



David J. Johnson
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 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
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November 2, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Awareness Communication - Upcoming SAFETY Recall 20S62
 Certain 2013 through 2017 Model Year Explorer and Police Interceptor Utility
 Vehicles that are Registered or Sold in High Corrosion States/Provinces
 Rear Toe Link Ball Joint Inspection

REASON FOR THIS COMMUNICATION

Ford Motor Company is notifying the National Highway Traffic Safety Administration (NHTSA) of an upcoming safety recall on the affected vehicles. Parts are not currently available to complete the required repair. Once NHTSA has been informed, there is a possibility that you may be contacted by customers about the recall. This notice will help you answer customer questions.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles, sold or operated in certain areas within traditional corrosion states, have experienced fracture of the outboard section of the rear suspension toe link after completion of a prior recall repair. Preliminary assessment of field data indicates that the toe link ball joint (built into the knuckle) may be susceptible to seizing in certain high corrosion areas. A seized toe link ball joint can increase bending stresses in the toe link outboard of the turnbuckle. A fracture of a rear toe link significantly diminishes steering control, increasing the risk of a crash.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant
Explorer (including Police Interceptor Utility)	2013-2017	Chicago

Note: This recall only affects vehicles that reside or are registered in the following corrosion states/provinces.

In the United States				
Connecticut	Delaware	Illinois	Indiana	Iowa
Kentucky	Maine	Maryland	Massachusetts	Michigan
Minnesota	Missouri	New Hampshire	New Jersey	New York
Ohio	Pennsylvania	Rhode Island	Vermont	Virginia
West Virginia	Wisconsin	District of Columbia		
In Canada				
New Brunswick		Newfoundland and Labrador		Nova Scotia
Ontario		Prince Edward Island		Quebec

SERVICE ACTION

It is anticipated that the complete dealer bulletin announcing this upcoming action will be provided to dealers by the end of 4th Quarter 2020, once parts to repair this condition are available.

CUSTOMER NOTIFICATION

It is anticipated that customer notification will begin by the end of November 2020.

OASIS AND FSA VIN LISTS

OASIS and FSA VIN Lists will be activated once the full dealer bulletin has been posted.

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 black ink that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson