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Ford Motor Company
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June 3, 2021

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 21S23**
 Certain 2021 Model Year 6.7L F-350/F-450 Vehicles with Dual Rear Wheels
 Left Hand Inner 5th Wheel Bracket Inspection
REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Advance Notice Safety Recall 21S23**
 Dated: May 25, 2021

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-350/F-450	2021	Kentucky Truck	November 12, 2020 through December 4, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it is possible the left-hand inner 5th wheel bracket becomes split during the stamping process. Customers towing a trailer while using a 5th wheel with a cracked left-hand bracket may experience loud knocks/clanks while accelerating and abnormal vibration with no degradation in lateral stability of the truck/trailer combination. If left unrepaired and the vehicle tows a trailer that exceeds 22.8K LBS., the 5th wheel assembly may become loose and may ultimately detach from the vehicle, 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 and if required, replace the left-hand inner 5th wheel hitch bracket. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 21, 2021. 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 Letter

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

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 21S23**

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Left Hand Inner 5th Wheel Bracket Inspection

OASIS ACTIVATION

OASIS was activated on May 25, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on May 25, 2021. Owner names and addresses will be available by June 30, 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 2 days for a rental vehicle for personal transportation. 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 2 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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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.
 - Ford vehicles – 3 years or 36,000 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 21S23 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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Left Hand Inner 5th Wheel Bracket Inspection

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect 5th Wheel bracket PASS (WITHOUT outer brackets)	21S23A	0.3 Hours
Inspect 5th Wheel bracket PASS (WITH outer brackets)	21S23B	0.4 Hours
Inspect left inner 5th Wheel bracket – DOES NOT PASS Replace bracket (trucks WITHOUT outside brackets)	MT21S23C	M-Time up to 5.7 Hours
Inspect left inner 5th Wheel bracket – DOES NOT PASS Replace bracket (trucks WITH outside brackets)	MT21S23D	M-Time up to 5.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for LC3Z-5L028-A, HC3Z-5L028-B, HC3Z-5L028-A submit a VIN-specific Part Order contact via the SSSC Web Contact Site following the instructions in Attachment III.

Part Number	Description	Order Quantity	Claim Quantity
LC3Z-5L028-A	LH Inside 5th Wheel bracket	1	1

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

Less than 5% of the affected vehicle population is expected to require LC3Z-5L028-A replacement.

The below parts are necessary ONLY when bracket replacement is required.

Part Number	Description	Order Quantity	Claim Quantity
Use below parts when adding outside brackets and/or when equipped with a Ford H-brace			
HC3Z-5L028-B	RH Outside bracket (if not factory installed)	MT21S23C	1
HC3Z-5L028-A	LH Outside bracket (if not factory installed)	MT21S23C	1
W707516-S439	Outside bracket bolts (2 req/4 per pkg)	MT21S23C	2
W717811-S440	Outside bracket nuts (2 req/4 per pkg)	MT21S23C	2
W719967-S439	H-Brace Nut (if equipped with a Ford H-brace)	As Needed order 1	2
W711430-S900	H-Brace Nut-special (if equipped with a Ford H-brace)		2
W719086-S439	H-Brace Bolt (if equipped with a Ford H-brace)		4

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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Left Hand Inner 5th Wheel Bracket Inspection

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.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2021 MODEL YEAR 6.7L F-350/F-450 VEHICLES WITH DUAL REAR WHEELS — LEFT HAND INNER 5TH WHEEL BRACKET INSPECTION

SERVICE PROCEDURE

1. Inspect the left hand (LH) side rear wheel well. Does the frame assembly directly behind the wheel have the 5th wheel outer bracket mounted to it? See Figure 1.

Yes – Proceed to Step 3.
No – Proceed to Step 2.



FIGURE 1

2. Inspect the LH 5th wheel inner bracket welded to the inside of the frame. Does the bracket appear to have a split in it? See Figure 2.

Yes – Fails inspection, replace the LH side 5th wheel inner bracket. Proceed to Step 5.
No – Passes inspection, replacement is not required.

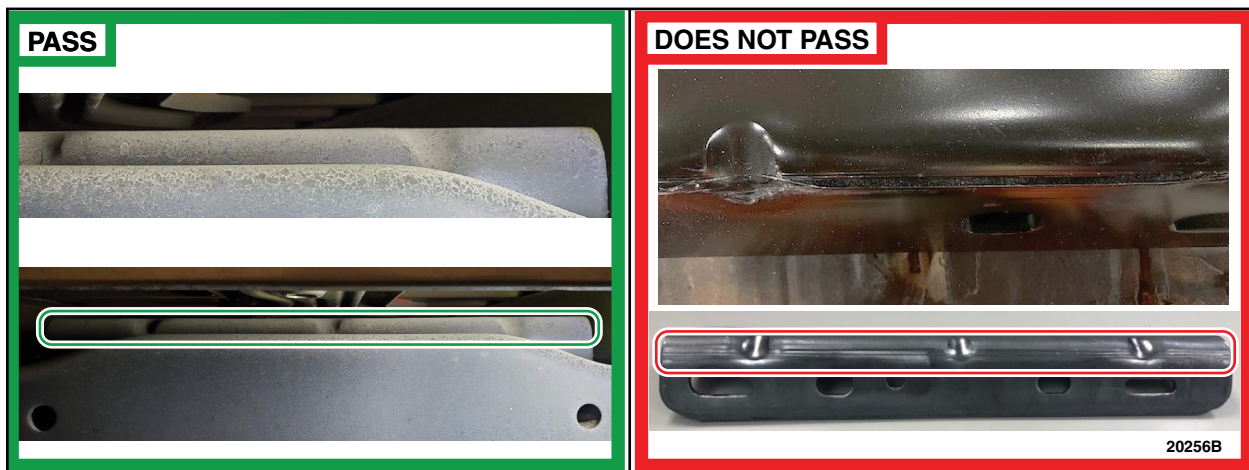


FIGURE 2



3. With the vehicle in NEUTRAL, position it on a hoist. Please follow the Workshop Manual (WSM) Procedures in Section 100-02.
4. Using a borescope camera, inspect the LH 5th wheel inner bracket welded to the inside of the frame. Does the bracket appear to have a split in it? See Figures 3 and 4.

Yes – Fails inspection, replace the LH side 5th wheel inner bracket. Proceed to Step 5.
No – Passes inspection, replacement is not required.

NOTE: If there is any uncertainty when performing the inspection, contact SSSC for approval to remove the pickup bed.

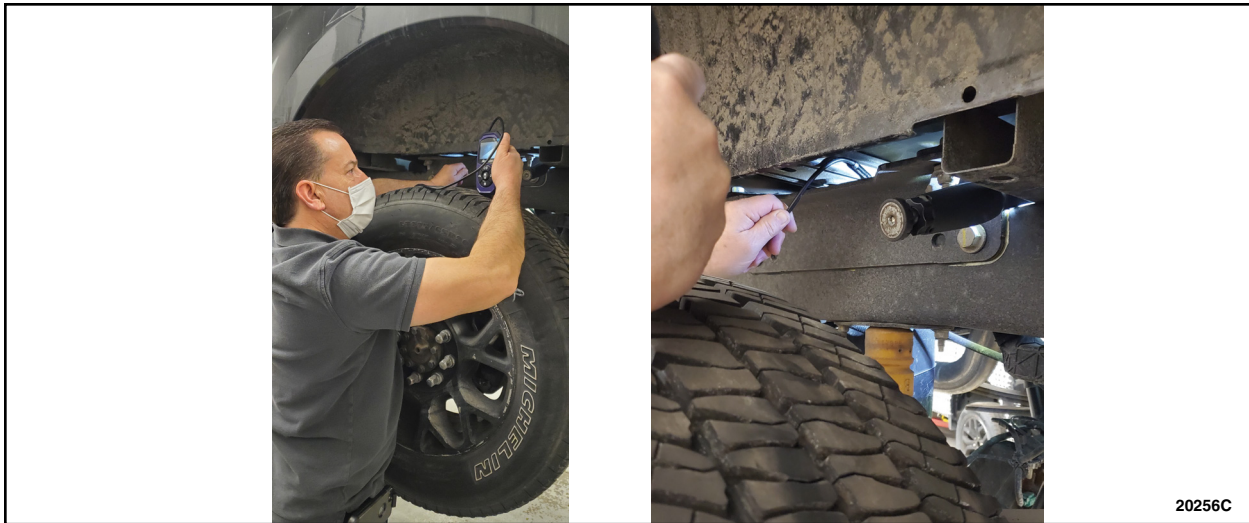


FIGURE 3

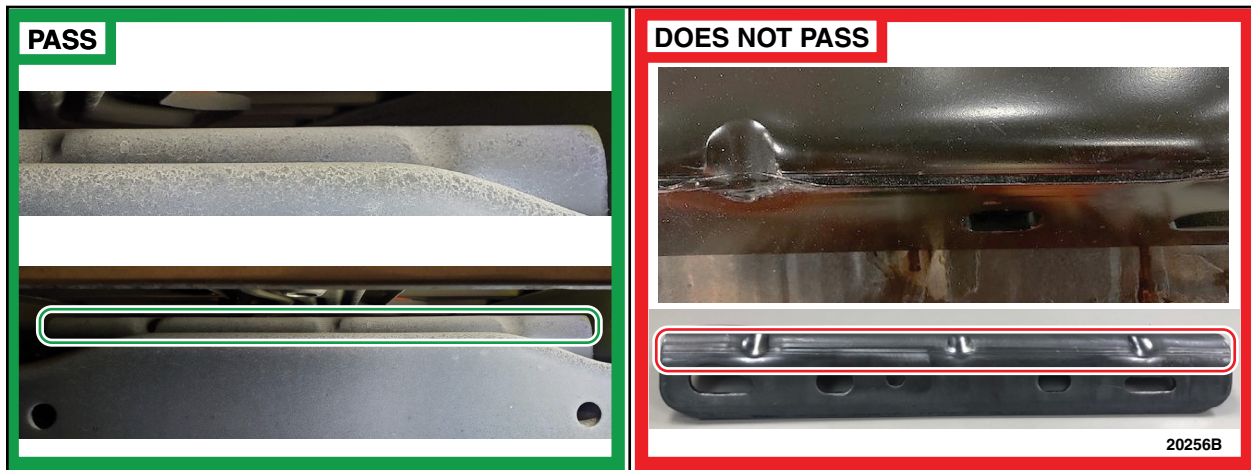


FIGURE 4

5. Disconnect the battery ground cable(s). Please follow the WSM procedures in Section 414-01.
6. Depower the Supplemental Restraint System (SRS). Please follow the WSM procedures in Section 501-20B.



7. Remove the Pickup Bed. Please follow the WSM procedures in Section 501-04.

NOTE: For this FSA only, the fasteners attaching the bed to the frame may be reused.

8. Determine the vehicle's engine and proceed to one of the two directions below.

- Gasoline Engine – Remove the Evaporative Emission Canister. Please follow the Workshop Manual (WSM) procedures in Section 303-13B.
- Diesel Engine – Remove the Reductant Tank. Please follow the Workshop Manual (WSM) procedures in Section 303-08C.

9. Disconnect the three electrical connectors on the brake line bundle. See Figure 5.

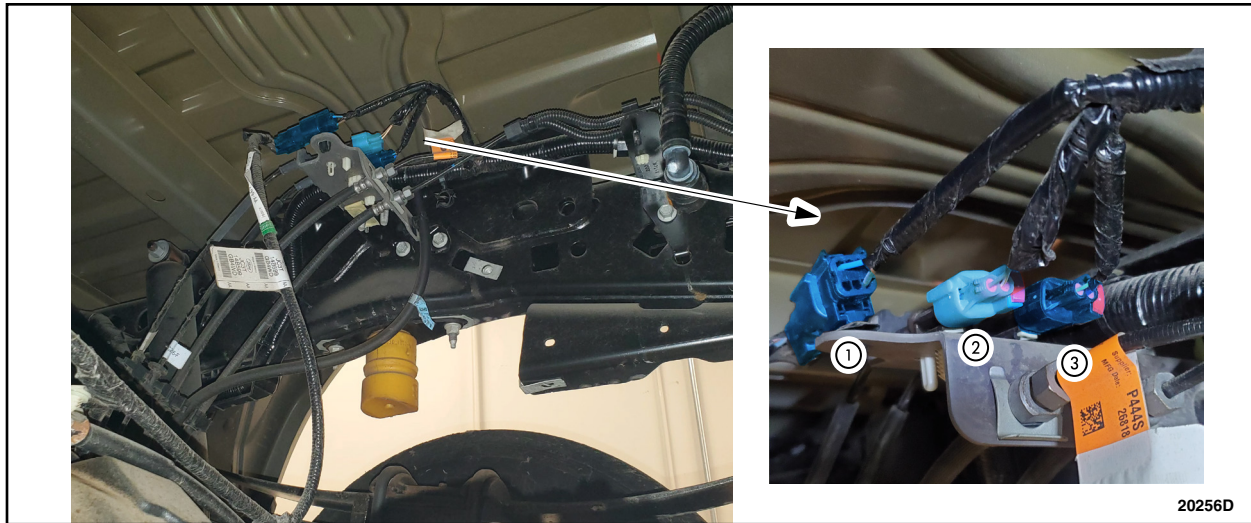


FIGURE 5

10. Remove the two christmas tree retainers that are connecting the harness to the brake line bundle. See Figure 6.

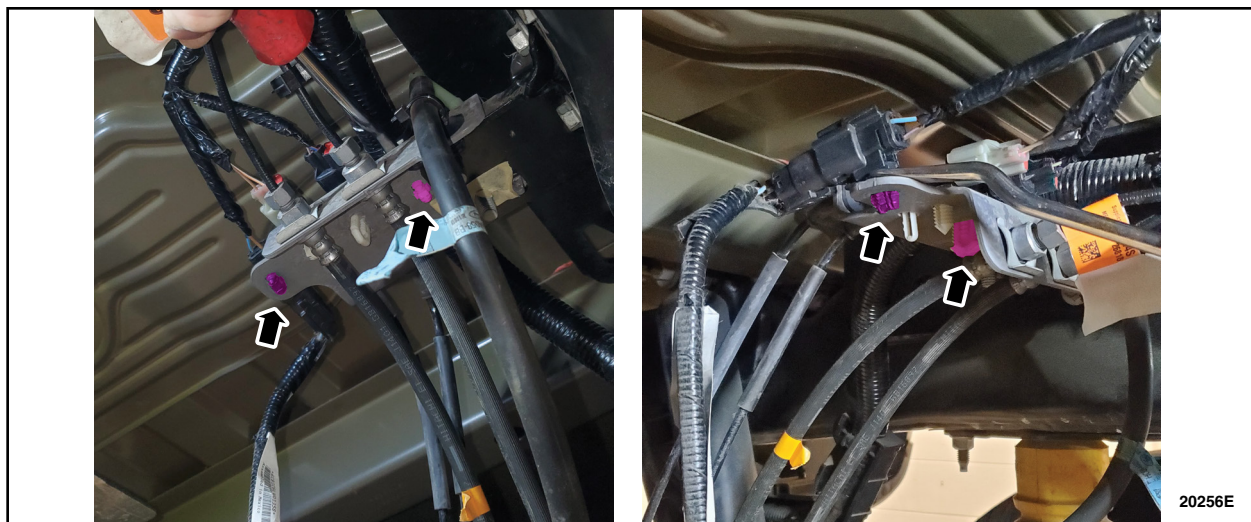


FIGURE 6



11. Remove the christmas tree retainer that is connecting the harness to the bracket on the right side of the 5th wheel inner bracket. See Figure 7.

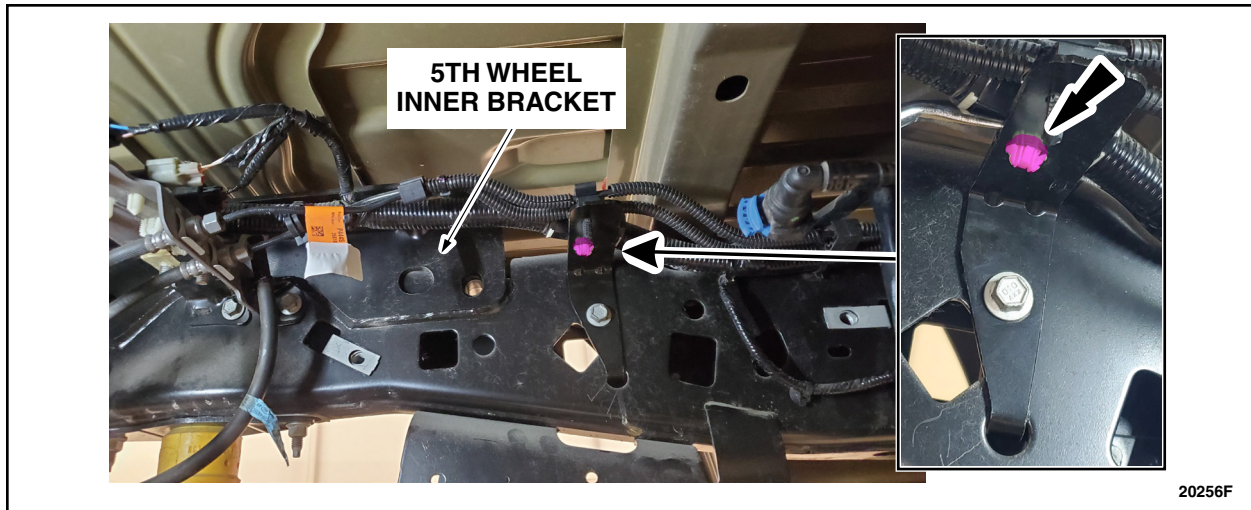


FIGURE 7

12. Remove the two push-pin retainers that are connecting the harness to the frame on the right side of the bracket in Step 11. See Figure 8.

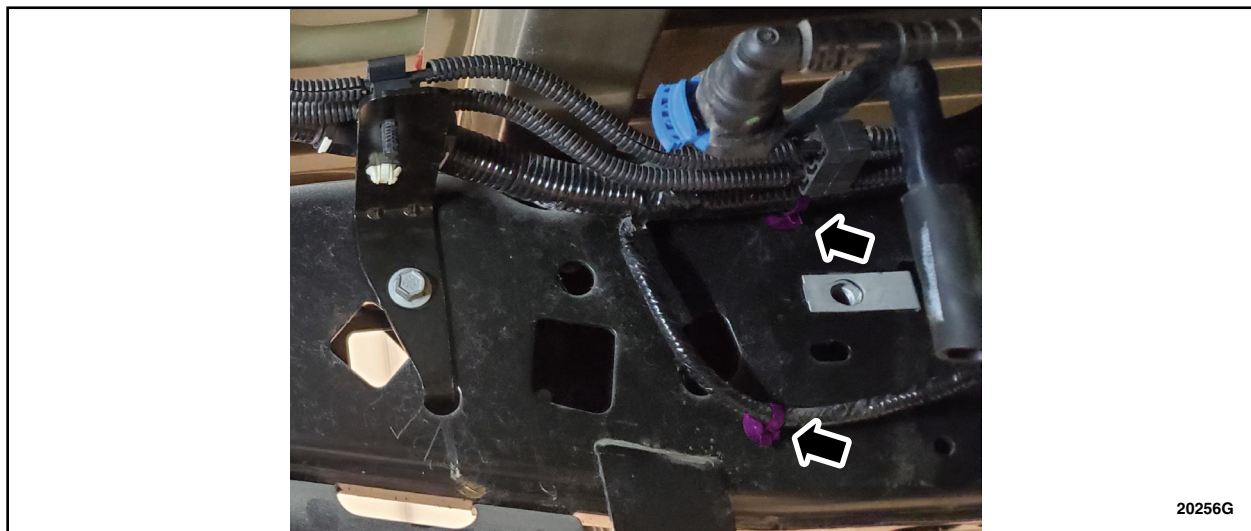


FIGURE 8



13. Remove the three push-pin retainers that are connecting the harness to the frame on the left side of the brake line bundle. See Figure 9.

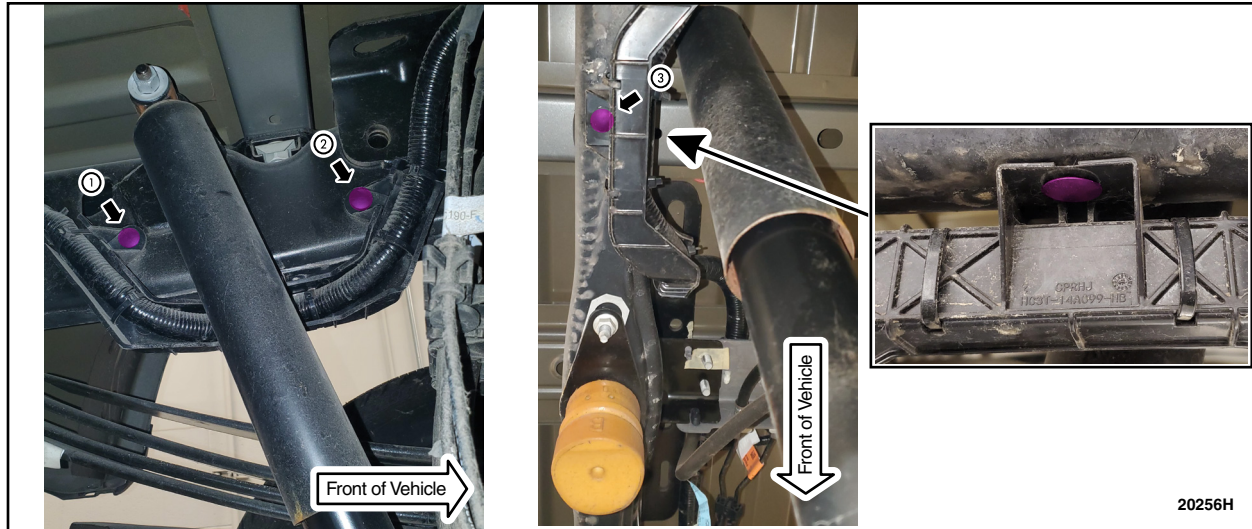


FIGURE 9

14. Remove the three bracket to frame bolts. See Figure 10.

- Torque: 20 Nm (14.75 lb-ft)

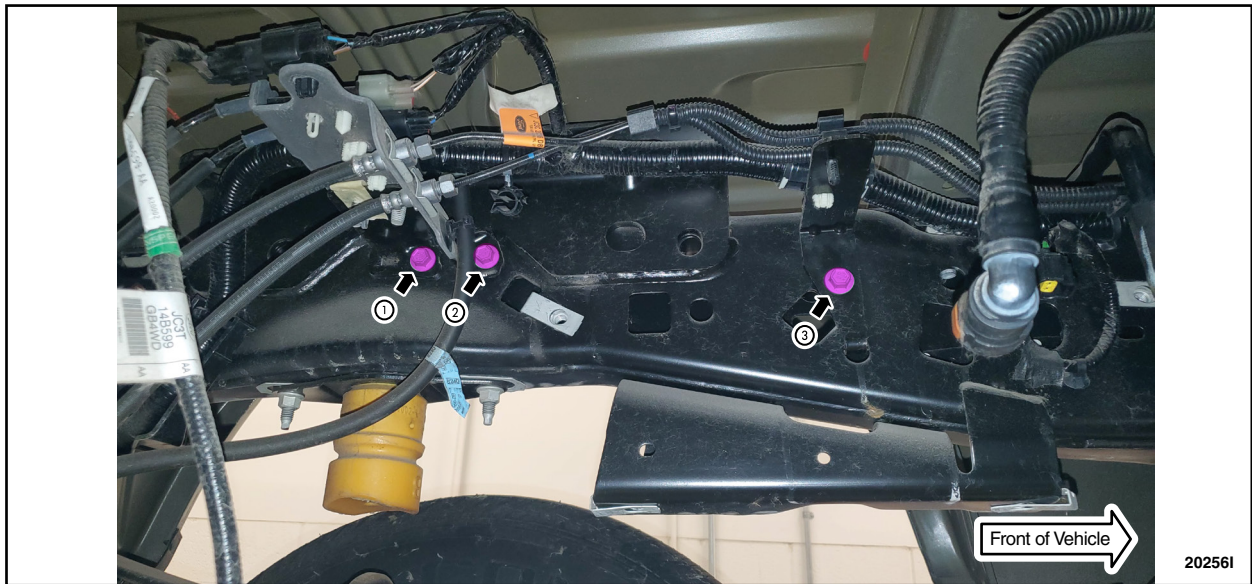


FIGURE 10



15. Position the harness aside to create a large enough repair area to work in. See Figure 11.

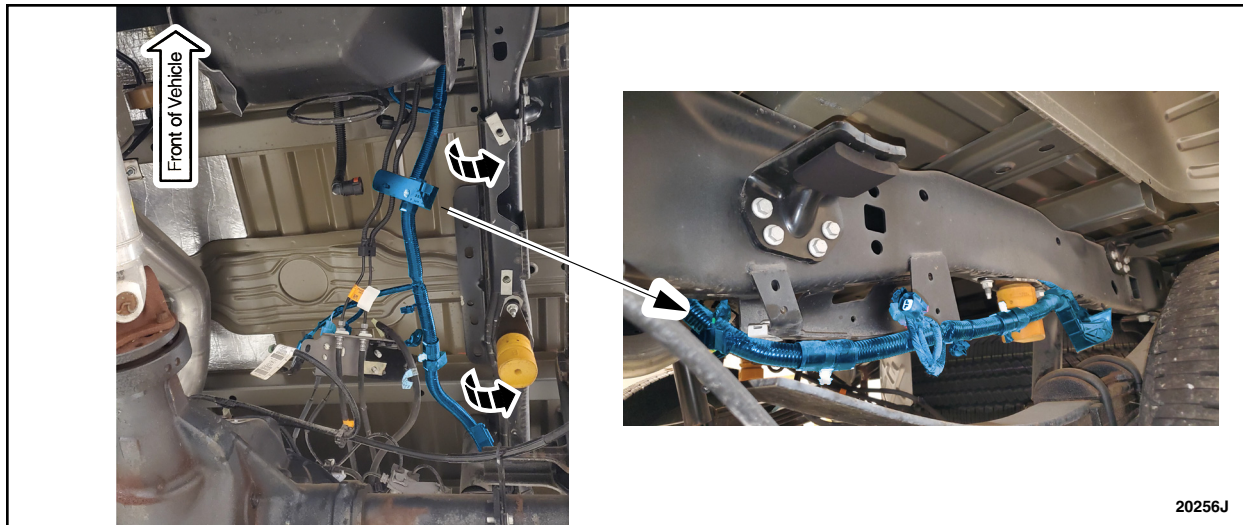


FIGURE 11

16. Position the brake line bundle aside using a bungee cable or something similar to create a large enough repair area to work in. See Figure 12.

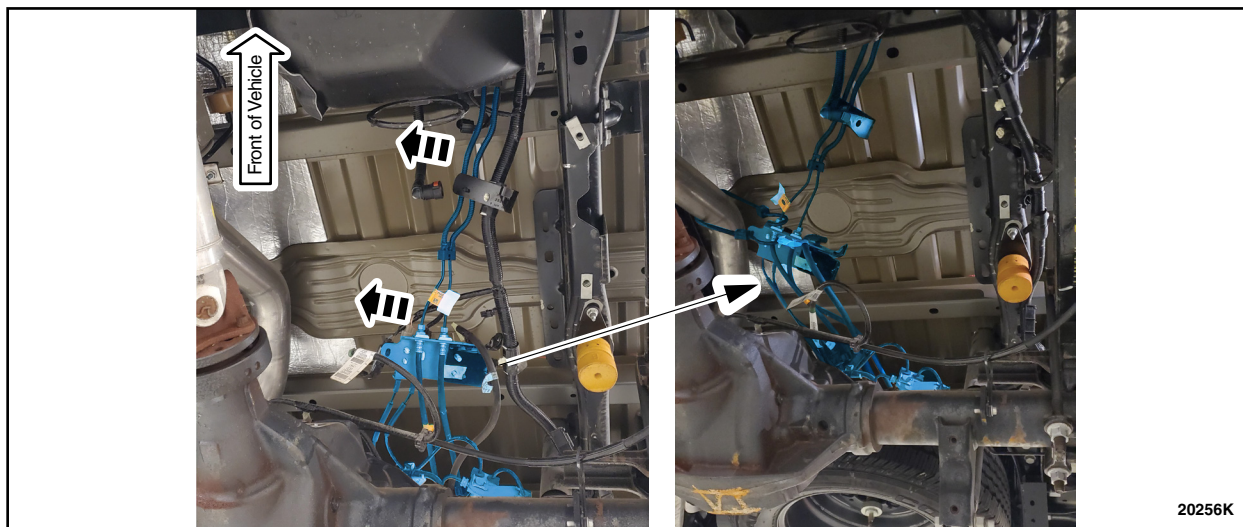


FIGURE 12

17. Protect the repair area with a welding blanket.

18. Was the vehicle equipped with a 5th wheel outer bracket?

Yes — Proceed to Step 23.

No — Proceed to Step 19.



19. Order the fifth wheel hitch outer brackets for both sides of the vehicle.
20. Place a level on top of the frame where both ends are on top of the two inner brackets that are already welded in place.
21. Identify the LH and RH fifth wheel outer brackets. See Figure 13.

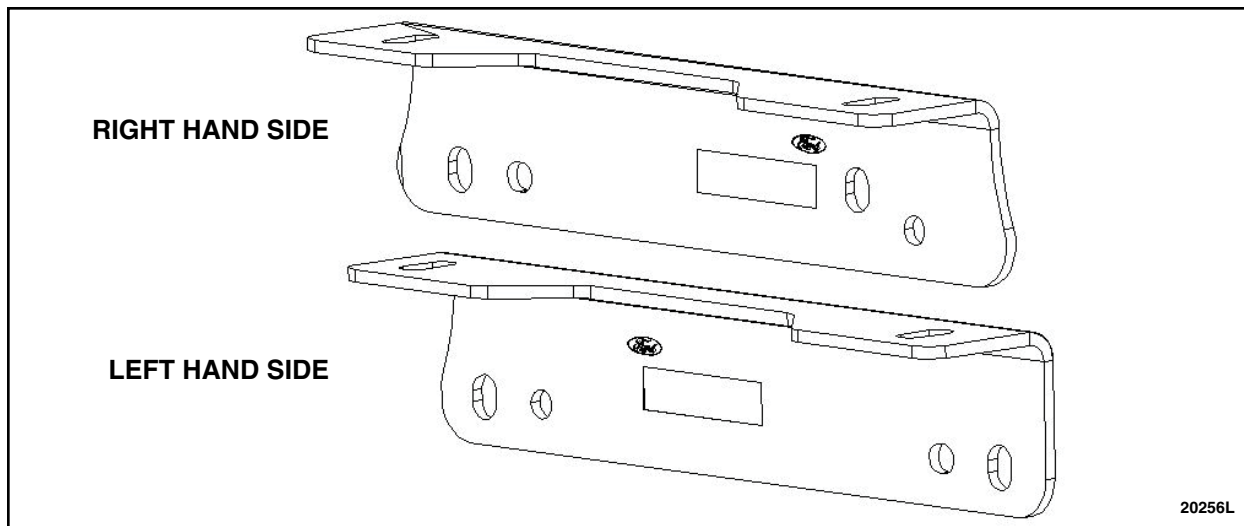


FIGURE 13

22. Using the level, position the fifth wheel hitch outer brackets and install the M16 bolts and M16 flag nuts. See Figures 14 and 15.

- Torque: 250 Nm (184 lb-ft)



FIGURE 14



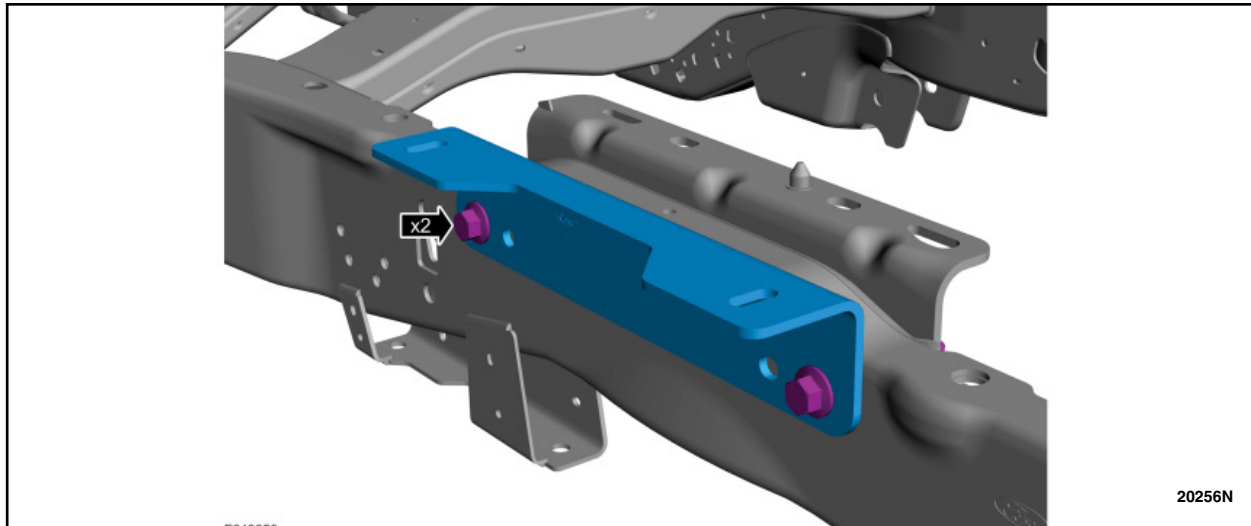


FIGURE 15

23. Remove the paint from a section of the frame close to the repair area and place a ground clamp on it. Make sure there is a solid mechanical connection that will not slip or fall off. See Figure 16.

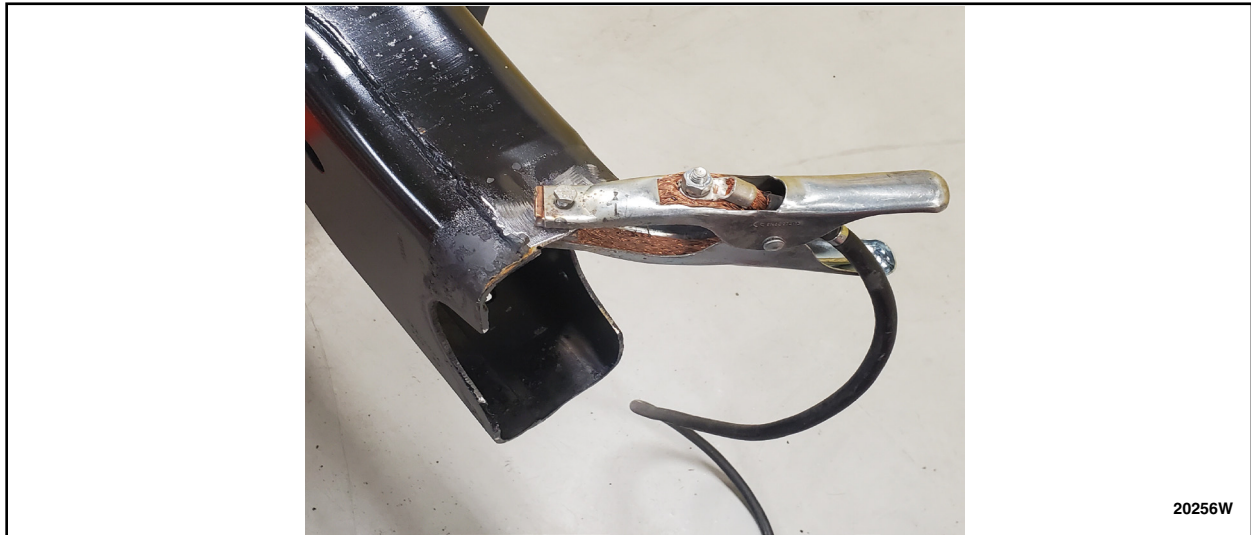


FIGURE 16



24. Tack weld the LH fifth wheel hitch outer bracket to the frame in the lower corners of the bracket.
See Figure 17.

NOTE: Please refer to the WSM Welding Precautions in Section 501-25.



FIGURE 17

25. If equipped with the hitch assembly, remove and discard the hitch-to-inner bracket bolts. See Figure 18.

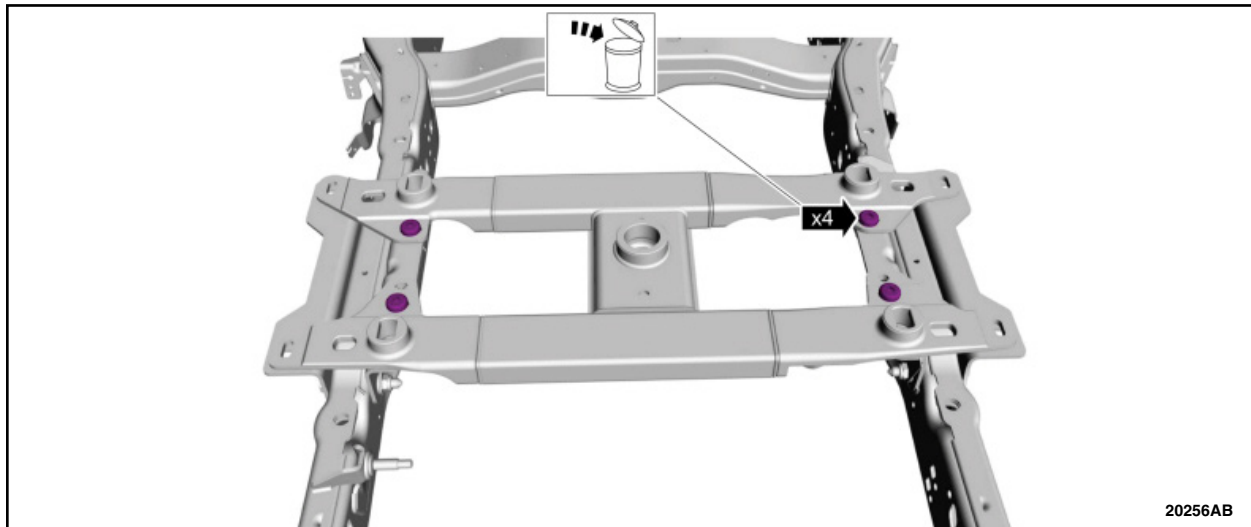


FIGURE 18



26. If equipped with the hitch assembly, remove the hitch-to-outer bracket bolts. See Figure 19.

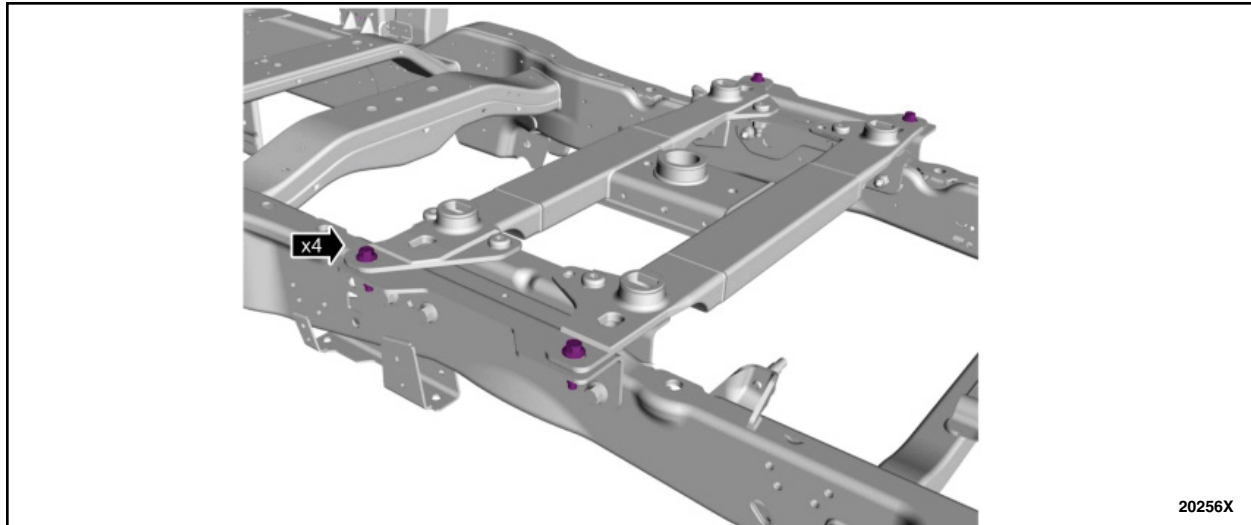


FIGURE 19

27. If equipped, remove the hitch assembly. See Figure 20.

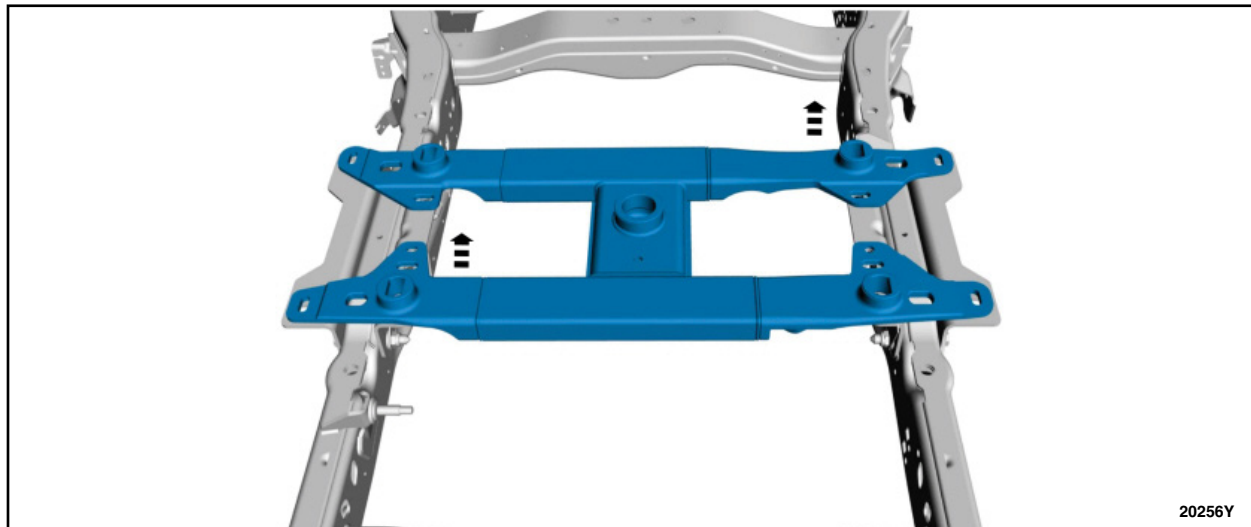


FIGURE 20



28. Remove the LH fifth wheel hitch outer bracket bolts. See Figure 21.

NOTICE: IF the outer bracket bolts are removed before the outer bracket is tack welded in place, risk of all 4 brackets being level will result.

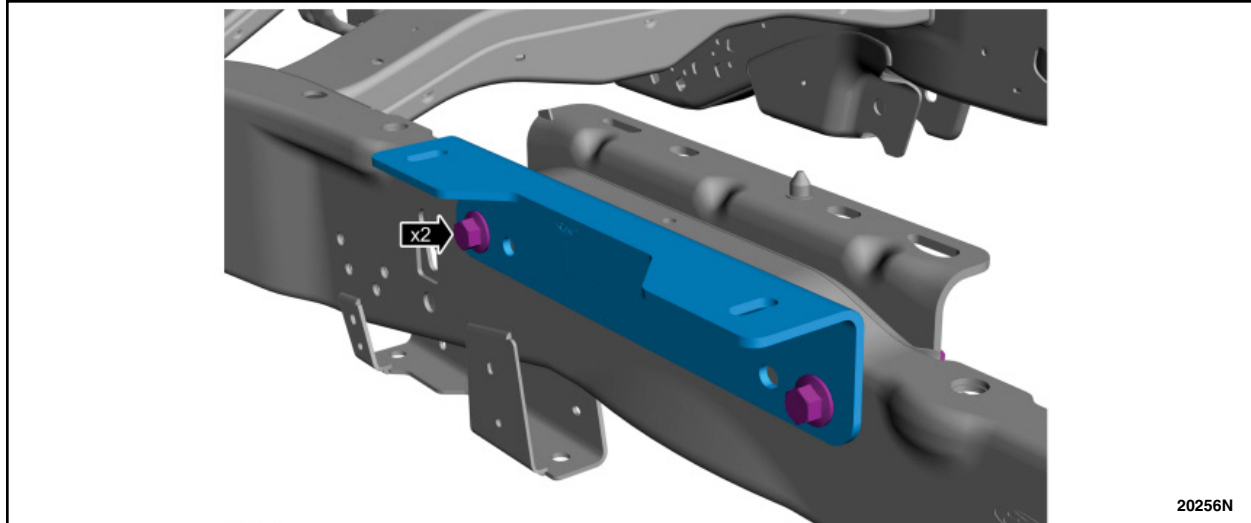


FIGURE 21

29. Grind through the original welded joint retaining the LH fifth wheel hitch inner bracket to the frame rail. Using a chisel gun with a sharp 1" wide wedge chisel, separate the ground area of the joints. See Figure 22.

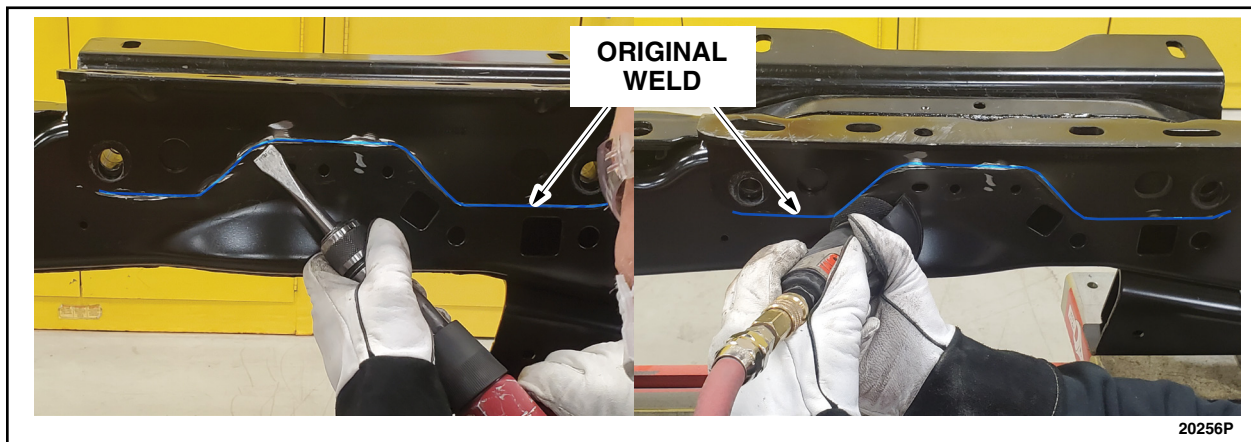


FIGURE 22



30. Using a file belt sander, remove the e-coat from areas to be welded, on both the bracket and frame.
See Figure 23.



FIGURE 23

31. Apply one coat of 3M Weld-Thru II (corrosion resistant zinc coating). Allow dry time per manufacturer's instructions. See Figure 24.



FIGURE 24



32. Position the new bracket flush with the bottom surface of the level or bottom surface of the 5th wheel crossmember. Secure the two bolts attaching the new bracket to the frame.

- Torque: 250 Nm (184 lb-ft)

33. Tack weld the new bracket to the frame in the locations shown. See Figure 25.

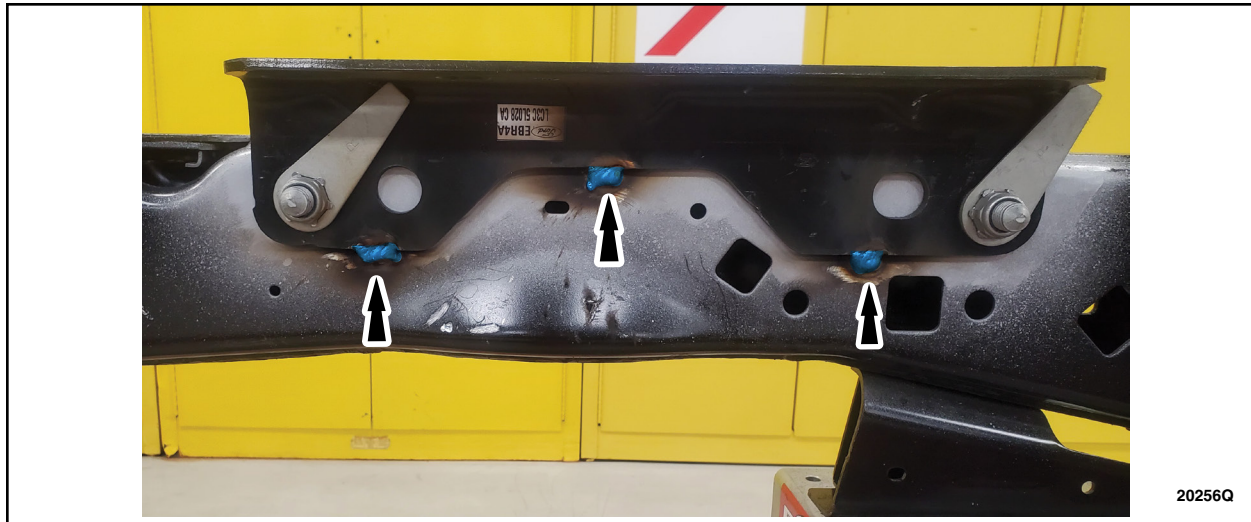


FIGURE 25

34. Solid weld the new bracket to the frame along the highlighted path shown. See Figure 26.

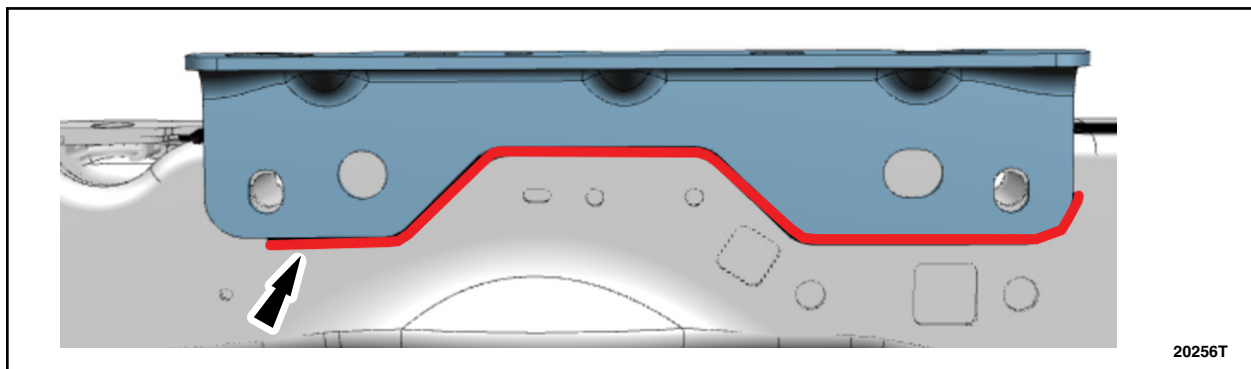


FIGURE 26



35. Allow surface to cool down to ambient temperature prior to applying any repair paint.
36. After all weld repair is complete, use a scotch brite pad or other wire brush to clean the affected area(s) of all surface contamination and effected paint film. Both surfaces of material should be cleaned as needed.
37. Spray Repaired Surface Area with Daubert Wax Nox Rust X-121-B. Repeat as needed to cover entire area with full coverage. See Figure 27.



FIGURE 27

38. Apply Daubert Wax Nox Rust X-121-B to the internal cavity in heat affected zones with sprayer to coat the inside of any internal cavities that would be affected by the weld repair through adjacent holes with access.
39. Verify that all mounting surfaces and clip holes are clear of spatter and wax overspray. See Figure 28.

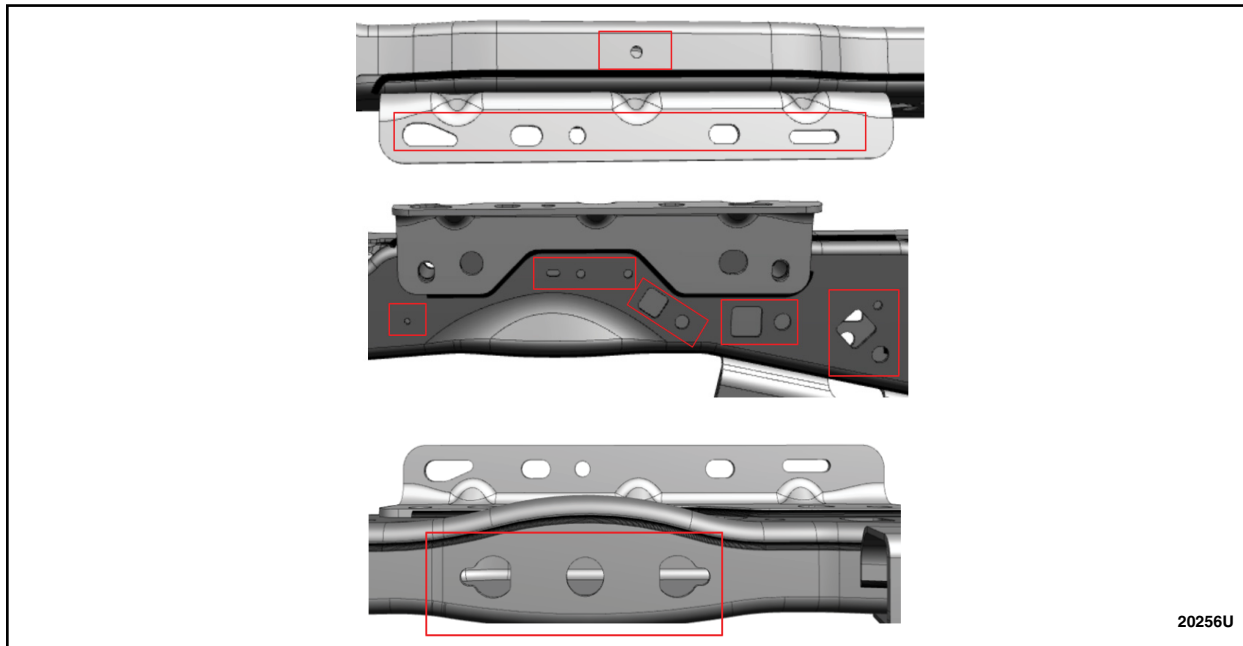


FIGURE 28



40. Install the hitch assembly. See Figure 29.

1. Install the hitch assembly.
2. Align crossmember to the locator pin on each side of the frame.

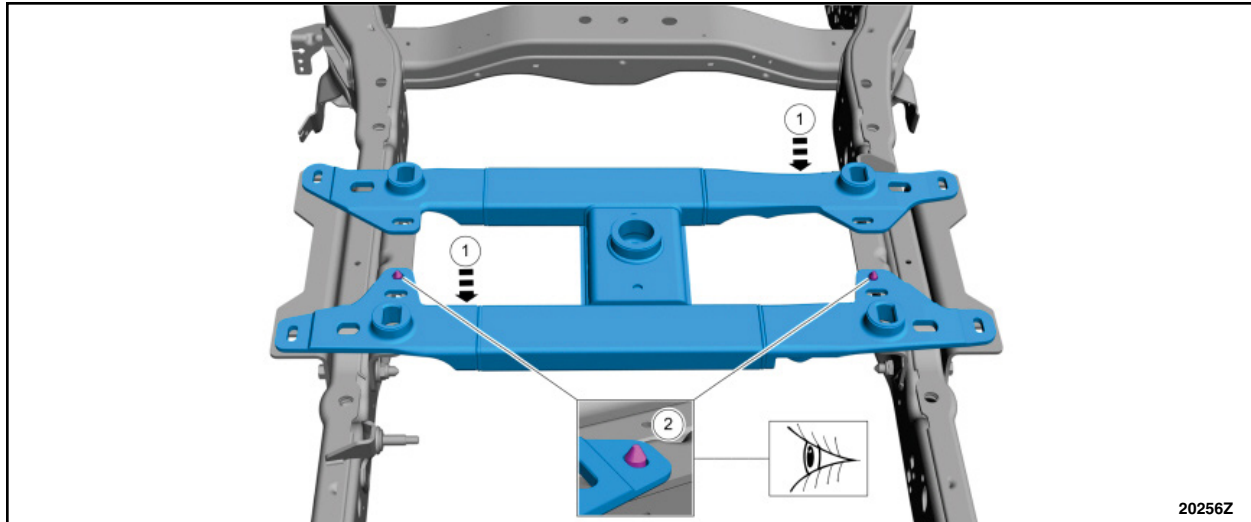


FIGURE 29

41. Install the new hitch-to-inner bracket bolts. See Figure 30.

- Torque: 235 Nm (173 lb-ft)

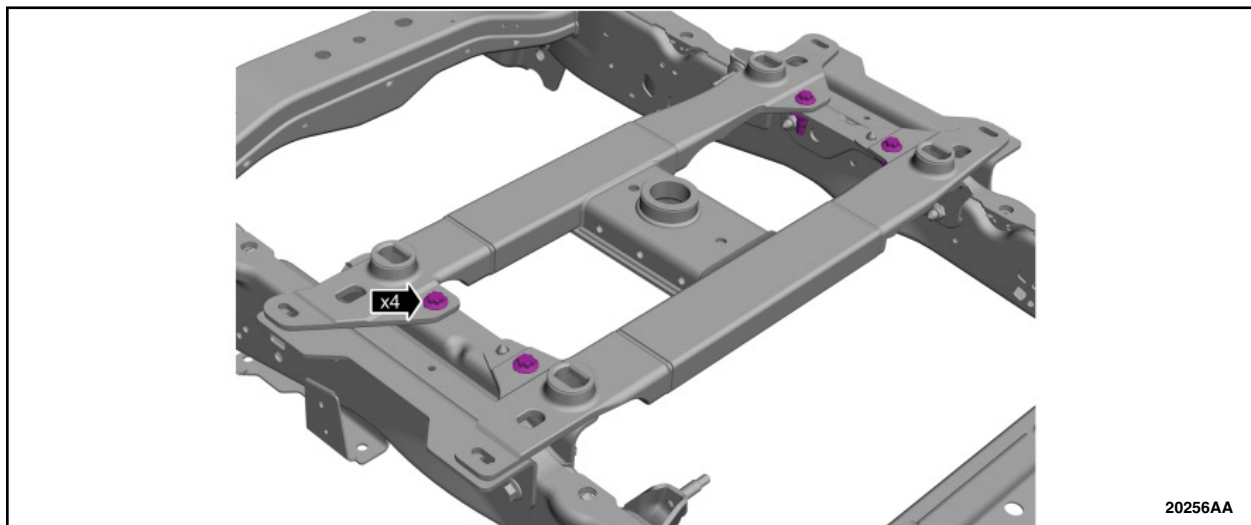


FIGURE 30



42. Install the hitch-to-outer bracket bolts. See Figure 31.

- Torque: 150 Nm (111 lb-ft)

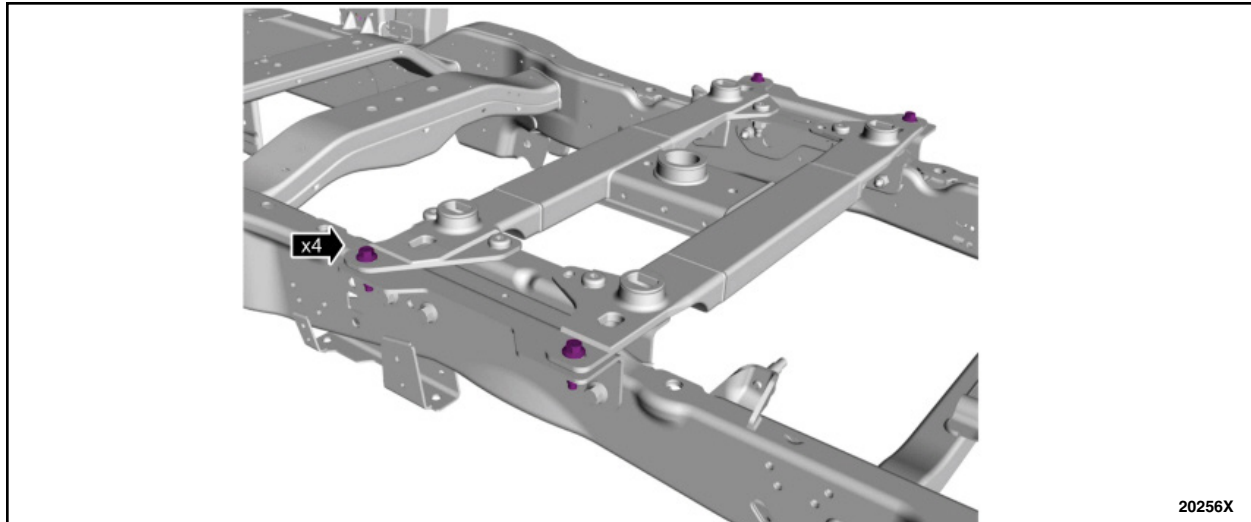


FIGURE 31

43. Reassemble the vehicle by reversing the removal procedure (steps 5-17).

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

