



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

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

November 12, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –
Safety Recall 20S63**

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

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
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, 2015

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

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin with repair instructions will be provided when parts are available in sufficient quantity to support this safety recall.

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

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail week of November 30, 2020 advising of no parts currently available, then notified 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 black ink, appearing to read "D.J. Johnson". The signature is written in a cursive style with a large initial "D" and "J".

David J. Johnson