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March 26, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - *Supplement #1*
SAFETY Recall 21S02
 Certain 2020 and 2021 Model Year Edge, Nautilus, Bronco Sport, Escape, and Corsair Vehicles Equipped With AWD or 4x4
 Rear Drive Unit Inspection

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
SAFETY Recall 21S02
 Dated March, 8, 2021

New! REASON FOR THIS SUPPLEMENT

- *Parts Requirements/Ordering Information: The parts are now available to replace the Escape RDU. The parts information has been updated with the list of parts required.*
- *FSA Parts Inspection and Sign Off: Added policy.*
- *Technical Instructions: Instructions updated to replace Escape RDU.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2021	Hermosillo	October 29, 2020 through December 11, 2020
Escape	2020	Louisville	October 7, 2020 through December 14, 2020
Corsair	2021	Louisville	October 12, 2020 through December 2, 2020
Edge	2020-2021	Oakville	October 27, 2020 through November 5, 2020
Nautilus	2020	Oakville	October 27, 2020 through November 20, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the Rear Drive Unit (RDU) may have been produced with a low volume of lubricating oil. If an RDU has low lubricating oil it is possible for the unit to seize, which could result in a loss of mobility and potential loss of vehicle control, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the RDU fluid level and replace the RDU if required. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of March 8, 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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OASIS ACTIVATION

OASIS was activated on January 19, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since January 19, 2021. Owner names and addresses will be available by March 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.

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

If RDU replacement is required dealers are pre-approved for up to 1 days for a comparable 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 1 rental day(s) is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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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 EFC07715, 2020 Lincoln Pickup & Delivery Updates. Claim any additional rental days approved by the SSSC as instructed.

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 21S02 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.
- **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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07715, 2020 Lincoln Pickup & Delivery Updates for details.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Fabricate Inspection Tool, Inspect and Adjust RDU fluid level if necessary. PASS	21S02A	0.4 Hours
Replace RDU	MT21S02B	Up to 4.0 Hours

NEW! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
Part Required for Inspection Only			
6C2Z-4N282-AA	Fill Plug	1	1
XY-75W-QL	RDU Fluid	As Required	
Parts Required by all Vehicles for RDU Replacement			
XY-75W-QL	RDU Fluid	As Required	
XG-1-E1	Grease	As Required	
XL-2	Anti Seize	As Required	
PM-4-A	Brake Cleaner	As Required	
CCPZ-3B477-B	Wheel Hub Nut	2	2
Parts Required for Bronco Sport RDU Replacement			
-W720472-S439	Wheel Caliper Bolt (4 bolts per package, 4 required)	1	4
-W719466-S439	Wheel Hub Bolt (4 bolts per package, 8 required)	2	8
NZ6Z-3B498-A	Halfshaft Retaining Circlip	2	2
JX6Z-5A215-C	Exhaust Clamp – 2.0L Engine ONLY	VIN Specific	
LX6Z-5A215-A	Exhaust Clamp – 1.5L Engine ONLY	VIN Specific	
LX6Z-4B496-A	Driveshaft to Flange Bolts	3	3
K2GZ-4000-W	RDU – Part Time Drive	VIN Specific	
LX6Z-4000-B	RDU – Full Time Drive	VIN Specific	

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Parts Required for Escape RDU Replacement			
<i>-W720472-S439</i>	<i>Wheel Caliper Bolt (4 bolts per package, 4 required)</i>	<i>1</i>	<i>4</i>
<i>-W719466-S439</i>	<i>Wheel Hub Bolt (4 bolts per package, 8 required)</i>	<i>2</i>	<i>8</i>
<i>NZ6Z-3B498-A</i>	<i>Halfshaft Retaining Circlip</i>	<i>2</i>	<i>2</i>
<i>JX6Z-5A215-C</i>	<i>Exhaust Clamp – 1.5L Engine ONLY</i>	<i>VIN Specific</i>	
<i>LX6Z-5A215-A</i>	<i>Exhaust Clamp – 2.0L Engine ONLY</i>	<i>VIN Specific</i>	
<i>LX6Z-4B496-A</i>	<i>Driveshaft to Flange Bolts</i>	<i>3</i>	<i>3</i>
<i>K2GZ-4000-K</i>	<i>RDU</i>	<i>1</i>	<i>1</i>
Parts Required for Corsair RDU Replacement			
-W720473-S439	Wheel Hub Caliper Bolt (4 bolts per package, 4 required)	1	4
-W720678-S439	Wheel Hub Bolt (4 bolts per package, 8 required)	2	8
NZ6Z-3B498-A	Halfshaft Retaining Circlip	2	2
LX6Z-5A215-A	Exhaust Clamp – 2.0L Engine ONLY	VIN Specific	
LX6Z-5A215-A	Exhaust Clamp – 2.3L Engine ONLY	VIN Specific	
LX6Z-4B496-A	Driveshaft to Flange Bolts	3	3
K2GZ-4000-N	RDU	1	1
Parts Required for Edge RDU Replacement			
-W715624-S439	Wheel Hub Caliper Bolt (4 bolts per package, 4 required)	1	4
-W718188-S439	Wheel Hub Bolt (4 bolts per package, 8 required)	2	8
-W790063-S900	Driveshaft to Flange Bolts (3 bolts per package, 3 required)	1	3
K2GZ-4000-R	RDU – 2.7L and 2.0L EcoBlue Engines ONLY	VIN Specific	
K2GZ-4000-U	RDU – 2.0L Engine ONLY	VIN Specific	

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Parts Required for Nautilus RDU Replacement			
-W715624-S439	Wheel Hub Caliper Bolt (4 bolts per package, 4 required)	1	4
-W718188-S439	Wheel Hub Bolt (4 bolts per package, 8 required)	2	8
-W714265-S442	Exhaust Nut 2.0L Engine ONLY – 2 Required	VIN Specific	
CV6Z-9450-E	Exhaust Gasket – 2.0L Engine ONLY – 1 Required	VIN Specific	
-W714265-S442	Exhaust Nut – 2.7L Engine ONLY – 4 Required	VIN Specific	
F2GZ-9450-A	Exhaust Gasket – 2.7L Engine ONLY – 1 Required	VIN Specific	
-W790063-S900	Driveshaft to Flange Bolts – 2.0L Engine ONLY – 3 Required	VIN Specific	
5F9Z-4682-AA	Driveshaft to Flange Bolts – 2.7L Engine ONLY – 3 Required	VIN Specific	
K2GZ-4000-U	RDU – 2.0L Engine ONLY	VIN Specific	
K2GZ-4000-R	RDU – 2.7L Engine ONLY	VIN Specific	

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, 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.

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New! 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 2020 MODEL YEAR EDGE, NAUTILUS, ESCAPE, CORSAIR, KUGA, AND BRONCO SPORT VEHICLES — REAR DIFFERENTIAL UNIT FLUID LEVEL LOW

SERVICE PROCEDURE

1. Inspect the Vehicle Identification Number (VIN).

2. Is the VIN in the list below?

- 2FMPK4AP6LBB42296
- 2FMPK4J99LBB40575
- 2FMPK4K92LBB43915
- 2FMPK4K98LBB38864
- 2FMPK4J98LBB39305
- 2LMPJ9JP0LBL30722

- If YES - Vehicle **DOES NOT PASS** inspection. Proceed to Step 8 for Rear Differential Unit replacement.
- If NO - Vehicle **PASSES** inspection. Proceed to Step 3 for fluid level check.

3. Locally obtain a wire coat hanger. Fabricate a rear differential fluid level dip stick. See Figure 1.

- For Edge and Nautilus vehicles: Horizontal distance of 36mm (1.4 in), Vertical distance of 6mm (0.24 in).
- For Escape, Corsair, Kuga, and Bronco Sport vehicles: Horizontal distance of 32mm (1.3 in), Vertical distance of 3mm (0.12 in).

NOTE: Be sure to have two 90° bends or you may have a false negative reading.

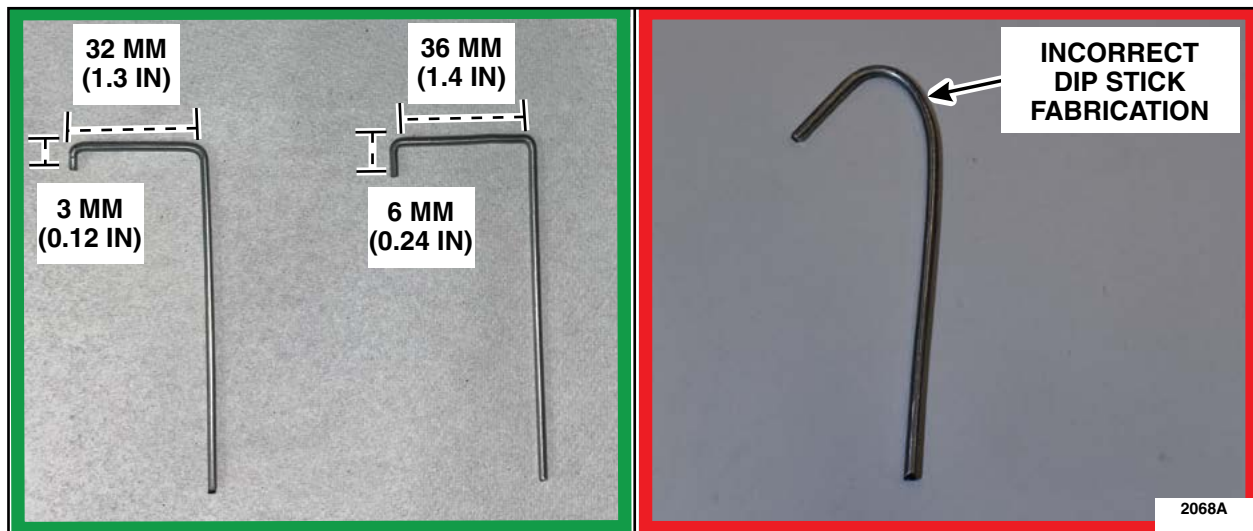


FIGURE 1

4. Position the vehicle on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.



5. Clean any dirt, debris and fluid from around the rear differential fill plug, then remove the rear differential fill plug. See Figure 2.

NOTE: Edge differential shown, other vehicles similar.

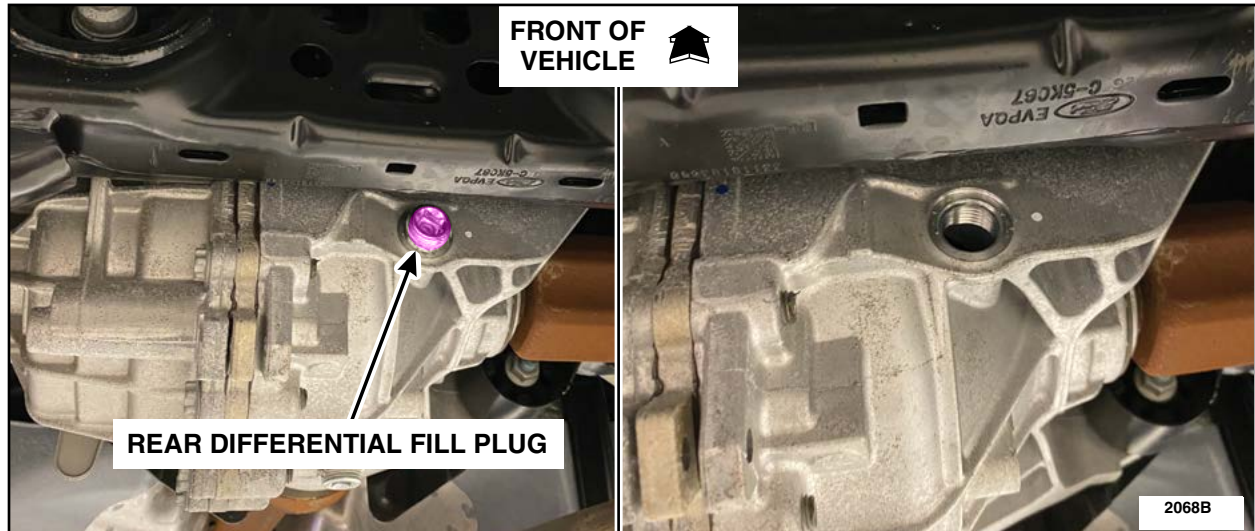


FIGURE 2

6. Wipe fill plug opening and surrounding area to insure it is free from residual fluid before proceeding. Insert the 3mm or 6mm length of the dip stick depending on vehicle line from list above (See Step 3), into the rear differential housing making sure that the dip stick is fully seated with the bend pointing down and the dip stick resting on the bottom of the fill plug threads evenly. Remove the dip stick and check for any visible differential fluid. See Figure 3.

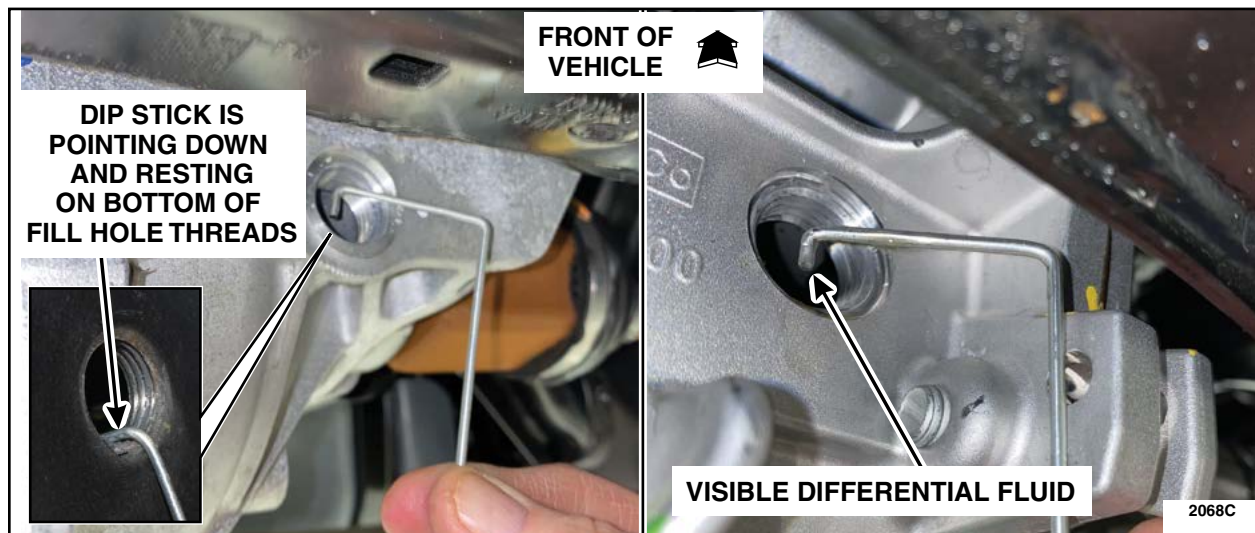


FIGURE 3



7. Was differential fluid visible on the 3mm or 6 mm portion of the dip stick?

- If YES - Vehicle **PASSES** inspection. Proceed to Step 9.
- If NO - Vehicle **DOES NOT PASS** inspection. Proceed to Step 8.

8. Replace the Rear Differential Unit. Please follow the WSM procedures in Section 205-02.

9. If necessary, top off the rear axle differential fluid following the specifications in the WSM Section 205-02.

10. Install a *new* rear differential fill plug. See Figure 4.

- Torque: 21 lb.ft (29 Nm)

NOTE: Edge differential shown, other vehicles similar.

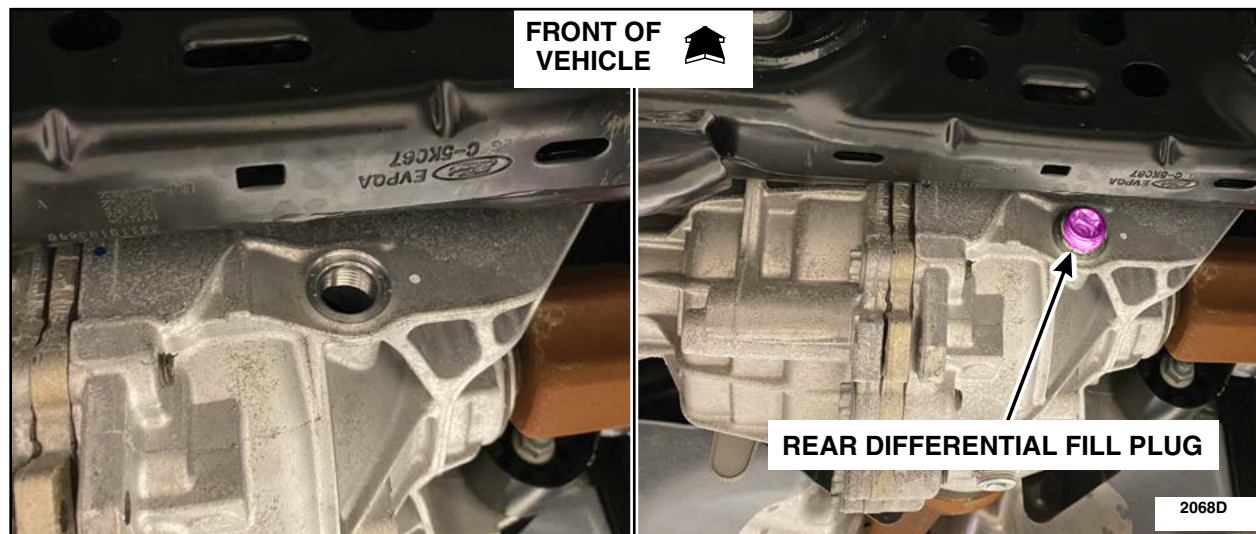


FIGURE 4

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.

