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September 24, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 21S32 – Supplement #1**
 Certain 2013-2017 Model Year Explorer Vehicles
 Rear Toe Link Replacement

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 21S32**
 Dated August 18, 2021

New! REASON FOR THIS SUPPLEMENT

- **Service Action:** Information has been added on how to proceed with customers that request recall 21S32 on their vehicle.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2013-2017	Chicago	September 4, 2012 through September 30, 2017
		Elabuga	January 28, 2013 through July 28, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: In the United States this recall only affects vehicles that are registered, have ever been registered, or were sold in the following corrosion states.

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		

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles exposed to a highly corrosive environment where road salt is used extensively during winter months, have experienced a seized toe link ball joint resulting in a fracture of the outboard section of the rear suspension toe link. A seized toe link ball joint can increase bending stresses in the toe link outboard of the turnbuckle. Rear toe link fracture while driving could result in unusual vehicle handling characteristics, or difficulty controlling the vehicle and may increase the risk of a crash.

New! SERVICE ACTION

All vehicles that are active in Recall 21S32 are active in 20S62. Recall 20S62 is now an interim inspection/repair for Recall 21S32.

When a customer arrives requesting 21S32:

- *Check to verify that 20S62 is open.
 - *If required contact the SSSC to open 20S62 on the vehicle.**
- *Explain to the customer that the final repair contained within Recall 21S32 is not available at this time. When Recall 21S32 is fully launched it will serve as a final repair for the rear toe links.*
- *As a preventative measure perform Recall 20S62 on the vehicle to verify that the rear toe link ball joints are not corroded.*

NOTE: *The labor operations in Recall 20S62 will not close the Recall. These vehicles will stay active in 20S62 until Recall 21S32 is launched. When 21S32 is launched Recall 20S62 will be closed for all VINs.*

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers by the end of the fourth quarter 2021 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

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

CUSTOMER NOTIFICATION

Owners of affected vehicles will be notified beginning the week of August 23, 2021, that parts are not currently available to perform this recall. Owners will be re-notified that parts are available after dealers have received service repair and parts ordering information.

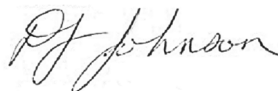
PLEASE NOTE:

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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson