



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 14, 2020

Mr. Adrian Diaz
Assistant Engineering Director Automotive Safety Office
Ford Motor Company
330 Town Center Drive
Suite 500/5024
Dearborn, MI 48126

NEF-150DM
20V-072

Subject: Rear Suspension Toe Links May Fracture

Dear Mr. Diaz:

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/FLEX/2013-2018
FORD/TAURUS/2013-2018
LINCOLN/MKT/2013-2018

Mfr's Report Date: February 10, 2020

NHTSA Campaign Number: 20V-072

Components:

SUSPENSION:REAR

Potential Number of Units Affected: 211,207

Problem Description:

Ford Motor Company (Ford) is recalling certain 2013-2018 Lincoln MKT and Ford Flex and Taurus vehicles with the Police Interceptor or SHO Performance Pack. 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. Remedy parts are not currently available. Owners will be notified about the recall beginning March 2, 2020. A second notice will be mailed when remedy parts become available, which is currently expected to be in summer of 2020. Owners may contact Ford customer service at 1-866-436-7332 or Lincoln customer service at 1-800-521-4140. Ford's number for this recall is 20S04.

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.

We have received Ford's proposed interim owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



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