



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 12, 2019

Ms. Cynthia Williams  
Ford Motor Company  
330 Town Center Drive  
Dearborn, MI 48126

NEF-150JK  
19V-435

**Subject:** Rear Suspension Toe Links May Fracture

Dear Ms. Williams:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
FORD/EXPLORER/2011-2017

**Mfr's Report Date:** June 10, 2019

**NHTSA Campaign Number:** 19V-435

**Components:**  
SUSPENSION:REAR

**Potential Number of Units Affected:** 1,194,173

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2011-2017 Explorer vehicles. The rear suspension toe links may fracture due to stress on the rear suspension.

**Consequence:**

A fractured rear toe link will cause a sudden change in vehicle handling and increase the risk of a crash.

**Remedy:**

Ford will notify owners, and dealers will replace the rear suspension toe links, free of charge. The recall is expected to begin June 24, 2019. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 19S17.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Ford's proposed owner notification letter and it is currently being reviewed. You will be notified of any changes or concerns once our review is complete.

Please identify how this defect filing affects existing recall 16V245 (16S18).

Please be reminded of the following requirements:

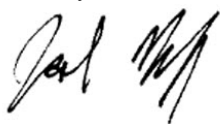
Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the rear suspension toe links. Please also provide the part number(s) of the recalled parts.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement