

Part 573 Safety Recall Report

24V-091

Manufacturer Name : Ford Motor Company**Submission Date :** FEB 23, 2024**NHTSA Recall No. :** 24V-091**Manufacturer Recall No. :** 24S04**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 : 121

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2023-2023 FORD EXPLORER

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : In the affected vehicles, the right front lower knuckle-to-strut fasteners may not have been installed or torqued to specification during assembly. Ford's team reviewed plant records to determine the population of affected vehicles.

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.

Production Dates : DEC 19, 2023 - DEC 19, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The right front lower knuckle-to-strut fastener may be missing or improperly torqued.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of a missing lower knuckle-to-strut fastener, the tire can experience a change in camber.

Customers may notice a change in steering effort or a steering pull resulting from this condition. A sudden

change in steering control increases the risk of a crash. Additionally, if the brake hose contacts the tire, knuckle, or strut, this can cause abrasion damage and a brake fluid leak. A brake fluid leak can result in extended braking distances or a loss of braking, increasing the risk of a crash.

Description of the Cause : The double spindle fixture tool (the primary tool), which secures the right front knuckle-to-strut fasteners was offline for repairs. The primary tool normally records the torque and will identify any vehicles with missed torque operations. The calibrated clicker wrench (the backup tool) that was in place did not record torque and was unable to identify missed torque operations.

Identification of Any Warning that can Occur : Customers may visually detect a tire leaning inwards at the top. Customers may notice a change in steering effort or a steering pull resulting from this condition. If the tire contacts the strut or spring seat, this could result in abrasion damage and may be accompanied by a burning smell.

Involved Components :

Component Name 1 : Knuckle-to-strut Nut

Component Description : Knuckle-to-strut Nut

Component Part Number : W520517-S440

Component Name 2 : Knuckle-to-strut Bolt

Component Description : Knuckle-to-strut Bolt

Component Part Number : W715932-S339

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

On January 9, 2024, Ford's Critical Concern Review Group (CCRG) opened an investigation into a report of a missing fastener attaching the knuckle-to-strut on a 2023 MY Explorer vehicle. The Plant Vehicle Team (PVT) at the Chicago Assembly Plant (CAP) identified this issue during a daily warranty claim review. Ford confirmed the primary double spindle fixture tool which secures the right front knuckle-to-strut fasteners was offline for repairs for 121 Explorer rotations on December 19, 2023. Of the 121 Explorer rotations, Ford confirmed the fasteners were in place for 2 vehicles and 1 vehicle was fixed at the dealer. CCRG confirmed that this backup tool process did not affect Aviator vehicles because those vehicles do not utilize the same knuckle-to-strut joint and a different process is used to secure the right front corner.

As of January 24, 2024, Ford is aware of one warranty claim related to this concern. Ford has not identified any VOQs related to this condition.

On February 2, 2024, 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 have a visual inspection for the presence of the upper and lower knuckle-to-strut fasteners. If fasteners are present, the dealer will verify torque according to specification. If fasteners are missing or are improperly torqued, new fasteners will be installed and torqued according to specification. There will be no charge for this service. Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023. Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : The fasteners (component part numbers W520517-S440 and W715932-S339) securing the right hand lower knuckle-to-strut will be properly installed and torque to specification.

Identify How/When Recall Condition was Corrected in Production : Not required per 49 Part 573.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on February 12, 2024. Mailing of owner notification letters is expected to begin March 04, 2024 and is expected to be completed by March 08, 2024.

Planned Dealer Notification Date : FEB 12, 2024 - FEB 12, 2024

Planned Owner Notification Date : MAR 04, 2024 - MAR 08, 2024

* NR - Not Reported