

# Part 573 Safety Recall Report

# 24V-031

**Manufacturer Name :** Ford Motor Company**Submission Date :** JAN 19, 2024**NHTSA Recall No. :** 24V-031**Manufacturer Recall No. :** 24S02**Manufacturer Information :**

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

**Population :**

Number of potentially involved : 1,889,110

Estimated percentage with defect : 5 %

**Vehicle Information :**

Vehicle 1 : 2011-2019 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** The recalled part was introduced into production on 05/17/2010 and was taken out of production on 03/03/2019.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

2011 - 2019MY Ford Explorer: 1,889,110 Vehicles

Production Dates : MAY 17, 2010 - MAR 03, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The A-pillar exterior trim may detach from vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** An A-pillar exterior trim part that detaches while driving can create a road hazard for other road users, increasing the risk of a crash.

**Description of the Cause :** Some of the exterior A-pillar applique trim clip attachments are not properly engaged due to improper assembly or repair. If this occurs, the A-pillar

applique trim, which borders the right and left side of the windshield, may be loose, missing, or become detached.

**Identification of Any Warning that can Occur :** The customer may visually detect gaps around a loose A-pillar trim or detect an audible rattle and/or excessive wind noise from A-pillar area.

## Involved Components :

**Component Name 1 :** RH A Pillar Trim

**Component Description :** MLDG.ASY.W/SHLD.O/S.TOP(RH)

**Component Part Number :** BB53 7803682 A\*

**Component Name 2 :** LH A Pillar Trim

**Component Description :** MLDG.ASY.W/SHLD.O/S.TOP(LH)

**Component Part Number :** BB53 7803683 A\*

## Supplier Identification :

### Component Manufacturer

**Name :** ABC Technologies - Windsor Mold Group

**Address :** 310 Ellis St E

Windsor Foreign States N8W 2H2

**Country :** Canada

## Chronology :

Chronology is provided as an attachment

## Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the A-pillar exterior trim inspected and replaced as required. There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : The remedy A-pillar trim components (BB53 7803682 AJW, BB53 7803683 AJW) will be installed with an additional adhesive for robustness and utilize an inspection procedure to ensure full engagement of all the retention clips during installation.

Identify How/When Recall Condition was Corrected in Production : Not required per 49 Part 573.

## Recall Schedule :

Description of Recall Schedule : Advance Notification to dealers is expected to occur on January 22, 2024. Mailing of owner notification (No Parts) letters is expected to begin March 13, 2024 and is expected to be completed by March 25, 2024.

Planned Dealer Notification Date : JAN 22, 2024 - JAN 22, 2024

Planned Owner Notification Date : MAR 13, 2024 - MAR 25, 2024

\* NR - Not Reported