

21S22 – CERTAIN 2016-19 FORD EXPLORER VEHICLES – ROOF RAIL COVER
DETACHMENT

Provide the chronology of events leading up to the defect decision.

April 2020 – NHTSA inquired into 11 VOQs related to roof rail cover detachment while driving. Ford reviewed warranty claims related to the affected component.

May – August 2020 – The issue was brought to Ford’s Critical Concerns Review Group (CCRG) for review on May 12, 2020. The CCRG considered the rates of detachment, severity, and detectability of a loose or rattling cover. The CCRG determined this issue did not present an unreasonable risk to motor vehicle safety due to the low projected probability of detachment, low mass of the component, and high detectability of a loose roof rail cover through visual and audible means.

September 2020 – Ford shared the CCRG’s analysis with NHTSA and made the agency aware of its recommendation to address the concern with a customer satisfaction program that would provide customers who experience the condition outside of warranty with a one-time repair.

November 2020 – Ford’s Field Review Committee reviewed the concern and approved a one-time repair extended coverage action for 10 years/150,000 miles.

December 2020 – March 2021 – Post-launch of the extended coverage program, Ford continued to monitor field data. Ford believed that the extended coverage program, in combination with the high detectability of this concern, would result in the proactive repair of vehicles prior to progression of the issue to a potential detachment.

April 2021 – Ford met with NHTSA to review the updated data. NHTSA requested that Ford conduct a safety recall for this concern. Ford discussed with NHTSA the rationale for excluding vehicles with plated roof rail covers from a safety recall. Warranty analysis shows a significantly lower rate of detachment and loose/rattling claims on vehicles with plated roof rail covers. Projections indicate no trend of increasing rate for plated variants. Pull force data confirms plated variants have increased retention strength and are less susceptible to solar loading, which is a contributing factor to this condition.

On April 30, 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.

May 5, 2021