



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 21, 2021

Mr. Adrian Diaz
Assistant Engineering Director Automotive Safety Office
Ford Motor Company
330 Town Center Drive
Suite 500/5024
Dearborn, MI 48126

NEF-107DM
21V-537

Subject: Rear Suspension Toe Link Fracture

Dear Mr. Diaz:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/EXPLORER/2013-2017

Mfr's Report Date: July 15, 2021

NHTSA Campaign Number: 21V-537

Components:

SUSPENSION:REAR

Potential Number of Units Affected: 644,055

Problem Description:

Ford Motor Company (Ford) is recalling certain 2013-2017 Explorer vehicles originally sold, or ever registered, in 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, and the District of Columbia. Exposure to road salt can cause the cross-axis ball joint to corrode and seize, resulting in a fracture of the outboard section of the rear suspension toe link.

Consequence:

A rear toe-link fracture can result in a loss of steering control, increasing the risk of a crash.

Remedy:

Dealers will inspect and replace as necessary, the cross-axis ball joint (CABJ) knuckle, and replace the rear suspension toe links, free of charge. Owner notification letters are expected to be mailed August 23, 2021. This recall is an expansion of previous NHTSA recall numbers 16V-245, 19V-435, and 20V-675. Certain vehicles previously repaired will need to return for the new remedy. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 21S32.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Ford Motor Company's contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement