



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

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

May 29, 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

DO NOT DRIVE, DEMONSTRATE, OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers the week of May 31, 2021 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

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.

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.

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

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

Dealers are to proactively contact owners to instruct them to stop driving their vehicle.

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 prior to delivery.

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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Steering Gear Replacement

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.

VIN	Country
1FTEW1C54MKD02306	UNITED STATES
1FTEW1C57MKD05085	UNITED STATES
1FTEW1C83MFA27949	UNITED STATES
1FTEW1C88MKD00360	UNITED STATES
1FTEW1C8XMFA21985	UNITED STATES
1FTEW1CB7MKD61050	UNITED STATES
1FTEW1CB7MKD61601	UNITED STATES
1FTEW1CB8MFA20765	UNITED STATES
1FTEW1CB8MKD04145	UNITED STATES
1FTEW1CB9MKD02761	UNITED STATES
1FTEW1CP0MFA25454	UNITED STATES
1FTEW1CP2MFA08591	UNITED STATES
1FTEW1CP2MFB09114	UNITED STATES
1FTEW1CP3MFA99449	UNITED STATES
1FTEW1CP4MFA22024	UNITED STATES
1FTEW1CP5MFA27846	UNITED STATES
1FTEW1CP6MFB12971	UNITED STATES
1FTEW1CP6MFB41984	UNITED STATES
1FTEW1CP6MKD72097	UNITED STATES
1FTEW1CP7MFA22048	UNITED STATES
1FTEW1CP8MKD73218	UNITED STATES
1FTEW1CP9MFA27784	UNITED STATES
1FTEW1CP9MFB28730	UNITED STATES
1FTEW1CP9MFB39677	UNITED STATES
1FTEW1CPXMFB40675	UNITED STATES

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

DO NOT DRIVE VEHICLES

Safety Recall 21S28

Certain 2021 Model Year F-150 Trucks
Steering Gear Replacement

VIN	Country
1FTEW1EB1MKD58450	UNITED STATES
1FTEW1EBXMFB03479	UNITED STATES
1FTEW1EP0MFA27234	UNITED STATES
1FTEW1EP0MFA78720	UNITED STATES
1FTEW1EP0MFB03485	UNITED STATES
1FTEW1EP0MFB12607	UNITED STATES
1FTEW1EP0MKD01166	UNITED STATES
1FTEW1EP1MFA23807	UNITED STATES
1FTEW1EP1MFA24049	UNITED STATES
1FTEW1EP1MFA35987	UNITED STATES
1FTEW1EP1MFA55561	UNITED STATES
1FTEW1EP1MFA88981	UNITED STATES
1FTEW1EP2MFA19829	UNITED STATES
1FTEW1EP2MKD05431	UNITED STATES
1FTEW1EP3MFA22903	UNITED STATES
1FTEW1EP3MFA67307	UNITED STATES
1FTEW1EP3MKD02828	UNITED STATES
1FTEW1EP4MFA19587	UNITED STATES
1FTEW1EP4MFA68708	UNITED STATES
1FTEW1EP4MFB38384	UNITED STATES
1FTEW1EP4MKD00778	UNITED STATES
1FTEW1EP4MKD02790	UNITED STATES
1FTEW1EP4MKD68658	UNITED STATES
1FTEW1EP5MFA25589	UNITED STATES
1FTEW1EP5MFA28492	UNITED STATES
1FTEW1EP5MFB06155	UNITED STATES
1FTEW1EP5MFB13509	UNITED STATES
1FTEW1EP5MFB41343	UNITED STATES
1FTEW1EP5MKD01406	UNITED STATES
1FTEW1EP6MFA17646	UNITED STATES
1FTEW1EP6MFB41030	UNITED STATES

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DO NOT DRIVE VEHICLES

Safety Recall 21S28

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Steering Gear Replacement

VIN	Country
1FTEW1EP6MKD04296	UNITED STATES
1FTEW1EP7MFA23360	UNITED STATES
1FTEW1EP7MFA24475	UNITED STATES
1FTEW1EP7MFA29594	UNITED STATES
1FTEW1EP7MFA32320	UNITED STATES
1FTEW1EP8MFA07684	UNITED STATES
1FTEW1EP8MFA22895	UNITED STATES
1FTEW1EP8MFA26462	UNITED STATES
1FTEW1EP8MKD56481	UNITED STATES
1FTEW1EP9MFA24266	UNITED STATES
1FTEW1EP9MFB06403	UNITED STATES
1FTEW1EP9MFB17949	UNITED STATES
1FTEW1EP9MFB26540	UNITED STATES
1FTEW1EP9MFB36968	UNITED STATES
1FTEW1EP9MKD04308	UNITED STATES
1FTEW1EPXMFA24454	UNITED STATES
1FTEW1EPXMFA25605	UNITED STATES
1FTEW1EPXMFB03431	UNITED STATES
1FTEW1EPXMFB13313	UNITED STATES
1FTEW1EPXMFB35957	UNITED STATES
1FTEW1EPXMKD68759	UNITED STATES
1FTEX1CB2MFA03845	UNITED STATES
1FTEX1CB2MKD03019	UNITED STATES
1FTEX1CB3MKD02171	UNITED STATES
1FTEX1CB5MFA04259	UNITED STATES
1FTEX1CB9MFB02386	UNITED STATES
1FTEX1CB9MFB40149	UNITED STATES
1FTEX1CBXMFA04001	UNITED STATES
1FTEX1EB4MFA02337	UNITED STATES
1FTEX1EB4MKD01897	UNITED STATES
1FTEX1EB8MFB38471	UNITED STATES

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

DO NOT DRIVE VEHICLES

Safety Recall 21S28

Certain 2021 Model Year F-150 Trucks
Steering Gear Replacement

VIN	Country
1FTEX1EB8MKD02695	UNITED STATES
1FTEX1EBXMKD02696	UNITED STATES
1FTEX1EP3MFA13213	UNITED STATES
1FTEX1EP3MFB12341	UNITED STATES
1FTEX1EP5MFB76851	UNITED STATES
1FTEX1EP6MFA82803	UNITED STATES
1FTEX1EP7MFA23632	UNITED STATES
1FTEX1EP9MFA29741	UNITED STATES
1FTEX1EPXMFA27111	UNITED STATES
1FTFW1E50MFA21730	UNITED STATES
1FTFW1E50MFA37989	UNITED STATES
1FTFW1E50MFA87176	UNITED STATES
1FTFW1E50MFB00024	UNITED STATES
1FTFW1E50MFB03098	UNITED STATES
1FTFW1E50MFB08947	UNITED STATES
1FTFW1E50MKD01154	UNITED STATES
1FTFW1E50MKD04880	UNITED STATES
1FTFW1E50MKD60625	UNITED STATES
1FTFW1E51MFA31196	UNITED STATES
1FTFW1E51MFB15809	UNITED STATES
1FTFW1E51MKD01793	UNITED STATES
1FTFW1E51MKD02121	UNITED STATES
1FTFW1E51MKD70595	UNITED STATES
1FTFW1E52MFB02681	UNITED STATES
1FTFW1E52MFB31632	UNITED STATES
1FTFW1E52MKD01978	UNITED STATES
1FTFW1E52MKD57533	UNITED STATES
1FTFW1E53MKD04338	UNITED STATES
1FTFW1E54MFA29149	UNITED STATES
1FTFW1E54MFA29443	UNITED STATES
1FTFW1E54MFB17764	UNITED STATES

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DO NOT DRIVE VEHICLES

Safety Recall 21S28

Certain 2021 Model Year F-150 Trucks
Steering Gear Replacement

VIN	Country
1FTFW1E54MFB24598	UNITED STATES
1FTFW1E54MFB30353	UNITED STATES
1FTFW1E54MKD02632	UNITED STATES
1FTFW1E54MKD04610	UNITED STATES
1FTFW1E54MKD52981	UNITED STATES
1FTFW1E54MKD65276	UNITED STATES
1FTFW1E55MFA29371	UNITED STATES
1FTFW1E55MFB03081	UNITED STATES
1FTFW1E55MFB30880	UNITED STATES
1FTFW1E55MKD05717	UNITED STATES
1FTFW1E56MFA23577	UNITED STATES
1FTFW1E56MFA25460	UNITED STATES
1FTFW1E56MFA25684	UNITED STATES
1FTFW1E56MFA26558	UNITED STATES
1FTFW1E56MFA29461	UNITED STATES
1FTFW1E56MFA88042	UNITED STATES
1FTFW1E56MFB17393	UNITED STATES
1FTFW1E56MKD59771	UNITED STATES
1FTFW1E57MFA09364	UNITED STATES
1FTFW1E57MFA21028	UNITED STATES
1FTFW1E58MFA28988	UNITED STATES
1FTFW1E58MFA29381	UNITED STATES
1FTFW1E58MFA33530	UNITED STATES
1FTFW1E58MFB10803	UNITED STATES
1FTFW1E58MKD00222	UNITED STATES
1FTFW1E58MKD57603	UNITED STATES
1FTFW1E59MFA09804	UNITED STATES
1FTFW1E59MFA29437	UNITED STATES
1FTFW1E59MFA29549	UNITED STATES
1FTFW1E59MFB24693	UNITED STATES
1FTFW1E59MFB28856	UNITED STATES

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VIN	Country
1FTFW1E59MKD57996	UNITED STATES
1FTFW1E5XMFA09794	UNITED STATES
1FTFW1E5XMFA23341	UNITED STATES
1FTFW1E5XMKD02120	UNITED STATES
1FTFW1E80MFA07479	UNITED STATES
1FTFW1E80MFA21284	UNITED STATES
1FTFW1E80MFA98835	UNITED STATES
1FTFW1E80MFB03600	UNITED STATES
1FTFW1E80MFB07470	UNITED STATES
1FTFW1E80MFB09817	UNITED STATES
1FTFW1E80MFB27735	UNITED STATES
1FTFW1E80MFB66972	UNITED STATES
1FTFW1E80MKD00211	UNITED STATES
1FTFW1E80MKD05263	UNITED STATES
1FTFW1E80MKE07372	UNITED STATES
1FTFW1E81MFA25912	UNITED STATES
1FTFW1E81MFA26705	UNITED STATES
1FTFW1E81MFA47814	UNITED STATES
1FTFW1E81MFA98813	UNITED STATES
1FTFW1E81MFB16355	UNITED STATES
1FTFW1E81MFB28618	UNITED STATES
1FTFW1E81MFB38498	UNITED STATES
1FTFW1E82MFA25756	UNITED STATES
1FTFW1E82MFA26194	UNITED STATES
1FTFW1E82MFA26566	UNITED STATES
1FTFW1E82MFA28110	UNITED STATES
1FTFW1E82MFB34122	UNITED STATES
1FTFW1E83MFA93192	UNITED STATES
1FTFW1E83MFB09469	UNITED STATES
1FTFW1E83MFB67209	UNITED STATES
1FTFW1E83MKD57776	UNITED STATES

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DO NOT DRIVE VEHICLES

Safety Recall 21S28

Certain 2021 Model Year F-150 Trucks
Steering Gear Replacement

VIN	Country
1FTFW1E83MKD66011	UNITED STATES
1FTFW1E83MKD70382	UNITED STATES
1FTFW1E84MFA26679	UNITED STATES
1FTFW1E84MFA28061	UNITED STATES
1FTFW1E84MFA99194	UNITED STATES
1FTFW1E84MFB03034	UNITED STATES
1FTFW1E84MFB15944	UNITED STATES
1FTFW1E84MFB37040	UNITED STATES
1FTFW1E85MFA27646	UNITED STATES
1FTFW1E85MFA34077	UNITED STATES
1FTFW1E86MFA27459	UNITED STATES
1FTFW1E86MFA27834	UNITED STATES
1FTFW1E86MFB17131	UNITED STATES
1FTFW1E86MFB36584	UNITED STATES
1FTFW1E87MFA22299	UNITED STATES
1FTFW1E87MFB12536	UNITED STATES
1FTFW1E87MFB17560	UNITED STATES
1FTFW1E87MFB63311	UNITED STATES
1FTFW1E88MFA08010	UNITED STATES
1FTFW1E88MFA08945	UNITED STATES
1FTFW1E88MFA21503	UNITED STATES
1FTFW1E88MFA24613	UNITED STATES
1FTFW1E88MFB27661	UNITED STATES
1FTFW1E89MFB03899	UNITED STATES
1FTFW1E8XMFA20191	UNITED STATES
1FTFW1E8XMFA87731	UNITED STATES
1FTFW1E8XMFB00249	UNITED STATES
1FTFW1E8XMFB02518	UNITED STATES
1FTFW1E8XMFB04138	UNITED STATES
1FTFW1E8XMFB15446	UNITED STATES
1FTFX1E51MFB36009	UNITED STATES

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Safety Recall 21S28

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Steering Gear Replacement

VIN	Country
1FTFX1E55MKD09859	UNITED STATES
1FTFX1E57MKD00242	UNITED STATES
1FTFX1E57MKD02511	UNITED STATES
1FTFX1E58MFB02620	UNITED STATES
1FTFX1E58MFB29218	UNITED STATES
1FTFX1E5XMFA20498	UNITED STATES
1FTFW1E82MFA19343	PUERTO RICO
1FTFW1E83MFA19349	PUERTO RICO
1FTFW1E85MFA19319	PUERTO RICO
1FTEW1C5XMKD00625	MEXICO
1FTFW1E80MFA19275	MEXICO
1FTFW1E83MKD00591	MEXICO
1FTFW1E85MFA19286	MEXICO
1FTFW1E88MFA19279	MEXICO
1FTFW1E88MFA97383	MEXICO
1FTFW1E89MKD00644	MEXICO
1FTFW1E8XMKD00586	MEXICO
1FTFW1E52MFA19090	KUWAIT
1FTFW1E8XMFB22767	ECUADOR
1FTFW1E88MFA94726	COLOMBIA
1FTFW1E59MFB22605	CHILE
1FTFW1E88MFA97206	CHILE
1FTEW1CP4MKD48414	CANADA
1FTEW1EB0MKD05545	CANADA
1FTEW1EB7MFB18909	CANADA
1FTEW1EBXMKD00384	CANADA
1FTEW1EP0MFA18615	CANADA
1FTEW1EP0MFB11439	CANADA
1FTEW1EP0MFB19945	CANADA
1FTEW1EP0MFB21954	CANADA
1FTEW1EP1MFA17604	CANADA

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Safety Recall 21S28

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Steering Gear Replacement

VIN	Country
1FTEW1EP1MFB19792	CANADA
1FTEW1EP1MFB38827	CANADA
1FTEW1EP1MKD62901	CANADA
1FTEW1EP1MKD71064	CANADA
1FTEW1EP2MFA96541	CANADA
1FTEW1EP2MKD66603	CANADA
1FTEW1EP3MFA17538	CANADA
1FTEW1EP3MFA17846	CANADA
1FTEW1EP3MFA18995	CANADA
1FTEW1EP3MKD71406	CANADA
1FTEW1EP4MFB19026	CANADA
1FTEW1EP4MFB19124	CANADA
1FTEW1EP5MFA18111	CANADA
1FTEW1EP5MFA18383	CANADA
1FTEW1EP6MFA18070	CANADA
1FTEW1EP6MFA18098	CANADA
1FTEW1EP6MKD50856	CANADA
1FTEW1EP6MKD52221	CANADA
1FTEW1EP7MFA06042	CANADA
1FTEW1EP7MFA18501	CANADA
1FTEW1EP7MFB22339	CANADA
1FTEW1EP8MFA18751	CANADA
1FTEW1EP8MFA95300	CANADA
1FTEW1EP9MFA17978	CANADA
1FTEW1EPXMFB11156	CANADA
1FTEW1EPXMFB18916	CANADA
1FTEW1EPXMFB19239	CANADA
1FTEX1CB5MFB72046	CANADA
1FTEX1EB2MFB32519	CANADA
1FTEX1EP0MKD00483	CANADA
1FTFW1E50MKD05513	CANADA

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

DO NOT DRIVE VEHICLES

Safety Recall 21S28

Certain 2021 Model Year F-150 Trucks
Steering Gear Replacement

VIN	Country
1FTFW1E50MKD49091	CANADA
1FTFW1E51MFA05858	CANADA
1FTFW1E51MFA06136	CANADA
1FTFW1E51MFB21979	CANADA
1FTFW1E51MKD48757	CANADA
1FTFW1E51MKD51819	CANADA
1FTFW1E52MFA30056	CANADA
1FTFW1E53MFA35041	CANADA
1FTFW1E53MFB32532	CANADA
1FTFW1E54MKD03473	CANADA
1FTFW1E55MFA35610	CANADA
1FTFW1E55MFB14629	CANADA
1FTFW1E56MFA18444	CANADA
1FTFW1E56MFA95444	CANADA
1FTFW1E56MFA96299	CANADA
1FTFW1E57MFA95159	CANADA
1FTFW1E58MFA97034	CANADA
1FTFW1E59MFA86530	CANADA
1FTFW1E59MFA94899	CANADA
1FTFW1E59MFA95969	CANADA
1FTFW1E59MKD50448	CANADA
1FTFW1E5XMFA17698	CANADA
1FTFW1E5XMFA18754	CANADA
1FTFW1E80MFA96258	CANADA
1FTFW1E80MFB14015	CANADA
1FTFW1E81MFB20633	CANADA
1FTFW1E82MFA17902	CANADA
1FTFW1E82MFA96293	CANADA
1FTFW1E83MFA95119	CANADA
1FTFW1E83MKD51430	CANADA
1FTFW1E83MKD66560	CANADA

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

DO NOT DRIVE VEHICLES

Safety Recall 21S28

Certain 2021 Model Year F-150 Trucks
Steering Gear Replacement

VIN	Country
1FTFW1E84MFA17657	CANADA
1FTFW1E84MKD05539	CANADA
1FTFW1E84MKD52084	CANADA
1FTFW1E86MKD51860	CANADA
1FTFW1E87MFA18883	CANADA
1FTFW1E87MFA96287	CANADA
1FTFW1E87MFB11449	CANADA
1FTFW1E87MKD48661	CANADA
1FTFW1E88MFA05429	CANADA
1FTFW1E88MFA05639	CANADA
1FTFW1E88MFA06144	CANADA
1FTFW1E88MFA29858	CANADA
1FTFW1E88MFB22380	CANADA
1FTFW1E89MFA18237	CANADA
1FTFW1E8XMFA18859	CANADA
1FTFW1E8XMFB20890	CANADA
1FTFW1E8XMKD51439	CANADA
1FTFX1E5XMFA18802	CANADA
1FTFX1E80MKD03431	CANADA