

Part 573 Safety Recall Report

19V-435

Manufacturer Name : Ford Motor Company**Submission Date :** NOV 13, 2020**NHTSA Recall No. :** 19V-435**Manufacturer Recall No. :** 19S17**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 : 1,194,173

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2011-2017 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : 2011-2017 model year vehicles with build dates from May 17, 2010 through January 25, 2017 are affected.

2011 = 83,672

2012 = 87,514

2013 = 233,644

2014 = 177,930

2015 = 209,382

2016 = 256,742

2017 = 145,289

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 : MAY 17, 2010 - JAN 25, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Vehicles that are exposed to frequent full rear suspension articulation (jounce and rebound) may experience a fractured rear suspension toe link.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A fracture of a rear toe link significantly diminishes steering control, increasing the risk of a crash.

Description of the Cause : Under high stress conditions that exist during full rear suspension articulation (jounce and rebound), toe link fractures can occur inboard of the turnbuckle resulting from fatigue introduced by reverse bending.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR
NR

Country : NR

Chronology :

April 2017 – December 2018: Ford approved service actions for specific populations of Explorer vehicles in various markets around the world based on certain unique road conditions contributing to elevated rates of rear suspension toe link fractures at a lower time in service. For the remainder of the global population of 2011-2017 MY Ford Explorers, the rate of reports continued to be very low. Ford continued to monitor and investigate reports globally for vehicles not included in the service actions, and shared the status of its ongoing investigation with the agency.

January 2019 - May 2019: As part of its ongoing investigation regarding the global performance of these vehicles, and based on evaluation of complaint vehicles in the field, Engineering conducted extensive computer simulated and physical life cycle testing to identify potential contributors to toe link fracture. This testing confirmed that toe link fracture is not expected to occur on vehicles subjected to the types of road conditions and vehicle applications for which these vehicles were designed and tested. However, this testing also found that vehicles subjected to very high rates of full rear suspension articulation (jounce and rebound) could potentially experience a toe link failure. Statistical analysis based on field data indicates that vehicles operated

in non-recalled markets may have a low but increasing rate of toe link fractures during their anticipated useful life.

On June 3, 2019, Ford's Field Review Committee reviewed the concern and approved a field action.

One customer reported hitting a curb when the toe link broke. Ford is not aware of any reports of injury related to this condition in markets included in this 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 left hand and right hand rear suspension toe links replaced with new forged toe links 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 March 2019. The ending date for reimbursement eligibility is August 19, 2019.

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

How Remedy Component Differs from Recalled Component : The new toe links are forged instead of welded.
Toe Link Kit - DB5Z-5A972-K (FWD)
Toe Link Kit - DB5Z-5A972-J (AWD)

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

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on June 11, 2019. Mailing of owner notification letters is expected to begin June 24, 2019 and is expected to be completed by July 26, 2019.

Planned Dealer Notification Date : JUN 11, 2019 - JUN 11, 2019

Planned Owner Notification Date : JUN 24, 2019 - JUL 26, 2019

* NR - Not Reported