Part 573 Safety Recall Report 25V-020

Manufacturer Name : Ford Motor Company
Submission Date : JAN 17, 2025
NHTSA Recall No. : 25V-020
Manufacturer Recall No. : 25S03

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 : 259
Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2025-2025 Ford Explorer
Vehicle Type : LIGHT VEHICLES
Body Style : ALL
Power Train : NR
Descriptive Information : In the affected vehicles, the transmission crossmember 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.

241 Explorer vehicles are affected.

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 : SEP 17, 2024 - SEP 17, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 :	2025-2025 Lincoln Aviator
Vehicle Type :	LIGHT VEHICLES
Body Style :	ALL
Power Train :	NR
Descriptive Information :	In the affected vehicles, the transmission crossmember 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. 18 Aviator vehicles are affected. 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 :	SEP 17, 2024 - SEP 17, 2024

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	The transmission crossmember fasteners may not have been installed or torqued to specification during assembly.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	In the event of a missing or incorrectly torqued crossmember transmission bolt, the transmission may lose support. This can lead to a loss of motive power or other vehicle system failures while driving, increasing the risk of a crash.
Description of the Cause :	The primary tool for bolt installation at the vehicle assembly plant was offline for repair . This forced production to default to a manual backup process where technicians were required to manually secure each bolt with a calibrated wrench. The crossmember bolts may not have been installed or torqued to specification in the affected vehicles due to human error during this manual process.
Identification of Any Warning that can Occur :	Customers may notice a clunking noise while driving over bumps, during vehicle launch events, during transmission gear engagements, and/or during gear shifts.

Involved Components :

Component Name 1 :	Transmission crossmember bolt
Component Description :	Transmission crossmember bolt
Component Part Number :	W721083-S439

Supplier Identification :

Component Manufacturer

Name :	Ford Motor Company
Address :	1 American Road Dearborn Michigan 48126
Country :	United States

Chronology :

On October 1, 2024, Ford's Critical Concern Review Group (CCRG) opened an investigation into a report of two missing bolts used to attach the transmission crossmember on a 2025 Explorer vehicle. Assembly plant personnel identified the missing bolts during a standard audit drive. Upon further investigation, the assembly plant team recognized the primary tool at the workstation that installed the bolts was offline on September 17th, 2024. A backup process was employed to torque the bolts on vehicles during this period when the primary tool was offline.

Between October and November 2024, Ford's Transmission engineering team conducted a Computer Aided Engineering (CAE) study to analyze the effects of the missing bolts on the transmission crossmember's connection to the body.

On November 13, 2024, Ford identified one additional Explorer vehicle with missing crossmember bolts during an inspection of export vehicles.

As of December 10, 2024, Ford is not aware of any warranty, field report, or customer complaints related to this concern. Ford has not identified any Vehicle Owner Questionnaire (VOQs) related to this condition.

On January 10, 2025, 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 transmission crossmember fasteners. If fasteners are present, the dealer will verify torque according to specification. If fasteners are missing, new fasteners will be installed and torqued according to specification, and the crossmember will be replaced. If fasteners 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. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accordance with the recall reimbursement plan on file with NHTSA. 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 number W721083-S439) securing the transmission crossmember to the body 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 January 17, 2025. Mailing of owner notification letters is expected to begin February 10, 2025 and is expected to be completed by February 14, 2025.
Planned Dealer Notification Date :	JAN 17, 2025 - JAN 17, 2025
Planned Owner Notification Date :	FEB 10, 2025 - FEB 14, 2025

* NR - Not Reported