

Part 573 Safety Recall Report

20V-788

Manufacturer Name : Ford Motor Company**Submission Date :** DEC 17, 2020**NHTSA Recall No. :** 20V-788**Manufacturer Recall No. :** 20S72**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 : 1,405

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2020-2021 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Ford's team reviewed plant records to determine the population of affected parts. The Ford process is capable of tracing motor mount fastener production to the vehicle in which the motor mount fastener is installed.

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. [Use

1,297 Ford Explorer vehicles are affected
108 Lincoln Aviator vehicles are affected

Production Dates : JUL 28, 2020 - JUL 30, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2021 Lincoln Aviator

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Ford's team reviewed plant records to determine the population of affected parts. The Ford process is capable of tracing motor mount fastener production to the vehicle in which the motor mount fastener is installed.

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. [Use

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VIN Range 1 : Begin :

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End : NR

Not sequential

Description of Defect :

Description of the Defect : The motor mount fasteners may become loose over time.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The axle may disconnect from the engine and could result in loss of power.

Description of the Cause : The automated tool used to secure the right hand motor mount fasteners broke. The manual handheld tool used in the backup process may not have properly torqued the motor mount fasteners.

Identification of Any Warning that can Occur : If one or more of the four fasteners holding the motor mount in place become loose, the motor may vibrate.

Involved Components :

Component Name 1 : Motor Mount bolt

Component Description : Motor Mount bolt

Component Part Number : L1MP-4382-AB

Supplier Identification :

Component Manufacturer

Name : Acument Global Technologies
Address : 6125 18 Mile Rd.
Sterling Heights 48134
Country : NR

Chronology :

August – September 2020:

On August 18, 2020, Ford CCRG became aware of the potential for incorrectly torqued motor mount fasteners through inspection at the assembly plant.

Ford investigated the root cause and scope of potential affected vehicles by analysis of the assembly plant reports. Ford analyzed the effect on vehicle operation.

October- November 2020:

Ford continued analysis of plant records.

Ford searched the field records for similar reports and did not find any other field reports.

December 2020:

On December 11, 2020, Ford's Field Review Committee reviewed the concern and approved field 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 their right hand motor mount fasteners removed and replaced. There will be no charge for this service.

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

How Remedy Component Differs from Recalled Component : Correctly torqued bolt part number L1MP-4382-AB

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

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on December 18, 2020.

Mailing of owner notification letters is expected to begin February 8, 2021 and is expected to be completed by February 12, 2021.

Planned Dealer Notification Date : DEC 18, 2020 - JAN 25, 2021

Planned Owner Notification Date : FEB 08, 2021 - FEB 12, 2021

* NR - Not Reported