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July 30, 2018

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 18S21**  
Certain 2018 Model Year F-53 Motorhome Chassis  
Front Wheel Studs

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-53 Motorhome Chassis	2018	Detroit Chassis	June 13, 2018 through June 22, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

On some of the affected motorhome chassis, the front wheel hub assemblies may contain studs that were not heat treated properly. While Ford has not made a determination that this issue presents a risk to safety, it has decided to proactively launch a program to replace wheel studs.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the front wheel hub assemblies and studs, and replace if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of August 13, 2018. 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 Letter

**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 Society (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 cursive script, appearing to read "D. Johnson".

David J. Johnson

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**OASIS ACTIVATION**

OASIS was activated on July 17, 2018.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on July 17, 2018. Owner names and addresses will be available by August 24, 2018.

**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**

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

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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 – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
  - 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**

- 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 (18S21) 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.
- **Provision for Motorcraft® XG-1-E1 Premium Long-Life Grease and Motorcraft® XL-2 High Temperature Nickel Anti-Seize Lubricant:** Submit on the same repair line as the repair. Can be claimed with labor operations 18S21B and 18S21C only.
  - Program Code: 18S21
  - Misc. Expense: OTHER
  - Misc. Expense: Claim actual cost up to \$5.00
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 18S21**

Certain 2018 Model Year F-53 Motorhome Chassis  
Front Wheel Studs

**LABOR ALLOWANCES****Vehicles with 22,000 lb. GVW**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Inspect hub assembly labels – PASS* NOTE: Claim only if no repairs are made	18S21A	0.2 Hours
<u>Stud replacement required:</u> Remove and reinstall left hand or right hand front hub assembly and brake disc for wheel stud replacement (includes label and stud inspection) NOTE: Claim in combination with MT18S21 only	18S21B	1.8 Hours
<u>Stud replacement required:</u> Remove and reinstall both front hub assemblies and brake discs for wheel stud replacement (includes label and stud inspection) NOTE: Claim in combination with MT18S21 only	18S21C	3.4 Hours
Replace wheel studs NOTE: Claim in combination with 18S21B/C/D or E	MT18S21	Actual time up to 0.1 Hours per stud (max. of 1.6 Hours)

\*If one or both wheels are removed based on the hub assembly label inspection, but no studs require replacement, claim labor operation 18S21D or 18S21E from the table below.

**Vehicles with 24-26,000 lb. GVW**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Inspect hub assembly labels – PASS NOTE: Claim only if no repairs are made	18S21A	0.2 Hours
Remove and reinstall left hand or right hand front wheel (includes label and stud inspection)	18S21D**	0.4 Hours
Remove and reinstall both front wheels (includes label and stud inspection)	18S21E**	0.5 Hours
Replace wheel studs NOTE: Claim in combination with 18S21B/C/D or E	MT18S21	Actual time up to 0.1 Hours per stud (max. of 1.6 Hours)

\*\*May be claimed alone on any affected vehicle if one or both wheels are removed based on the hub assembly label inspection, but no studs require replacement.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 18S21**

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Front Wheel Studs

**PARTS REQUIREMENTS / ORDERING INFORMATION****Vehicles with 22,000 lb. GVW**

Part Number	Description	Order Quantity	Claim Quantity
4C3Z-1107-AB	Front Wheel Stud	As Required	
72071-S437	Front Wheel Spindle Nut Cotter Pin (4/pkg)	As Required	
C9HZ-1S190-A	Front Inner Wheel Bearing Grease Seal	As Required	
XG-1-E1	Motorcraft® Premium Long-Life Grease*	Claim as Misc. Expense: OTHER	
XL-2	Motorcraft® High Temperature Nickel Anti-Seize Lubricant**		

\*One tube of XG-1-E1 will service approximately four wheel hub assemblies

\*\*One container of XL-2 will service approximately twenty wheel hub assemblies

**Vehicles with 24-26,000 lb. GVW**

Part Number	Description	Order Quantity	Claim Quantity
YC3Z-1151-AA	Front Wheel Stud	As Required	

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

**EXCESS STOCK RETURN**

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

## CERTAIN 2018 MODEL YEAR F-53 MOTORHOME CHASSIS - FRONT WHEEL STUDS

### OVERVIEW

On some of the affected motorhome chassis, the front wheel hub assemblies may contain studs that were not heat treated properly. While Ford has not made a determination that this issue presents a risk to safety, it has decided to proactively launch a program to replace wheel studs. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the front wheel hub assemblies and studs, and replace if necessary.

### SERVICE PROCEDURE

#### Recommended Tool List For Replacement:

General Tools	General Equipment
1/2" Drive Ratchet	Mechanics Wire
1/2" Drive Power Tool	C-Frame and Screw Stud Removal Tool
1/2" Drive Deep Socket 24mm, 33mm and 36mm	
3/8" Drive Ratchet	
3/8" Drive Power Tool	
3/8" Drive Deep Socket 10mm	
1/2" And 3/8" Drive Torque Wrench	
Side Cutter Pliers	

#### Inspection

1. Locate the printed label on each front wheel hub and rotor assembly by viewing it through the wheel openings. See Figure 1.
2. Record the serial numbers printed on the labels starting with the letters "FRK". See Figure 1.
  - If left hand or right hand wheel hub assembly serial numbers fall between the ranges in the table below, the wheel studs are suspect and need to be individually inspected, proceed to Step 3.

Affected Serial Number Range
FRK03221736 through FRK03221810
FRK03221886 through FRK03222050

- If the hub assembly label is missing or illegible, the wheel studs are suspect and need to be individually inspected, proceed to Step 3.
  - If neither hub assembly serial number falls within the range listed, the inspection is complete.
3. Remove the wheel from the affected hub assembly (or assemblies).
  4. Inspect the head of each wheel stud. Studs marked with K17 must be replaced. See Figure 2. Proceed to the proper repair based on the vehicle's GVW as listed below.
    - If no wheel studs are marked with K17 then the inspection is complete.





FIGURE 1



FIGURE 2

**22,000 lb GVW Vehicles**

5. Remove the wheel hub. Please refer to Workshop Manual (WSM) procedures in section 204-01.
6. Remove the brake disc. Please refer to WSM procedures in section 206-03.
7. Replace the affected wheel studs. Please refer to WSM procedures in section 204-01.

**24,000 and 26,000 lb GVW Vehicles**

8. Replace the affected wheel studs. Please refer to WSM procedures in section 204-01.

**NOTE:** Use a 1/2" drive impact wrench to draw the studs into the hub, do not exceed 300 lb-ft (408 Nm).

