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June 10, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
DO NOT DRIVE VEHICLES
Safety Recall 21S26 – Supplement #1
 Certain 2021 Model Year Super Duty Vehicles with Front Wheel Hub Extensions
 Wheel Hub Extension Torque Verification

REF: **Safety Recall 21S26**
 Dated: May 27, 2021

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicles Build Dates:** Additional vehicles have been identified where the front wheel extension nuts may not be tightened to specification. OASIS and the FSA VIN Lists have been updated with the incremental VINs.
- **Service Action:** Owners are being advised to not drive the affected vehicles until wheel hub extension torque has been verified.
- **Mobile Inspection Information:** Additional information has been added to support mobile inspection and repair.
- **Rentals:** Rental vehicles are now allowed when the owner vehicle has to be towed to the dealership for hub extension torque verification.
- **Special Allowances:** Claiming instructions have been added for mobile repairs.
- **Labor Operations:** A new labor operation code has been added to support mobile repair.
- **Attachment IV:** Added technician instructions for mobile repair.
- **Attachment V:** Added customer instructions to verify the hub extension torque.
- **Attachment VI:** Added Mobile Repair Record

New! AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|------------|------------|----------------|---------------------------------------|
| Super Duty | 2021 | Kentucky Truck | February 7, 2021 through June 3, 2021 |
| | | Ohio Assembly | February 9, 2021 through June 3, 2021 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the front wheel hub extension nuts may not be tightened to specification. Insufficiently tightened front wheel hub extension nuts may cause vibration and noise while driving and may result in front wheel and wheel hub extension detachment from the vehicle, increasing the risk of an injury or crash.

New! SERVICE ACTION

Before driving, demonstrating, or delivering any new in-stock vehicles involved in this recall, dealers are to verify the front wheel hub extension nut torque on both sides of the vehicle. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Owners are advised not to drive the affected vehicles until the torque has been verified on both wheel hub extensions. Owners will be provided with a set of instructions to verify the hub extension torque. Some owners may choose to have a dealer verify the hub extension torque. This can be completed by the dealer utilizing a mobile repair process or towing the vehicle to the dealer for torque verification. To assist vehicle owners to have this repair completed dealers are to:

- Proactively contact owners to instruct them to stop driving their vehicle
- Arrange for a mobile repair at the owner's location, or
 - Arrange to tow the owner's vehicle to the dealership for repairs (rentals are authorized – see Rental Vehicles)
- Re-deliver the owner's vehicle after repairs have been completed.

Refer to the Vehicle Special Handling section for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Ford is in the process of contacting owners and arranging for inspection and repair of their vehicles. Mailing of owner letters is expected to occur the week of June 14, 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.

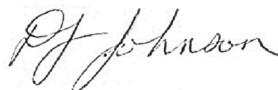
New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Technical Information – Mobile Repair
Attachment V: Customer Performed Service Procedure
Attachment VI: Mobile Repair Record

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

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

DO NOT DRIVE VEHICLES

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Certain 2021 Model Year Super Duty Vehicles with Front Wheel Hub Extensions
Wheel Hub Extension Torque Verification

New! MOBILE INSPECTION RECOMMENDATIONS

- *Confirm with customer a mobile inspection is feasible.*
- *Check OASIS prior to going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.*
- *Transportation – due to the simplicity of this repair, a specialty vehicle is not required.*

New! MOBILE INSPECTION ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile inspection destination:

- *Printed Technical Instructions.*
- *Printed Repair/Work Order or any other necessary documentation as customer copy(s)*
 - *Documents could also be emailed to the customer.*
- *Charged cell phone, and laptop.*
- *Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.*
- *Recommended tools for repair: jack, jack stands, tools to remove the front wheels and verify the torque on the front hub extensions.*

New! MOBILE INSPECTION QUESTIONS AND ASSISTANCE

- *For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.*
- *Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.*

OASIS ACTIVATION

OASIS was activated on May 27, 2021 for the initial set of VINs

OASIS will be activated on June 10, 2021 for the incremental VINs.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on May 27, 2021 for the initial set of VINs. The incremental VINs will be available on June 10, 2021. Owner names and addresses will be available by July 2, 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.

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Certain 2021 Model Year Super Duty Vehicles with Front Wheel Hub Extensions
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New! SOLD VEHICLES

- *Ford has issued instructions to stop selling/delivering or driving used vehicles under this safety recall until it is verified that the hub extension torque is correct on both front wheel hub extensions. 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 verify that the hub extension torque is correct on both front wheel hub extensions.*
- 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.

New! RENTAL VEHICLES

If the vehicle is required to be towed to the dealership, dealers are pre-approved for up to 1 day for a 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 is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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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 / 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.

New! 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 21S26 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.*
- **Special Allowances:**
 - *All Special Allowances must be claimed on the same RO line as the repair.*
 - *Mobile repair allowances can be claimed for dealer-performed mobile repairs.*
 - *For dealer-performed mobile repairs retain a copy of the Service Management signed record (see Attachment VI), with the repair order documentation.*
 - *Claim the mobile repair allowance Labor Operation Code 21S26MM along with 21S26B.*

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New! LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|---|------------------------|-------------------|
| Remove both front wheels and retorque all front wheel hub extension nuts to the wheel hubs. | 21S26B | 0.5 Hours |
| <i>Mobile Repair – Can be used with 21S26B when repair takes place away from the dealership If additional time is required due to travel, please submit an SSSC approval form</i> | <i>21S26MM</i> | <i>0.5 Hours</i> |

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021 MODEL YEAR SUPER DUTY VEHICLES — FRONT WHEEL HUB EXTENDER

SERVICE PROCEDURE

IN-DEALERSHIP REPAIR

1. With the vehicle in NEUTRAL, position it on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Remove both front Left Hand (LH) and Right Hand (RH) wheel and tire assemblies. Please follow the WSM procedures in Section 204-04A.
3. Torque the wheel hub extension nuts. See Figure 1.
 - Torque to 130 lb.ft (176 Nm).

NOTE: Some components removed for clarity.

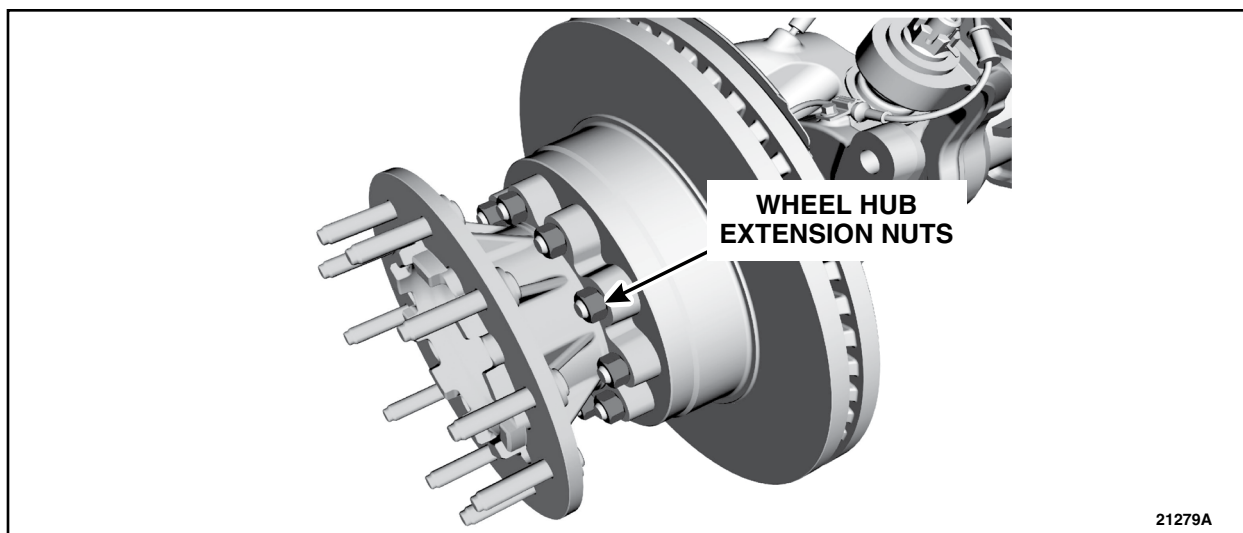


FIGURE 1

2. Install both front LH and RH wheel and tire assemblies. Please follow the WSM procedures in Section 204-04A.





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.



CERTAIN 2021 MODEL YEAR SUPER DUTY VEHICLES — FRONT WHEEL HUB EXTENDER

SERVICE PROCEDURE

MOBILE REPAIR INSTRUCTIONS

-  **WARNING:** When jacking or lifting the vehicle, block all wheels remaining on the ground. Set the parking brake if the rear wheels will remain on the ground. These actions help prevent unintended vehicle movement. Failure to follow these instructions may result in serious personal injury.
-  **WARNING:** Never get underneath a vehicle that is supported only by a jack. The jack could unintentionally lower. Always support vehicle with floor stands. Failure to follow these instructions may result in serious personal injury.
-  **WARNING:** Only raise the vehicle when positioned on a hard, level surface. Attempting to raise the vehicle on an uneven or soft surface may result in vehicle slipping or falling from the jack or jackstand. Failure to follow this instruction may result in serious personal injury.
-  **WARNING:** Turn off (disable) the power running boards (if equipped) before jacking, lifting or placing any object under the vehicle. Never place your hand between the power running board and the vehicle. Extended power running boards will retract when doors are closed. Failure to follow these instructions may result in serious personal injury.

NOTICE: When raising a vehicle on a hoist, use care when positioning the hoist adapters prior to lifting the vehicle so that hoist arms do not interfere with the surrounding suspension or steering linkage components.



WHEEL REMOVAL

1. Use one of the front 4 jacking points indicated in figure 1 to lift the vehicle. When jacking or lifting the vehicle install floor stands to support the weight of the vehicle. The rear wheels should be blocked to prevent movement. See Figure 1.

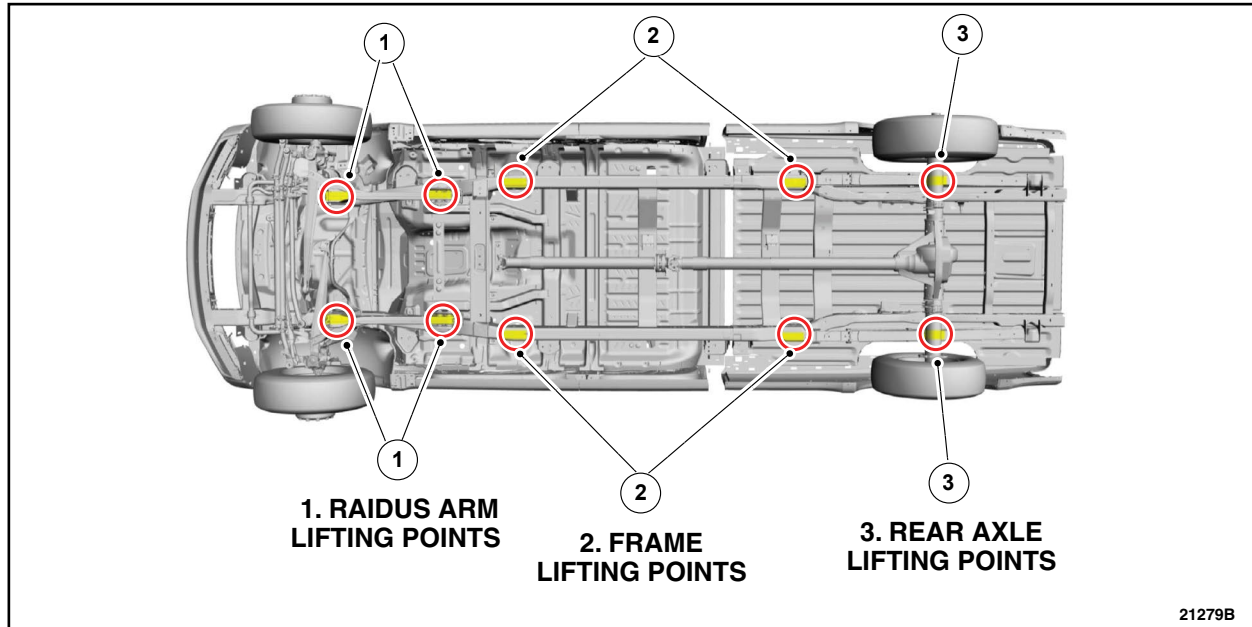


FIGURE 1

NOTICE: Do not use heat to loosen a seized wheel nut or damage to the wheel and wheel bearing can occur.

2. If equipped, Remove the wheel cover.
3. Remove both front Left Hand (LH) and Right Hand (RH) wheel nuts and the wheel and tire assembly.



HUB EXTENSION TORQUE VERIFICATION

4. Torque the wheel hub extension nuts. See Figure 2.

- Torque to 130 lb.ft (176 Nm).

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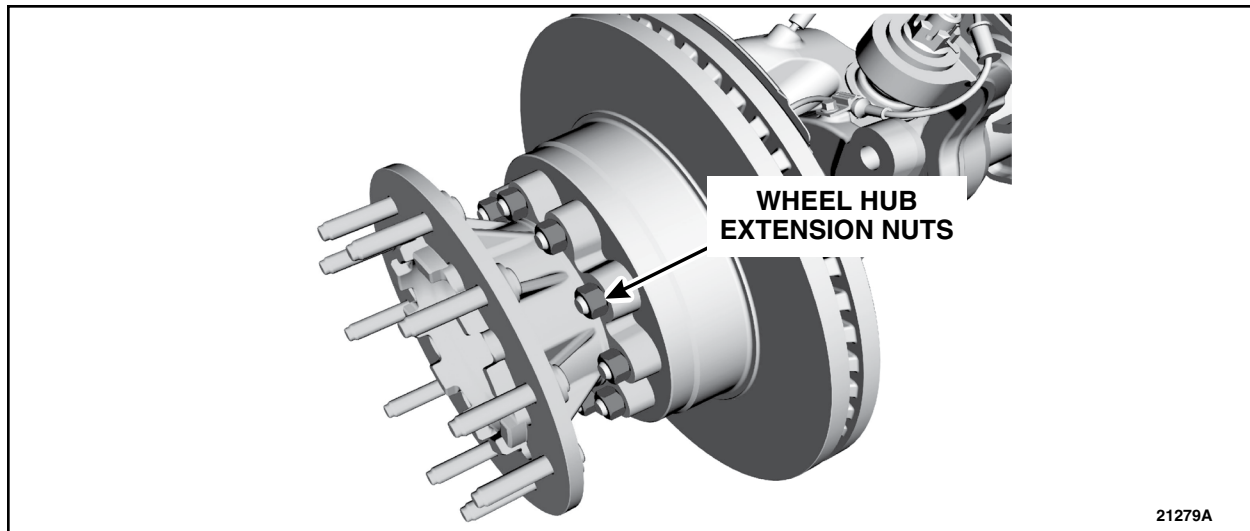


FIGURE 2

WARNING: When a wheel is installed, always remove any corrosion, dirt or foreign material present on the mounting surface of the wheel and the mounting surface of the wheel hub, brake drum or brake disc. Make sure that any fasteners that attach the rotor to the hub are secured so they do not interfere with the mounting surfaces of the wheel. Failure to follow these instructions when installing wheels may result in the wheel nuts loosening and the wheel coming off while the vehicle is in motion, which could result in loss of control, leading to serious injury or death to vehicle occupant(s).

NOTICE: Make sure to apply a thin coat of anti-seize lubrication only to the interface between the wheel pilot bore and the hub pilot. Do not allow the anti-seize to make contact with the wheel-to-brake disc/drum mounting surface, wheel studs, wheel nuts, brake pads or brake disc friction surfaces or damage to components may occur.

WHEEL INSTALLATION

5. Clean the wheel and tire mounting surfaces.
6. Apply a thin coat of anti-seize to the wheel hub pilot surface (wheel only).
7. Clean the wheel hub mounting surfaces.



⚠ WARNING: Use only the specified lubricant on the wheel studs as directed in the following procedure. Incorrect lubricant application may result in insufficient wheel nut torque, resulting in possible wheel/tire separation from the vehicle. Failure to follow this instruction may result in serious injury to the vehicle occupant(s).

NOTE: Do not allow oil to build up in the wheel stud threads. Only use 2 to 3 drops of oil per wheel hub.

8. Apply 2 to 3 drops of the specified motor oil to a clean shop towel. Using the shop towel, apply the oil to the wheel stud threads.

- Wipe off any excess oil from the wheel stud threads.

9. On all 2-piece flat wheel nuts, apply one drop of motor oil between the flat washer and the nut. If corrosion exists, or the integral 2-piece swiveling wheel nut does not rotate freely, install new swiveling wheel nuts as necessary.

NOTE: Only tighten the nuts finger tight at this stage.

10. Install the wheel and tire and install the wheel nuts.

WARNING: Re-tighten wheel nuts within 160 km (100 mi) after a wheel is reinstalled. Wheels can loosen after initial tightening. Failure to follow this instruction may result in serious injury to vehicle occupant(s).

NOTICE: Failure to tighten the wheel nuts in a star/cross pattern can result in high brake disc runout, which accelerates the development of brake roughness, shudder and vibration.

NOTE: The wheel nut torque specification is for clean, dry wheel stud and wheel nut threads.

NOTE: Final tightening to be performed with vehicle resting on tires.

11. With the weight of the vehicle on the tires, tighten the wheel nuts.

- Torque: 150 lb.ft (204 Nm).

12. If equipped, install the wheel cover.

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.



CERTAIN 2021 MODEL YEAR SUPER DUTY VEHICLES — FRONT WHEEL HUB EXTENDER

SERVICE PROCEDURE

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- ⚠ WARNING:** Never get underneath a vehicle that is supported only by a jack. The jack could unintentionally lower. Always support vehicle with floor stands. Failure to follow these instructions may result in serious personal injury.
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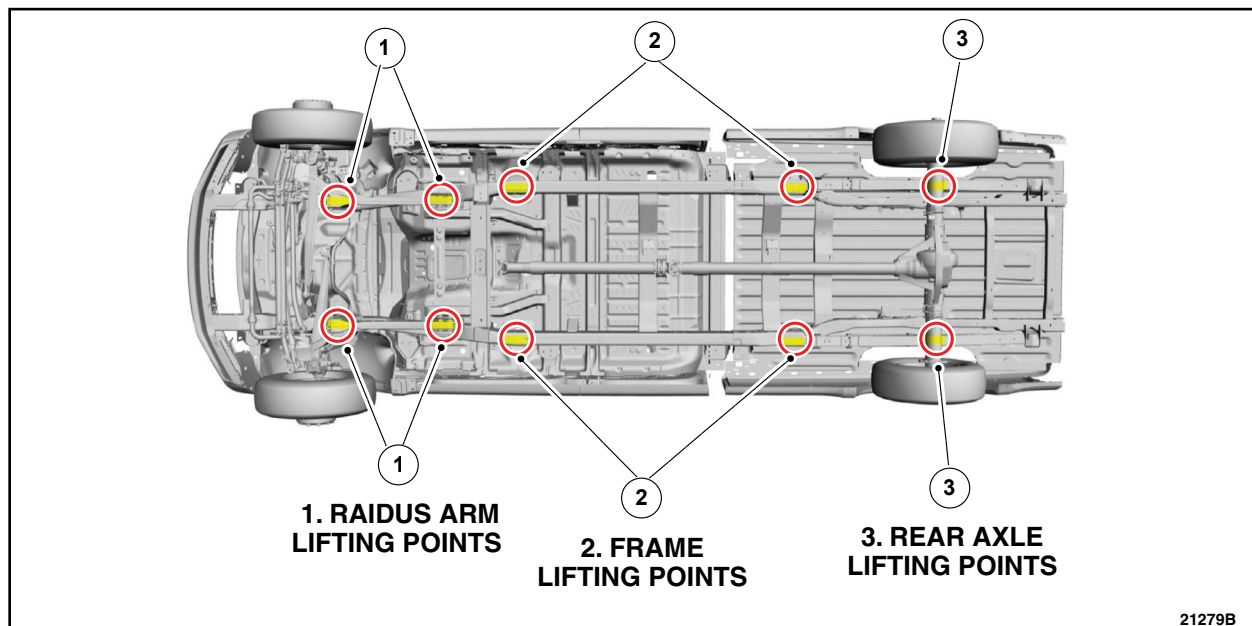


FIGURE 1



NOTICE: Do not use heat to loosen a seized wheel nut or damage to the wheel and wheel bearing can occur.

2. If equipped, Remove the wheel cover.
3. Remove both front Left Hand (LH) and Right Hand (RH) wheel nuts and the wheel and tire assembly.

HUB EXTENSION TORQUE VERIFICATION

4. Torque the wheel hub extension nuts. See Figure 2.

- Torque to 130 lb.ft (176 Nm).

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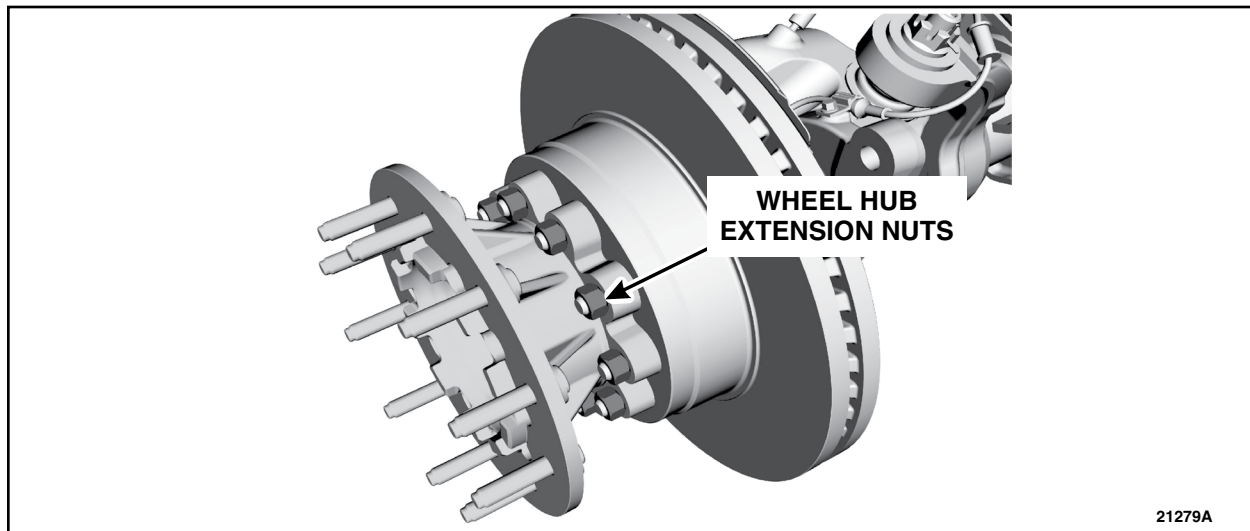


FIGURE 2

WARNING: When a wheel is installed, always remove any corrosion, dirt or foreign material present on the mounting surface of the wheel and the mounting surface of the wheel hub, brake drum or brake disc. Make sure that any fasteners that attach the rotor to the hub are secured so they do not interfere with the mounting surfaces of the wheel. Failure to follow these instructions when installing wheels may result in the wheel nuts loosening and the wheel coming off while the vehicle is in motion, which could result in loss of control, leading to serious injury or death to vehicle occupant(s).

NOTICE: Make sure to apply a thin coat of anti-seize lubrication only to the interface between the wheel pilot bore and the hub pilot. Do not allow the anti-seize to make contact with the wheel-to-brake disc/drum mounting surface, wheel studs, wheel nuts, brake pads or brake disc friction surfaces or damage to components may occur.

WHEEL INSTALLATION

5. Clean the wheel and tire mounting surfaces.
6. Apply a thin coat of anti-seize to the wheel hub pilot surface (wheel only).



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MOBILE REPAIR RECORD

VIN _____ received (check one):

- Mobile Repair
- Vehicle Towed to Dealership

As outlined below for the 21S26 Field Service Action program.

Mobile Repair – Date: _____