



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

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

January 20, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 20S69 – Supplement #1
 Certain 2021 Model Year Aviator Vehicles
 Front Wheel Knuckle Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 20S69
 Dated November 30, 2020

New! REASON FOR THIS SUPPLEMENT

- *Parts Requirements / Ordering Information: All parts are now available to order normally.*
- *Parts Requirements / Ordering Information: Added the complete parts list.*
- *Attachment III: Added two new steps to inspect the date code on the new wheel knuckle(s) and verify that they have passed testing by the presence of a white dot.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2021	Chicago	November 3, 2020 through November 13, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, an unacceptable void may have been created in the front wheel knuckle during the casting process. A knuckle with an unacceptable void may fracture while driving. Fracture of a front knuckle diminishes steering control, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the manufacturing date code on both front wheel knuckles and replace the knuckle(s) that do not pass. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of December 7, 2020. 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.

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

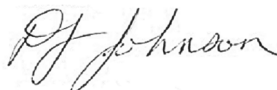
Attachment III: Technical Information

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 black ink, appearing to read "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on November 20, 2020

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since November 20, 2020. Owner names and addresses have been available since January 4, 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day(s) is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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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. Claim the difference of pre-approved days, or any additional rental days approved by the SSSC as instructed.

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.
 - 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 20S69 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect both wheel knuckle date codes. – Both Pass	20S69A	0.3 Hours
Inspect both wheel knuckle date codes and replace one (1) wheel knuckle - AWD	20S69B	1.5 Hours
Inspect both wheel knuckle date codes and replace two (2) wheel knuckle - AWD	20S69C	2.6 Hours
Inspect both wheel knuckle date codes and replace one (1) wheel knuckle - RWD	20S69D	1.2 Hours
Inspect both wheel knuckle date codes and replace two (2) wheel knuckle - RWD	20S69E	2.1 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
-W720050-S440	<i>Tie Rod End Nut – 2 per side</i>	<i>As Required</i>	
-W520216-S440	<i>Lower Arm to Knuckle Nut – 1 per side</i>	<i>As Required</i>	
-W714660-S439	<i>Wheel Caliper to Knuckle Bolts – 2 per side</i>	<i>As Required</i>	
-W719969-S900	<i>Front Wheel Bearing Bolts – 4 per side</i>	<i>As Required</i>	
-W720123-S440	<i>Upper Ball Joint Nut – 1 per side</i>	<i>As Required</i>	
LC5Z-3K186-A	<i>Left Wheel Knuckle</i>	<i>As Required</i>	
LC5Z-3K185-A	<i>Right Wheel Knuckle</i>	<i>As Required</i>	
LB5Z-3B477-A	<i>Wheel Hub Nut AWD ONLY – 1 per side</i>	<i>As Required</i>	

Note: There are several wheel knuckles in the parts distribution system with a suspect date code. Parts with the suspect date code AND a white paint dot near the date code are approved for installation. See Part Inspection procedure in the Service Instructions.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

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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 2021 MODEL YEAR AVIATOR VEHICLES — FRONT KNUCKLE INSPECTION

NEW ! SERVICE PROCEDURE

1. Turn the steering wheel to the full left position. Inspect and record the left hand wheel knuckle manufacturing date code. See Figure 1.

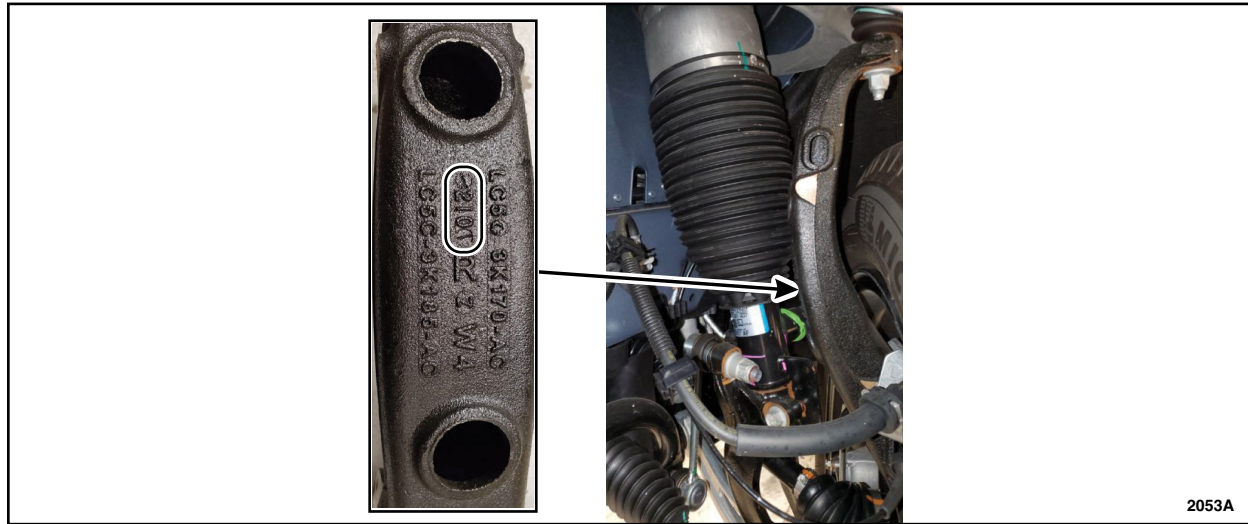


FIGURE 1

2. Turn the steering wheel to the full right position. Inspect and record the right hand wheel knuckle manufacturing date code.

3. Is the date code for the LH side knuckle 298?

Yes – Does not pass inspection, replace the wheel knuckle. Proceed to steps 4 and 5.
No – Passes inspection, replacement not required. Proceed to step 4.

4. Is the date code for the RH side knuckle 296 **OR** 297?

Yes – Does not pass inspection, replace the wheel knuckle. Proceed to step 5.
No – Passes inspection, replacement not required. This recall is complete.

5. *Does the new replacement knuckle(s) have the suspect date code?*

*Yes – Does not pass inspection. Proceed to step 6.
No – Passes inspection, replace the wheel knuckle. Proceed to step 7.*

6. *Does the new replacement knuckle(s) have a white dot on it? See Figure 2.*

*Yes – Passes inspection, replace the wheel knuckle. Proceed to step 7.
No – Does not pass inspection. Contact SSSC for a new replacement knuckle.*





FIGURE 2

7. Remove the front wheel bearing and wheel hub. Please follow the Workshop Manual (WSM) procedures in Section 204-01A for RWD vehicles and Section 204-01B for AWD vehicles.
8. Separate the outer tie-rod end from the wheel knuckle. See Figure 3.
 1. Remove and discard the tie rod end nut.
Torque: 52 lb.ft (70 Nm)
 2. Separate the tie rod end from the wheel knuckle.
Use the General Equipment: Tie Rod End Remover

NOTE: Do not use a hammer to separate the outer tie-rod end from the wheel knuckle or damage to the wheel knuckle may result.

NOTE: Use care when installing the tie rod separator or damage to the outer tie-rod end boot may occur.

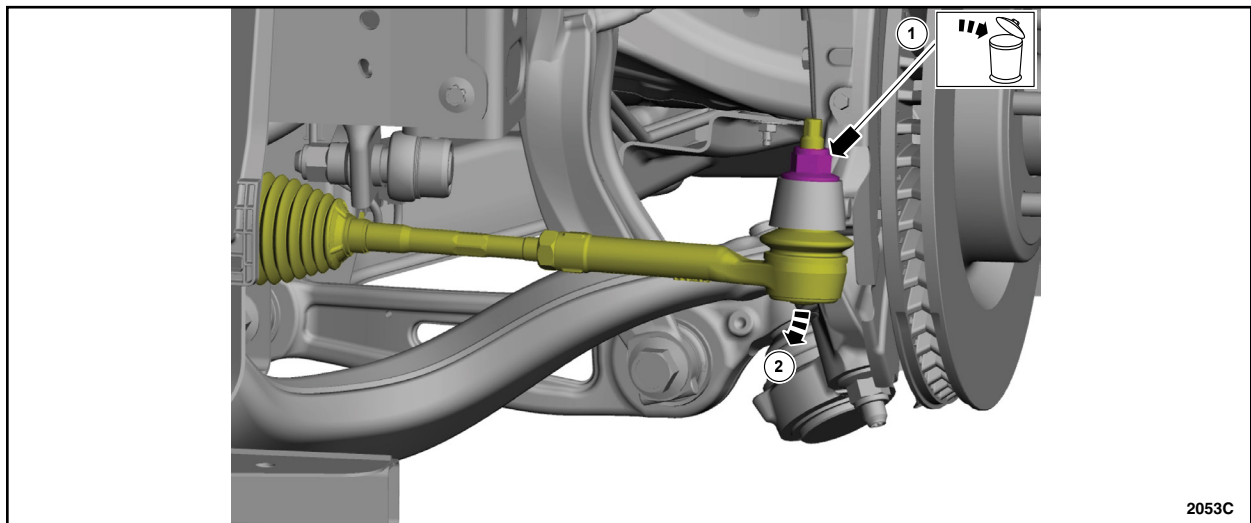


FIGURE 3



9. Remove the brake hose bracket bolt and position aside the brake hose. See Figure 4.
Torque: 133 lb.in (15 Nm)

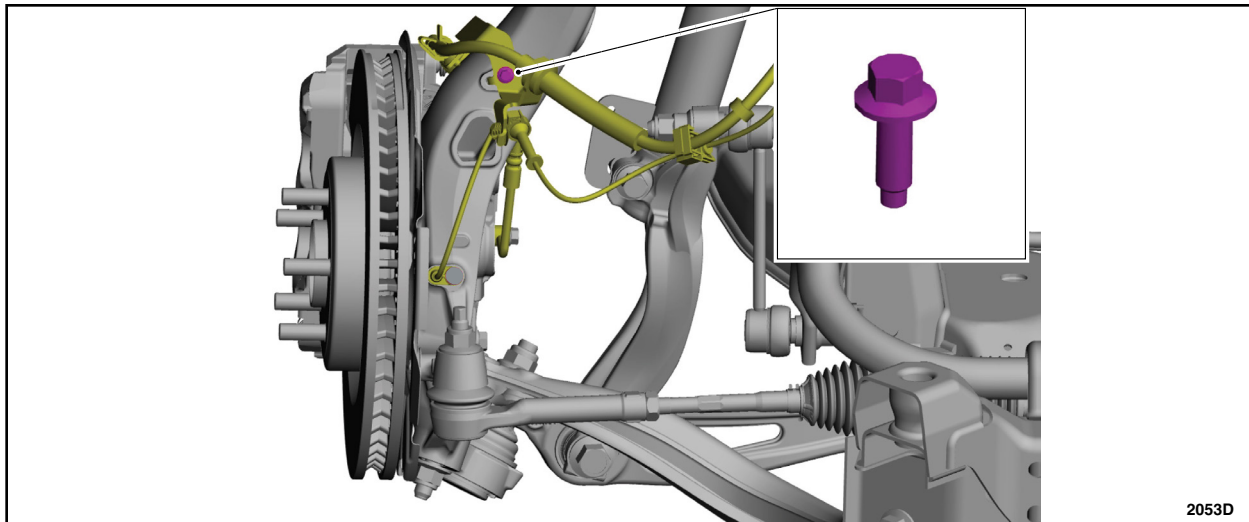


FIGURE 4

10. Remove and discard the front lower arm outboard nut. See Figure 5.
Torque: 76 lb.ft (103 Nm)

NOTE: Do not use power tools to remove or install the lower arm outboard nut. Damage to the ball joint or ball joint seal may occur.

NOTE: Use the TORX PLUS® holding feature to prevent the ball stud from turning while removing or installing the lower arm outboard nut. Torx® and TORX PLUS® is a reg. tm of Acument Intellectual Properties, LLC.

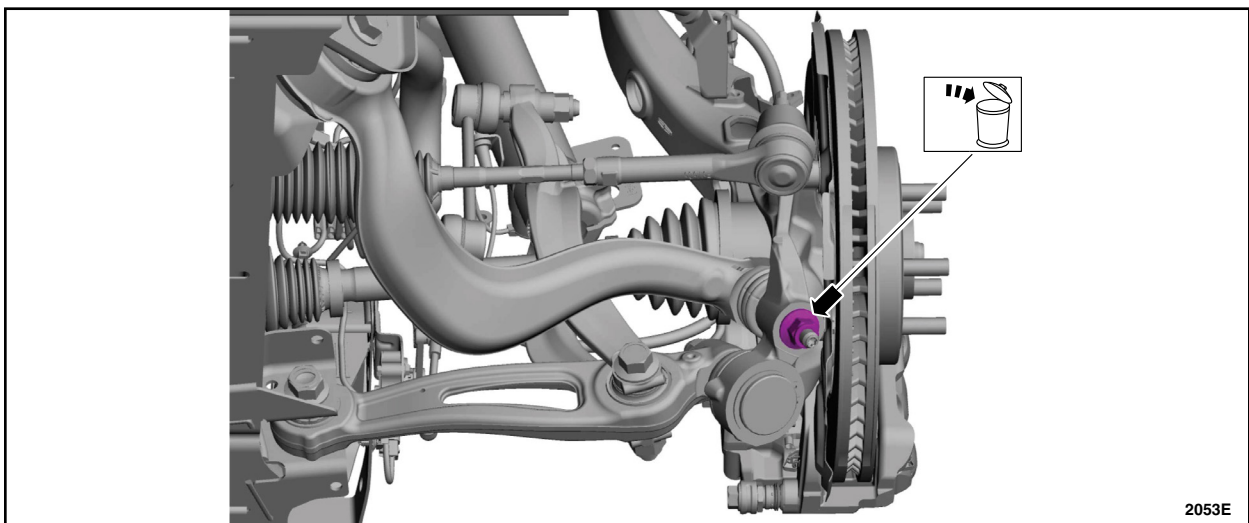


FIGURE 5



11. Separate the front lower arm from the wheel Knuckle. See Figure 6.
Use Special Service Tool: 204-592 Separator, Lower Arm Ball Joint.

NOTE: Do not use a hammer, prying device, or separator fork to separate the ball joint from the wheel knuckle. Damage to the ball joint or ball joint seal may occur.

NOTE: Use care when releasing the lower arm and wheel knuckle into the resting position. Damage to the ball joint or ball joint seal may occur.

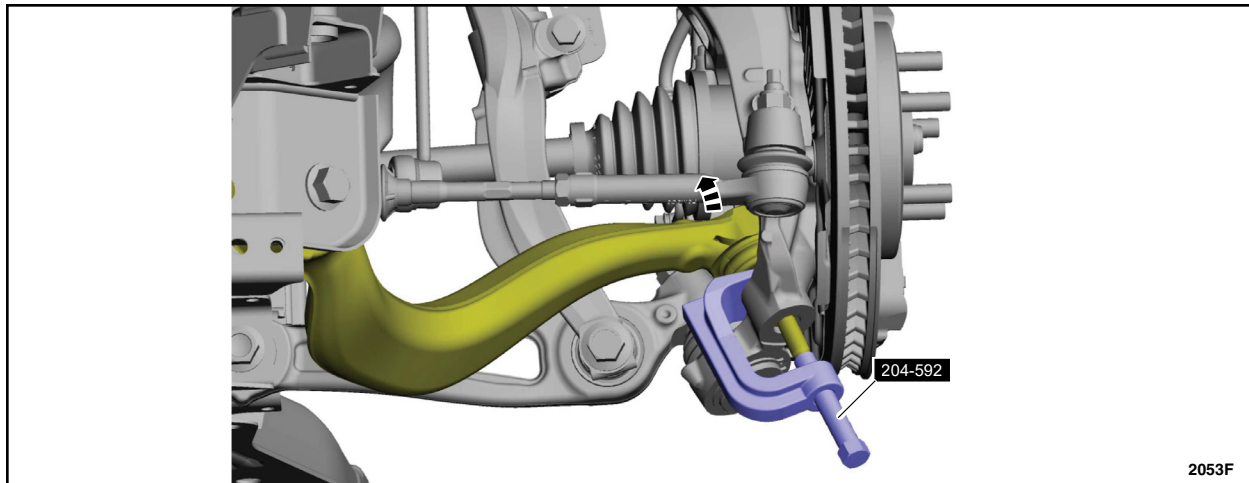


FIGURE 6

12. Remove and discard the rear lower arm outboard nut. See Figure 7.
Torque: 210 lb.ft (285 Nm)

NOTE: Do not use power tools to remove or install the lower arm outboard nut. Damage to the ball joint or ball joint seal may occur.

NOTE: Use the TORX PLUS® holding feature to prevent the ball stud from turning while removing or installing the lower arm outboard nut. Torx® and TORX PLUS® is a reg. tm of Acument Intellectual Properties, LLC.

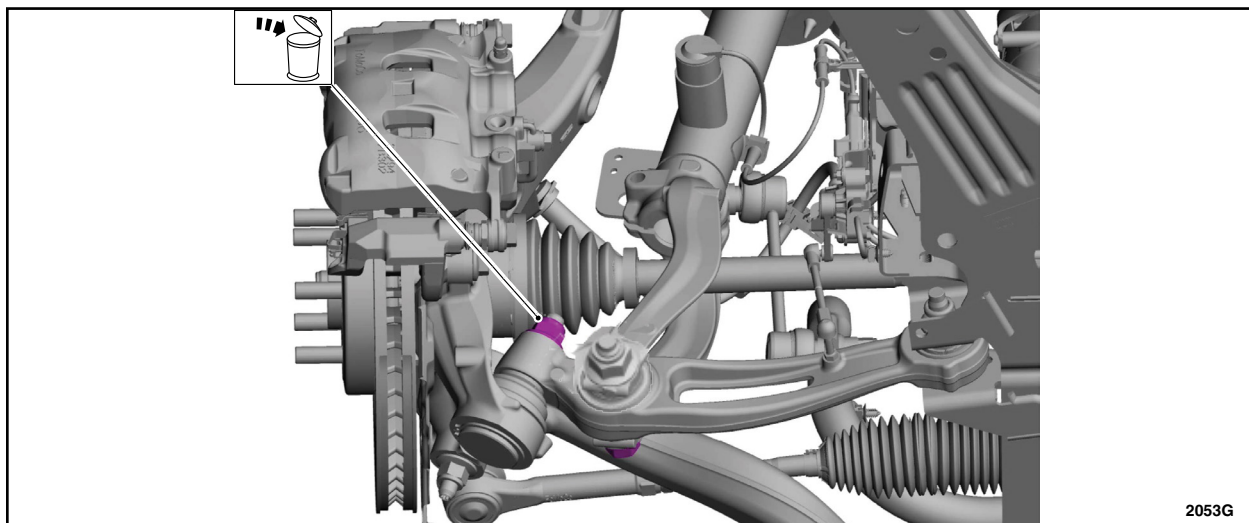


FIGURE 7



13. Separate the rear lower arm from the wheel Knuckle. See Figure 8.
Use Special Service Tool: 204-592 Separator, Lower Arm Ball Joint.

NOTE: Do not use a hammer, prying device, or separator fork to separate the lower arm from the ball joint. Damage to the ball joint or ball joint seal may occur.

NOTE: Use care when releasing the lower arm and wheel knuckle into the resting position. Damage to the ball joint or ball joint seal may occur.

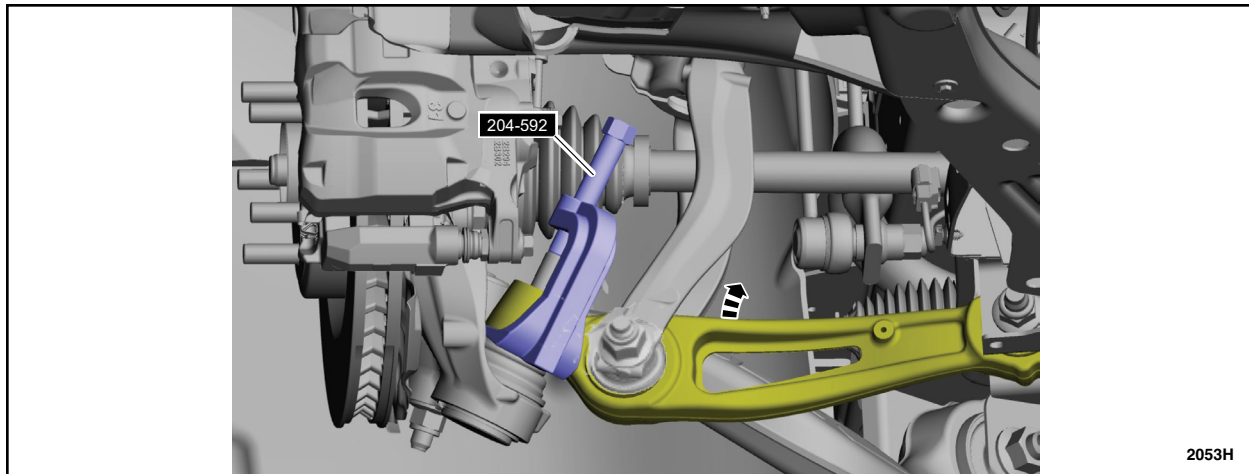


FIGURE 8

14. Remove and discard the upper ball joint nut. See Figure 9.
Torque: 41 lb.ft (55 Nm)

NOTE: Do not use power tools to remove or install the lower arm outboard nut. Damage to the ball joint or ball joint seal may occur.

NOTE: Use the TORX PLUS® holding feature to prevent the ball stud from turning while removing or installing the lower arm outboard nut. Torx® and TORX PLUS® is a reg. tm of Acument Intellectual Properties, LLC.

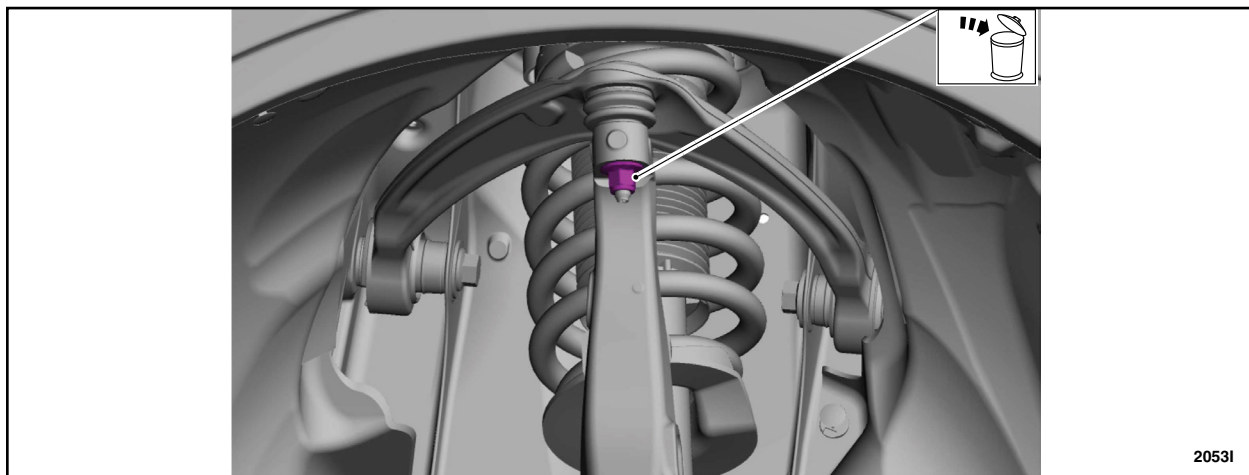


FIGURE 9



15. Separate the front upper arm from the wheel Knuckle. See Figure 10.
Use Special Service Tool: 204-592 Separator, Lower Arm Ball Joint.

NOTE: Do not use a hammer, prying device, or separator fork to separate the ball joint from the wheel knuckle. Damage to the ball joint or ball joint seal may occur.

NOTE: Use care when releasing the lower arm and wheel knuckle into the resting position. Damage to the ball joint or ball joint seal may occur.

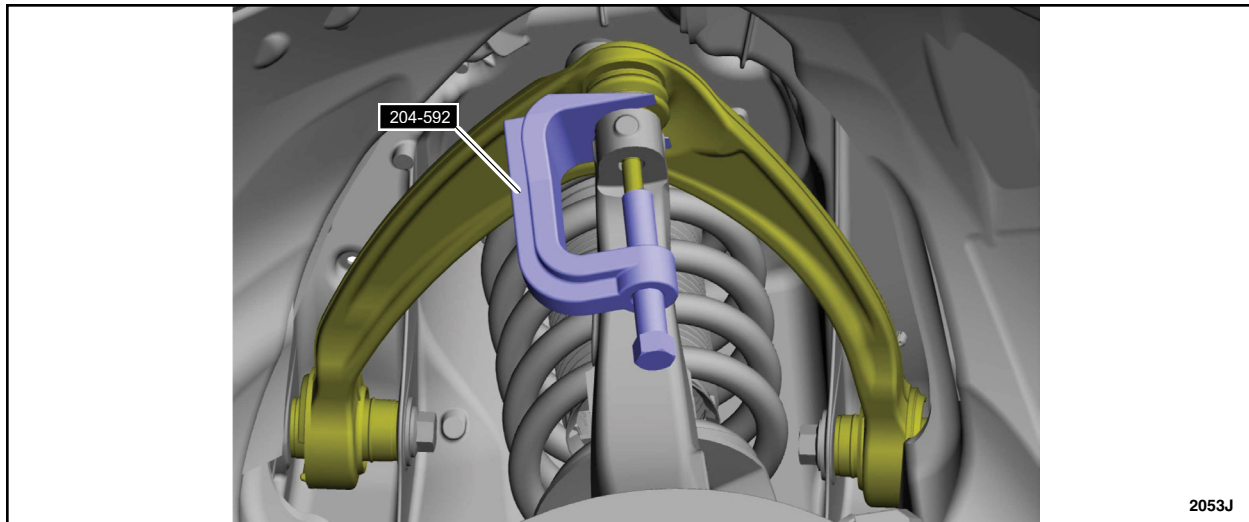


FIGURE 10

16. Remove the wheel Knuckle. See Figure 11.

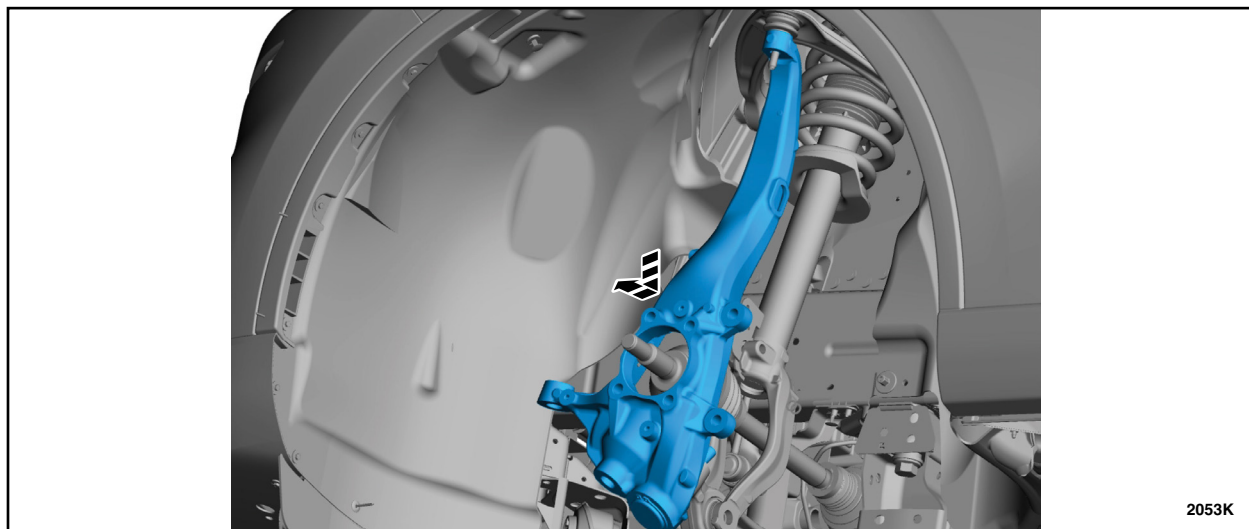


FIGURE 11

17. To install, reverse the removal procedure.

