



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

September 23, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Awareness Communication - Upcoming Safety Recall 21S43
 Certain 2011 - 2013 Model Year Explorer Vehicles with Rear Wheel Knuckles that
 have been Replaced
 Rear Toe Link Inspection/Replacement

REASON FOR THIS COMMUNICATION

To inform you that Ford Motor Company is notifying the National Highway Traffic Safety Administration (NHTSA) of an upcoming safety recall on the affected vehicles. Parts are not currently available to complete the required repair. Once NHTSA has been informed, there is a possibility that you may be contacted by customers about the recall. This notice will help you answer customer questions.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles that have had one (or both) rear wheel knuckle(s) replaced, and sold or operated in certain traditional corrosion areas where road salt is used extensively during winter months, may experience a seized toe link ball joint resulting in a fracture of the outboard section of the rear suspension toe link. A seized toe link ball joint can increase bending stresses in the toe link outboard of the turnbuckle. Rear toe link fracture while driving could result in unusual vehicle handling characteristics, or difficulty controlling the vehicle and may increase the risk of a crash.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2011-2013	Chicago	February 21, 2011 through September 2, 2017
		Louisville	July 19, 2010 through September 16, 2010

Note: In the United States this recall only affects vehicles that are registered, have ever been registered, or were sold in the following corrosion states.

In the United States				
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	District of Columbia		

SERVICE ACTION

An interim repair dealer bulletin announcing this upcoming action is expected to be provided to dealers by the end of October 2021.

Once the final repair parts to repair this condition are available, a final repair dealer bulletin will be provided to dealers by the end of Q4 2021.

CUSTOMER NOTIFICATION

Owners of affected vehicles will not be notified until after dealers have received service repair and parts ordering information. It is anticipated that customer notification will begin the week of November 1, 2021.

OASIS AND FSA VIN LISTS

OASIS and FSA VIN Lists will be activated once the full dealer bulletin has been posted.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Johnson".

David J. Johnson