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August 27, 2021

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 21C20**

Certain 2021 Model Year F-150 Super-Cab Vehicles
Front Seatbelt Retractor Webbing Incorrectly Routed

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2021	Dearborn	January 2, 2021 through May 27, 2021
		Kansas City	January 4, 2021 through April 22, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

In some of the affected vehicles, the driver and/or passenger front outboard seatbelts may have webbing only routed through the anchor rubber trim sleeve, and not properly routed through the metal anchor eyelet. An improperly assembled seatbelt does not comply with the requirements specified by Federal and Canadian Motor Vehicle Safety Standard (F/CMVSS) No. 208 (Occupant Crash Protection / Occupant Protection in Frontal Impacts), 209 (Seat Belt Assemblies) and 210 (Seat Belt Assembly Anchorages) and may not adequately restrain an occupant in a crash, increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the driver and passenger front outboard seatbelts to verify the webbing is routed correctly through the anchor's metal eyelet and anchored to the pretensioner assembly. Should a seatbelt assembly not pass inspection, the dealer will replace the affected seatbelt retractor and pretensioner assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: The owner letter will include instructions on how to perform a preliminary self-assessment of the vehicle's seatbelts. Performing this procedure does not replace the need for an inspection by a Ford technician. If the customer does not detect a suspect seatbelt, they will still be instructed to schedule a service appointment at their earliest convenience. If the customer is uncomfortable with the self-assessment procedure, uncertain of the results, or detects a failure on the driver's side seatbelt, they will be instructed to not drive their vehicle and to make arrangements with their dealer to have the vehicle towed to the dealership for an inspection.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 20, 2021. Dealers should inspect and as needed 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 cursive script that reads "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on August 27, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 27, 2021. Owner names and addresses will be available by October 11, 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 will be providing information in the vehicle owner letter to perform a preliminary self-assessment. Owners can continue to safely drive their vehicle if they choose to do the self-assessment and the front driver's side passes the self-assessment. Owners can also have the passenger seat occupied if the passenger side passes self-assessment.
- Owners that do not feel comfortable performing the self-assessment or have a driver side seatbelt that does not pass the self-assessment will be directed to contact their dealer to have it towed for inspections and possible repair.
- Once the Owner Notification Letter is available, 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 and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize inspections and 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.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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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.

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 (21C20) 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.

- **Towing Allowance:** A towing allowance is being provided for vehicles that do not pass the front driver side seatbelt customer self-assessment or for customers that do not feel comfortable performing the front driver side seatbelt self-assessment.

NOTE: Contact the SSSC if the vehicle requires additional support for towing. Submit an APPROVAL REQUEST type contact for the full towing amount on a separate repair order line.

- Program Code: **21C20**
- Misc Expense: OTHER
- Amount: Actual cost up to \$125.00

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LABOR ALLOWANCES - INSPECTION PASSES (Compliance Recall Complete)

Description	Labor Operation	Labor Time
Inspect BOTH Front Seatbelt Retractor and Pretensioner Assemblies. Both Front Seatbelt (Left/Right side) Pass, Closes Program	21C20A	0.3 Hours

LABOR ALLOWANCES - INSPECTION DOES NOT PASS

Less than 1% of vehicles are expected to require front seatbelt assembly replacement. Dealers must perform the front driver and passenger seatbelt inspection prior to placing part orders.

Description	Labor Operation	Labor Time
- Inspect BOTH Front Seatbelt Retractor and Pretensioner Assemblies. (Driver Side Does Not Pass) - Replace the Front Driver Seatbelt Retractor and Pretensioner Assembly. (Includes Time to Submit Photos)	21C20B	1.1 Hours
- Inspect BOTH Front Seatbelt Retractor and Pretensioner Assemblies. (Passenger Side Does Not Pass) . - Replace the Front Passenger Seatbelt Retractor and Pretensioner Assembly. (Includes Time to Submit Photos)	21C20C	1.1 Hours
- Inspect BOTH Front Seatbelt Retractor and Pretensioner Assemblies. (Driver and Passenger Side Do Not Pass) - Replace BOTH the Front Driver and Passenger Seatbelt Retractor and Pretensioner Assemblies. (Includes Time to Submit Photos)	21C20D	1.7 Hours

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

To place an order for a Front Driver and/or Passenger Seatbelt Retractor and Pretensioner Assembly and for an Inner and Outer Front Seatbelt Assembly Weather Seal, submit a VIN-specific Part Order contact, with clear photo(s) evidence demonstrating the defective seatbelt(s), via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
ML3Z-18611B09-AA	Front Seatbelt Retractor and Pretensioner Assembly – Driver Side	As Required	
ML3Z-18611B08-AA	Front Seatbelt Retractor and Pretensioner Assembly – Passenger Side		

Parts Requirements / Ordering Information Continued On The Next Page

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Part Number	Description	Order Quantity	Claim Quantity
6L3Z-19E523-B	Front Seatbelt Assembly Weather Seal – Outer	As Required	
FL3Z-18601B32-B	Front Seatbelt Assembly Weather Seal – Inner		

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.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 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 1st 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.

Replaced FSA Parts Inspection and Sign Off Continued On The Next Page

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REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)

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 MODEL YEAR F-150 SUPER-CAB VEHICLES – FRONT SEATBELT RETRACTOR WEBBING INCORRECTLY ROUTED

SERVICE PROCEDURE

NOTE: The driver and passenger front seatbelt retractor and pretensioner replacement procedures are the same. It is not necessary to depower and repower more than once during this procedure.

NOTE: Clear photo(s) evidence demonstrating defective front seatbelt(s) must be submitted via the Special Service Support Center (SSSC) Web Contact Site.

NOTE: Procedure to be performed on the driver and passenger front seatbelt.

NOTE: Please scan QR code below with a smartphone or a tablet or follow the website link for additional inspection and assessment videos.

 <https://bcove.video/2TvJk91>



1. Open the front and second-row driver side doors.
2. Locate the driver seatbelt's soft rubber trim sleeve near the bottom of the second-row door. See Figure 1.

NOTE: Driver side shown, passenger side similar.

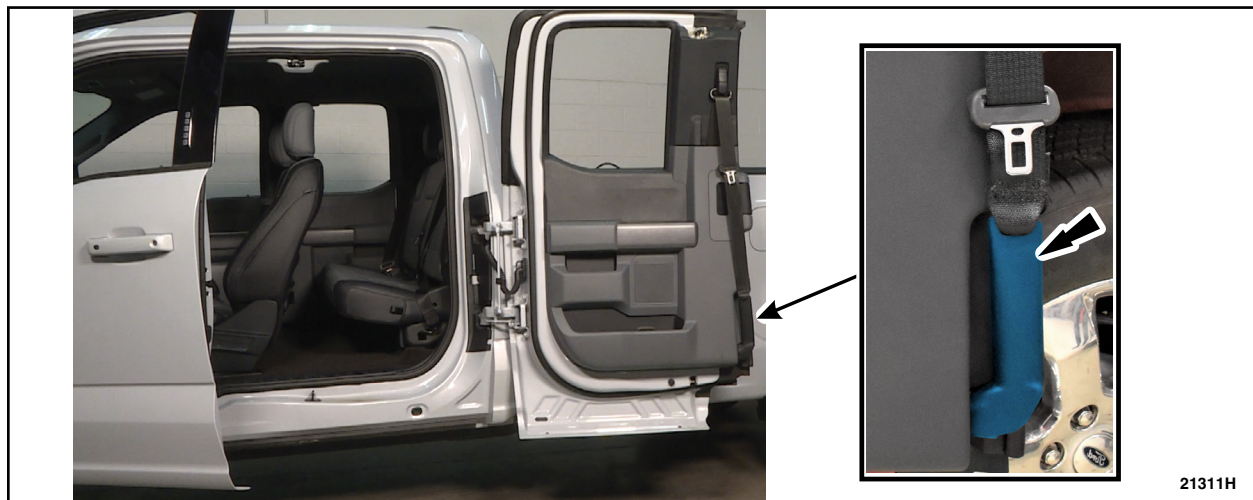


FIGURE 1



3. Visually inspect that the driver side front seatbelt webbing is routed through the soft rubber trim sleeve **AND** through the metal anchor eyelet. See Figures 2 and 3.

-Is the seatbelt webbing routed through the soft rubber trim sleeve **AND** through the metal anchor eyelet?

Yes – First inspection (visual only) passes. Proceed to Step 4.

NOTE: During installation, make sure the seatbelt webbing is not twisted and the seatbelt and buckle are accessible to the occupant.

No – First inspection (visual only) does not pass. Install a *new* Front Seatbelt Retractor and Pretensioner assembly. Please follow Workshop Manual (WSM) procedures in Section 501-20A then proceed to Step 6.

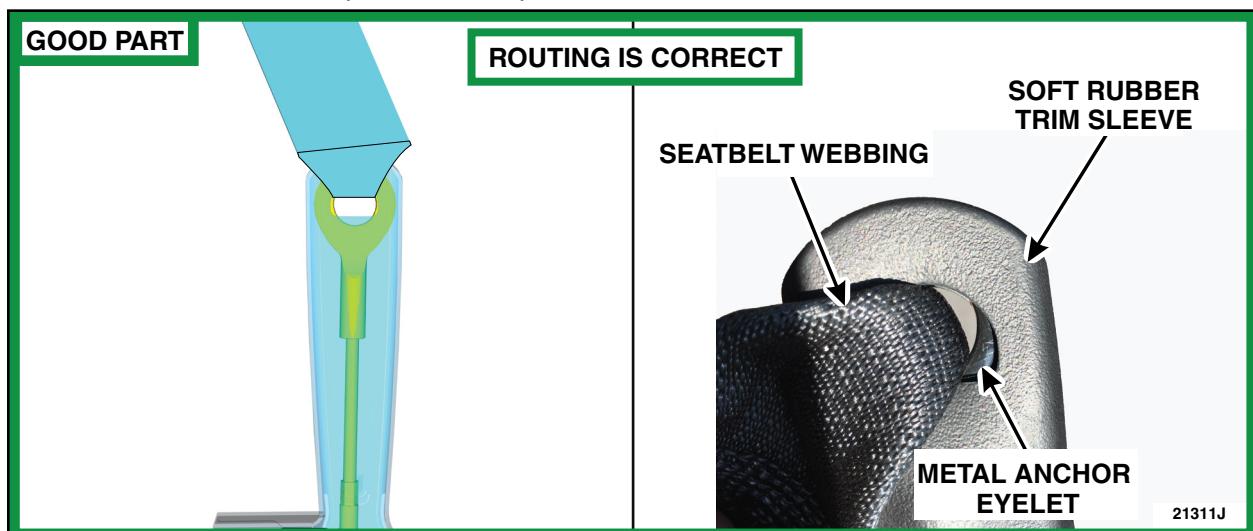


FIGURE 2

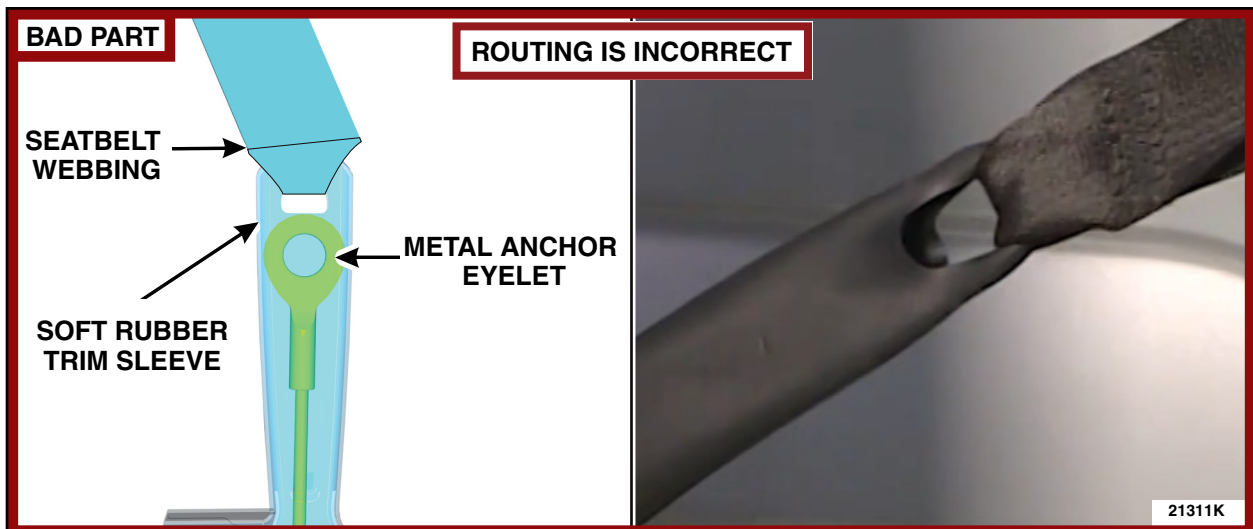


FIGURE 3



4. Grab the seatbelt webbing just above where the seatbelt webbing loops through the soft rubber trim sleeve and attempt to bend the rubber trim sleeve towards itself as shown in Figure 4 (Bad Part). The seatbelt rubber trim sleeve should **NOT** bend or fold over.

-Does the rubber trim sleeve bend or fold over where the seatbelt webbing loops through?

NOTE: During installation, make sure the seatbelt webbing is not twisted and the seatbelt and buckle are accessible to the occupant.

Yes – Second Inspection (bend test) does not pass. Install a *new* Front Seatbelt Retractor and Pretensioner assembly. Please follow WSM procedures in Section 501-20A then proceed to Step 6.

No – Second inspection (bend test) passes. Proceed to Step 5.

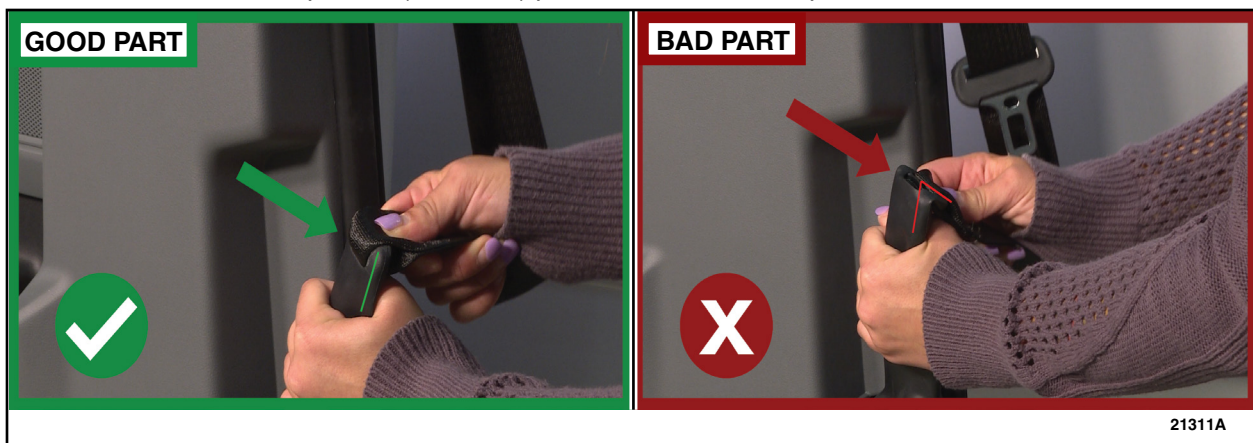


FIGURE 4



5. Make sure you are standing in a comfortable, well-balanced position and firmly grab the seatbelt strap just above the soft rubber trim sleeve with two hands. Strongly pull the seatbelt towards you while looking at the area where the seatbelt webbing loops through the sleeve. See Figure 5.

-Did the rubber trim sleeve opening stretch where the seatbelt webbing loops through the sleeve?

NOTE: During installation, make sure the seatbelt webbing is not twisted and the seatbelt and buckle are accessible to the occupant.

Yes – Third Inspection (pull test) does not pass. Install a new Front Seatbelt Retractor and Pretensioner assembly. Please follow WSM procedures in Section 501-20A then proceed to Step 6.

No – Third inspection (pull test) passes. Seatbelt replacement is not required. Proceed to Step 6.

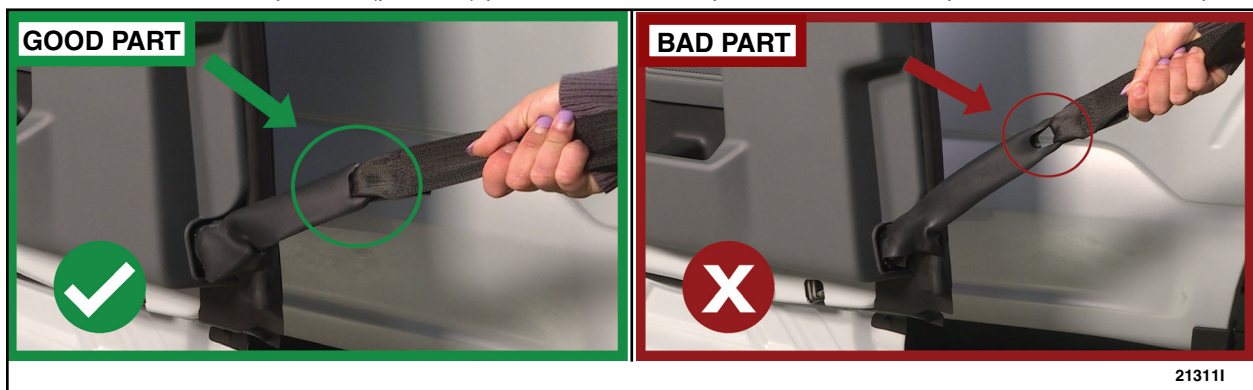


FIGURE 5

6. Has this procedure been performed on both the driver and passenger side of the vehicle?

Yes – This completes the recall.

No – Repeat Steps 1-5 on the passenger side of the vehicle.

