



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 12, 2024

Mr. Tom Single
Assistant Director
Ford Motor Company
330 Town Center Drive
Suite 500
Dearborn, MI 48126

NEF-107DG
24V-091

Subject: Fastener Connecting Knuckle and Strut May Be Loose

Dear Mr. Single:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/EXPLORER/2023

Mfr's Report Date: February 8, 2024

NHTSA Campaign Number: 24V-091

Components:

STEERING:LINKAGES:KNUCKLE:SPINDLE:ARM

SUSPENSION:FRONT:MACPHERSON STRUT

Potential Number of Units Affected: 118

Problem Description:

Ford Motor Company (Ford) is recalling certain 2023 Explorer vehicles. The right-front lower fastener connecting the steering knuckle and strut may be loose or missing.

Consequence:

A loose or missing connection between the knuckle and strut can cause improper tire alignment, resulting in a steering pull or require increased steering effort. Additionally, the brake hose may contact the tire and become damaged, resulting in a brake fluid leak and a loss of braking ability. Either of these scenarios can increase the risk of a crash.

Remedy:

Dealers will inspect the fasteners, and tighten or install them as necessary, free of charge. Owner notification letters are expected to be mailed March 04, 2024. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 24S04.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please ensure the following requirements are met:

The total number of products potentially containing the defect or noncompliance (49 CFR 573.6 (c)(3)). Please amend the total population to ensure it represents all defective units that left manufacturer direct control, regardless of remedy status.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Ford Motor Company's contact for this recall will be Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement