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October 29, 2021

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 21S46**

Certain 2021 Model Year Bronco Sport Vehicles Equipped with Moonroof
Moonroof Glass Inspection / Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2021	Hermosillo	April 27, 2021 through May 25, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

When operating affected vehicles, it is possible that the moonroof can detach from the vehicle. This may increase the risk of a crash.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the urethane adhesion of the moonroof glass may be inadequate. Inadequate adhesion may result in the separation of the moonroof glass from the moonroof frame while the vehicle is in motion.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the moonroof and replace if moonroof does not pass inspection. This service must be performed on all affected vehicles at no charge to the vehicle owner.

To reduce the risk of moonroof panel detachment, owners and dealers are advised not to drive the affected vehicles over 50mph, or open moonroof, until an inspection or repair has been performed. If the vehicle has any water leaks or excessive wind noise from the moonroof, the vehicle should not be driven.

To assist vehicle owners to have this repair completed as soon as possible dealers are to:

- Proactively contact owners to offer a mobile inspection.
- Arrange to tow the owner's vehicle to the dealership for repairs (rentals are authorized – see Rental Vehicles).
- Offer a pick-up and delivery option.

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 15, 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: Mobile Repair / Pick-up and Delivery Record
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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Mobile Inspection Recommendations

- Mobile Inspection is only for inspecting the moonroof glass through a borescope.
- Confirm with customer a mobile inspection is feasible.
- Check OASIS prior to going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of these inspections, a specialty vehicle is not required.

Mobile Inspection Additional Information

Please ensure the technician brings the following to the mobile inspection destination:

- Dealers must retain a Mobile Inspection Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment IV for details.
- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Charged cell phone, and laptop.
- Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.
- Required tools for inspection: charged borescope, masking tape, and if necessary, a flashlight.

Mobile Inspection Questions and Assistance

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on October 29, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 29, 2021. Owner names and addresses will be available by November 26, 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.

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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 following the recommendations under the Service Actions.
- 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 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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NON-TRADITIONAL REPAIR APPROACHES

- **MOBILE REPAIRS:** Mobile repairs are approved and encouraged for this action. By offering mobile repair services, dealers can:
 - Increase customer base by reaching customers that may otherwise not do business with the dealership.
 - Improve customer satisfaction by offering a more convenient and timely service solution.
 - Free up service department space to accommodate retail work.
 - Conveniently service affected fleets.
 - Dealers are eligible to claim one-half labor hour per repair to cover costs associated with completing a mobile repair.
 - Dealers must retain a Mobile Repair Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment IV for details.
 - Dealers are encouraged to combine multiple repairs on the same trip for efficiencies.

VEHICLE SPECIAL HANDLING

Dealers are authorized to claim unique services for completing this program, including:

- Vehicle towing to and from dealership.
- Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.
- Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment IV for details.

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.

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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 21S46 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.
- All **Vehicle 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.
- **Provision for locally obtained 2in Masking Tape (or equivalent):** Submit on the same line as the repair.
 - Program Code: 21S46
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$3.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
In Dealer and Mobile – Inspect and Pass (Can be claimed with MM or MS)	21S46A	0.3 Hours
Mobile Only – Inspection Does Not Pass – Clean and tape Moonroof glass for delivery to dealer (can be claimed with C)	21S46B	0.3 Hours
Inspection Does Not Pass – Take and Submit photos – Replace Moonroof Glass (Can be claimed with either MM or MS or both)	21S46C	0.8 Hours
Vehicle Pick-up and Delivery Allowance – Claim with applicable repair labor operation for the 21S46 inspection. NOTE: This allowance is for dealer-performed vehicle pick-up/delivery for dealership repairs only. (Can only be claimed with A or C)	21S46MM	0.5 Hours
Mobile Inspection – Claim with applicable repair labor operation for the 21S46 inspection. (Can only be claimed with A or C, and B) NOTE: This allowance is for dealer-performed mobile inspections only.	21S46MS	0.5 Hours

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
-78500A18-	Moonroof Glass	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.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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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.

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 BRONCO SPORT VEHICLES — MOONROOF GLASS INSPECTION / REPLACEMENT

SERVICE PROCEDURE

NOTE: Owners and dealers are advised not to drive the affected vehicles over 50 mph (80 kph), or open the moonroof, until an inspection or replacement has been performed. If the vehicle has any water leaks or excessive wind noise from the moonroof, the vehicle should not be driven.

1. Open the roof opening panel glass slightly. Using a borescope, locate the moonroof identification tag on the right hand side on the forward part of the outboard rail. See Figures 1 and 2.

NOTE: In Figure 1, the opening panel glass is shown out of the vehicle for clarity.



FIGURE 1

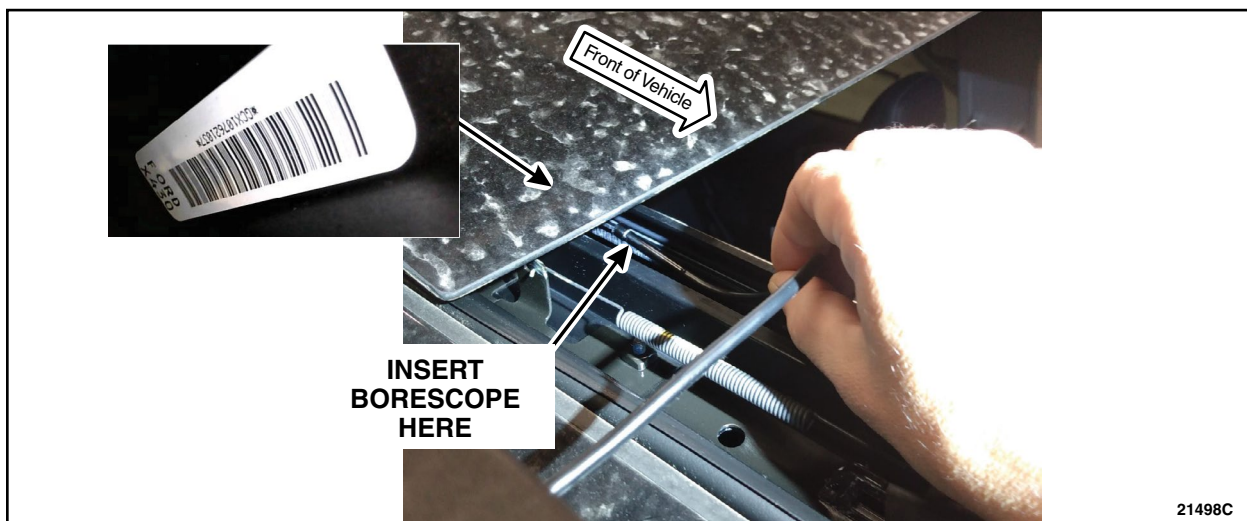


FIGURE 2



2. Inspect the Julian date code. See Figure 3.

NOTE: The identification tag will be reversed upon viewing from the borescope, the Julian date code is the 5th through 7th digit when reading from left to right. See Figure 3.

— Is the Julian date code 113 **OR** 114?

Yes – Does not Pass inspection. Please contact the SSSC and provide a picture of the moonroof identification tag with the Julian date code (113 or 114). Proceed to step 3.

No – Passes inspection, replacement not required. This recall is complete.

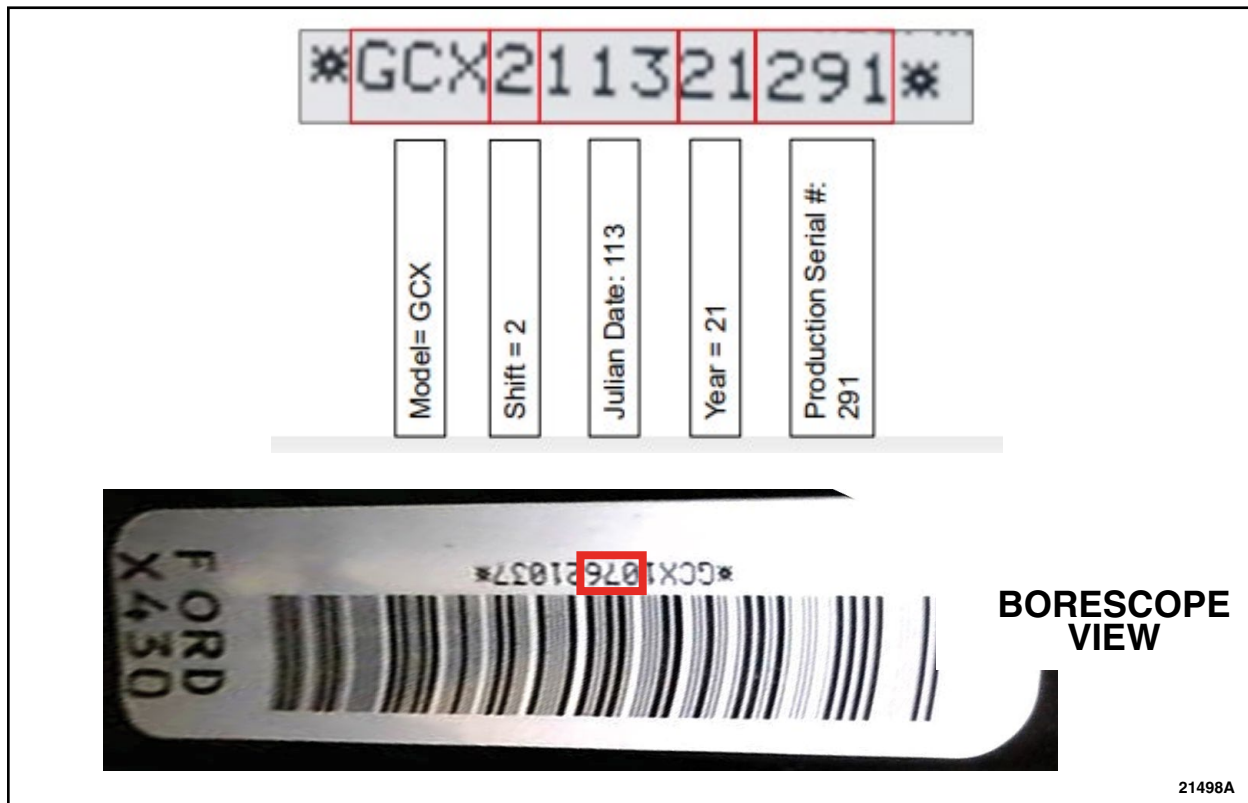


FIGURE 3

3. To reduce the risk of moonroof panel detachment, for all vehicle pick-ups and mobile inspections that have a Julian date code of 113 or 114, please use 2 in (50 mm) masking tape and tape the entire seam of the moonroof with the front and back tape going all the way into the door jams up to the seal. See Figures 4 and 5.

IMPORTANT NOTE: For mobile inspections that have a Julian date of 113 or 114 identified, instruct the customer that pick-up and delivery is available, and to schedule a service appointment at their earliest convenience. Also, inform the customer they cannot drive the vehicle over 50 mph (80 kph). Please avoid car washes, the tape cannot be removed until the vehicle is serviced.





FIGURE 4

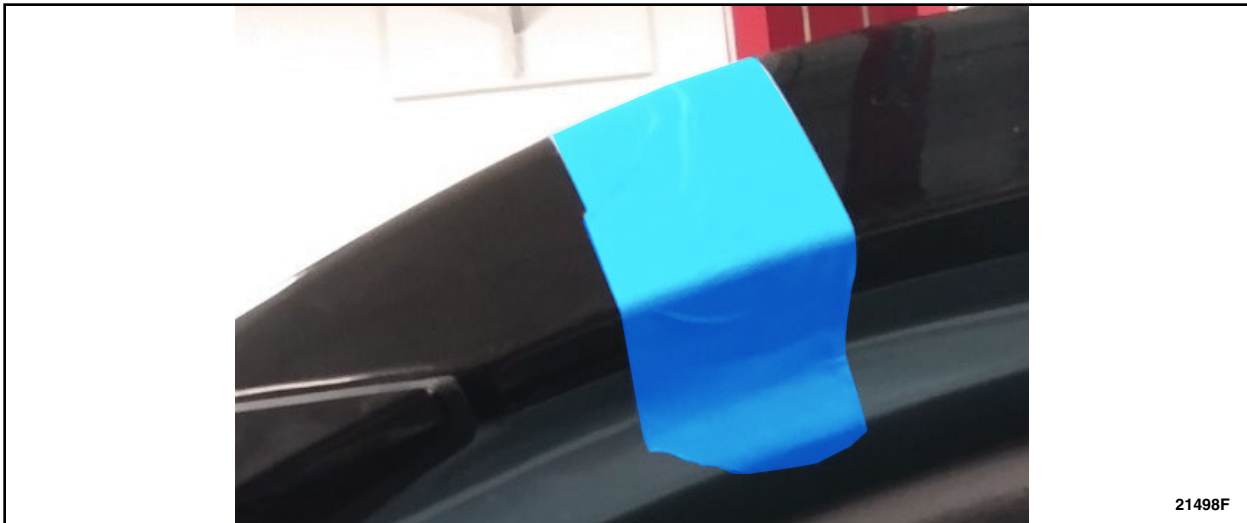


FIGURE 5

4. Replace the roof opening panel glass. Please follow Workshop Manual (WSM) procedures in Section 501-17.

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.



Safety Program 21S46
Certain 2021 Bronco Sport Vehicles Moonroof

**MOBILE REPAIR / VEHICLE PICK-UP AND DELIVERY
RECORD**

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 21S46 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date