



David J. Johnson
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Ford Motor Company
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February 17, 2021

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 21S04**
Certain 2021 Model Year Bronco Sport Vehicles
Rear Subframe Bolts Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2021	Hermosillo	July 22, 2020 through November 24, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the rear subframe bolts may be loose or missing. A rear subframe with loose or missing bolts may affect the vehicles stability, and may reduce rear impact crash performance, increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect vehicle for loose or missing bolts on the rear subframe assembly. Vehicles with any loose or missing bolts will also be inspected for damaged or torn threads.

- If minor damage is found, a tap will be used to clean the threads, and the rear subframe bolts will be replaced.
- If major damage is found in the threads (majority of threads are damaged), the thread must be repaired. Contact the Special Service Support Center (SSSC) for additional instructions.
- The rear suspension will also 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 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
Attachment IV: Technical Information (available through SSSC)
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the 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 underline.

David J. Johnson

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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 March 22, 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.

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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 (21S04) 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

<u>PASS INSPECTION</u> – All <u>four</u> bolts are present and properly torqued	Labor Operation	Labor Time
Hoist vehicle, check torque on all <u>four</u> rear sub frame bolts – No Parts Replaced	21S04A	0.3 Hours

<u>FAILED INSPECTION</u> - One or more bolts loose or missing	Labor Operation	Labor Time
<u>MINOR OR NO THREAD DAMAGE</u> found on one or more rear subframe threads Hoist vehicle, check torque on all rear sub frame bolts: <ul style="list-style-type: none"> • One or more bolts is loose or missing • Inspect threads for damage • Only minor or no damage found on threads (on any of the four rear subframe threads) (includes clean up with a tap as needed) • Replace only the rear sub frame bolt(s) that were missing or torqued less than 103 lb. ft (140 Nm) 	21S04B	0.5 Hours
Rear Toe Alignment (can only be used with 21S04B)	21S04C	0.6 Hours
<u>MAJOR THREAD DAMAGE</u> found on one or more rear subframe threads Hoist vehicle, check torque on all rear sub frame bolts: <ul style="list-style-type: none"> • One or more bolts is loose or missing • Inspect threads for damage • The majority of threads show damage (on any of the four threads), and/or other damage to surrounding components, Contact SSSC for additional repair instructions and labor times. 	Contact SSSC	

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PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

Rear subframe bolts 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 rear subframe bolt, 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 photos of loose, missing or damaged rear subframe bolts and/or threads to the part order.
3. Attach a photo of vehicle mileage.

Part Number	Description	Order Quantity	Claim Quantity
W720970-S439	Rear Subframe Bolt & Washer Assembly (package of 4) only replace if bolt is missing, loose, or damaged.	As Required	0 to 4

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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 — REAR SUSPENSION SUBFRAME BOLT TORQUE

SERVICE PROCEDURE

Inspection Procedure 1 - Confirm that all four rear subframe bolts are present and properly torqued.

1. With the vehicle in NEUTRAL, position it on a hoist. Please follow the Workshop Manual procedures in Section 100-02.

2. Are all four rear subframe bolts present? See Figure 1.

- a. If one or more of the bolts are missing, perform the Inspection Procedure 2 (on Page 2) to check for damaged/torn threads.
- b. If all the bolts are present, proceed to step 3.

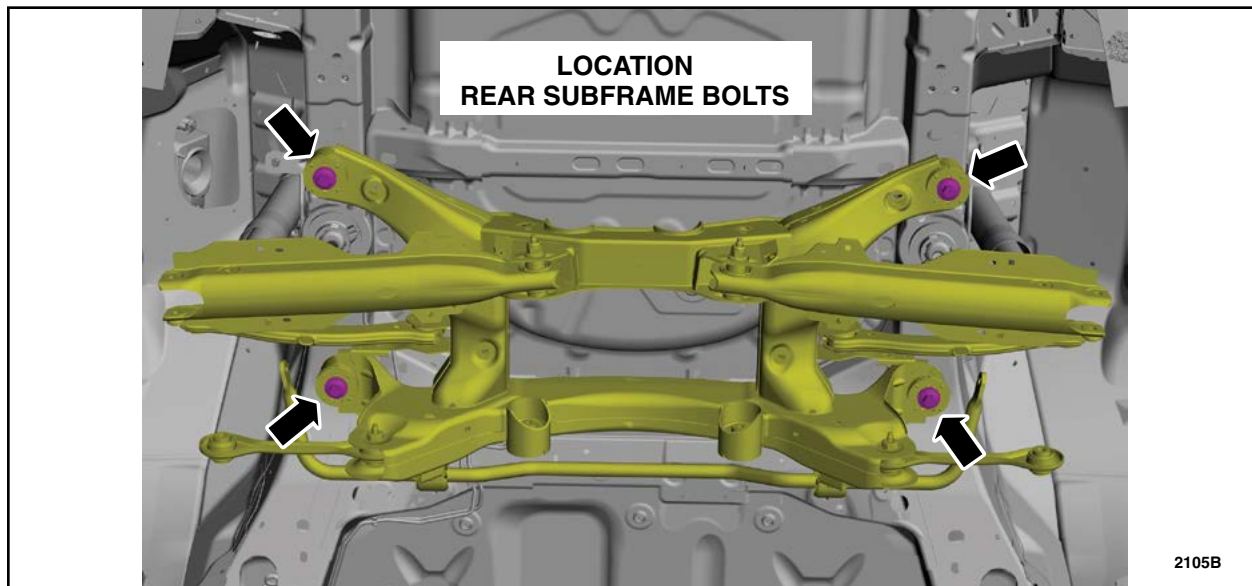


FIGURE 1

3. Check all four rear subframe bolts for proper torque.

- Torque Specification 103 lb.ft (140 Nm).

4. Were all four of the rear subframe bolts torqued to the proper specified torque value?

Yes - No further action is required. Recall complete.

No - Perform the Inspection Procedure 2 (on Page 2) to check for damaged/torn threads.



Inspection Procedure 2 - Rear Subframe - Visual check for damaged/torn threads

If one or more of the rear subframe bolts was found to be missing or loose:

1. One bolt at a time, remove only the rear subframe bolts that were below the 103 lb.ft (140 Nm) torque specification.
2. Using pressurized air, clean all threads in the frame of dirt and debris.
3. Use a *new* rear subframe bolt to check if it can be screwed into the threads by hand with only light force applied.
4. If only **minor thread damage** is found (only the first few windings of the thread are damaged), preventing the bolt or gauge from being screwed into the thread, use a M14 thread tap to clean the damaged threads.
 - a. Replace only the rear subframe bolts that were below the 103 lb.ft (140 Nm) torque specification.
 - Torque value required to install *new* bolts: 129 lb.ft (175Nm).
 - b. No further action is required. Recall complete.
5. If **major thread damage** is found (the majority of the threads are damaged), the thread must be repaired. Contact SSSC for additional repair instructions and labor times.

