

# Part 573 Safety Recall Report

# 19V-773

**Manufacturer Name :** Ford Motor Company**Submission Date :** OCT 30, 2019**NHTSA Recall No. :** 19V-773**Manufacturer Recall No. :** 19S36**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 : 18

Estimated percentage with defect : 50 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Lincoln Navigator

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Ford's manufacturing team reviewed plant records to determine the population of affected vehicles that may have been built with potentially improperly torqued rear toe link fasteners.

Ford vehicles are not produced in VIN order and we typically cannot provide VIN specific information. However, in this instance Ford is able to provide the specific VIN list – see attachment VINs

Production Dates : SEP 06, 2019 - SEP 06, 2019

VIN Range 1 : Begin : 5LMJJ2LT1KEL23748 End : 5LMJJ3TT3KEL24986  Not sequential

Vehicle 2 : 2019-2019 Ford Expedition

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Ford's manufacturing team reviewed plant records to determine the population of affected vehicles that may have been built with potentially improperly torqued rear toe link fasteners.

Ford vehicles are not produced in VIN order and we typically cannot provide VIN specific information. However, in this instance Ford is able to provide the specific VIN list – see attachment VINs.

Production Dates : SEP 05, 2019 - SEP 06, 2019

VIN Range 1 : Begin : 1FMJK2ATOKEA74958 End : 1FMJU1LT7KEA82640  Not sequential

**Description of Defect :**

Description of the Defect : In some of the affected vehicles, the fastener that attaches the rear toe link to the frame may not have been properly tightened during assembly. An improperly secured rear toe link fastener could allow the rear toe link to become disconnected while driving.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Disconnection of a rear toe link while driving could significantly diminish steering control, increasing the risk of injury or crash.

Description of the Cause : Gear wear within the automated tool used to tighten the rear toe link fastener caused the potential for an under-torqued fastener.

Identification of Any Warning that can Occur : A customer driving a vehicle with an improperly tightened rear toe link to frame fastener may experience noise, a change to steering wheel clear vision, unusual tire wear, or unusual vehicle handling characteristics.

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

September 2019: On September 12, 2019 a concern regarding under-torqued rear toe link fasteners was brought to Ford's Critical Concern Review Group (CCRG) for review. A torque inspector at the assembly plant had identified a potential low torque condition on the left and right-hand side rear toe link frame attachments during a routine torque validation audit. Plant records were reviewed to identify potentially affected vehicles. Suspect vehicles that were at the assembly plant were inspected, with some exhibiting an under-torqued fastener. Plant records indicated that other suspect vehicles had already been shipped from the plant.

CCRG requested an assessment of the fastener joint robustness and vehicle evaluation. Assessment of fastener joint robustness found concerns with long term joint durability with an under-torqued fastener in this application.

On October 18, 2019, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware reports of accident or injury related to this condition.

## 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 verify the rear toe link to frame fasteners are properly torqued, check and adjust the rear toe alignment and inspect the rear tires for abnormal wear and replace if necessary. There will be no charge for this service.

Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern.

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

How Remedy Component Differs from Recalled Component : The recalled vehicles were manufactured on September 5th and 6th, 2019, during a period when an automated tool malfunctioned.

Identify How/When Recall Condition was Corrected in Production : The malfunctioning assembly tool was replaced on September 6th 2019.

## Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on October 28, 2019. Mailing of owner notification letters is expected to begin November 11, 2019.

Planned Dealer Notification Date : OCT 28, 2019 - OCT 28, 2019

Planned Owner Notification Date : NOV 11, 2019 - NOV 18, 2019

\* NR - Not Reported