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January 19, 2021

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

**SUBJECT: Safety Recall 20S63**

Certain Front Wheel Drive 2014-2015 Model Year Taurus, 2014-2016 Model Year Explorer, and 2014 Model Year Edge Vehicles Equipped with a 2.0L or 2.3L Engine Front Halfshaft Bracket Replacement

### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Taurus	2014-2015	Chicago	November 1, 2013 through December 8, 2015
Explorer	2014-2016	Chicago	November 1, 2013 through December 23, 2015
Edge	2014	Oakville	November 1, 2014 through December 23, 2014

Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the vehicle may experience a failure of the Front Halfshaft Bracket. A damaged Halfshaft Bracket can cause a vibration, grinding, banging noise from the driveline while moving. The bracket may fail without warning and could result in a loss of movement while driving. In some instances, there may be a loss of park function that could result in unintended vehicle movement, increasing the risk of accident. In addition, a failed bracket can allow separation of the halfshaft from the engine resulting in secondary damage to surrounding components.

### **SERVICE ACTION**

Dealers are to replace the Front Halfshaft Bracket per technical instructions. 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 February 1, 2021. 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

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Front Halfshaft Bracket Replacement

**OASIS ACTIVATION**

OASIS was activated on November 12, 2020

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists was made available through <https://web.fsavinlists.dealerconnection.com> on November 12, 2020. Owner names and addresses will be available by February 15, 2021.

**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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**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**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Refunds will only be provided for the cost associated with Front Halfshaft Bracket repairs.

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**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**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

**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 20S63 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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 20S63      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND      - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Front Halfshaft Bracket	20S63B	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
FB5Z-3K305-B	Front Halfshaft Bracket	1	1
W706931-S439	Studs for Halfshaft Bracket (2 required, 4 in pkg)	1	2
W701731-S439	Nuts (2 required, 4 in pkg)	1	2
W500635-S439	Mounting Bolts (3 required, 1 in pkg)	3	3

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

**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 FRONT WHEEL DRIVE 2014-2015 MODEL YEAR TAURUS, 2014-2016 MODEL YEAR EXPLORER, AND 2014 MODEL YEAR EDGE VEHICLES EQUIPPED WITH A 2.0L OR 2.3L ENGINE — FRONT HALF SHAFT BRACKET REPLACEMENT

### SERVICE PROCEDURE

1. Remove the front Right Hand (RH) wheel and tire assembly. Please follow the Workshop Manual (WSM) Procedures in Section 204-04A.
2. If equipped, remove the underbody shield. Please follow the WSM Procedures in Section 205-04.
3. If equipped, remove the two (2) side shield screws and remove the shield located in the passenger fender splash shield area.
4. If equipped, remove the two (2) heated oxygen sensor wiring retainers on the half shaft bearing nuts.
5. Remove and discard the two (2) half shaft retaining nuts.
6. Remove and discard the two (2) RH half shaft bearing bracket bolts and remove the bracket.

**NOTE:** To see the old and *new* half shaft bracket. See Figure 1.

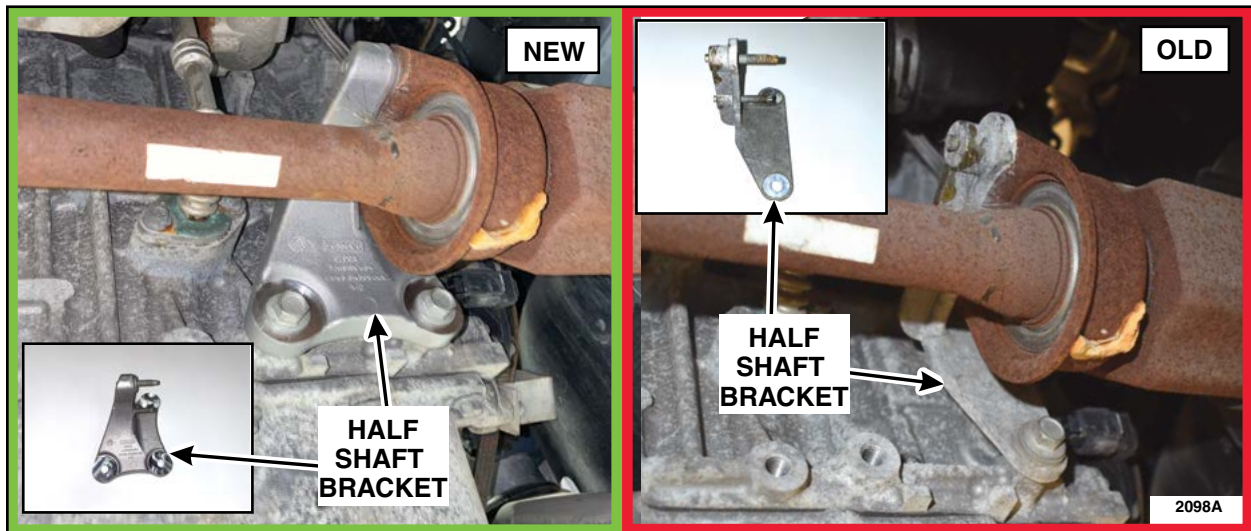


FIGURE 1



7. Install two (2) *new* half shaft bearing studs into the *new* bracket.

- Torque: 15 Nm (11 lb-ft).

8. Install the *new* RH half shaft bearing bracket and three (3) bolts.

- Torque: 48 Nm (35 lb-ft).

9. Install the two (2) *new* half shaft retaining nuts. Please follow the WSM Procedures in Section 205-04.

- Torque: 25 Nm (18 lb-ft).

10. If equipped, reverse the removal procedure to install the underbody shields.

11. Install the RH wheel and tire assembly. Please follow the WSM Procedures in Section 204-04A.

**IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.**

