

# Part 573 Safety Recall Report

## 20V-072

**Manufacturer Name :** Ford Motor Company**Submission Date :** AUG 11, 2020**NHTSA Recall No. :** 20V-072**Manufacturer Recall No. :** 20S04**Manufacturer Information :****Population :****Manufacturer Name :** Ford Motor Company**Number of potentially involved :** 211,207**Address :** 330 Town Center Drive**Estimated percentage with defect :** 1 %

Suite 500 Dearborn MI 48126-2738

**Company phone :** 1-866-436-7332**Vehicle Information :****Vehicle 1 :** 2013-2018 Ford Flex**Vehicle Type :** LIGHT VEHICLES**Body Style :****Power Train :** NR**Descriptive Information :** 2013-2018 model year vehicles with build dates from September 12, 2011 through June 1, 2017 are affected.

2013 = 32686

2014 = 39660

2015 = 17725

2016 = 20823

2017 = 11157

2018 = 13

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 12, 2011 - JUN 01, 2017**VIN Range 1 : Begin :**

NR

**End :** NR☐ Not sequential

Vehicle 2 : 2013-2018 Lincoln MKT  
Vehicle Type : LIGHT VEHICLES  
Body Style :  
Power Train : NR

Descriptive Information : 2013-2018 model year vehicles with build dates from September 12, 2011 through June 1, 2017 are affected.

2013 = 8452

2014 = 8039

2015 = 4276

2016 = 3014

2017 = 1756

2018 = 12

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Production Dates : SEP 12, 2011 - JUN 01, 2017

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2013-2018 Ford Taurus  
Vehicle Type : LIGHT VEHICLES  
Body Style :  
Power Train : NR

Descriptive Information : 2013-2018 model year vehicles with Police Interceptor or SHO Performance Pack and build dates from August 25, 2011 through June 1, 2017 are affected.

2013 = 18204

2014 = 13428

2015 = 15794

2016 = 10535

2017 = 5626

2018 = 7

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 : AUG 25, 2011 - JUN 01, 2017

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

### Description of Defect :

Description of the Defect : Vehicles that are exposed to frequent full rear suspension articulation (jounce and rebound) may experience a fractured rear suspension toe link.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A fracture of a rear toe link significantly diminishes steering control, increasing the risk of a crash.

Description of the Cause : Under high stress conditions that exist during full rear suspension articulation (jounce and rebound), toe link fractures can occur inboard of the turnbuckle resulting from fatigue introduced by reverse bending.

Identification of Any Warning that can Occur : None.

### Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

See attachment.

## Description of Remedy :

Description of Remedy Program :	<p>Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the left hand and right hand rear suspension toe links replaced with new forged toe links. There will be no charge for this service.</p> <p>Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in February 2019.</p> <p>Ford will forward a copy of the notification letters to dealers to the agency when available.</p>
How Remedy Component Differs from Recalled Component :	<p>The recalled component was a welded design. The remedy component is a forged design.</p> <p>Toe Link Kit - DE5Z-5A972-G</p> <p>Toe Link Kit - DE5Z-5A972-H</p>
Identify How/When Recall Condition was Corrected in Production :	NR

## Recall Schedule :

Description of Recall Schedule :	<p>Notification to dealers is expected to occur on February 11, 2020. Mailing of owner notification letters is expected to begin March 2, 2020 and is expected to be completed by March 7, 2020.</p> <p>August 11, 2020 Update: Mailing of owner notification letters was completed March 5 - 6, 2020, advising owners that parts are anticipated to be available in the third quarter of 2020. Mailing of follow up owner notification letters advising owners that parts are available is expected to be completed on schedule, near the end of September 2020.</p>
Planned Dealer Notification Date :	FEB 11, 2020 - FEB 11, 2020
Planned Owner Notification Date :	MAR 02, 2020 - MAR 07, 2020

\* NR - Not Reported