



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

September 17, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety Recall 24S61

Certain 2024 Model Year Explorer Vehicles with 3.3L Hybrid Engines
Tie strap high voltage and battery cables

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2024	Chicago	May 1, 2023 through March 28, 2024

US population of affected vehicles: 148. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the unfused 12 volt battery cable is not secured properly and may contact the Belt-integrated Starter Generator (BiSG). If the battery cable contacts the BiSG during vehicle operation, it may cause damage to the battery cable insulation, creating the potential for a short circuit and increasing the risk of a fire.

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 the fourth quarter 2024 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.** For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

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.

NOTE: For vehicles presented that are exhibiting the concern identified for this Program, and no longer have applicable warranty coverage, contact the SSSC for further direction.

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 \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

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.

Customer Service Division