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Ford Motor Company
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October 9, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 23S55**
 Certain 2020-2022 Model Year Explorer Vehicles
 Rear Axle Bolt Fractures

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Customer Satisfaction Program 22N06**
 Dated: September 23, 2022

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2020	Chicago	October 22, 2018 through September 27, 2020
	2021	Chicago	June 4, 2020 through November 10, 2021
	2021	Chicago SHO Center	September 14, 2020 through November 6, 2021
	2022	Chicago	June 29, 2021 through July 6, 2022
	2022	Chicago SHO Center	June 25, 2021 through May 20, 2022

U.S. population of affected vehicles: 236,761. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the rear axle bolt may fracture. A fractured rear axle bolt will allow the rear axle housing to move out of position, resulting in severe noise and vibration. If the rear axle bolt breaks, the driveshaft or half shafts may become disconnected, resulting in loss of transmission torque to the rear wheels. Transmission torque is necessary to hold the vehicle in park and is also needed for the vehicle to move forward or backward.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers the end of 2nd Quarter, 2024, when it is anticipated that parts ordering information, additional parts inventory and repair instructions will be available to support this safety recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

NOTE: Many of these vehicles are affected by Customer Satisfaction Program 22N06. The repair instructions for 22N06 should be followed if a rear axle bolt fractures before this program (23S55) launches. FSA 22N06 will remain active until this program launches with a complete dealer bulletin.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

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,



Stacy L. Balzer