



Ford Motor Company  
Ford Customer Service Division  
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25018/075197/0211



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May 2015

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***  
**(PROGRAMA DE SEGURIDAD IMPORTANTE)**

Safety Recall Notice 15S11 / NHTSA Recall 15V-171  
Aviso de Revisión de Seguridad 15S11

2012 Explorer

This notice applies to your vehicle,

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your 2011-2013 model year Explorer or Police Interceptor Utility vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

On your vehicle, a crack may develop within one or more of the interior door handle assemblies, allowing the handle return spring to become unseated. This may result in a loose interior door handle condition, and/or the interior door handle may not return to the fully closed position.

During a side impact crash, this condition may allow the door latch to open and increase the risk of injury.

**What will Ford and your dealer do?**

Ford Motor Company is in the process of developing the parts for this repair, and they are expected to be available by late May 2015. We are currently working with our supplier to expedite the development and delivery of these parts.

**What should you do?**

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Please wait to contact your dealer until this letter arrives, unless you are currently experiencing a concern with your vehicle.

Thank you for your attention to this important matter.

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