recalling certain model year 2011-2013 Explorer vehicles. In the affected vehicles, the interior door handle return spring may unseat, resulting in interior door handle that does not return to the fully stowed position after actuation.

Consequence:

If the interior door handle return spring is unseated, the door may unlatch in the event of a side impact crash, increasing the risk of personal injury.

Remedy:

Ford will notify owners, and dealers will inspect all four of the interior door handles and either repair or replace them, free of charge. The recall is expected to begin on May 11, 2015. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 15S11.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at sarah.mcshane@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement