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October 28, 2019

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S36**  
 Certain 2019 Model Year Expedition and Navigator Vehicles  
 Rear Toe Link Fastener Torque

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2019	Kentucky Truck	September 5, 2019 through September 6, 2019
Navigator			September 6, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, it may be possible that the rear toe link to frame fasteners were not tightened to the proper torque during vehicle assembly. An improperly torqued toe link to frame fastener may result in improper rear toe alignment, affect steering wheel clear vision, or toe link separation from the frame. Separation of a rear toe link while driving may increase the risk of injury or crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to torque the rear toe link to frame fasteners to specification, then check and, if necessary, 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 November 11, 2019. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letters

**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 Society (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

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S36**

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**OASIS ACTIVATION**

OASIS will be activated on October 28, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 28, 2019. Owner names and addresses will be available by November 25, 2019.

**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 recall 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 recall.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- 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.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**LINCOLN PICKUP AND DELIVERY**

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07715, 2019 Lincoln Pickup & Delivery Updates.

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**LINCOLN CLIENT SPECIAL HANDLING**

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC07126, Lincoln Loyalty Program Announcement for additional details.

**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
  - Lincoln vehicles – 4 years or 50,000 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, select claim type 31: Field Service Action. The FSA number (19S36) 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.

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Rear Toe Link Fastener Torque

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Torque rear toe link to frame fasteners – includes time to check and adjust rear toe and inspect rear tires	19S36B	0.7 Hours
Replace one rear tire, includes tire balance (Can be claimed with 19S36B only)	19S36C	0.5 Hours
Replace both rear tires, includes tire balance (Can be claimed with 19S36B only)	19S36D	0.7 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Dealers must use the Tire Sales Tool (TST) to identify the appropriate replacement tire, searching by vehicle or VIN. TST can be found at [www.FMCDealer.com](http://www.FMCDealer.com) under Parts & Service Tab/Parts Product Line Information/Tires.

Part Number	Description	Order Quantity	Claim Quantity
Refer to Tire Sales Tool	Tire	As Required	

Less than 10% of the affected vehicle population is expected to require tire replacement.

Questions regarding tires should be directed to the Tire Program Headquarters at 1-888-353-3251.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

**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 2019 MODEL YEAR EXPEDITION AND NAVIGATOR VEHICLES — REAR TOE LINK FASTENER TORQUE

### OVERVIEW

In the affected vehicles, it may be possible that the rear toe link to frame fasteners were not tightened to the proper torque during vehicle assembly. An improperly torqued toe link to frame fastener may result in improper rear toe alignment, affect steering wheel clear vision, or toe link separation from the frame. Separation of a rear toe link while driving may increase the risk of injury or crash. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to torque the rear toe link to frame fasteners to specification, then check and, if necessary, adjust rear toe. This service must be performed on all affected vehicles at no charge to the vehicle owner.

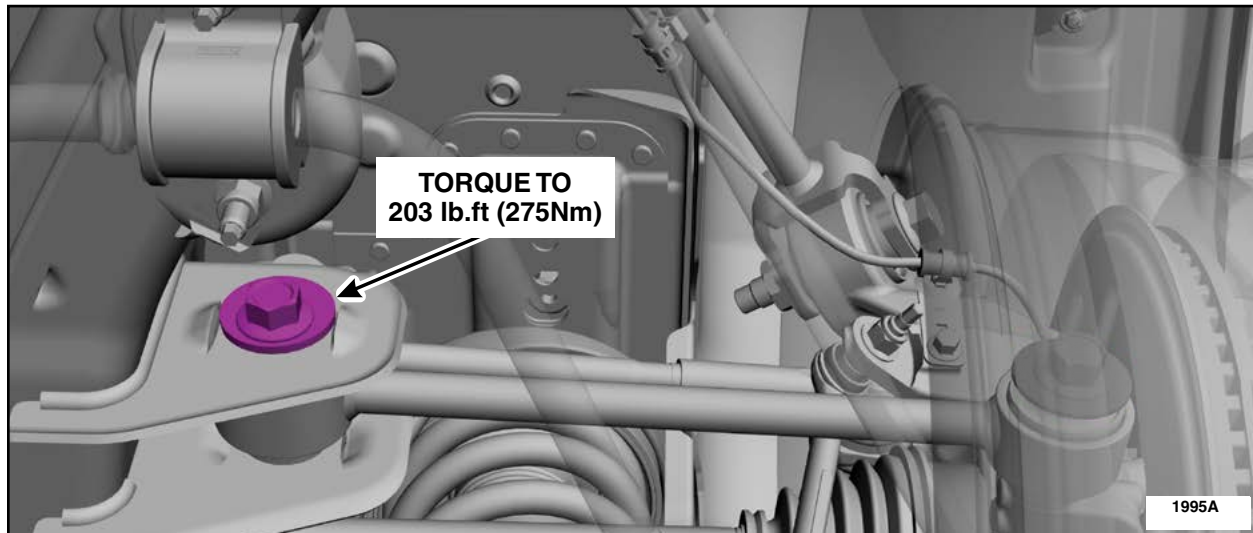
### SERVICE PROCEDURE

**NOTE:** It is not necessary to remove the wheel and tire assemblies to complete this recall procedure, unless tire replacement is necessary.

**NOTE:** It is necessary to perform this recall on a drive on lift or on a flat surface (tires supporting vehicle weight).

1. Torque the rear toe link inboard cam bolt on the left hand (LH) and right hand (RH) sides to 203 lb.ft (275 Nm). See Figure 1.

**NOTE:** LH side shown, RH side similar.



**FIGURE 1**

2. Check and if necessary adjust rear toe. Refer to Rear Toe Adjustment in Workshop Manual (WSM) section 204-00.
3. If the rear toe required adjustment, inspect the rear tires and replace the tire(s) if abnormal wear is present.

