



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

Ford Motor Company
P. O. Box 1904
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December 16, 2021

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD Advance Notice -
Compliance Recall 21C37**
Certain 2021 Model Year Mustang Vehicles
Side Air Curtain Inflator

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2021	Flatrock	February 9, 2021 through November 12, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Side Curtain Airbags were produced with inflators that have the incorrect gas mass. Vehicles with suspect airbags may not comply to FMVSS 226 and FMVSS 214. A side curtain airbag containing an inflator with incorrect gas mass may not properly inflate the cushion when deployed. If the cushion does not properly inflate, it increases the risk of occupant injury in a crash necessitating side curtain airbag deployment.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this compliance recall. A complete Dealer Bulletin will be provided to dealers in early first quarter when it is anticipated that parts ordering information and repair instructions will be available to support this compliance recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

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

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,

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 tail.

David J. Johnson