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

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

June 1, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
DO NOT DRIVE VEHICLES
Safety Recall 21S28
Certain 2021 Model Year F-150 Trucks
Steering Gear Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2021	Dearborn Truck	November 4, 2020 through May 20, 2021
		Kansas City	October 29, 2020 through April 15, 2021

Affected vehicles are identified in OASIS and Attachment IV VIN Lists. VINs will also be loaded to the FSA VIN lists. This program involves 217 US vehicles.

THE VEHICLES IN THIS PROGRAM ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED

When operating affected vehicles, it is possible that the steering may lock causing a complete loss of steering control. This may increase the risk of a crash.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, an internal component of the steering gear may have been damaged during assembly. This damage to the steering gear may result in increased steering efforts and the potential to not be able to turn the steering wheel while driving, increasing the risk of a crash.

SERVICE ACTION

Before DRIVING, DEMONSTRATING, OR DELIVERING any new in-stock vehicles involved in this safety recall, dealers are to replace the steering gear. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Owners are advised not to drive the affected vehicles (see VIN list) until this repair has been completed. To assist vehicle owners to have this repair completed dealers are to:

- Proactively contact owners to instruct them to stop driving their vehicle
- Arrange to tow the owner's vehicle to the dealership for repairs (rentals are authorized – see Rental Vehicles)
- Re-delivery of the owner's vehicle after repairs have been completed

Refer to the **Vehicle Special Handling** section for further details.

Note: Due to a limited supply of parts, initial parts ordering will be restricted to vehicles that are sold or have a signed sales contract.

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OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of May 31, 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
Attachment IV:	Affected Vehicle VIN List

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,

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on May 29, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through https://web.fsavinlists.dealerconnection.com on May 29, 2021. Owner names and addresses will be available by June 25, 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 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. 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.

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 10 days for a 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 10 rental days is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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VEHICLE SPECIAL HANDLING

Dealers are authorized to claim up to a maximum combined value of $400 to provide unique services for completing this program, including:

- Vehicle towing to dealership (mandatory)
- Vehicle re-delivery to the owner's location after repairs have been completed

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 21S28 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.
- For **Vehicle Special Handling**, claim up to a maximum of $400. All Special Handling must be on the same repair line the FSA is claimed. Claim Special Handling under Misc. Expense Code "OTHER."
- **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
Replace the steering gear assembly (Includes time to set Front Toe)	21S28B	1.9 hours
Replace the steering gear assembly (Includes time to set Front Toe and perform IPMA camera alignment) - **Vehicles Equipped with Lane Keep Assist ONLY**	21S28C	2.3 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 and signed sales contract.

Part Number	Description	Order Quantity	Claim Quantity
ML3Z-3504-G	Steering Gear	1	1
W716639-S439	Steering Gear Mounting Bolt – Driver Side	1	1

Note: Due to a limited supply of parts, initial parts ordering will be restricted to vehicles that are sold or have a signed sales contract.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W520215-S440	Tie Rod End Nut	1	2
N808684-S101	Steering Column Shaft Bolt	1	1
W716638-S439	Steering Gear Mounting Bolt – Passenger Side	1	1

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.

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.

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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.

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CERTAIN 2021 MODEL YEAR F-150 VEHICLES — STEERING GEAR REPLACEMENT

SERVICE PROCEDURE

NOTE: Affected vehicles can be safely driven into the service department at walking speed. Close attention should be given to the amount of steering effort required to turn the steering wheel. It is possible that the steering wheel may lock in place while moving.

1. Remove and replace the steering gear. Please follow the Workshop Manual (WSM) procedures in Section 211-02.

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.

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DEARBORN, MICHIGAN 48121
06/2021

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AFFECTED VEHICLES

The following table contains a list of affected VINs for FSA 21S28.

To search for a VIN:

- Press the Ctrl key and the F key simultaneously, insert the VIN, and then press ENTER.
- Or use the Search Function (magnifier icon) in the Menu bar above.

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ATTACHMENT IV
VIN List

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