

Part 573 Safety Recall Report

21V-537

Manufacturer Name : Ford Motor Company

Submission Date : JUL 15, 2021

NHTSA Recall No. : 21V-537

Manufacturer Recall No. : 21S32



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 : 644,055

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2013-2017 Ford Explorer
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR

Descriptive Information : Affected vehicles are equipped with a rear knuckle containing a toe link cross-axis ball joint attachment manufactured by ZF Friedrichshafen AG.

2013-2017 model year vehicles with build dates from September 4, 2012 through September 30, 2017 that are registered, have ever been registered, or were sold in Connecticut, Delaware, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, Wisconsin and the District of Columbia are affected. Ford is conducting research to obtain the latest vehicle registrations, which may cause the volumes to change slightly after this defect notice is submitted. An update will be provided to the Agency after the latest registrations are obtained.

2013 = 79,600

2014 = 115,580

2015 = 126,529

2016 = 151,039

2017 = 171,307

Vehicles that have not yet been remedied under the existing campaigns 19S17 and 16S18 are not affected by this action. Those campaigns remain active.

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 04, 2012 -SEP 30, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Some vehicles sold or operated primarily in traditional corrosion states have experienced a seized cross-axis ball joint (CABJ) resulting in a fracture of the outboard section of the 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 : The outboard section of the rear suspension toe link is attached by a cross-axis ball joint (CABJ). Field data indicates that this CABJ may be susceptible to seizing in certain high corrosion areas when exposed to road salt over several years. A seized CABJ can increase bending stresses in the outboard section of the toe link causing a fracture.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Knuckle

Component Description : Rear Suspension Knuckle Assembly

Component Part Number : DB5Z-5B759-B Left Rear Knuckle and DB5Z-5B758-B Right Rear Knuckle

Supplier Identification :

Component Manufacturer

Name : Aludyne

Address : 300 Galleria Officentre
Suite 501 Southfield Michigan 48034

Country : United States

Chronology :

See attachment.

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 for torque inspection of the CABJ, replacement of the CABJ/knuckle as necessary, and replacement of the toe links with a revised design. 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 May 2021. The ending date for reimbursement eligibility is estimated to be June 30, 2022, Ford will provide more accurate dates when the final owner letter is published.

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

How Remedy Component Differs from Recalled Component : The new CABJ is provided by a different supplier and has a longer life expectancy. The new toe links are stronger and resistant to a seized CABJ.

Identify How/When Recall Condition was Corrected in Production : The new toe links are stronger and resistant to a seized CABJ. The new CABJ design introduced in October 2017 has been successful in protecting the joint from internal corrosion and joint deterioration. This change in performance is due to changes in the sealing system, corrosion resistant grease, and improved corrosion resistant components found in the new design.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on July 15, 2021. Mailing of owner notification letters is expected to begin August 23, 2021 and is expected to be completed by August 27, 2021 advising owners that parts are expected to be available during the 4th Quarter of 2021. Mailing of owner notification letters instructing customers to take their vehicle to a Ford dealer will be mailed in the 4th Quarter 2021.

Planned Dealer Notification Date : JUL 15, 2021 - JUL 15, 2021

Planned Owner Notification Date : AUG 23, 2021 - AUG 27, 2021

* NR - Not Reported