Part 573 Safety Recall Report 17E-042

Manufacturer Name : Timken Company
Submission Date : SEP 14, 2017
NHTSA Recall No. : 17E-042
Manufacturer Recall No. : NR

Manufacturer Information :

Manufacturer Name : Timken Company
Address : 4500 Mount Pleasant St. NW
North Canton OH 44720
Company phone : 8649821651

Population :

Number of potentially involved : 400
Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Ford Component/Timken box
Model : 2011-17 Ford Explorer 4x2 Rear hub unit bearing
Part No. : HB5Z1104A & HA590446
Size : NR
Function : Wheel Bearing
Descriptive Information : - Timken received 390 pieces since the Ford Component Sales change notice dated 12/1/16. These were put into inventory and combined with 10 pieces. All 400 have been shipped to 76 various aftermarket distribution customers. Shipments were stopped as of the stop sales notice dated 7/31/17.
- Recall parts differ in that they do not have a roll formed hub to retain the bearing components - which is fine on drive axle positions because the axle nut retains the assembly. However, on the rear axle of front wheel drive vehicles, the bearing does not have an axle shaft to retain the package. Bearing components can become loose, cause noise vibration, and potentially cause wheel loss.
Production Dates : DEC 01, 2016 - JUL 31, 2017

Description of Defect :

Description of the Defect : Hub unit bearing does not have self retention feature (roll form)
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : Potential loss of wheel or wheel end
Description of the Cause : Ford Component Sales erroneously changed the part from having a roll formed self-retention feature to having no formed end retention. Hub units with no formed end will cause issues on non-driven wheel ends - specifically the rear wheel ends of 4x2 (front wheel drive) vehicles.

Identification of Any Warning that can Occur :	Bearing components will become loose, causing endplay in the wheel end, noise and vibration, wheel wobble and then wheel end loss.

Supplier Identification :

Component Manufacturer

Name :	Ford Component Sales, LLC
Address :	NR Detroit MICHIGAN
Country :	United States

Chronology :

12/1/16: Request from Ford Component Sales, LLC for part number change request
Feb 2017: Timken orders new part number from Ford Component Sales
3/8/17 - 5/26/17: Timken ships 400 incorrect parts to 76 distributors
7/24/17: Timken was made aware of bearing damage on 2011 Ford Explorer rear 4x2 hub bearing assembly
7/25/17: Timken determined the wrong part was supplied
7/31/17: Ford Component Sales, LLC issued Stop Sale notice

Description of Remedy :

Description of Remedy Program :	Timken is notifying all distribution customers to send back all inventory of the suspect part number and to reach out to their end user customers to return any parts, either installed or not installed. Timken is creating new unique part numbers for driven and non-driven hub unit bearings to avoid any confusion Timken will reimburse customers for defective product
How Remedy Component Differs from Recalled Component :	Part number HA590446 will have a roll formed end and this hub bearing assembly will be used for all 4x2, 4x4, FWD, front and rear positions to avoid any confusion in the future.
Identify How/When Recall Condition was Corrected in Production :	Timken will be ordering the new part number effective immediately and will no longer purchase the non-formed hub bearing assembly.

Recall Schedule :

Description of Recall Schedule :	Timken customers (automotive aftermarket distributors) have all been notified. This recall only has dealers and no owners.
Planned Dealer Notification Date :	AUG 01, 2017 - AUG 11, 2017
Planned Owner Notification Date :	AUG 01, 2017 - AUG 11, 2017

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :	NR
Address :	NR
	NR
Country :	NR
Company Phone :	NR

* NR - Not Reported