



Steve M. Kenner, Global Director
Automotive Safety Office
Sustainability, Environment & Safety Engineering

Fairlane Plaza South, Suite 400
330 Town Center Drive
Dearborn, MI 48126-2738 USA

March 12, 2012

Mr. Frank Borris, Director
Office of Defects Investigation
Safety Assurance
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE/W45-302
Washington, DC 20590

Dear Mr. Borris:

Subject: Submittal of TREAD report form per 49 CFR, Part 579 Subpart B

This is to inform you that Ford Motor Company and/or its various subsidiaries and affiliates have decided to conduct a Field Service Actions (14D11-23) in foreign countries. Details of the field action are included in the attached Global Recall Process Field Action report form.

If you have further questions, please call me.

Sincerely,

A handwritten signature in blue ink, appearing to read "R. A. Kenner".
Steven M. Kenner

Attachment





GLOBAL RECALL PROCESS REPORT OF FIELD ACTION

MANUFACTURER

Ford Motor Company

TYPE OF ACTION

Safety

FIELD ACTION NUMBER

14D11-23

SUBJECT

Wheel torque out of specification

MAKE, MODEL AND MODEL YEAR AFFECTED

Model	Model Year	
	Begin	End
Ford Truck / Explorer	2011	2011

ASSEMBLY PLANTS / DATES OF PRODUCTION

Assembly Plants	OASIS Active	Production Dates		VIN	
		Begin	End	Begin	End
Venezuela - Valencia Assembly	No OASIS	07-FEB-11	04-NOV-11	N/A	N/A

OTHER LIMITING FACTORS

This issue is confined to Ford's Valencia Assembly Plant in Venezuela and due to improper controls placed on a manual operation of tightening wheel nuts. The plant has since implemented DC Nutrunners to insure integrity in the wheel joint. Chicago Assembly Plant, which assembles the Ford Explorer for the U.S. market has used DC nutrunners since production began. U.S. vehicles are unaffected.

The 2011 Ford Explorer built in Venezuela is not exported to the U.S. market

Substantially similar vehicles in the U.S.:

2011 MY Ford Explorer

A characterization of the vehicle as "Substantially Similar" is made exclusively for purposes of complying with 49 CFR Part 579 and does not imply that the vehicles are "Substantially Similar" in any other context or for any other purpose, regulatory or otherwise. Also, characterization of a vehicle as "Substantially Similar" in this context specifically does not

imply that the vehicle is available for import or sale in the United States.

VEHICLES AFFECTED: 266

Markets

Venezuela

ESTIMATED PERCENTAGE OF THE AFFECTED VEHICLES THAT CONTAIN THE SUBJECT CONDITION

1.5%

REASON FOR THIS FIELD ACTION

A vehicle with a wheel assembly torqued below specification was found in a 3 MIS audit. Torquing of the wheels at the time of original vehicle assembly was not performed to process. DC nut runners were not available at the time of build and the process to verify manual application of torque was not followed. Loss of torque in the wheel joint could potentially lead to the loosening of the wheel and the potential for the wheel to become separated from the axle.

NUMBER OF REPORTS OF THE CONDITION

11 units in the field were repaired.

DESCRIPTION OF THE REMEDY

Dealers are to verify and, if necessary, apply the recommended torque to the wheel nuts according to the vehicle workshop manual.

Determination made by: Ford Motor Company
Field Action commenced on March 1, 2012