



Ford Motor Company  
Customer Service Division  
PO Box 1904  
Dearborn, Michigan 48121



771192547277

7573/000001510/1510



SOUTH LEBANON TOWNSHIP  
1800 S 5TH AVE  
LEBANON, PA 17042-7909

August 2024

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***

**Safety Recall Notice 24S52 / NHTSA Recall 24V598**

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): See Listing

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2020-2022 Explorer Police Interceptor Utility vehicles, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

On your vehicle, the engine could fail prematurely. In the event of an engine failure, significant quantities of engine oil and/or fuel vapor may be released into the under-hood environment and may migrate to and/or accumulate near ignition sources resulting in potential under-hood fire, localized melting of components, or smoke.

**What is the risk?**

Engine oil and/or fuel vapor that accumulates near a combustible source may ignite, increasing the risk of a fire.

**What will Ford and your dealer do?**

Ford Motor Company is working closely with its suppliers to produce software for this repair. When software becomes available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). **Software is anticipated to be available 2<sup>nd</sup> quarter 2025.**

**What should you do?**

Engine failure is expected to produce loud noises (example: metal-to-metal clank) audible to the vehicle's occupants. An engine failure will also result in a reduction in engine torque. You should safely park and shut off the engine as promptly as possible upon hearing unexpected engine noises, after experiencing a reduction in available engine power, or if smoke is observed emanating from the engine compartment.

**When software is available, Ford Motor Company will send a letter to inform you that software is available and to contact your dealer to schedule a repair.**

**What should you do?  
(continued)**

Ford has not issued instructions to stop driving your vehicle under this safety recall. When software is available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [NHTSA.gov](https://nhtsa.gov). Reference NHTSA Safety Recall 24V598.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**What if you no longer own this vehicle?**

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Thank you for your attention to this important matter.

Customer Service Division