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November 18, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 21S38 – Supplement #1

Certain 2021-2022 Model Year Bronco Sport, Corsair and Escape Vehicles
 Fuel Delivery Module (FDM) Line Leak Internal to Fuel Tank

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice

Safety Recall 21S38 – Supplement #1

Certain 2021-2022 Model Year Bronco Sport, and 2021 Corsair and Escape Vehicles
 Fuel Delivery Module (FDM) Line Leak Internal to Fuel Tank

New! REASON FOR THIS SUPPLEMENT

- **Labor Allowances:** Additional details regarding the description for labor allowances added.
- **PARTS REQUIREMENTS / ORDERING INFORMATION:** Additional details regarding description of which Sender and Pump assembly to use per vehicle configuration added.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2021	Louisville	May 6, 2021 through September 13, 2021
Corsair	2021	Louisville	May 13, 2021 through August 26, 2021
Bronco Sport	2021-2022	Hermosillo	May 21, 2021 through July 20, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, the fuel delivery module (FDM) may have a leak in the fuel tube due to a thin fuel tube wall. The leak will be internal to the fuel tank. An FDM fuel tube leak internal to the fuel tank will cause low fuel system pressure, which may lead to engine stall and/or no start due to insufficient fuel. An unexpected engine stall while driving may increase the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the sender and pump assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner. **Parts are now available to repair vehicles. Part W711806-S4-50B may have limited availability, refer to Technical Instructions on reuse of bolt until part quantity is sufficient.**

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed before November 26, 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 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 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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Safety Recall 21S38 – Supplement #1
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Fuel Delivery Module (FDM) Line Leak Internal to Fuel Tank

OASIS ACTIVATION

OASIS was activated on November 3, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists has been available through <https://web.fsavinlists.dealerconnection.com> on November 3, 2021. Owner names and addresses will be available by December 3, 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.

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 EFC08708, 2021 Lincoln Pickup & Delivery Updates.

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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
 - 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 21S38 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.
- **Provision for 1134601 Thread Locker Loctite 2422®, or similar:**
 - 1134601 Thread Locker Loctite 2422® or equivalent
 - Program Code: 21S38
 - Misc. Expense: OTHER
 - Amount: Up to \$4.00 per vehicle

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
2021 Escape AWD 1.5L/ 2.0L EcoBoost - Replace the Sender and Pump Assembly	21S38B	3.5 Hours
2021 Escape FWD 1.5L EcoBoost – Replace the Sender and Pump Assembly	21S38C	2.4 Hours
2021 Corsair AWD 2.0L/2.3L EcoBoost - Replace the Sender and Pump Assembly	21S38D	3.5 Hours
2021 Escape/Corsair FWD 2.0L EcoBoost - Replace the Sender and Pump Assembly	21S38E	2.6 Hours
2021 - 2022 Bronco Sport 1.5L/2.0L EcoBoost - Replace the Sender and Pump Assembly - Without Fuel Tank Skid Plates	21S38F	3.5 Hours
2021-2022 Bronco Sport 1.5L/2.0L EcoBoost - Replace the Sender and Pump Assembly - With Fuel Tank Skid Plates	21S38G	3.9 Hours

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

To place an order for K-Coded parts submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
LX6Z-9H307-L	Sender and Pump ASY – SA Part Only	1	1
LX6Z-9H307-A	Sender and Pump ASY – 2.0L / 1.5L / 2.3L / All AWD/FWD	1	1
LX6Z-9H307-B	Sender and Pump ASY – 1.5L FWD Escape Only	1	1
LX6Z-4B496-A	Driveshaft Bolts (AWD Only Vehicles. 6 Bolts, 3 Washers per kit)	2	2
4L3Z-9276-AA	O-ring Sensor Flat	1	1
W711806-S4-50B	Fuel Tank Bolt	4	4
LX6Z-5A215-D	Exhaust Clamp	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.

DEALER PRICE

For latest prices, refer to DOES II.

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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 2021-2022 MODEL YEAR BRONCO SPORT AND 2021 MODEL YEAR CORSAIR AND ESCAPE VEHICLES — FUEL DELIVERY MODULE (FDM)

SERVICE PROCEDURE

1. Replace the Fuel Pump and Sender Unit. Please follow the Workshop Manual (WSM) procedures in Section 310-01.

NOTE: The Fuel Tank Bolts (Figure 1) W711806-S4-50B are currently on backorder. Per the WSM this is a one-time use bolt due to the adhesive patch applied to the bolt. Due to this backorder, Dealers may re-use this bolt only ONCE by cleaning the threads using a wire brush and removing all residual adhesive. Apply 2-3 drops of Thread Locker Loctite 2422, or equivalent, to the original bolt in the original location of residual adhesive. Please see Figures 2 and 3 for the front and rear bolts and adhesive location.

- When W711806-S4-50B becomes available Dealers must install a new bolt per WSM.

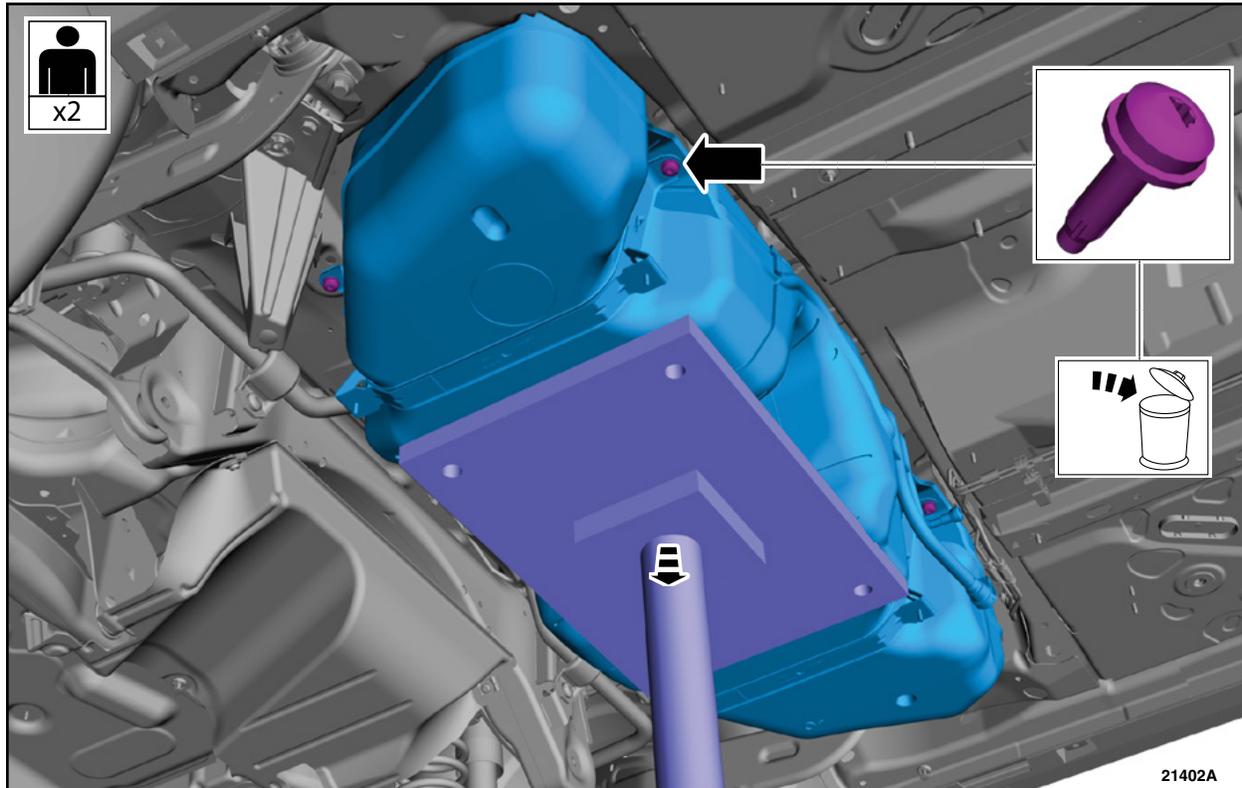
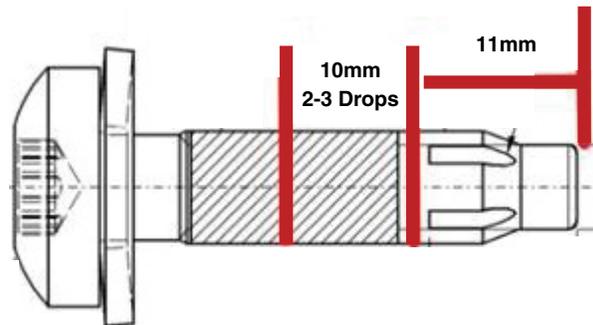


FIGURE 1



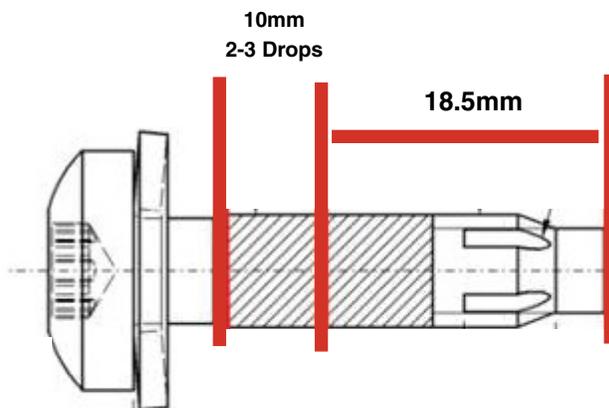
FRONT BOLT



21402B

FIGURE 2

REAR BOLT



21402C

FIGURE 3

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.

