



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

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

November 30, 2020

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

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

**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.

**Note:** Due to a limited supply of parts, initial parts ordering will be restricted to vehicles that have a sale date prior to November 24, 2020.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be 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.**

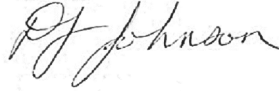
**ATTACHMENTS**

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 that reads "D. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 20S69**  
Certain 2021 Model Year Aviator Vehicles  
Front Wheel Knuckle Inspection

**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 will be available by 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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 20S69**  
Certain 2021 Model Year Aviator Vehicles  
Front Wheel Knuckle Inspection

**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 EFC07715, 2020 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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 20S69**  
Certain 2021 Model Year Aviator Vehicles  
Front Wheel Knuckle Inspection

**LABOR ALLOWANCES**

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

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**SSSC Web Contact Site:**

To place an order for the parts required submit a VIN-specific Part Order contact via the SSSC Web Contact Site. The Part Order should contain the VIN, signed sales contract, vehicle sales date, AWD or RWD, and which knuckles require replacement.

**Note:** Due to a limited supply of parts, initial parts ordering will be restricted to vehicles that have a sale date prior to November 24, 2020.

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

**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 2021 MODEL YEAR AVIATOR VEHICLES — FRONT KNUCKLE INSPECTION

### 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.



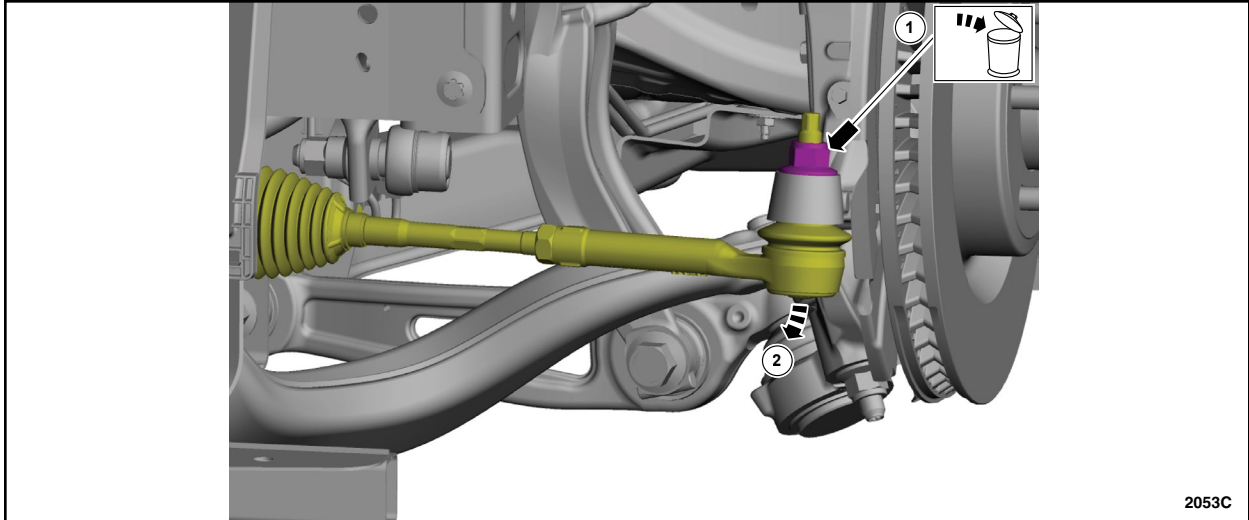
FIGURE 1

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. 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.
6. Separate the outer tie-rod end from the wheel knuckle. See Figure 2.
  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



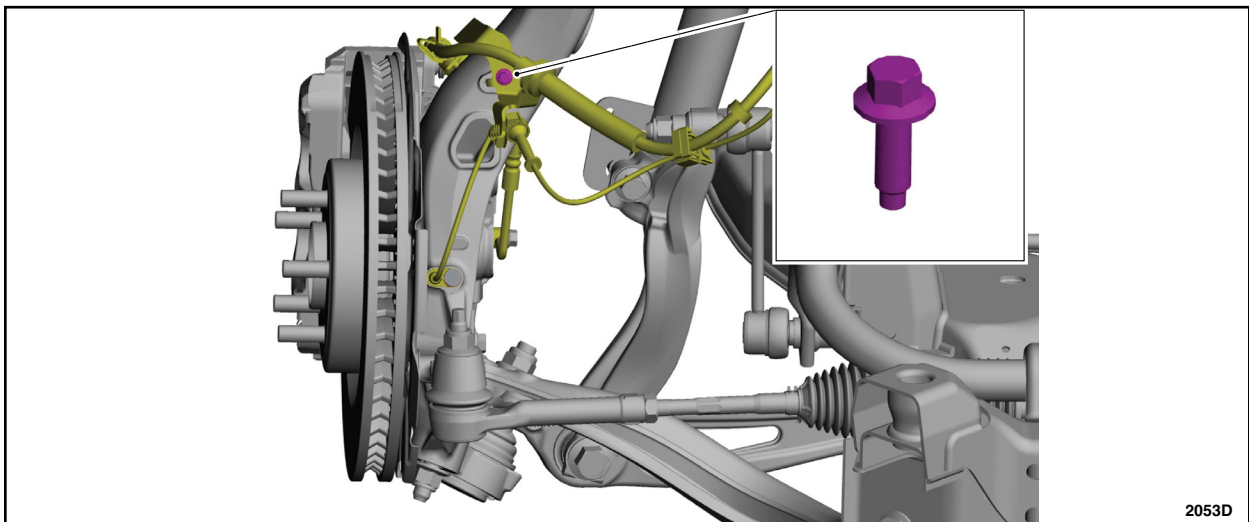
**NOTE:** Do not use a hammer to separate the outer tie-rod end from the wheel knuckle or damage to the wheel knuckle may result.

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



**FIGURE 2**

7. Remove the brake hose bracket bolt and position aside the brake hose. See Figure 3.  
Torque: 133 lb.in (15 Nm)



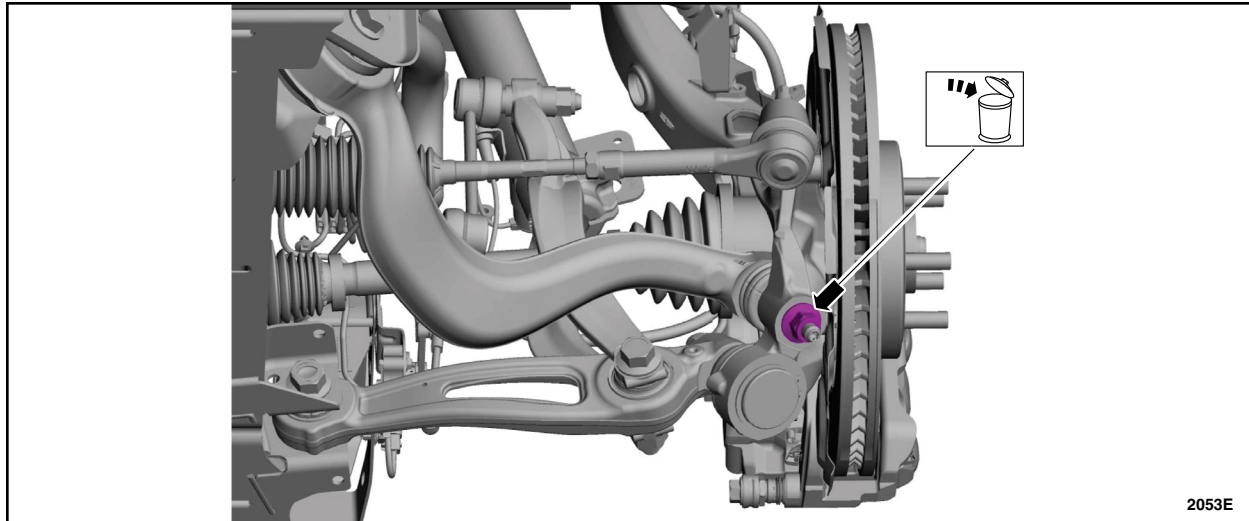
**FIGURE 3**



8. Remove and discard the front lower arm outboard nut. See Figure 4.  
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 4**

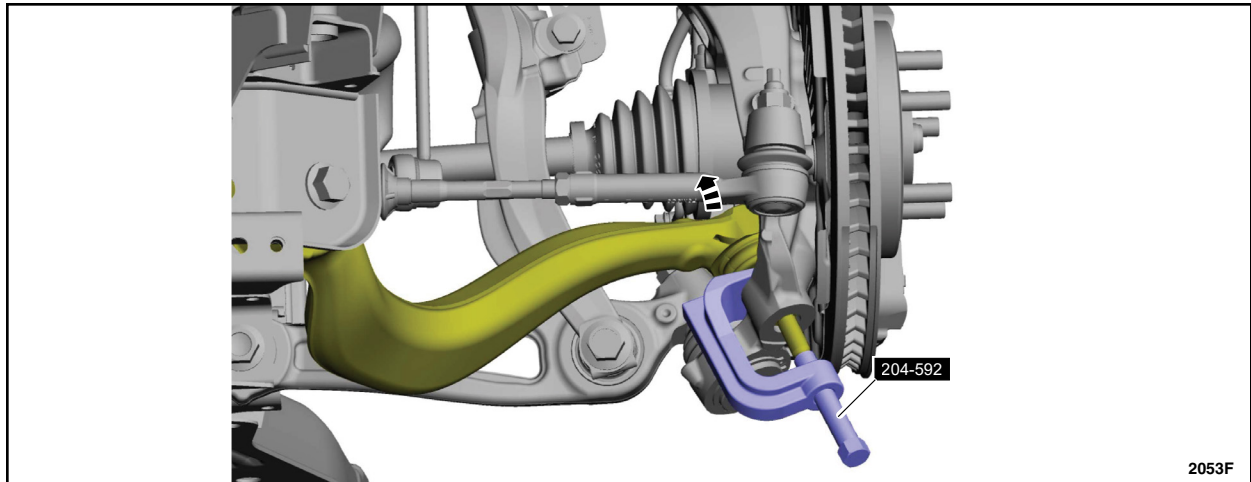
9. Separate the front lower arm from the wheel Knuckle. See Figure 5.  
Use Special Service Tool: 204-592 Separator, Lower Arm Ball Joint.

**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.





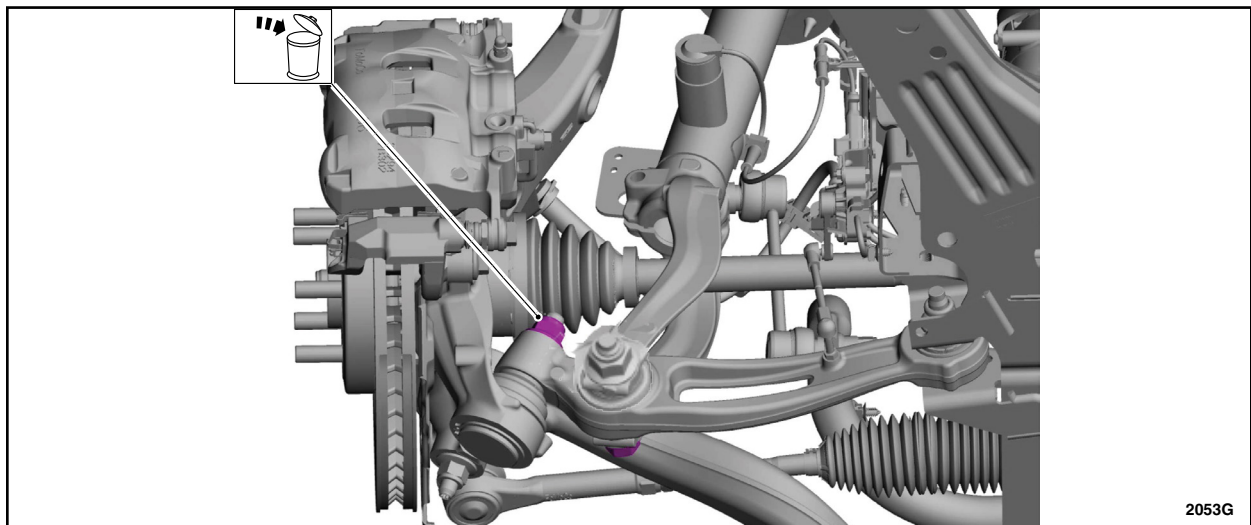


**FIGURE 5**

10. Remove and discard the rear lower arm outboard nut. See Figure 6.  
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.



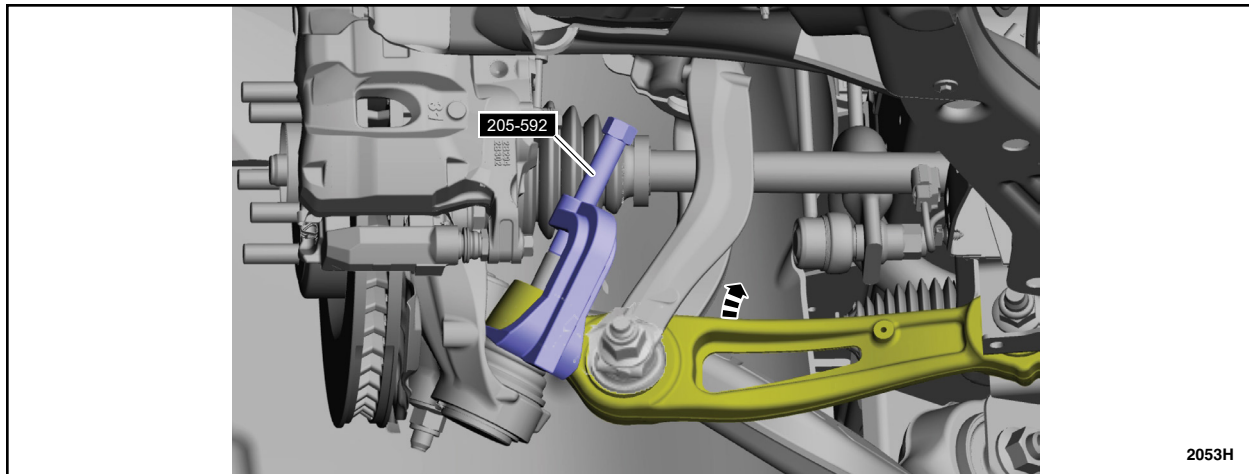
**FIGURE 6**



11. Separate the rear lower arm from the wheel Knuckle. See Figure 7.  
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.

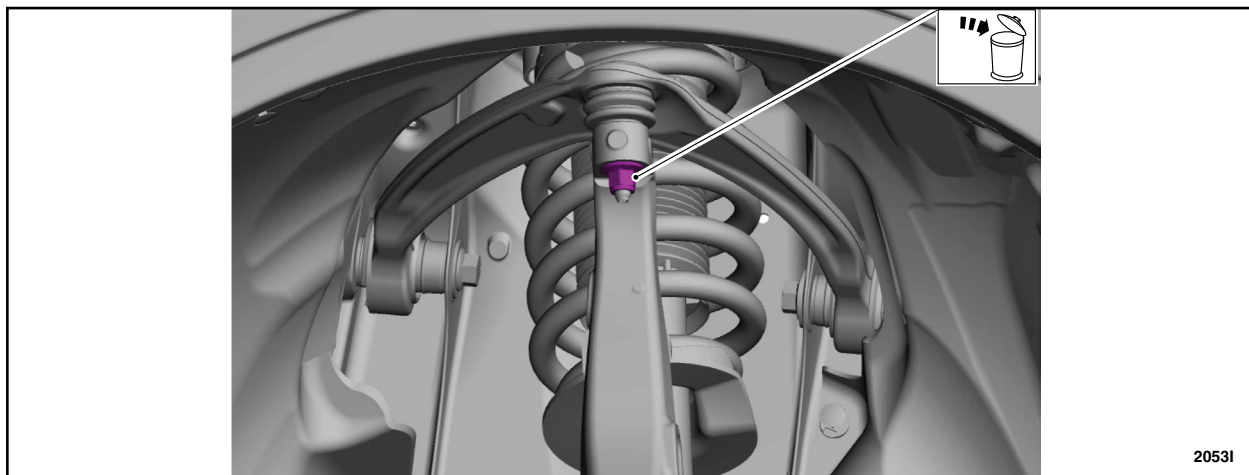


**FIGURE 7**

12. Remove and discard the upper ball joint nut. See Figure 8.  
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.



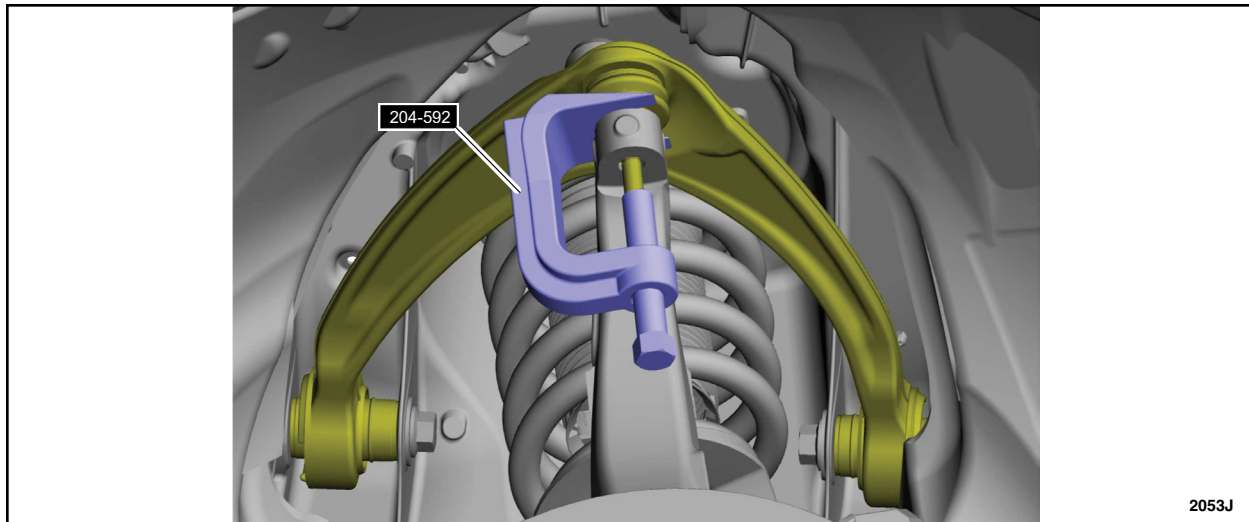
**FIGURE 8**



13. Separate the front upper arm from the wheel Knuckle. See Figure 9.  
Use Special Service Tool: 204-592 Separator, Lower Arm Ball Joint.

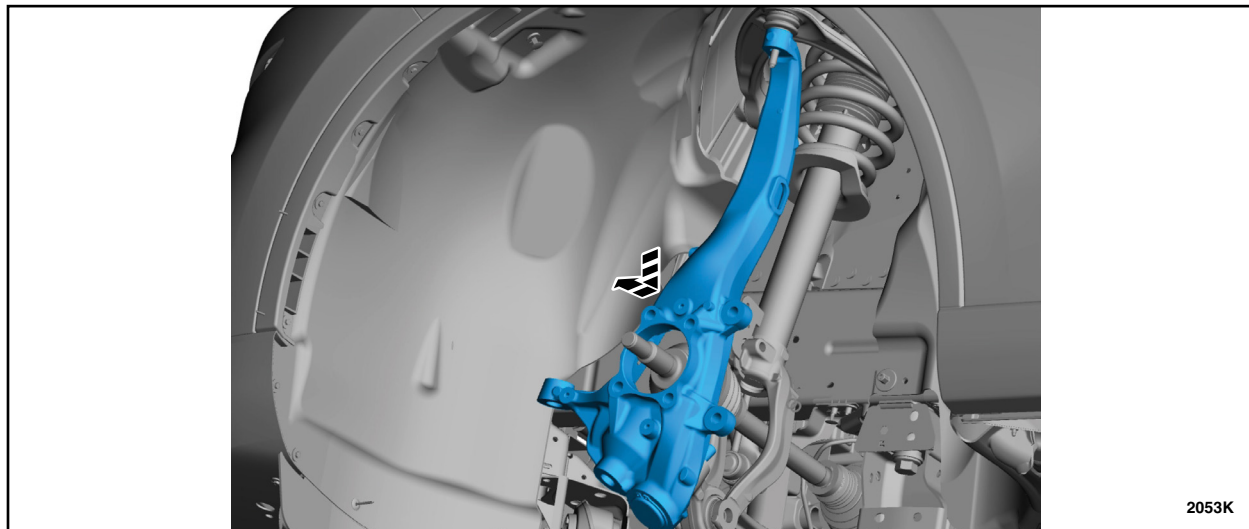
**NOTE:** Do not use a hammer, prying device, or separator fork to separate the ball joint from the wheel knuckle. Damage to the ball joint or ball joint seal may occur.

**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 9**

14. Remove the wheel Knuckle. See Figure 10.



**FIGURE 10**

15. To install, reverse the removal procedure.

