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December 17, 2021

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 21S52**  
Certain 2021 Model Year Ranger and Bronco Vehicles  
Cruise Control Module Alignment

### **AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2021	Michigan Assembly	June 5, 2021 through July 13, 2021
Bronco			February 26, 2021 through July 13, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the cruise control module (CCM) radar may have been misaligned during assembly. A misaligned CCM radar can cause the vehicle to have a closer-than-expected following distance when using the Adaptive Cruise Control feature, and the Automatic Emergency Braking system may react late resulting in sudden loss of speed during an automatic Pre-Collision Assist braking event. Additionally, the forward collision warning system may react late or not at all. The Pre-Collision Assist system's effectiveness to detect a potential frontal collision may be compromised, increasing the risk of a crash.

### **SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to perform the vertical alignment procedure on the CCM. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**Note:** Parts are not available to service Ranger models at this time. This bulletin is expected to be supplemented by the end of 2<sup>nd</sup> quarter 2022 with updated information when parts become available.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Parts to repair this condition are currently not available to service affected Ranger models. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles will be notified in two separate mailings. Mailing will begin by the week of January 17, 2022, for Bronco models. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

Owners of Ranger models will receive an Owner Notification Mailing by the week of February 21, 2022.

### **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,

A handwritten signature in black ink, appearing to read "D. Johnson".

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on December 17, 2021

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 17, 2021. Owner names and addresses will be available by January 31, 2022.

**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 Bronco 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 Bronco 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.

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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
- 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 21S52 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.

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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Includes setting tire pressure, remove components to get to module, align module, and align using FDRS + road test - <b>Bronco Vehicles ONLY</b>	21S52B	1.1 Hours
Includes setting tire pressure, remove components to get to module, align module, and align using FDRS + road test - <b>Ranger Vehicles ONLY</b>	21S52C	0.8 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair on Bronco models.  
Parts required to repair Ranger models are currently not available.

## CERTAIN 2021 MODEL YEAR BRONCO AND RANGER VEHICLES EQUIPPED WITH ADAPTIVE CRUISE CONTROL — CRUISE CONTROL MODULE ALIGNMENT

### SERVICE PROCEDURE

**NOTE:** Check Ranger parts availability before performing this recall.

1. Perform the Cruise Control Radar Alignment. Please follow the Workshop Manual (WSM) procedure in Section 419-03B.

**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.

