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October 19, 2021

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

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

**Update Prior to Sale 21U06**

Certain 2021 Explorer Vehicles Equipped with 2.3L Engines

Inspect Left Hand Engine Mount

**PROGRAM TERMS**

This program will be in effect through October 18, 2024, for unsold vehicles, or up to 60 days post the warranty start date (to allow for sales reporting and claim processing).

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2021	Chicago	September 13, 2021 through September 14, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, the left hand (LH) engine mount may leak hydraulic fluid. Once it leaks enough fluid, the mount will no longer perform as intended. This can lead to increased vehicle vibration and noise.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the LH engine mount date code and replace the LH mount as necessary per the Technical Information.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters will not be mailed for this program.

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information

**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 will be activated on October 19, 2021.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 19, 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 program 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 service action.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.

**OWNER REFUNDS**

Refunds are not approved for this program.

**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

**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims:
    - Claim type 31: Field Service Action. The FSA number (21U06) is the sub code.
    - Customer Concern Code (CCC): N09 – Unusual engine noise
    - Condition Code (CC): 12
    - Causal Part Number: 6038
    - Part Quantity: 0
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

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**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Provision for Locally Obtained Supply:** Includes Motorcraft® Silicone Brake Caliper Grease and Dielectric Compound XG-3-A (ESE-M1C171-A).
  - Program Code: **21U06**
  - Misc Expense: OTHER
  - Amount: Actual cost up to \$2.00
- **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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b>PASS</b> – Inspection of LH Engine Mount Date Code	21U06A	0.3 Hours
<b>FAIL</b> – Inspection of LH Engine Mount Date Code <b>NO PARTS</b> , Recall Stays Open Until Parts are Available.	21U06AA	0.3 Hours
<b>FAIL</b> – Inspect LH Engine Mount Date Code Replace LH Engine Mount.	21U06B	4.9 Hours
Check Front Wheel Alignment and Adjust Toe. Claim with Labor Op 21U06B Only.	21U06C	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
L1MZ-6038-A	Mount - LH 2.3L Engine	1	1
W712961-S439	Bolt - Steering Shaft (2 per pkg, 1 req'd)	1	1
BE8Z-6731-AB	Oil filter (12 per box, 1 req'd)	1	1
W719326-S439	Bolt- LH Engine Mount to Engine (4 per pkg, 3 req'd)	1	3
W720485-S439	Bolt- LH/RH Engine Mount to Frame (4 per pkg, 6 req'd)	2	6
W716979-S439	Bolt- Rear Subframe (4 per pkg, 2 req'd)	1	2
W719413-S439	Bolt- Front and Middle Subframe (4 per pkg, 4 req'd)	1	4
W719506-S440	Nut-Stabilizer Bar Link (4 per pkg, 2 req'd)	1	2
XO-5W30-Q1FS	SAE 5W-30 Full Synthetic Motor Oil	Up to 1 Quart	
XG-3-A	Motorcraft® Silicone Brake Caliper Grease and Dielectric Compound	Claim as Misc. Other Up to \$2.00 Total	

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Less than 50% of the affected vehicle population is expected to require an engine mount replacement.

**DEALER PRICE**

For latest prices, refer to DOES II.

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**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.

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

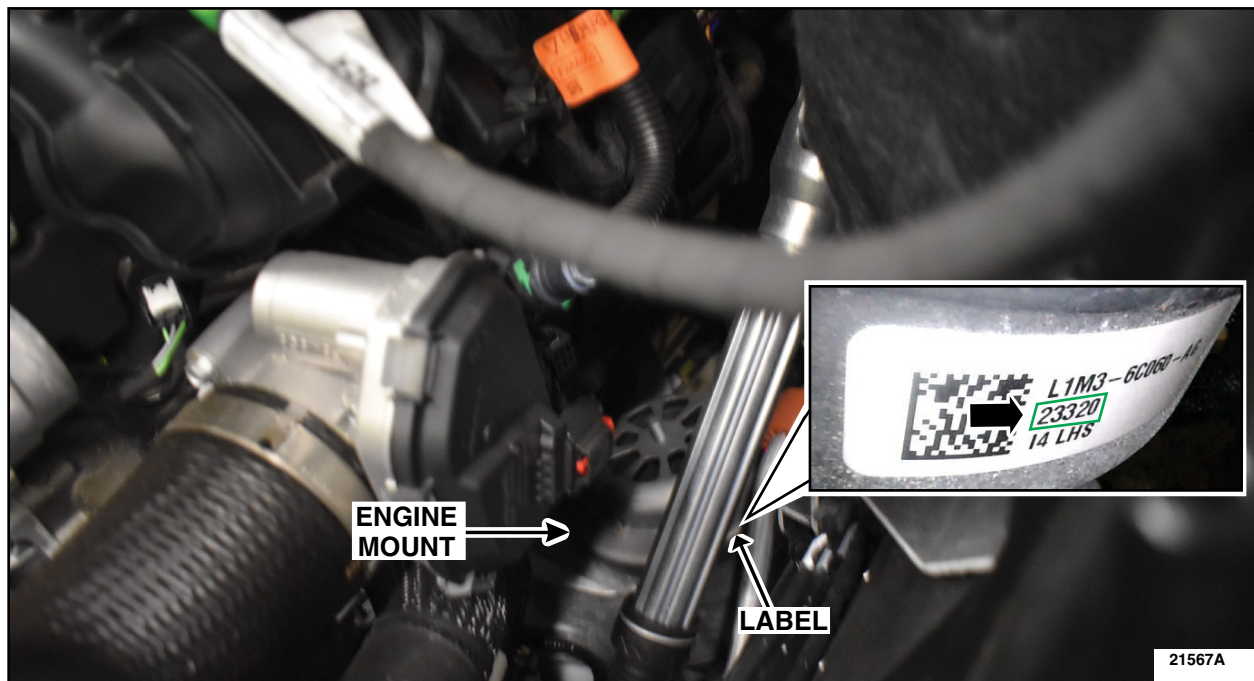
## CERTAIN 2021 EXPLORER VEHICLES EQUIPPED WITH 2.3L ENGINES — INSPECT LEFT HAND ENGINE MOUNT

### SERVICE PROCEDURE

1. Read the date code from the Left Hand (LH) engine mount.
2. Is the date code 25621? See Figure 1.

**NO** - Date code inspection **PASSES**. Program is Complete.

**YES** - Date code inspection **FAILS**. Proceed to Step 3.



**FIGURE 1**

3. Replace the suspect LH engine mount. Please follow the Workshop Manual (WSM) procedures in Section 303-01A.
4. Check and correct front toe alignment. Please follow the WSM procedures in Section 204-00.

**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.

