



Michael A. Berardi
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March 25, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD Advance Notice - Safety Recall 15S11
Certain 2011 - 2013 Model Year Explorer and Police Interceptor Utility Vehicles
Interior Door Handle Inspection and Repair

AFFECTED VEHICLES

Vehicle Line	Model Year	Assembly Plant	Build Dates
Explorer	2011-2013	Chicago	February 1, 2011 through January 31, 2012
Police Interceptor Utility			June 1, 2012 through June 30, 2012 October 1, 2012 through November 30, 2012

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on March 25, 2015.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, a crack may develop within one or more of the interior door handles, allowing the handle return spring to become unseated. This may result in a loose handle condition, and the handle may not return to the fully closed position.

During a side impact crash, an unseated interior door handle return spring may allow the door latch to open and increase the risk of injury.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the affected vehicles involved in this safety recall. It is anticipated that additional repair and part availability information will be provided to dealers in late May 2015.

NOTE: If an owner of an affected vehicle exhibits a loose interior door handle, call the Special Service Support Center for instructions and be prepared to provide the door handle part number.

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 \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery

QUESTIONS?

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi