

Part 573 Safety Recall Report

16V-245

Manufacturer Name : Ford Motor Company

Submission Date : NOV 16, 2020

NHTSA Recall No. : 16V-245

Manufacturer Recall No. : 16S18



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 : 75,364

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2014-2015 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : This action only affects certain Ford Explorer vehicles built at the Chicago Assembly Plant.

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.

Production Dates : JAN 17, 2014 - MAY 31, 2014

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : A small number of vehicles may have been built with an improperly welded rear suspension toe link.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An improperly welded toe link that fractures while driving could result in a loss of steering control, increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : Drivers could experience rear suspension noise, difficulty steering or a loss of steering control.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : MULTIMATIC INC

Address : 125 CORCORAN COURT
EAST GWILLIMBURY FOREIGN STATES L9N 0M8

Country : Canada

Chronology :

January – March 2016: A report concerning loss of steering control resulting from an improperly welded rear toe link that had fractured was introduced into Ford's Critical Concern Review Group (CCRG) for review. Analysis had found that the toe link was improperly welded when it was manufactured by Ford's supplier. A data search was conducted and identified two additional reports pertaining to fractured toe links that engineering analysis confirmed were caused by an improper weld. A review of the toe link supplier's records identified 14 parts with suspect welds that were designated as scrap parts but were not properly quarantined by the supplier and potentially shipped to Ford for vehicle production. Although it is unclear whether any of the remaining 11 suspect parts were installed on vehicles, the issue was forwarded to Ford's Field Review Committee for review.

On April 18, 2015, Ford's Field Review Committee reviewed the concern and approved a field action.

November 13, 2020: Ford revised the service procedure in the Remedy Program.

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 rear toe links replaced and to check both rear toe link ball joints integrity and, if necessary, replace the rear wheel knuckle(s). 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 September, 2015. The ending date for reimbursement eligibility is October 31, 2016.

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

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on April 26, 2016. Mailing of owner notification letters is expected to begin May 9, 2016 and is expected to be completed by May 9, 2016.

Planned Dealer Notification Date : APR 26, 2016 - APR 26, 2016

Planned Owner Notification Date : MAY 09, 2016 - MAY 09, 2016

* NR - Not Reported