



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

Ford Motor Company
P. O. Box 1904
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April 19, 2022

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –
Safety Recall 22S27**
Certain 2020-2022 Model Year Explorer Vehicles
Rear Axle Bolt Fractures

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer Police (3.3L Gas & 3.3L FHEV)	2020	Chicago Assembly / Chicago SHO Center	November 10, 2018 through September 27, 2020
Explorer Police (3.3L Gas)	2021		July 24, 2020 through January 31, 2021
Explorer	2020		October 22, 2018 through September 27, 2020
	2021		June 4, 2020 through November 10, 2021
	2022		June 29, 2021 through April 11, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the rear axle mounting bolt may fracture during vehicle acceleration. A fractured rear axle bolt will allow the rear axle housing to move out of position, resulting in severe noise and vibration. If the rear axle bolt breaks, the driveshaft/half shafts may become disconnected, resulting in loss of transmission torque to the rear wheels which is necessary to hold the vehicle in park. If the parking brake is not applied, the loss of the primary park torque will allow the vehicle to roll in park increasing the risk of crash and injury.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A Dealer Bulletin will be provided to dealers by the end of 2nd Quarter 2022, at which time a Powertrain Control Module software update will be available for Explorers (non-police). The parts required to repair Explorer police units are anticipated to be available by the end of 3rd Quarter 2022.

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 record will be notified via first-class mail 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 System (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