



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 23, 2024

Mr. Tom Single
Assistant Director
Ford Motor Company
330 Town Center Drive
Suite 500
Dearborn, MI 48126

NEF-107DG
24V-031

Subject: Exterior A-Pillar Trim May Detach

Dear Mr. Single:

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/2011-2019

Mfr's Report Date: January 19, 2024

NHTSA Campaign Number: 24V-031

Components:

STRUCTURE:BODY:ROOF AND PILLARS

Potential Number of Units Affected: 1,889,110

Problem Description:

Ford Motor Company (Ford) is recalling certain 2011-2019 Explorer vehicles. The A-pillar trim retention clips may not be properly engaged, allowing the trim to detach.

Consequence:

A detached trim piece can fall off the vehicle, becoming a road hazard and increasing the risk of a crash.

Remedy:

Dealers will inspect and replace the A-pillar trim as necessary, free of charge. Interim letters notifying owners of the safety risk are expected to be mailed March 13, 2024. Second letters will be mailed once the remedy is available. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 24S02.

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.nhtsa.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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Ford Motor Company's contact for this recall will be Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement