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January 19, 2021

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
 Safety Recall 20S72**

Certain 2020-2021 Model Year Explorer and Lincoln Aviator Vehicles  
 Front Right-Hand Side Engine Mount Fastener Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2020-2021	Chicago	July 28, 2020 through July 30, 2020
Explorer	2020-2021	Chicago	July 28, 2020 through July 30, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the front RH (right-hand) engine mount bolts and nuts may be loose. A loose front differential/powertrain mount may cause noise and vibration leading to oil leak and engine damage. It could result in potential axle disconnect from the engine and loss of power.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the front right-hand-side engine-mount fasteners. 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 8, 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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**OASIS ACTIVATION**

OASIS was activated on December 18, 2020.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 18, 2020. Owner names and addresses will be available by February 23, 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.

**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**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

Vehicles equipped with **3.0L 4X2 only** may contact the SSSC via the SSSC Web Contact Site for approval for 1-day rental if required.

Part shortages do not qualify for rental vehicles.

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**LINCOLN PICKUP AND DELIVERY**

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC08708, 2021 Lincoln Pickup & Delivery Updates.

**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
  - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**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 (20S72) 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC08708, 2021 Lincoln Pickup & Delivery Updates for details.

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**LABOR ALLOWANCES**

Vehicle Application	Description	Labor Operation	Labor Time
2.3L All	RH only - replace 1 engine mount nut and 2 engine mount bolts	20S72B	0.6 Hours
3.0L 4x2	RH only - replace 2 engine mount nuts, 2 engine mount bolts and 1 bolt under the mount (requires mount remove)	20S72C	6.7 Hours
3.0L 4x4	RH only - replace 2 engine mount nuts and 2 engine mount bolts	20S72D	1.9 Hours
3.3L 4x4	RH only - replace 2 engine mount nuts and 2 engine mount bolts	20S72E	1.4 Hours
3.0L Only	Check and adjust toe (Can only be used with C or D)	20S72F	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION****SSSC Web Contact Site:**

- The following part numbers are not yet available to repair all vehicles which require installation. Until parts are available to repair all vehicles, dealers may only repair vehicles, which are customer-owned vehicles and unsold vehicles with a signed sales contact.
- To place an emergency order, submit a VIN-specific Part Order contact via the SSSC Web Contact Site, along with the following:
  - Any unsold vehicles must include a copy of the signed sales contact.

Part Number	Description	Order Quantity	Claim Quantity
L1MZ-4382-A	<b>All Vehicles</b> – Engine Mount Bolt (2 required)	2	2
W719506-S440	<b>3.0L Engines – 4x2 Only</b> - Sway Bar Link Nuts (2 required, package of 4)	1	2
L1MZ-4382-B	<b>3.0L Engines – 4x2 Only</b> - Motor Mount Stud (2 required)	2	2

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

**Order the parts below through normal order processing channels:****2.3L Engines – All (4x2/4x4)**

Part Number	Description	Order Quantity	Claim Quantity
W716300-S450B	Mount Retainer Nuts (1 required, package of 4)	1	1

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**3.0L Engines – 4x2 Only**

Note: There are only 17 VINs with this vehicle configuration, do not order these parts for dealer stock.

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
1X4Z-9E936-AA	Throttle Body Gasket	1	1
L1MZ-6L612-B	RH Catalytic Converter Gasket	1	1
W712961-S439	Steering Column Pinch Bolt (1 required, package of 2)	1	1
W716300-S450B	Mount Retainer Nuts (2 required, package of 4)	1	2
W716979-S439	Rear Sub Frame Bolts (2 required, package of 4)	1	2
W717521-S440	Mount to Frame Nut (2 required, package of 1)	2	2
W719413-S439	Middle Sub Frame Bolts (2 required, package of 4)	1	2
W719699-S442	RH Catalytic Converter Nuts (2 required, package of 1)	2	2
W721083-S439	Transmission mounting bracket bolts (4 required, package of 4)	1	1
VC-13DL-G	Antifreeze ~ Half Gallon per vehicle to top off	1	As Required

**3.0L Engines – 4x4 Only**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
L1MZ-6L612-B	RH Catalytic Converter Gasket	1	1
W716300-S450B	Mount Retainer Nuts (2 required, package of 4)	1	2
W716979-S439	Rear Sub Frame Bolts (2 required, package of 4)	1	2
W719413-S439	Middle Sub Frame Bolts (2 required, package of 4)	1	2
W719699-S442	RH Catalytic Converter Nuts (2 required, package of 1)	2	2

**3.3L Engines – 4x4 Only**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
W716300-S450B	Mount Retainer Nuts (2 required, package of 4)	1	2
W716979-S439	Rear Sub Frame Bolts (2 required, package of 4)	1	2
W719699-S442	RH Catalytic Converter Nuts (2 required, package of 1)	2	2

To guarantee the shortest delivery time, an emergency order for parts must be placed.

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**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 2020-2021 MODEL YEAR EXPLORER AND LINCOLN AVIATOR VEHICLES — FRONT RIGHT-HAND SIDE ENGINE MOUNT FASTENER REPLACEMENT

### SERVICE PROCEDURE

- a. 3.0L 4x2 ..... Page 1
- b. 3.0L 4x4 ..... Page 2
- c. 2.3L and 3.3L.....Page 2

### 3.0L 4x2 Procedure

**NOTE:** You will replace 2 engine mount nuts, 2 engine mount bolts and 1 bolt under the mount (requires mount to be removed).

1. Remove the Right Hand (RH) engine mount. Please follow the Workshop Manual (WSM) procedures in Section 303-01.
2. Remove and discard the RH engine mount support bracket bolt. See Figure 1.

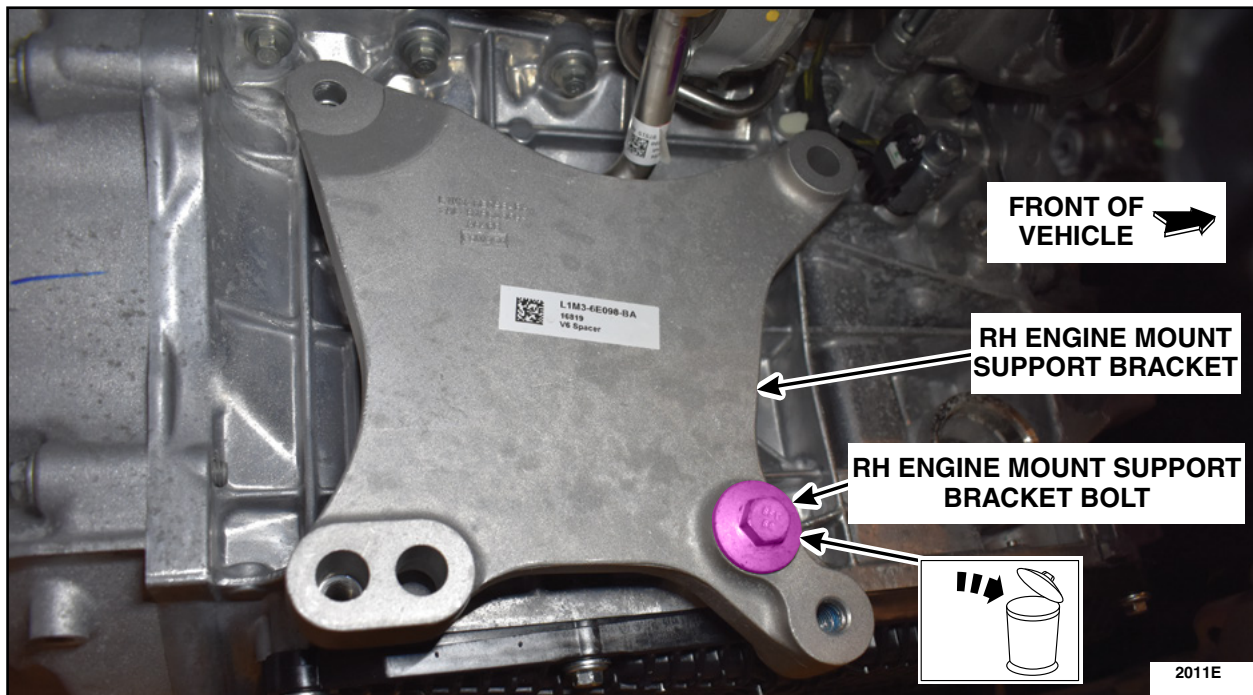


FIGURE 1





3. Install the *new* RH engine mount support bracket bolt. See Figure 1.

- Torque: Stage 1 - 66 lb.ft (90 Nm).  
Stage 2 - 90°.

4. Install the RH engine mount. Please follow the WSM procedures in Section 303-01.

## 2.3L, 3.3L and 3.0L 4x4 Procedure

### For All Vehicles

1. Remove the Right Hand (RH) tire. Please follow the Workshop Manual (WSM) procedures in Section 204-04.
2. Remove the RH steering shield retainers and the steering shield. See Figure 2.

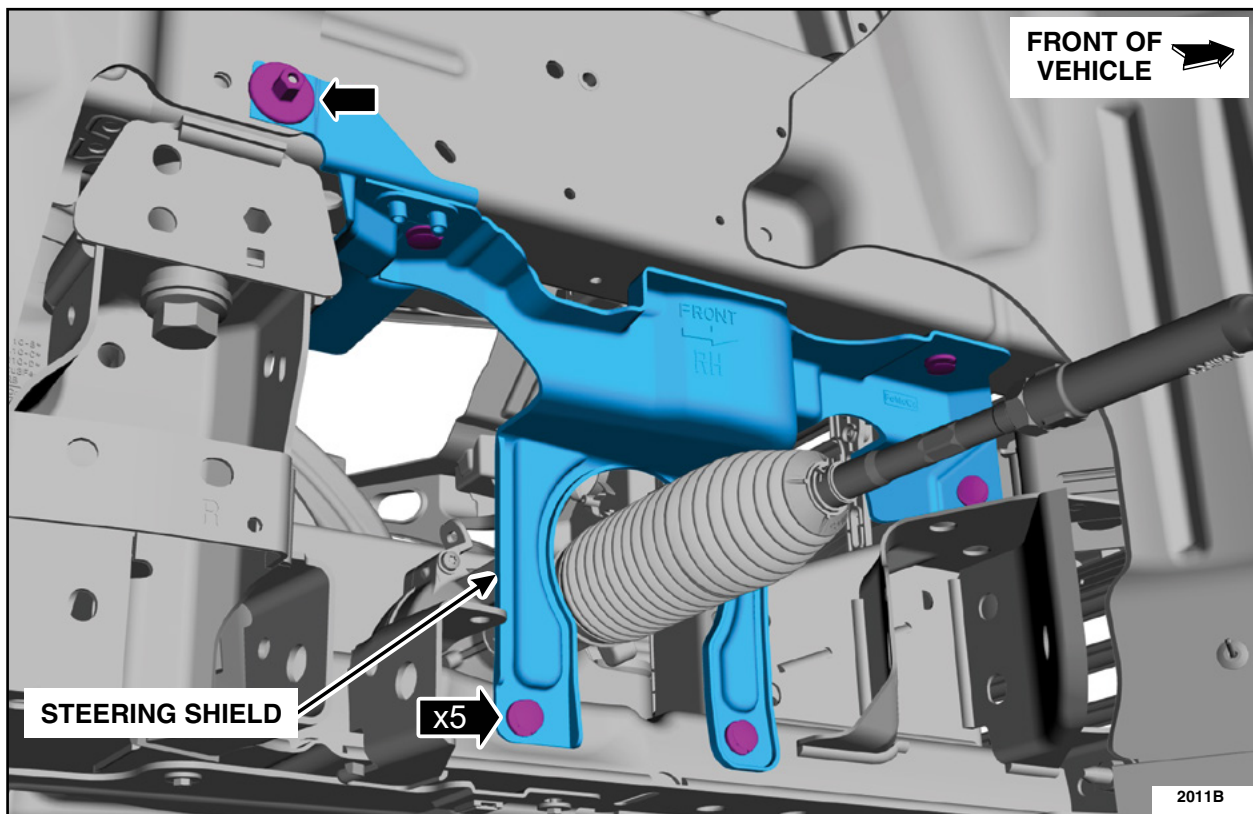


FIGURE 2



3. Remove the wheel liner push pin. See Figure 3.

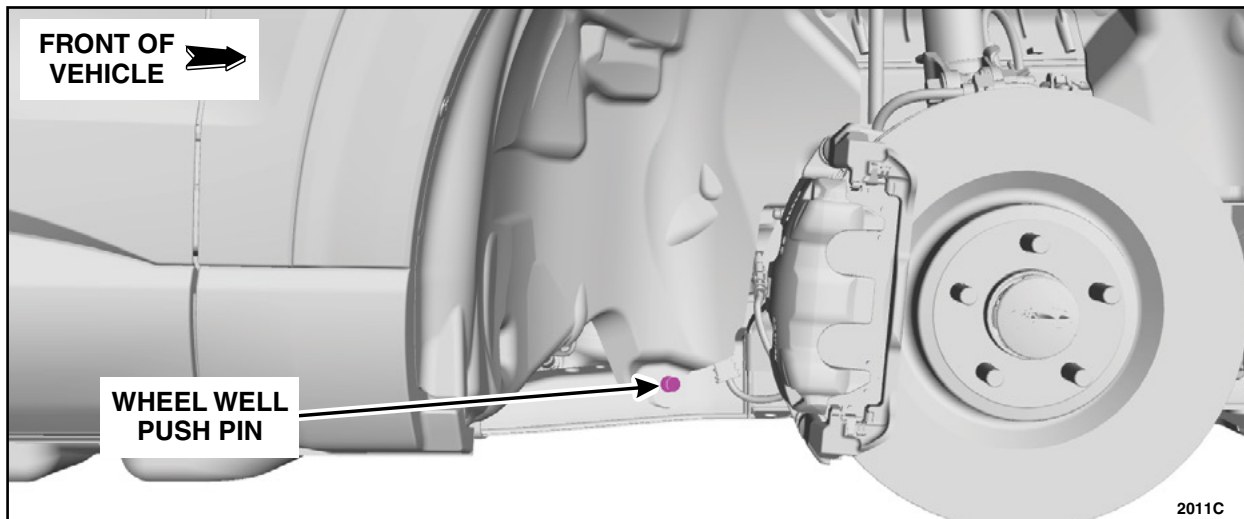


FIGURE 3

For 3.0L and 3.3L 4x4 Vehicles

4. Remove the RH catalytic converter. Please follow the WSM procedures in Section 309-00.

**NOTE:** Body and frame removed for clarity.

5. Replace each engine mount bolt and nut, one fastener at a time, with a *new* bolt or nut. Discard all 4 of the original fasteners. See Figure 4.

**NOTE:** Access the top front bolt through the wheel well.

**NOTE:** Access the lower rear bolt and lower front nut from underneath the vehicle.

**NOTE:** Access the top rear nut through the wheel well using an impact swivel socket and extension.

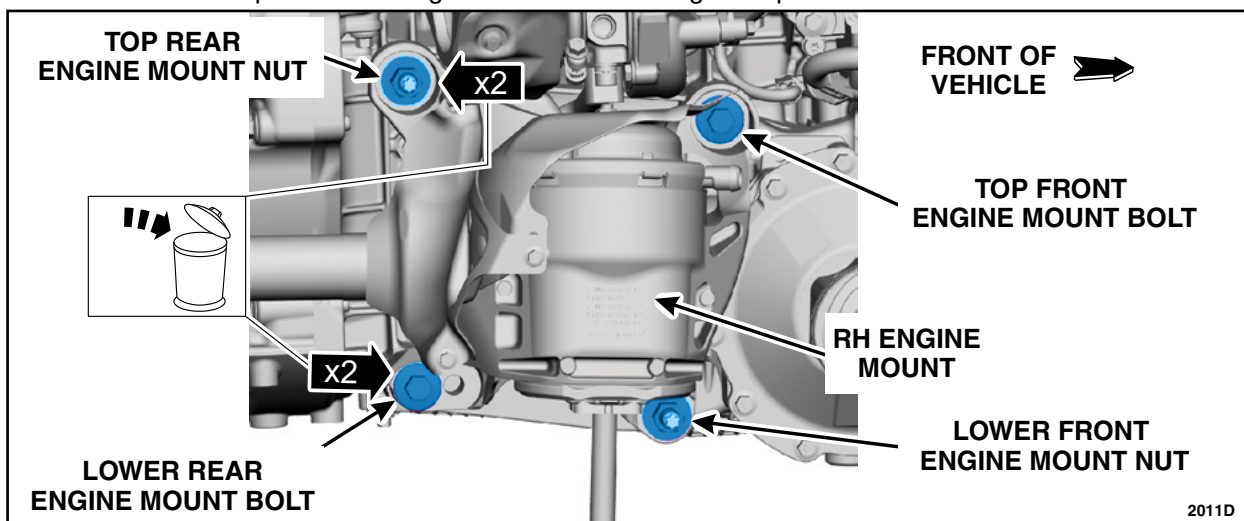


FIGURE 4



**NOTE:** Body and frame removed for clarity.

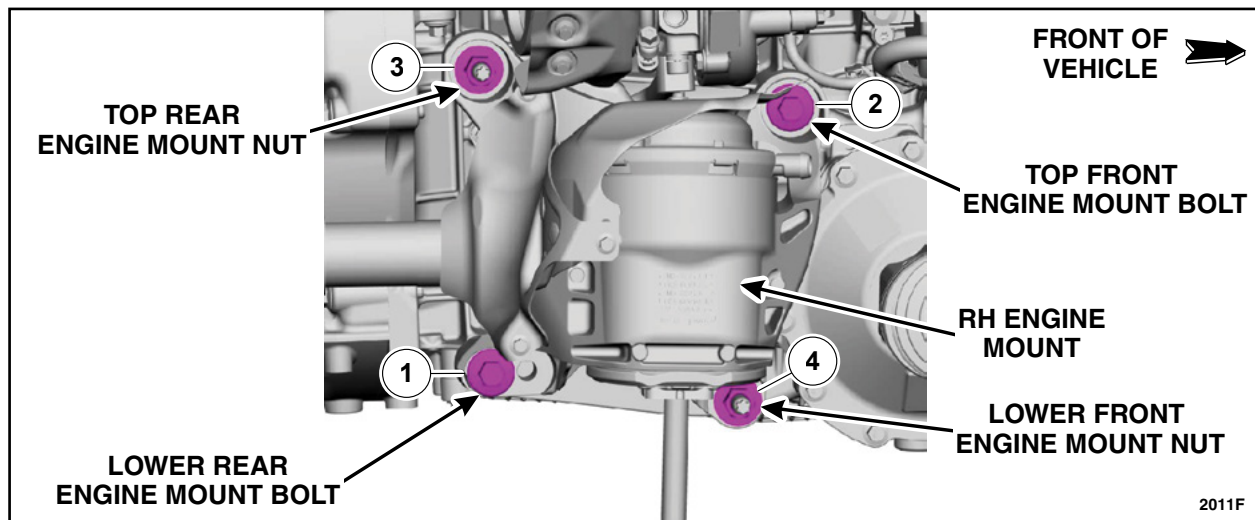
6. Torque the *new* bolts and nuts in the sequence show. See Figure 5.

- Torque: Stage 1 - 66 lb.ft (90 Nm).  
Stage 2 - 90°.

**NOTE:** Access the top front bolt through the wheel well.

**NOTE:** Access the lower rear bolt and lower front nut from underneath the vehicle.

**NOTE:** Access the top rear nut though the wheel well using an impact swivel socket and extension.



**FIGURE 5**



**For 2.3L Vehicles**

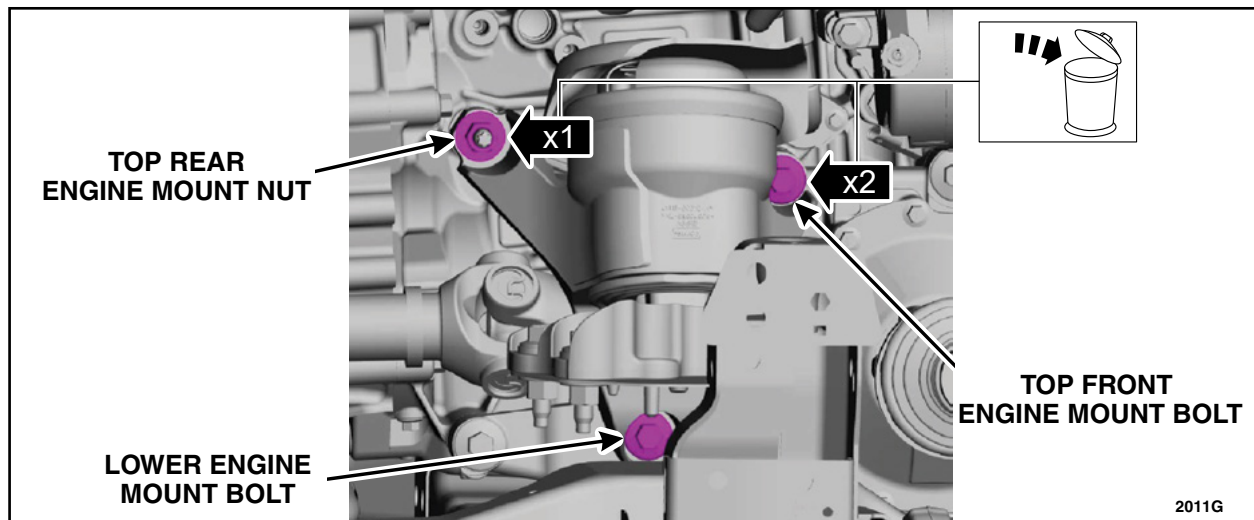
**NOTE:** Body and frame removed for clarity.

7. Replace each engine mount bolt and nut, one fastener at a time, with a *new* bolt or nut. Discard all 3 of the original fasteners. See Figure 6.

**NOTE:** Access the top front bolt through the wheel well.

**NOTE:** Access the lower bolt from underneath the vehicle.

**NOTE:** Access the top rear nut through the wheel well using an impact swivel socket and extension.



**FIGURE 6**



**NOTE:** Body and frame removed for clarity.

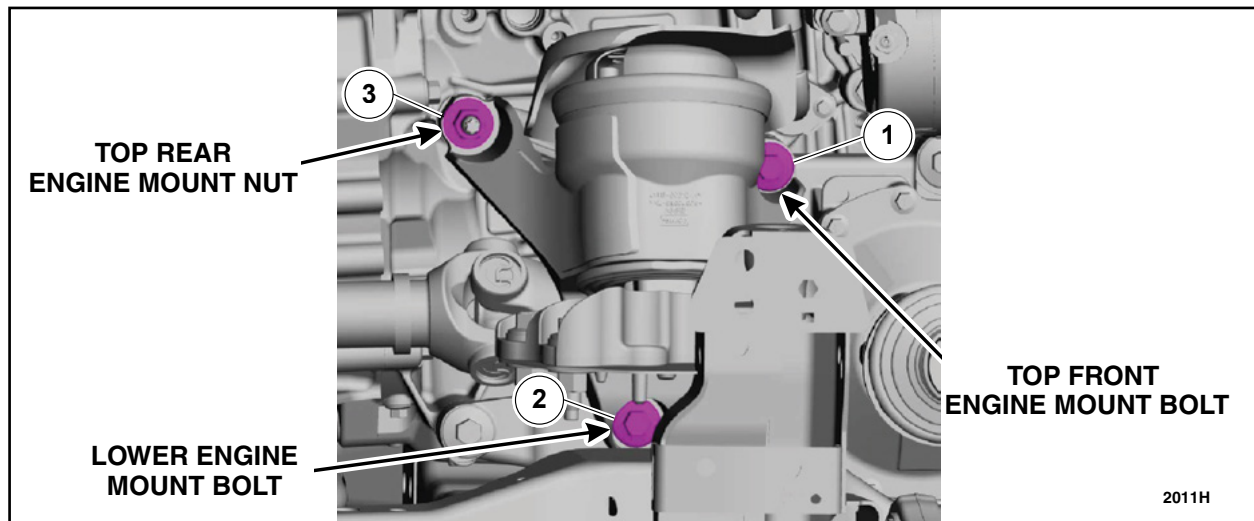
8. Torque the *new* bolts and nuts in the sequence show. See Figure 7.

- Torque: Stage 1 - 66 lb.ft (90 Nm).  
Stage 2 - 90°.

**NOTE:** Access the top front bolt through the wheel well.

**NOTE:** Access the lower bolt from underneath the vehicle.

**NOTE:** Access the top rear nut through the wheel well using an impact swivel socket and extension.



**FIGURE 7**

**For All Vehicles**

9. Reassemble the vehicle by reversing the disassembly Steps.

**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.

