



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

February 17, 2025

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 25S09**  
Certain 2020-2021 Model Year Aviator and Explorer Vehicles  
Loose or Missing Seat Restraint Fasteners

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2020	Chicago	October 19, 2018 through July 11, 2020
	2021		June 4, 2020 through June 25, 2020
Explorer	2020		October 19, 2018 through July 11, 2020
	2021		June 4, 2020 through June 17, 2020

US population of affected vehicles: 240,000. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, some of the seat restraint fasteners may not be properly secured. Seat restraints with improperly secured fasteners may not properly restrain an occupant during a crash, increasing the risk of injury.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in 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.**

**OWNER NOTIFICATION**

Owners of record will be notified via first-class mail within sixty days, which may occur before **parts ordering information**, including repair instructions, 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.

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