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November 30, 2021

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –**

**Compliance Recall 21C18 – *Supplement #1***

Certain 2021-2022 Model Year Transit and 2021 Model Year Transit Connect Vehicles  
 Front Passenger Seatbelt Automatic Locking Retractor Function

**New! REASON FOR THIS SUPPLEMENT**

- Updated part status – The SSSC must still be contacted to order parts, as parts are in limited supply.
- New labor operation codes are now available to repair vehicles
- Technical Instructions are now available.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2022	Kansas City	June 2, 2021 through July 15, 2021
Transit	2021	Kansas City	January 12, 2021 through July 8, 2021
Transit Connect	2021	Valencia	November 27, 2020 through March 15, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 208 S7.1.1.5 Occupant Crash Protection. The front passenger seatbelt retractor assembly has an automatic locking retractor (ALR) that may disengage early after the seatbelt is fully pulled out of the retractor, possibly preventing a child seat from being properly secured.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the part number, date code, test ALR function five times and replace seatbelt assembly if required. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

Parts-available owner letters are expected to be mailed the week of December 27, 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: Customer Information Sheet  
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,



David J. Johnson

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**OASIS ACTIVATION**

OASIS was activated on September 10, 2021.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on September 10, 2021. Owner names and addresses were available by October 1, 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 compliance 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 use a child safety seat in the front passenger seat.
- 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**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.

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**OWNER REFUNDS (continued)**

- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with seatbelt assembly replacement.

**RENTAL VEHICLES**

- Rental vehicles are not approved for this program.
- Owners can continue to safely drive their vehicles if they do not use a child safety seat in the front passenger seat.

**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 (21C18) 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.

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 21C18                      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND                  - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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Vehicle Line	Description	Labor Operation	Labor Time
All	<b>PASS</b> – Inspect Part Number, Date Code, <i>Pull ALR 5 Times, Pass, No Parts replaced</i>	21C18A	0.3 Hours
2021-2022 Transit	<b>FAIL</b> – <i>Inspect Part Number &amp; Date Code, Pull ALR 5 Times fail, replace front passenger side seat belt and pretensioner assembly</i>	21C18C	0.8 Hours
2021 Transit Connect	<b>FAIL</b> - <i>Inspect Part Number &amp; Date Code, Pull ALR 5 Times fail, replace front passenger side seat belt and pretensioner assembly</i>	21C18D	0.6 Hours
All	<i>Extra time to take and submit photos (Can only be claimed with labor operation codes C or D)</i>	21C18ZZ	0.2 Hours

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

**SSSC Web Contact Site:**

*Seat belt assemblies are not available to repair all vehicles, which require replacement.*

- To place an order for a seat belt assembly, submit a VIN-specific Part Order contact via the SSSC Web Contact Site, along with VIN-specific photos of the seatbelt retractor part number and date code, located on the front passenger seatbelt webbing.*
- Photos should have correct focus, proper lighting, and correct photo orientation.*

**NOTE: The part number varies by vehicle – use Ford ECat to identify the specific part number by VIN.**

Vehicle	Part Number	Description	Order Quantity
2021-2022 Transit	LK4Z-14611B08-AC	RH Front Seat Belt Assembly	1
2021-2022 Transit	LK4Z-14611B08-BC	RH Front Seat Belt Assembly	1
2021-2022 Transit	LK4Z-14611B08-DC	RH Front Seat Belt Assembly	1
2021-2022 Transit	LK4Z-14611B08-EC	RH Front Seat Belt Assembly	1
2021 Transit Connect	KT1Z-17611B08-AB	RH Front Seat Belt Assembly	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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**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.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 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 1<sup>st</sup> 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 2021-2022 MODEL YEAR TRANSIT AND 2021 MODEL YEAR TRANSIT CONNECT VEHICLES — FRONT PASSENGER SEATBELT AUTOMATIC LOCKING RETRACTOR FUNCTION

### **NEW!** SERVICE PROCEDURE

Vehicle	Part Number	Date Code (Month/Day/Year)
Transit	LK41-1461294-AB3JA6	12/01/2020 thru 01/31/2021
Transit	LK41-1461294-BB3JA6	11/30/2020 thru 02/10/2021
Transit	LK41-1461294-DB3JA6	11/30/2020 thru 02/22/2021
Transit	LK41-1461294-EB3FY3	12/09/2020 thru 02/16/2021
Transit Connect	KT1B-1761294-AB3JA6	11/19/2020 thru 01/25/2021

**NOTE:** Please watch the video in its entirety prior to performing this inspection.

<https://bcove.video/30CUBZg>

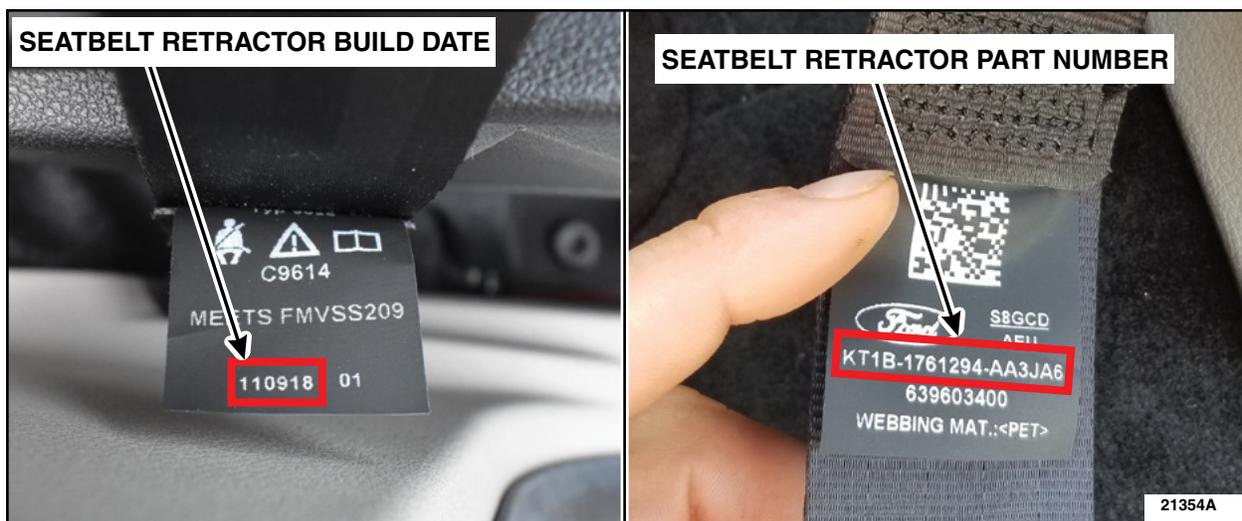
1. Move the front passenger seat to the full forward track position.

2. Inspect the part number and the date code located on the **front passenger** seatbelt webbing identification tag. See Figure 1. Compare the part number and date code to the chart above. Is the date code on the identification tag on or between the date codes shown on the chart?

- **YES** - Proceed to Step 3.
- **NO** - Part replacement is not required. This completes the recall.

**NOTE:** Transit Connect shown, Transit similar.

**NOTE:** Date code format is (Day/Month/Year)



**FIGURE 1**

3. Buckle the passenger seatbelt. See Figure 2.



FIGURE 2

4. Slowly pull out the full length of the seatbelt from the retractor. See Figure 3.



FIGURE 3



5. Slowly allow the seatbelt to rewind back into the the retractor. An audible ratcheting sound will be heard. See Figure 4.



FIGURE 4

6. Pull on the seatbelt, the lock should actuate and not allow the seatbelt to move. See Figure 5.



FIGURE 5



7. Repeat steps 3 through 6 a total of five (5) times, then proceed to Step 8.

8. Did the seatbelt fail to lock on any of the five attempts?

- **YES** - Transit Connect vehicles, Replace the **front passenger** seatbelt retractor. Please follow the Workshop Manual (WSM) procedures in Section 501-20A. This completes the recall.

Transit vehicles, Proceed to Step 9 for **front passenger** seatbelt retractor replacement procedure.

- **NO** - Part replacement is not required. This completes the recall.

9. Depower the Supplemental Restraint System (SRS). Please follow the WSM procedures in Section 501-05.

10. Release the clips, slide up and remove the middle B-pillar trim panel. See Figure 6.

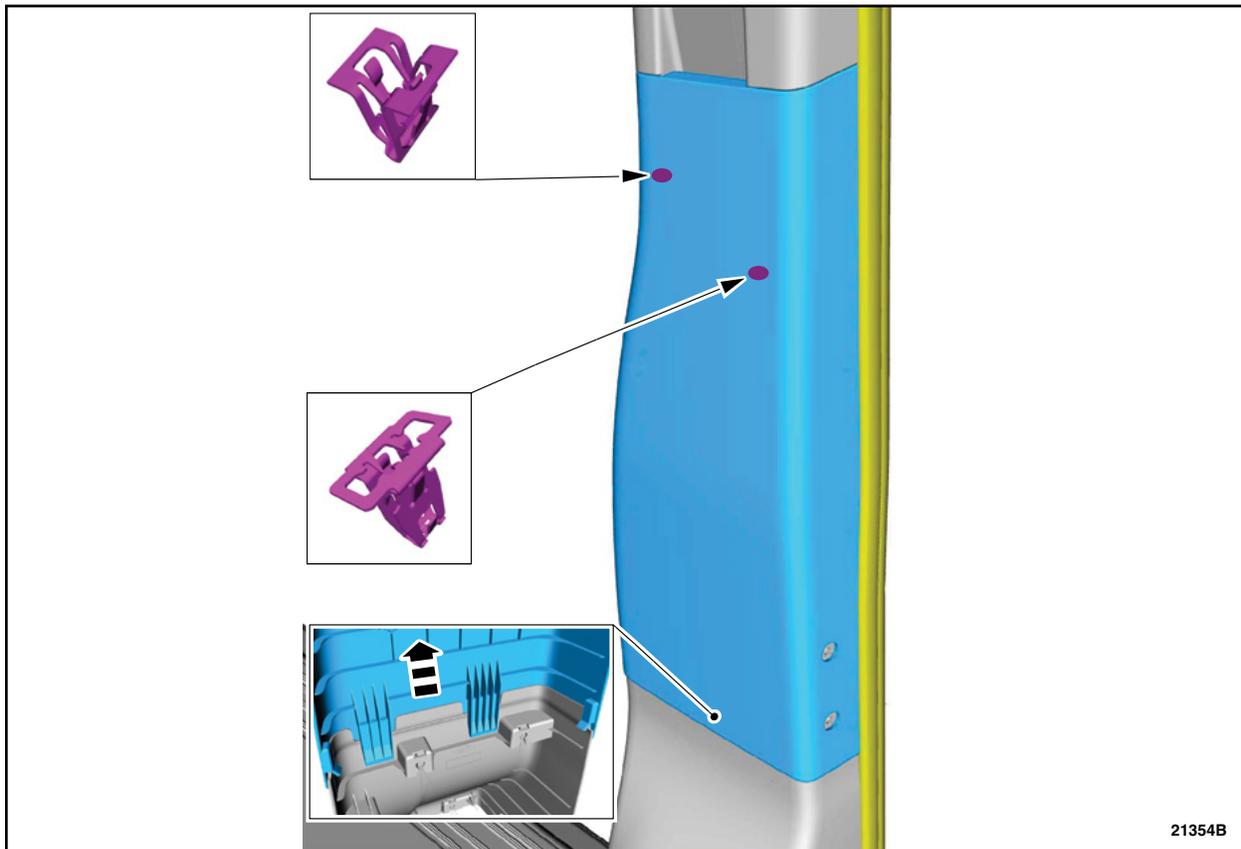


FIGURE 6

21354B



**NOTE:** The front passenger seat removal is not needed to position aside the lower B-pillar trim panel.

**NOTE:** Ensure that all of the retaining clips have been disengaged prior to positioning aside the lower B-pillar to prevent damage.

11. Release the clips and position aside the lower B-pillar trim panel. See Figure 7.

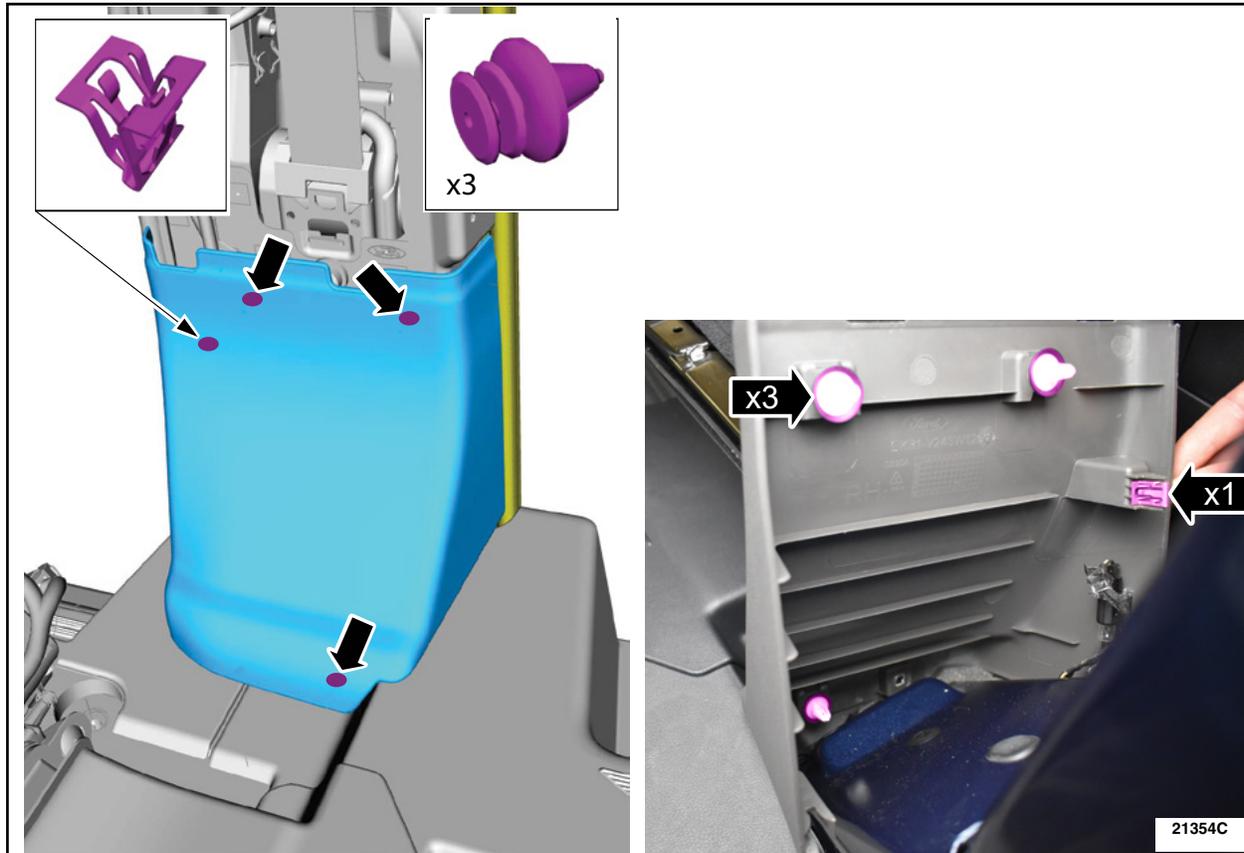


FIGURE 7



12. A lower B-pillar trim panel with a broken guide can be reused and does not require replacement. See Figure 8.

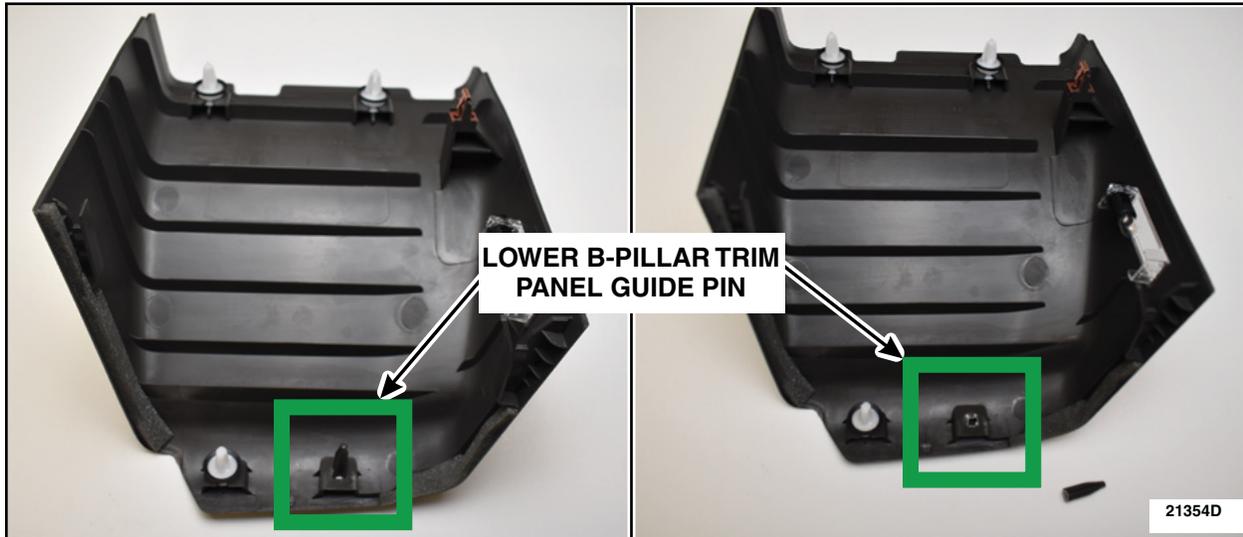


FIGURE 8

13. Replace the front passenger seatbelt retractor. Please follow the WSM procedures in Section 501-20A. This completes the recall.

**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.



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**Customer Information Sheet**

Print this sheet out and provide to customer if their vehicle fails the inspection procedure *and parts are not available* as outlined in the Attachment III Technical Instructions.

**Owners can continue to safely drive their vehicles if they do not use a child safety seat in the front passenger seat.**

