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February 17, 2021

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 21S03**
Certain 2021 Model Year Bronco Sport Vehicles
Front Lower Control Arms Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2021	Hermosillo	December 9, 2020 through December 9, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, an incorrect lower control arm may have been installed at the assembly plant. A vehicle equipped with the incorrect lower control arm may experience a vehicle stability concern that may increase the risk of rollover at max roof load.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect vehicle for the correct control arm part number (LH and RH). Any incorrect front lower control arm will be replaced, and the front suspension will be aligned. 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 April 5, 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 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 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.J. Johnson". The signature is written in a cursive style with a large initial "D" and "J".

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OASIS ACTIVATION

OASIS will be activated on February 17, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 17, 2021. Owner names and addresses will be available by April 19, 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 if they do not place any equipment, luggage or load on the roof until after this safety recall is performed.
- 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.

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 (21S03) 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

All Vehicles	Labor Operation	Labor Time
PASS - Inspect <u>both RH & LH</u> Front Lower Control Arms – No Parts Replaced	21S03A	0.3 Hours

<u>1.5L Vehicles (Bumper Cover Remove)</u>	Labor Operation	Labor Time
FAIL – Replace One Front Lower Control Arm	21S03B	1.8 Hours
FAIL – Replace Both Front Lower Control Arms	21S03C	2.2 Hours

<u>2.0L Vehicles (No Bumper Cover Remove)</u>	Labor Operation	Labor Time
FAIL – Replace One Front Lower Control Arm	21S03D	0.8 Hours
FAIL – Replace Both Front Lower Control Arms	21S03E	1.3 Hours

All Vehicles	Labor Operation	Labor Time
Check and if necessary, adjust front toe (Can be used with only one operation - B, C, D, or E)	21S03F	0.6 Hours

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PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

Several parts are not available to repair all vehicles, which require replacement. Until parts are available to repair all vehicles, dealers may only repair vehicles, which are customer-owned vehicles and unsold vehicles with a signed sales contact. To place an order for the following parts, submit a VIN-specific Part Order contact via the SSSC Web Contact Site:

1. Any unsold vehicles must include a copy of the signed sales contact.
2. Attach a VIN-specific photo of one or both of the front lower control arms showing the part numbers if replacement is required per technical instructions.
3. Attach a photo of vehicle mileage.

Part Number	Description	Order Quantity	Claim Quantity
LX6Z-3078-G	RH Lower Control Arm (1 required, package of 1)	1	1
LX6Z-3079-G	LH Lower Control Arm (1 required, package of 1)	1	1
W500725-S439	Bolts - Front outer side member (M10 x 65, RH) (3 required, package of 4)	1	3
W718909-S900	Lower arm forward bolt (1 required per control arm, package of 4)	As Required 1 or 2	1
W719470-S439	Lower arm rearward bolt (1 required per control arm, package of 4)	As Required 1 or 2	1
W721130-S439	Bolts - Front outer side member (M10, Bolt) (1 required, package of 4)	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.

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W500727-S439	Bolts - Front outer side member (M10 x 75MM, LH) (3 required, package of 4)	1	3
W520215-S440	Lower Arm Rearward Nut (1 required per control arm, package of 4)	As Required 1 or 2	1
W520515-S442	Ball Joint Pinch Bolt Nut (1 required per control arm, package of 4)	As Required 1 or 2	1
W718770-S439	Box Nuts (9 required, package of 4)	3	9
W719924-S439	Ball Joint Pinch Bolt (1 required per control arm, package of 4)	As Required 1 or 2	1

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.

CERTAIN 2021 MODEL YEAR BRONCO SPORT VEHICLES — FRONT LOWER CONTROL ARM

SERVICE PROCEDURE

1. Position the vehicle on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Locate and record the three engraved letters on the rear portion of both front lower control arms. See Figure 1.
 - a. Left Hand (LH) Side _____
 - b. Right Hand (RH) Side _____

NOTE: LH side shown, RH side similar.



FIGURE 1



3. Do both of the front lower control arms have the three engraved letters AMA displayed? See Figure 1.

If **YES** - This completes the recall.

If **NO** - Replace the affected front lower control arm. Please follow the WSM procedures in Section 204-01.

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.

