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 Ford Customer Service Division

Ford Motor Company
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August 12, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Awareness Communication - Upcoming Customer Satisfaction Program 21B49**
 Certain 2021 Model Year Bronco Equipped with a Hard Top Roof
 Roof Panel Delamination

REASON FOR THIS COMMUNICATION

To inform you that Ford Motor Company is notifying vehicle owners of an upcoming customer satisfaction program on the affected vehicles. Parts are not currently available to complete the required repair. Once the vehicle owners have been informed, there is a possibility that you may be contacted by customers about the program. This notice will help you answer customer questions.

REASON FOR THIS CUSTOMER SATISFACTION PROGRAM

In all of the affected vehicles, a quality concern on the molded-in color hard top roof was identified during our quality inspections. This concern is strictly an appearance issue as the function of the roof is uncompromised. The exposed or unsealed hard top edges may cause unsatisfactory appearance when exposed to extreme water and humidity.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco	2021	Michigan	January 28, 2021 through July 21, 2021

SERVICE ACTION

Dealers will replace all hard top roof panels and install new rear quarter glass in the new rear cap on all the affected vehicles. It is anticipated that the complete dealer bulletin will be provided to dealers by the end of the 3rd quarter 2021, once the service kits become available.

CUSTOMER NOTIFICATION

Owners of affected vehicles will receive an awareness letter indicating that their vehicle is affected prior to the complete dealer bulletin release. It is anticipated that this awareness letter will begin mailing in late August. Customers will receive a follow-up letter when parts are available to service their vehicles. The follow-up customer letters will be mailed based on the vehicle sale date, from earliest to latest. We anticipate the vehicle service kits will be available starting in October 2021.

OASIS AND FSA VIN LISTS

OASIS and FSA VIN Lists will be activated once the complete dealer bulletin has been posted.

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