

Part 573 Safety Recall Report

21V-870

Manufacturer Name : Ford Motor Company**Submission Date :** NOV 10, 2021**NHTSA Recall No. :** 21V-870**Manufacturer Recall No. :** 21S47**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 : 20

Estimated percentage with defect : 10 %

Vehicle Information :

Vehicle 1 : 2021-2021 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. The Ford process is capable of tracing rear suspension module production to the vehicle in which the rear suspension module is installed. Affected vehicles may be equipped with an incorrect rear suspension module. 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.

Ford/Explorer/2021 - 17 Vehicles

Production Dates : AUG 03, 2021 - AUG 11, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2021 Lincoln Aviator

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. The Ford process is capable of tracing rear suspension module production to the vehicle in which the rear suspension module is installed.

Affected vehicles may be equipped with an incorrect rear suspension module.

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.
Lincoln/Aviator/2021 - 3 Vehicles

Production Dates : AUG 03, 2021 - AUG 05, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : These vehicles may have been produced with incorrect rear suspension modules.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Incorrect rear suspension modules may affect vehicle handling, ride height, and braking characteristics, increasing the risk of a crash.

Description of the Cause : The rear suspension module supplier mislabeled modules.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Rear Suspension Module

Component Description : Rear Suspension Module

Component Part Number : N/A, specific to VIN

Supplier Identification :

Component Manufacturer

Name : Dakkota Integrated Systems
Address : 12525 S. Carondolet Ave
Chicago Illinois 60633-1157
Country : United States

Chronology :

On August 17, 2021, an issue pertaining to vehicles with incorrect rear suspension modules was brought to Ford's Critical Concern Review Group for review.

On August 9, 2021, Ford's Chicago Assembly Plant (CAP) identified two rear suspension modules that were incorrectly assembled into vehicles. Further investigation by the plant determined that the rear suspension module labels had been incorrectly swapped between these two modules resulting in the modules being installed into the wrong vehicles. CAP issued an in-transit stop shipment (ITSS) on August 13, 2021, to contain 67 suspect vehicles.

As part of the ITSS actions, Supplier Technical Assistance's (STA) and Dakkota's (supplier) investigation determined that a process change at Dakkota created an opportunity for the operators to apply the incorrect label to a module.

September 2021 – STA further investigated the scope of the rear suspension module suspect population. After reviewing timing of supplier process change along with records of label reprints, Ford and Dakkota determined that of the 67 suspect rear suspension modules identified in the ITSS, 29 had been already shipped to dealers. Further review of module to vehicle traceability data, along with containment actions implemented by CAP, reduced the population of 29 suspect vehicles to 20.

October 2021 – Engineering reviewed the potential mis-build combinations and determined that the vehicle response during dynamic maneuvers is unknown as those combinations have not been tested.

On November 03, 2021, 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.

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 inspect the rear suspension module. If incorrect, dealer will contact Special Service Support Center (SSSC) to determine correct replacement parts required. Dealers will replace incorrect parts per the standard Workshop Manual repair procedure. There will be no charge for this service.
Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern.

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

How Remedy Component Differs from Recalled Component : The rear suspension module will contain the correct components associated with the VIN.

Identify How/When Recall Condition was Corrected in Production : The rear suspension module will contain the correct components associated with the VIN.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on November 15, 2021. Mailing of owner notification letters is expected to begin November 29, 2021 and is expected to be completed by December 03, 2021.

Planned Dealer Notification Date : NOV 15, 2021 - NOV 19, 2021

Planned Owner Notification Date : NOV 29, 2021 - DEC 03, 2021

* NR - Not Reported