



David J. Johnson
Director
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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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December 17, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Advance Notice - Safety Recall 21S54
Certain 2020 Model Year Transit AWD Vehicles
Rear Driveshaft Bolt and Captive Washer Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit AWD	2020	KCAP	May 1, 2019 through February 1, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the rear driveshaft to transfer case constant velocity Joint (CVJ) mounting bolts may become loose. This could result in separation of the driveshaft at the CVJ and loss of motive power while driving, or unintended vehicle movement while in park without the parking brake applied, increasing the risk of a crash. Separation of the driveshaft from the CVJ can also result in secondary damage to surrounding components including brake lines.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin is expected to be provided to dealers by end of first quarter 2022 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 an 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 initial "D" and a stylized "J".

David J. Johnson