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May 27, 2021

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 21S26**

Certain 2021 Model Year Super Duty Vehicles with Front Wheel Hub Extensions  
Wheel Hub Extension Torque Check

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2021	Kentucky Truck	February 19, 2021 through February 23, 2021
		Ohio Assembly	February 22, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the front wheel hub extension nuts may not be tightened to specification. Insufficiently tightened front wheel hub extension nuts may cause vibration and noise while driving and may result in front wheel and wheel hub extension detachment 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 verify the front wheel hub extension nut torque on both sides of the vehicle. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Ford is in the process of contacting owners and arranging for inspection and repair of their vehicles. If necessary, mailing of owner letters is expected to occur the week of June 14, 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

**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, appearing to read "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on May 27, 2021

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 27, 2021. Owner names and addresses will be available by July 2, 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**

Rental vehicles are not approved for this program.

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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 21S26 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.

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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Remove both front wheels and retorque all front wheel hub extension nuts to the wheel hubs.	21S26B	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

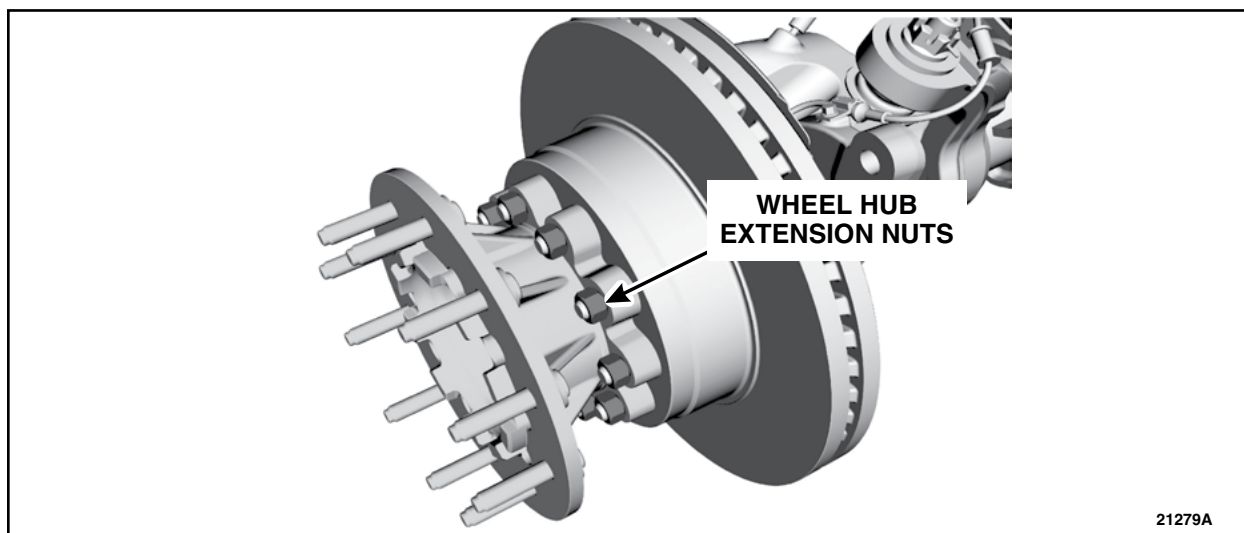
Parts are not required to complete this repair.

## CERTAIN 2021 MODEL YEAR SUPER DUTY VEHICLES — FRONT WHEEL HUB EXTENDER

### SERVICE PROCEDURE

1. With the vehicle in NEUTRAL, position it on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Remove both front Left Hand (LH) and Right Hand (RH) wheel and tire assemblies. Please follow the WSM procedures in Section 204-04A.
3. Torque the wheel hub extension nuts. See Figure 1.
  - Torque to 130 lb.ft (176 Nm).

**NOTE:** Some components removed for clarity.



**FIGURE 1**

2. Install both front LH and RH wheel and tire assemblies. Please follow the WSM procedures in Section 204-04A.

**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.

