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March 19, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21B14 - Supplement #1**
 Certain 2013 through 2017 Model Year Explorer and Police Interceptor Utility Vehicles that are Registered or Sold in Certain States/Provinces
 Rear Toe Link Ball Joint Inspection

REF: **Customer Satisfaction Program 21B14**
 Dated March 8, 2021

New! REASON FOR THIS SUPPLEMENT

- **Reason for this Program:** *The service area has been expanded to include Houston, Miami, Dallas, Atlanta, Phoenix, and Winnipeg.*
- **Technical Information:** *The technical instructions have been updated to correct an error in step 9.*
- **Parts Requirements/Ordering Information:** *All parts are now available through normal ordering processing channels.*
- **FSA Parts Inspection and Sign Off:** *Added policy.*

PROGRAM TERMS

This program will be in effect through June 30, 2021. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of June 30, 2021 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address on April 1, 2021 to contact customers with affected vehicles.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer (including Police Interceptor Utility)	2013-2017	Chicago	September 4, 2012 through January 24, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

New! REASON FOR THIS PROGRAM

This program is a proactive investigation by Ford Motor Company to obtain field data and parts for testing. Ford is voluntarily conducting this program to inspect the toe link ball joint and, if necessary, replace both rear toe links and wheel knuckles on vehicles always registered and always residing in the Nashville, *Houston, Miami, Dallas, Atlanta, Phoenix, Winnipeg, and* Calgary areas. The replacement toe links and knuckles being installed contain no enhancements and are identical to the parts being removed. It is very important that any parts obtained from this program be returned to Ford for this study.

SERVICE ACTION

Dealers are to check both toe link ball joints integrity and, if necessary, replace the rear wheel knuckle(s), and adjust rear toe. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of March 22, 2021. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

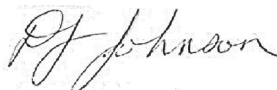
Attachment III: Technical Information

Owner Notification Letter

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,



David J. Johnson

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OASIS ACTIVATION

OASIS has been activated since March 8, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since March 8, 2021. Owner names and addresses will be available by April 1, 2021.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires June 30, 2021.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with rear suspension toe link replacement due to fracture or rear wheel knuckle replacement due to a seized toe link ball joint.

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RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number 21B14 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 21B14
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Check toe link ball joints torque (both pass), replace toe link outer bolts. (Alignment is NOT Required)	21B14B	0.7 Hours
Check toe link ball joints torque, replace one (1) rear suspension toe link, and replace one (1) wheel knuckle – AWD	21B14C	1.8 Hours
Check toe link ball joints torque, replace both rear suspension toe links, and replace two (2) wheel knuckles – AWD	21B14D	2.9 Hours
Check toe link ball joints torque, replace one (1) rear suspension toe link, and replace one (1) wheel knuckle – FWD	21B14E	1.6 Hours
Check toe link ball joints torque, replace both rear suspension toe links, and replace two (2) wheel knuckles – FWD	21B14F	2.5 Hours
Check alignment and, if necessary, adjust rear toe	21B14G	0.6 Hours

NEW! PARTS REQUIREMENTS / ORDERING INFORMATION

Part numbers W715419-S439 and W520516-S441 are now able to be ordered through normal ordering processes.

Part Number	Description	Engine	AWD/ FWD	Order Quantity	Claim Quantity
Parts Required if Both Toe Link Ball Joints Pass					
-W715419-S439	Toe Link Bolt (1 bolt per side, 4 Bolts in each package)	All	All	1	2
-W520516-S441	Toe Link Nut (1 nut per side)	All	All	2	2

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Parts Required if a Toe Link Ball Joint Fails					
Part Number	Description	Engine	AWD/ FWD	Order Quantity	Claim Quantity
DB5Z-5A972-J	Rear Toe Link Kit – See affected Engine and AWD/FWD detail	3.5L TiVCT	AWD	1	1
		3.5L GTDI			
		3.7L DOHC	FWD		
		3.7L DOHC			
DB5Z-5A972-K	Rear Toe Link Kit – See affected Engine and AWD/FWD detail	2.3L GTDI	AWD	1	1
		2.3L GTDI	FWD		
		2.0L GTDI			
		3.5L TiVCT			
DB5Z-5B759-B	Left Rear Knuckle			As Required	
DB5Z-5B758-B	Right Rear Knuckle			As Required	
-W712435-S439	Wheel Hub Nut (1 nut per side)			As Required	
-W710681-S439	Brake Caliper Bolts (2 bolts per side)			As Required	
-W708733-S439	Brake Disk Retainer Bolt (1 bolt per side)			As Required	
-W520213-S440	Rear Stabilizer Link Nut (1 nut per side)			As Required	
-W714033-S439	Shock Absorber Bolt (1 bolt per side)			As Required	
-W715419-S439	Trailing Arm Bolt (1 bolt per side)			As Required	
-W520516-S441	Trailing Arm Nut (1 nut per side)			As Required	
-W715127-S439	Upper Control Arm, Lower Control Arm Bolt (2 bolts per side)			As Required	
-W520517-S440	Upper Control Arm, Lower Control Arm Nut (2 nuts per side)			As Required	
-W714516-S439	Wheel Hub Bolts (4 bolts per side)			As Required	

Note: The rear toe link kits contain the parts necessary to replace the toe links on both sides of the vehicle.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Less than 2% of the affected vehicle population is expected to require wheel knuckle replacement due to a toe link ball joint failure.

DEALER PRICE

For latest prices, refer to DOES II.

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PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

New! REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.*
- Inspect the replaced parts to verify the FSA repair was completed.*
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.*
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).*
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.*

Note: *Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.*

CERTAIN 2013-2017 MODEL YEAR EXPLORER VEHICLES — REAR SUSPENSION TOE LINK TO WHEEL KNUCKLE BALL JOINT

NEW! SERVICE PROCEDURE

⚠ WARNING: Suspension fasteners are critical parts that affect performance of vital components and systems. Tighten fasteners as specified. Measure the distance from the center of the wheel hub to the lip of the fender with the vehicle in a level, static ground position (ride height) before disassembly. When securing the *new* toe link, it must be secured at the previously measured ride height.

⚠ WARNING: Tighten the suspension bushing fasteners with the suspension supported at ride height or with the weight of the vehicle resting on the wheels and tires, otherwise toe link and bushing damage may occur.

NOTE: This recall is to be performed on both the right rear and the left rear suspension.

1. Measure the distance from the center of the wheel hub to the lip of the fender with the vehicle in a level, static ground position (ride height) before disassembly. See Figure 1.

NOTE: The new toe link adjustment sleeve jam nuts are only finger tight. The jam nuts must be tightened to the torque specification in the Workshop Manual (WSM) even if toe adjustment is not necessary.

NOTE: The toe links must be secured at ride height during replacement. See Figure 1.

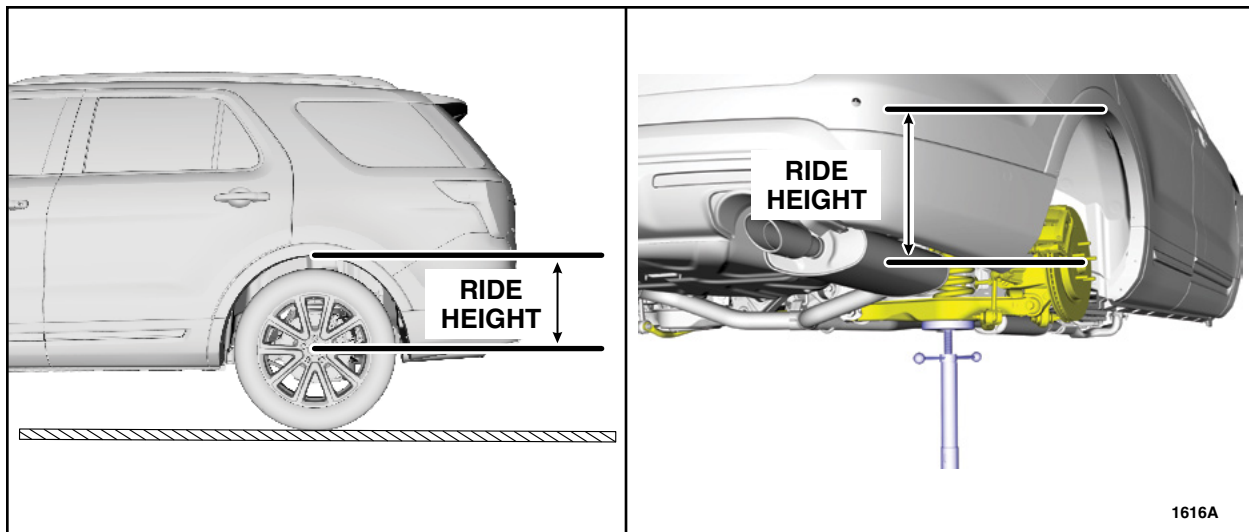


FIGURE 1



2. Position the vehicle on a hoist. Please follow the WSM procedures in Section 100-02.
3. Remove both rear tires. Please follow the WSM procedures in Section 204-04A.
4. Using a jack stand, support the rear suspension to ride height. See Figure 2.

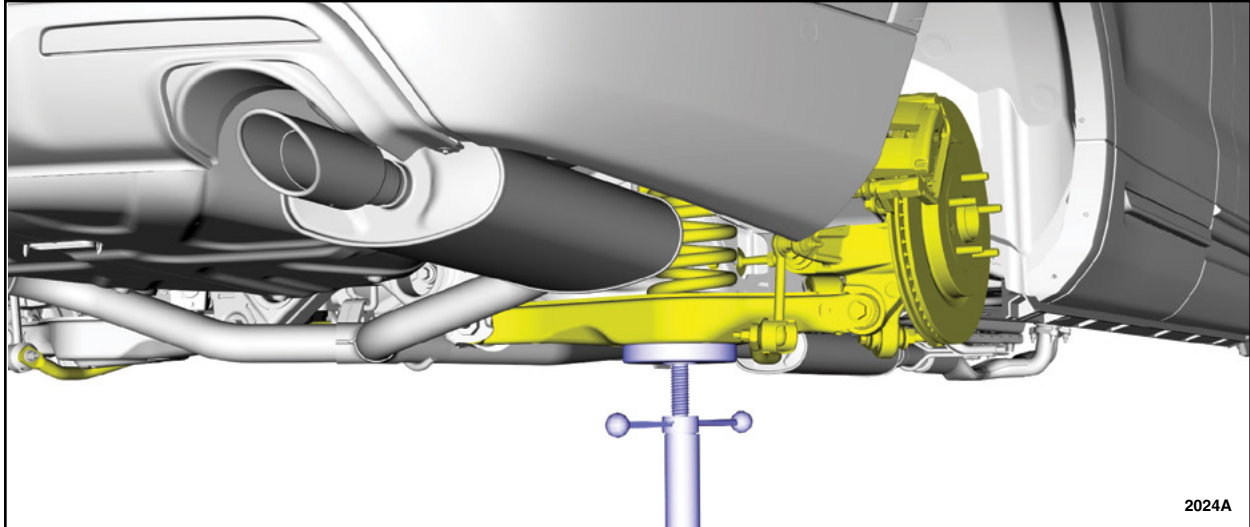


FIGURE 2

5. Remove the toe link-to-wheel knuckle bolt and nut. See Figure 3.

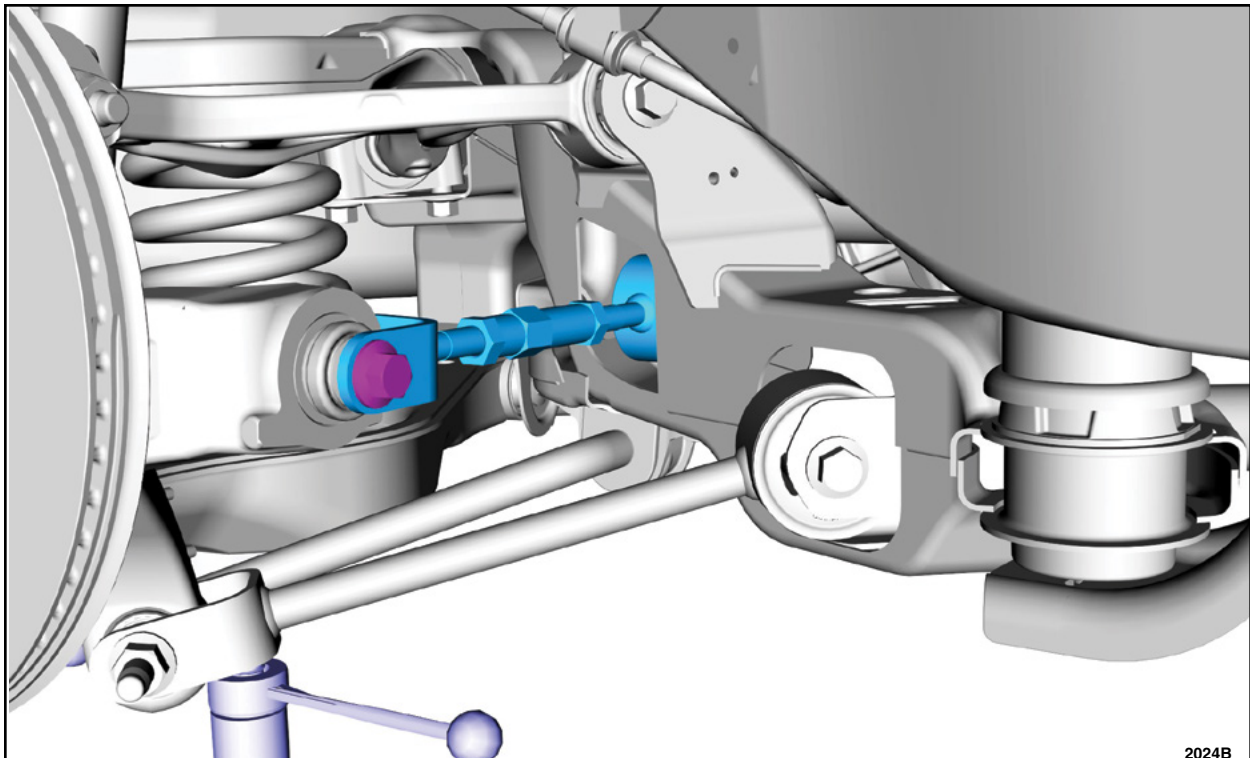


FIGURE 3



6. Install the toe link to knuckle bolt and nut. Tighten the nut while holding the bolt still with a wrench.
See Figure 4.

- Torque: 111 lb.ft (150 Nm).

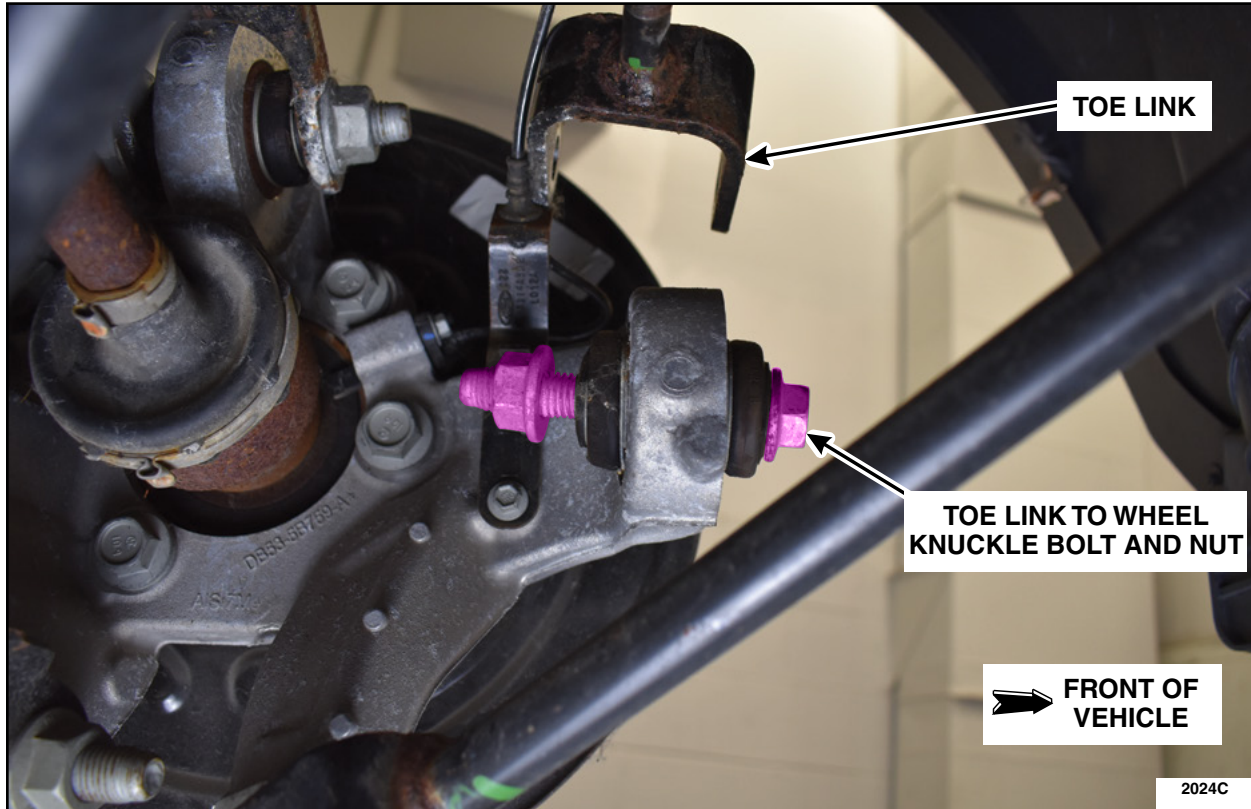


FIGURE 4



NOTE: When functioning properly the toe link ball joints should rotate freely. This inspection step will determine if the ability for the ball joint to rotate freely has been affected, requiring replacement.

- Using a digital or dial type torque wrench, rotate the toe link to wheel knuckle bolt while keeping the ball joint straight. Do not allow the ball joint to twist as shown in the red picture below. Note the reading off of the torque wrench when the ball joint begins to rotate. See Figure 5.

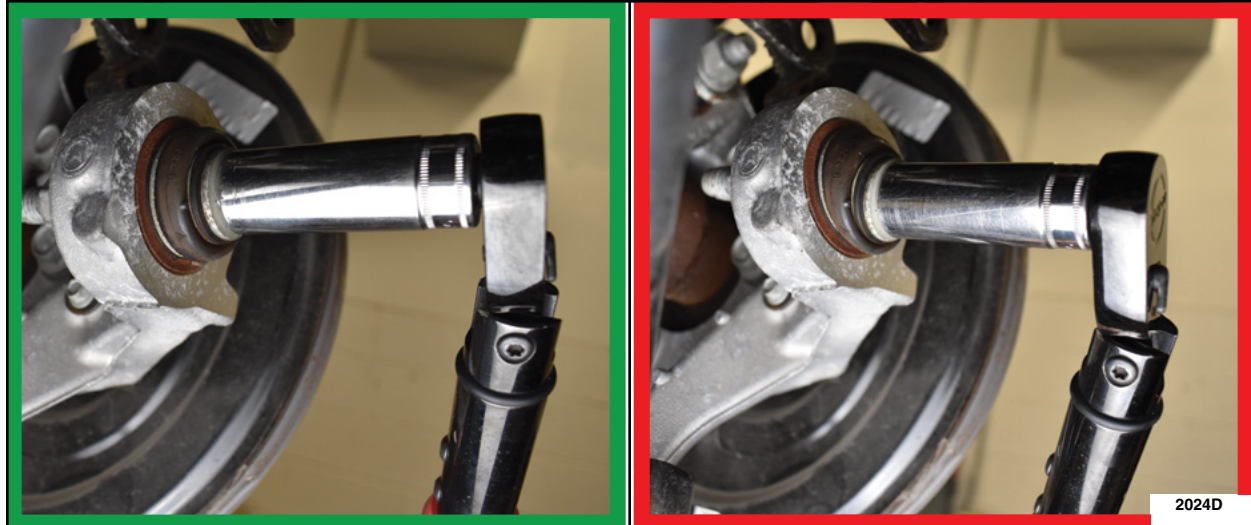


FIGURE 5

- Repeat steps 4 through 7 on the other side.

- Are the readings over 11 lb. ft (15 Nm)?

For RH side:

- If YES - The RH ball joint has **FAILED**. Proceed to step 13 for replacement instructions on this side
- If NO - Proceed to Step 10 for the RH side of the vehicle.

For LH side:

- If YES - The **LH** ball joint has **FAILED**. Proceed to step 13 for replacement instructions on this side.
- If NO - Proceed to Step 10 for the LH side of the vehicle.



10. Install the *new* toe link to wheel knuckle bolt and nut with the vehicle suspension at ride height.
See Figure 6.

- Torque: 111 lb.ft (150 Nm).

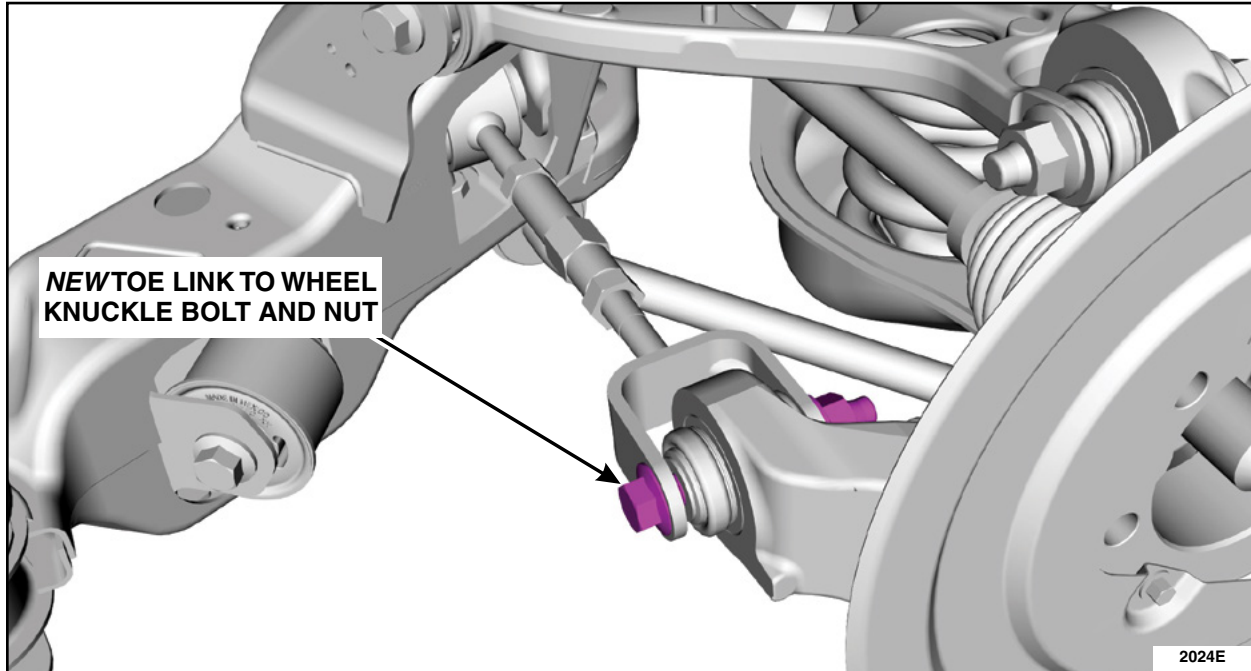


FIGURE 6

11. Remove the jack stand. See Figure 7.

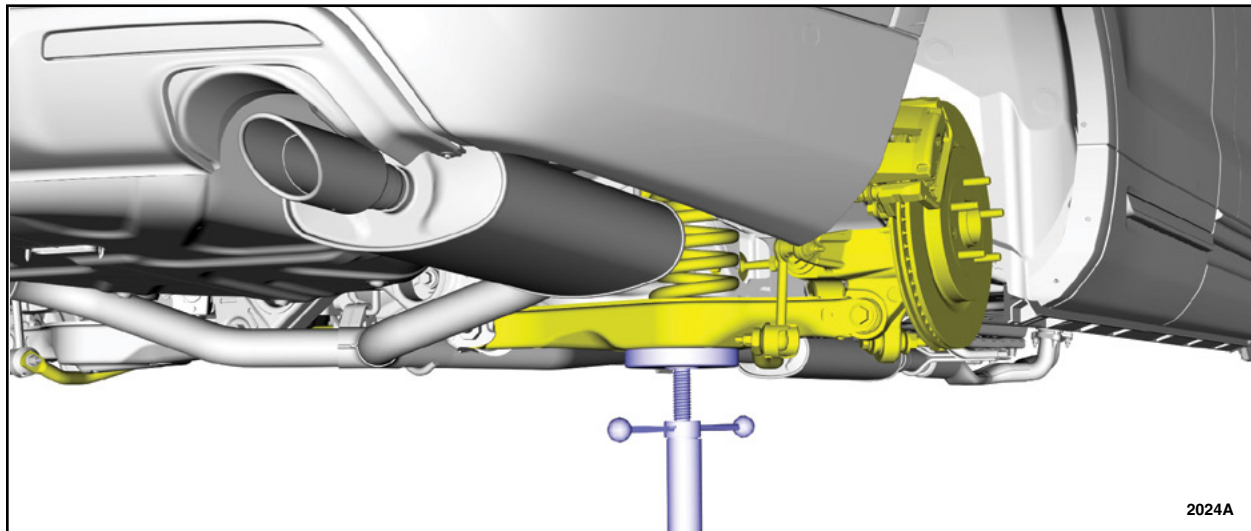


FIGURE 7



12. Install the wheel and tire. Please follow the WSM procedures in Section 204-04A. This completes the recall.

13. Remove and discard the toe link to subframe bolt and the toe link. See Figure 8.

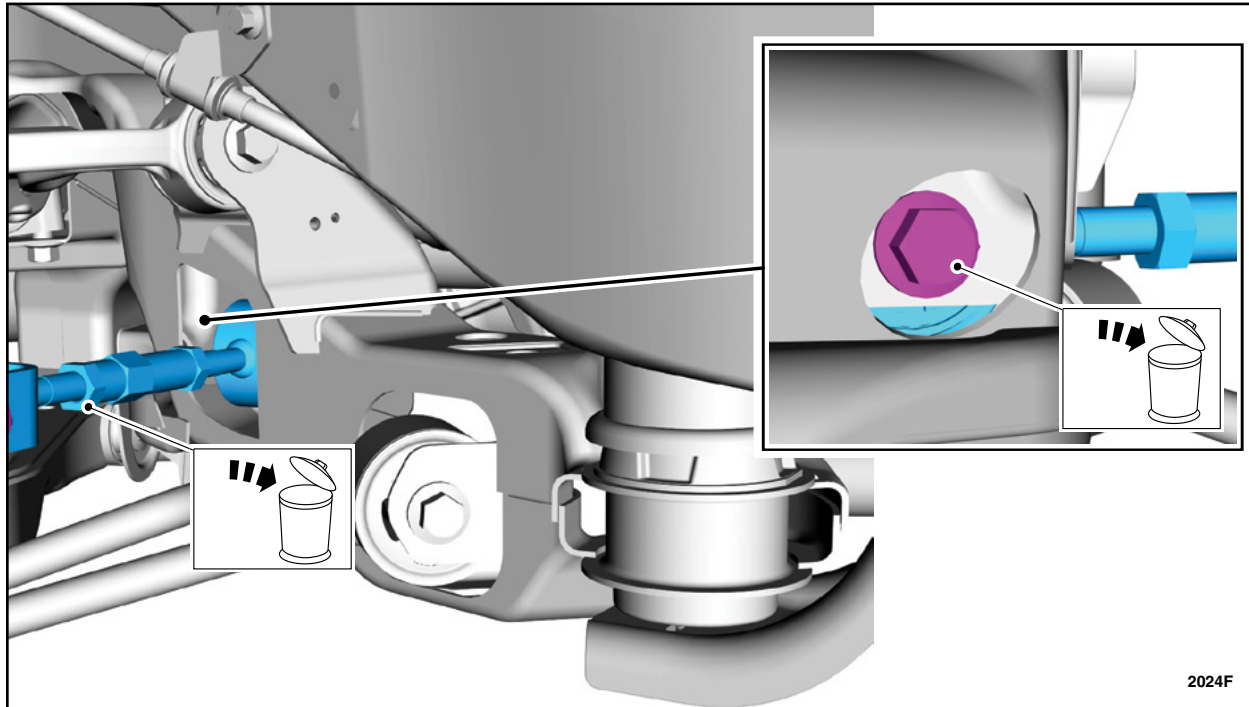


FIGURE 8

14. Replace the wheel knuckle. Please follow the WSM procedures in Section 204-02.

- Do not install the wheels and tires or perform the alignment at this time.

15. Install the *new* toe link. Please follow the WSM procedures in Section 204-02.

16. Perform an alignment. This completes the recall.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

