



David J. Johnson
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Ford Motor Company
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May 10, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 21S22**
Certain 2016 - 2019 Model Year Explorer Vehicles equipped with Painted Roof Rails
Roof Rail Cover Detachment

REF: **Customer Satisfaction Program 20N11 - Supplement #2**
Certain 2016 - 2019 Model Year Explorer Vehicles equipped with a Roof Rail
Roof Rail Cover Detachment

REF: **Technical Service Bulletins 19-2364 and 20-2154**
2016-2019 Explorer – Roof Rail Covers Loose

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|----------|------------|----------------|--|
| Explorer | 2016-2019 | Chicago | September 19, 2014 through March 3, 2019 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

Certain 2016 - 2019 model year Explorer vehicles equipped with painted roof rails will be removed from the 20N11 customer satisfaction program when 21S22 is published.

- Vehicles equipped with satin or chrome plated roof racks will remain open in 20N11.
- Vehicles previously repaired under 20N11 will not be moved to 21S22.

REASON FOR THIS SAFETY RECALL

On some of the affected vehicles, a detached roof rail cover can create a road hazard for other road users, increasing the risk of crash.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers late 2nd Quarter 2021, when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "D.J. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

David J. Johnson