

VEHICLE SAFETY/POLLUTION RECALL CAMPAIGN IN JAPAN

Domestic/Import Vehicles

|                       |   |      |               |
|-----------------------|---|------|---------------|
| RECALL No.            | Gai-2695  | DATE | Jul. 20. 2018 |
| MANUFACTURER          | Ford Motor Company<br>(Japanese Importer: Ford Japan Limited)   |      |               |
| DESCRIPTION OF DEFECT | <p>Certain 2011 - 2013 Model Year Explorer vehicles built at Chicago (USA) Assembly Plant from 1st February, 2011 through 30th November, 2012.</p> <p>In some of the affected vehicles, a crack may develop within one or more of the interior door handles, allowing the handles return spring to become unseated. This may result in a loose handle condition, and the handle may not return to the fully closed position.</p> <p>During a side impact crash, an unseated interior door handle return spring may allow the door latch to open and increase the risk of injury.</p> <p><b>SERVICE ACTION</b><br/>Dealers are to inspect all four interior door handle assemblies and service in the following manner:</p> <ul style="list-style-type: none"> <li>· Return spring retainer wall is equipped with two reinforcement ribs; no action is required.</li> <li>· Install reinforcement plug in door handle assembly when the following conditions are present:             <ol style="list-style-type: none"> <li>a. Return spring retainer wall is fully intact, and return spring is positioned properly.</li> <li>b. Return spring retainer wall has a crack, but wall is not deformed and return spring is positioned properly.</li> </ol> </li> <li>· Install a new door handle assembly when the following conditions are present:             <ol style="list-style-type: none"> <li>a. Return spring is out of position or missing.</li> <li>b. Return spring retainer wall is cracked and deformed.</li> <li>c. Return spring retainer wall is broken and has pieces missing.</li> </ol> </li> </ul> <p>This service must be performed on all affected vehicles at no charge to the vehicle owner.</p> |      |               |

| TYPE       | COMMERCIAL NAME    | MODEL YEAR<br>FIELD SAERVICE ACTION | NUMBER OF VEHICLE |
|------------|--------------------|-------------------------------------|-------------------|
| ABA-1FMHK9 | Ford Explorer 2.0L | 2011-2013                           | 680 units         |
| ABA-1FMHK8 | Ford Explorer 3.5L | 2011-2013                           | 1408 units        |
|            |                    | TOTAL                               | 2088 units        |