



David J. Johnson  
Director  
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Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
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May 12, 2021

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice  
Safety Recall 21S21**

Certain 2019 Model Year Transit Vehicles Equipped with Rear Wheel Drive, Single Rear Wheel, 410L Rear Axle, and Aluminum Alloy Wheels  
Rear Axle Shaft Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2019	Kansas City	April 1, 2019 Through June 28, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the rear axle shaft(s) flange may not meet the wheel mounting surface parallelism specification leading to possible loss of clamp load on the rear wheel studs. Loss of clamp load can result in fracture of one or more rear wheel studs. If all attaching wheel studs fracture while driving, the tire and wheel assembly could detach from the vehicle.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers in late 2<sup>nd</sup> Quarter of 2021, when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening a RO against an Awareness or Advance Notice will result in warranty rejections against a recall.**

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

**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 prior to delivery.**

**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 that reads "D. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

David J. Johnson