

Part 573 Safety Recall Report

20V-072

Manufacturer Name : Ford Motor Company

Submission Date : FEB 10, 2020

NHTSA Recall No. : 20V-072

Manufacturer Recall No. : 20S04



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 : 211,207

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2013-2018 Ford Flex

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : 2013-2018 model year vehicles with build dates from September 12, 2011 through June 1, 2017 are affected.

2013 = 32686

2014 = 39660

2015 = 17725

2016 = 20823

2017 = 11157

2018 = 13

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 : SEP 12, 2011 - JUN 01, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2013-2018 Lincoln MKT

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : 2013-2018 model year vehicles with build dates from September 12, 2011 through June 1, 2017 are affected.

2013 = 8452

2014 = 8039

2015 = 4276

2016 = 3014

2017 = 1756

2018 = 12

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Production Dates : SEP 12, 2011 - JUN 01, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2013-2018 Ford Taurus

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : 2013-2018 model year vehicles with Police Interceptor or SHO Performance Pack and build dates from August 25, 2011 through June 1, 2017 are affected.

2013 = 18204

2014 = 13428

2015 = 15794

2016 = 10535

2017 = 5626

2018 = 7

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 : AUG 25, 2011 - JUN 01, 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.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

June 2019: Ford approved service actions for specific populations of Taurus, Flex, MKS, and MKT vehicles in Canada 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 2009-2018 MY Taurus/Flex/MKS/MKT vehicles, the rate was low. Ford continued to monitor and investigate reports globally for vehicles not included in the prior service actions and shared the status of its ongoing investigation with the agency.

June 2019 – January 2020: 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 certain vehicles with a relatively high toe link torsional bushing rate (stiffer), subjected to frequent full rear suspension articulation (jounce and rebound), could potentially experience a toe link failure. As of December 2019, there have been six reports to Ford of fractured rear suspension toe links on 2013-2018 Flex/MKT/Taurus Police vehicles in the U.S.. These vehicles have a relatively high toe link torsional bushing rate. Analysis based on field data indicates that these vehicles operated in non-recalled markets may have a low but increasing rate of toe link fractures during their anticipated useful life.

On February 3, 2020, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition in markets included in this action.

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. 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 February 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 recalled component was a welded design. The remedy component is a forged design.

Toe Link Kit - DE5Z-5A972-G

Toe Link Kit - DE5Z-5A972-H

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

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on February 11, 2020. Mailing of owner notification letters is expected to begin March 2, 2020 and is expected to be completed by March 7, 2020.

Planned Dealer Notification Date : FEB 11, 2020 - FEB 11, 2020

Planned Owner Notification Date : MAR 02, 2020 - MAR 07, 2020

* NR - Not Reported