



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 21, 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-788

Subject: Motor Mount Fasteners May Loosen Over Time

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/EXPLORER/2020-2021
LINCOLN/AVIATOR/2020-2021

Mfr's Report Date: December 17, 2020

NHTSA Campaign Number: 20V-788

Components:

ENGINE

Potential Number of Units Affected: 1,405

Problem Description:

Ford Motor Company (Ford) is recalling certain 2020-2021 Explorer and Lincoln Aviator vehicles. The right hand motor mount fasteners may have been incorrectly tightened, and may loosen over time.

Consequence:

With a loose motor mount, motor vibration may cause the axle to disconnect from the engine and could result in loss of power, increasing the risk of a crash.

Remedy:

Ford will notify owners, and dealers will remove and replace the right hand motor mount fasteners, free of charge. The recall is expected to begin February 8, 2021. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20S72.

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.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 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