



Ford Motor Company
Ford Customer Service Division
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*** * * IMPORTANT SAFETY RECALL * * ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 16S18 / NHTSA Recall 16V-245
Aviso de Revisión de Seguridad 16S18

2014 Explorer

Your Vehicle Identification Number (VIN):

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? On your vehicle, the rear suspension toe link(s) may fracture, which could result in loss of steering control, a difficult steering condition, or rear suspension noise. Loss of steering control increases the risk of a crash.

What will Ford and your dealer do? Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available for Safety Recall 16S18, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer to have the rear suspension toe links replaced free of charge (parts and labor). Coverage is automatically transferred to subsequent owners.

What should you do? When parts are available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair. Please wait to contact your dealer, unless you are currently experiencing a concern with your vehicle.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention to this important matter.

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