



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

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

February 11, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 20S04

Certain 2013-2018 Model Year Flex, MKT, Police Interceptor Sedan, and Taurus SHO with Performance Pack Vehicles
Rear Suspension Toe Link Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Flex	2013-2018	Oakville	September 12, 2011 through June 1, 2017
MKT			September 12, 2011 through June 1, 2017
Police Interceptor Sedan		Chicago	August 25, 2011 through June 1, 2017
Taurus SHO with Performance Pack			August 25, 2011 through June 1, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, full suspension jounce and rebound travel, over time, may increase the bending stress on the rear suspension toe link(s), which may result in toe link fracture. A customer with a fractured toe link may experience noise, unusual vehicle handling characteristics, or difficulty controlling the vehicle. A fracture of a toe link while driving increases the risk of a crash.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers in late third quarter 2020 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owner letters are expected to be mailed the week of March 2, 2020. Owners of record will again be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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 prior to delivery.

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