



David J. Johnson  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

March 1, 2021

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: Customer Satisfaction Program 21B13**  
Certain 2017-2019 Model Year Explorer Vehicles  
Rear Wheel Knuckle and Toe Link Replacement

**PROGRAM TERMS**

This program will be in effect through May 31, 2021. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2017-2019	Chicago	January 27, 2017 through September 16, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

This program is a proactive investigation by Ford Motor Company to obtain field parts for testing. Ford is voluntarily conducting this program to replace both rear toe links and wheel knuckles on vehicles always registered and always residing in the Detroit (and Toronto) area. The replacement toe links and knuckles being installed contain no enhancements and are identical to the parts being removed. It is very important that parts obtained from this program be returned to Ford for this study.

**SERVICE ACTION**

Dealers are to replace both rear toe links and wheel knuckles and return the parts for analysis. 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 15, 2021. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**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,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

**Customer Satisfaction Program 21B13**  
Certain 2017-2019 Model Year Explorer Vehicles  
Rear Wheel Knuckle and Toe Link Replacement

**OASIS ACTIVATION**

OASIS will be activated on March 1, 2021.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 1, 2021. Owner names and addresses will be available by March 29, 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**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**Customer Satisfaction Program 21B13**  
Certain 2017-2019 Model Year Explorer Vehicles  
Rear Wheel Knuckle and Toe Link Replacement

**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 21B13 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.

**Customer Satisfaction Program 21B13**  
 Certain 2017-2019 Model Year Explorer Vehicles  
 Rear Wheel Knuckle and Toe Link Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Both Rear Wheel Knuckles, Toe Links, and Adjust Rear Toe and Camber - AWD	21B13B	3.5 Hours
Replace Both Rear Wheel Knuckles, Toe Links, and Adjust Rear Toe and Camber - FWD	21B13C	3.1 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
-W712435-S439	Wheel Hub Nut – <b>AWD Only</b>	1	2
PM-4-A	Brake Parts Cleaner	As Required	
-W710681-S439	Brake Caliper Bolts	2	4
-W708733-S439	Brake Disk Retainer Bolt (4 in package 2 required)	1	2
-W520213-S440	Rear Stabilizer Link Nut	1	2
-W714033-S439	Shock Absorber Bolt (4 in package 2 required)	1	2
-W715419-S439	Trailing Arm Bolt (4 in package 2 required)	1	2
-W520516-S441	Trailing Arm Nut	2	2
-W715127-S439	Upper Control Arm, Lower Control Arm Bolt	1	4
-W520517-S440	Upper Control Arm, Lower Control Arm Nut	1	4
-W714516-S439	Wheel Hub Bolt	2	8
DB5Z-5B759-B	Left Rear Knuckle	1	1
DB5Z-5B758-B	Right Rear Knuckle	1	1
DB5Z-5A972-J	Toe Link Kit	VIN Specific	
DB5Z-5A972-K	Toe Link Kit	VIN Specific	

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

**DEALER PRICE**

For latest prices, refer to DOES II.

**Customer Satisfaction Program 21B13**  
Certain 2017-2019 Model Year Explorer Vehicles  
Rear Wheel Knuckle and Toe Link Replacement

**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.

## CERTAIN 2017-2019 MODEL YEAR EXPLORER VEHICLES — REAR WHEEL KNUCKLE

### SERVICE PROCEDURE

1. Remove both rear toe links. Please follow the Workshop Manual (WSM) procedures in Section 204-02.
2. Replace both rear wheel knuckles. Please follow the WSM procedures in Section 204-02.
  - Do not install the wheels and tires or perform an alignment at this time.
3. Install both *new* rear toe links. Please follow the WSM procedures in Section 204-02.
4. Perform the alignment to check and correct rear toe and camber. Please follow the WSM procedures in Section 204-00.

**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.**





Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

March 2021

## Customer Satisfaction Program 21B13

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we have pre-selected your vehicle to replace both rear toe links and wheel knuckles free of charge as part of an important safety research study. Ford understands that supporting this effort can be an inconvenience, but asks that you contribute to this important effort at your earliest convenience. Your participation will help ensure your safety and the safety of others who may be involved in a crash.

This is not a safety recall. We are collecting these parts to confirm their performance after being in service in your vehicle for many years.

**Why are you receiving this notice?** This program is a proactive effort to gather certain rear toe links and wheel knuckles for research. Ford Motor Company is voluntarily conducting this program to obtain field parts from certain geographic locations for testing and evaluation.

This program will expire without notice once sufficient parts have been gathered to complete the required research.

**What will Ford and your dealer do?** For the purposes of this research program, Ford Motor Company has authorized your dealer to remove the rear toe links and wheel knuckles from your vehicle and replace them with new parts free of charge. The new replacement toe links and knuckles being installed contain no enhancements and are identical in design and construction to the toe links and knuckles being removed. Because the replacement parts are new, the principal difference between the old and new parts is that your present toe links and knuckles have been in service on your vehicle.

**How long will it take?** The time needed to exchange your old rear toe links and wheel knuckles for new parts is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B13. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.



If you do not already have a servicing dealer, you can access [owner.ford.com](https://owner.ford.com) for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19  
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit [owner.ford.com](https://owner.ford.com).

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [owner.ford.com](https://owner.ford.com)

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

**FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [fleet.ford.com](https://fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division