



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

February 8, 2022

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Compliance Recall 21C31**

Certain 2021-2022 Model Year Bronco Sport and Escape Vehicles Equipped with a 1.5L Engine and Vacuum Boost Front Brake Pad Replacement

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|--------------|------------|----------------|---|
| Bronco Sport | 2021-2022 | HSAP | January 27, 2021 through November 16, 2021 |
| Escape | 2021-2022 | LAP | December 14, 2020 through November 16, 2021 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

All of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 135 Light Vehicle Brake Systems. In the event of a failed brake vacuum booster, the customer may experience increased brake pedal forces and extended stopping distance beyond FMVSS No. 135 requirements, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this compliance recall, dealers are to replace the front brake pads as outlined in the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Parts are not yet available to repair all vehicles. Until parts are available to repair all vehicles, dealers may only order parts and repair vehicles, which are customer-owned vehicles currently in the dealership and unsold vehicles with a signed sales contract.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of January 10, 2022. 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
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

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Compliance Recall 21C31**
Certain 2021-2022 Model Year Bronco Sport and Escape Vehicles
Equipped with a 1.5L Engine and Vacuum Boost
Front Brake Pad Replacement

OASIS ACTIVATION

OASIS was activated on January 4, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 4, 2022. Owner names and addresses were available on January 28, 2022.

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.
- 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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Compliance Recall 21C31**
Certain 2021-2022 Model Year Bronco Sport and Escape Vehicles
Equipped with a 1.5L Engine and Vacuum Boost
Front Brake Pad Replacement

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.
- 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 the replacement of the front brake pads.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Compliance Recall 21C31**

Certain 2021-2022 Model Year Bronco Sport and Escape Vehicles
Equipped with a 1.5L Engine and Vacuum Boost
Front Brake Pad Replacement

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 21C31 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: 21C31 - 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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Compliance Recall 21C31**

Certain 2021-2022 Model Year Bronco Sport and Escape Vehicles
Equipped with a 1.5L Engine and Vacuum Boost
Front Brake Pad Replacement

LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|--|-----------------|-------------|
| Replace front brake pads | 21C31B | 0.7 Hour(s) |
| Time allowed to submit photos (required for front brake pad replacement) | 21C31ZZ | 0.2 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

Parts are not yet available to repair all vehicles. Until parts are available to repair all vehicles, dealers may only order parts and repair vehicles, which are customer-owned vehicles currently in the dealership and unsold vehicles with a signed sales contract.

- To place an order for the following parts, submit a VIN-specific Part Order contact via the SSSC Web Contact Site – two photos are required – one showing door label with VIN and one showing mileage of vehicle.
- Any unsold vehicles must include a copy of the signed sales contract.

| Part Number | Description | Order Quantity | Claim Quantity |
|-------------|---------------------|----------------|----------------|
| NZ6Z-2001-A | Front brake pad kit | 1 | 1 |

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

Order the parts below through normal order processing channels:

| Part Number | Description | Order Quantity | Claim Quantity |
|-------------|--|----------------|----------------|
| XG-3-A | Grease/Anti-Seize – One 3 ounce tube will repair 10 vehicles | 1 | 0.1 |

To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**Compliance Recall 21C31**

Certain 2021-2022 Model Year Bronco Sport and Escape Vehicles

Equipped with a 1.5L Engine and Vacuum Boost

Front Brake Pad Replacement

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.

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 AND 2022 MODEL YEAR BRONCO SPORT AND ESCAPE VEHICLES
EQUIPPED WITH 1.5L ENGINE AND VACUUM BOOST BRAKING SYSTEM —
FRONT BRAKE PAD REPLACEMENT**

SERVICE PROCEDURE

1. Replace the front brake pads. Please follow the Workshop Manual (WSM) procedures in Section 206-03.

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.

