

# Part 573 Safety Recall Report

# 17V-408

**Manufacturer Name :** Ford Motor Company**Submission Date :** JUN 26, 2017**NHTSA Recall No. :** 17V-408**Manufacturer Recall No. :** 17S15**Manufacturer Information :**

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

**Population :**

Number of potentially involved : 372,991

Estimated percentage with defect : NR

**Vehicle Information :**

Vehicle 1 : 2015-2017 Ford Transit

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : All full size Transit vehicles are affected except 156" and 178" wheelbase Chassis Cab and Cut-Away bodies.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : JAN 17, 2015 - JUN 15, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2015-2017 Ford Transit

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : All full size Transit vehicles are affected except 156" and 178" wheelbase Chassis Cab and Cut-Away bodies.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : JAN 17, 2015 - JUN 15, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The flexible coupling between the transmission and driveshaft in certain 2015-2017 Transit vehicles may prematurely deteriorate and crack with increasing mileage. A cracked flexible coupling will result in an overt moaning noise from underneath the vehicle, along with tactile vibration. Continued driving with a cracked flex coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied. In addition, separation of the driveshaft from the transmission can result in secondary damage to surrounding components, including brake and fuel lines.

Ford is not aware of any reports of accident or injury related to this condition.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Continued operation of a vehicle with a cracked flexible coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied. In addition, separation of the driveshaft from the transmission can result in secondary damage to surrounding components, including brake and fuel lines. A driveshaft separation may increase the risk of injury or crash.

Description of the Cause : The driveline angle in these vehicles places the flexible coupling in an operating condition that reduces its long-term durability.

Identification of Any Warning that can Occur : A cracked flexible coupling will result in an overt moaning noise from underneath the vehicle, particularly during coasting operation. Over time, continued driving with a cracked flexible coupling will result in progressively increasing driveline noise and a tactile vibration.

**Supplier Identification :****Component Manufacturer**

Name : Suddeutsche Gelenkscheibenfabrik GmbH &amp;

Address : Graslitzer Strasse 14

Waldkraiburg FOREIGN STATES 84478

Country : Germany

**Chronology :**

October 2016: An issue concerning reports of cracking and separation of the flexible coupling between the transmission and driveshaft in certain 2015-2017 Transit vehicles was brought to Ford's Critical Concern Review Group (CCRG) for review. Engineering analysis of field returned parts found evidence of gradual flexible coupling deterioration on some vehicles.

November – December 2016: Ford Engineering evaluated 2 vehicles equipped with a field returned flexible couple that had been replaced due to a noise complaint. The vehicles exhibited noticeable noise at speeds above approximately 40 mph. Analysis of reports in Ford's data systems found that approximately 95% of flexible coupling replacements were in response to noise/vibration complaints. Though a few reports of driveline separation were also found, Ford identified no reports of brake function loss.

January - April 2017: Field reports continued to support evidence of overt and progressive indications related to deterioration of the flexible coupling. Field data continued to be monitored.

May 2017: During ongoing monitoring of field reports, Ford received 2 reports alleging flexible coupling-related driveshaft separation that resulted in loss of brake function. Ford inspected 1 of these complaint vehicles in May 2017, and confirmed that flexible coupling-related driveline separation resulted in severed brake lines and contact with fuel lines.

On June 19, 2017, Ford's Field Review Committee reviewed the concern and approved a field action.

## Description of Remedy :

Description of Remedy Program : Interim Repair:  
Based on the field data, Ford does not expect the current flexible couplings to deteriorate sufficiently to result in driveline separation under 30,000 miles.

For affected vehicles with more than 30,000 miles, Ford is finalizing an interim repair. The interim repair will consist of replacing the driveshaft flexible coupling every 30,000 miles until the final repair is available and completed. Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the flexible coupling replaced immediately.

For affected sold vehicles with less than 30,000 miles, or affected vehicles that have had a driveshaft or driveshaft flexible coupling replaced within the last 30,000 miles, no alteration or interim repair is required until the vehicle or replaced flexible coupling reaches 30,000 miles. If any customer experiences driveline noise or vibration within the 30,000 mile interval, they will be instructed to contact their dealer.

Final Repair:  
Owners will be notified when either (a) a redesigned flexible coupling, modified driveshaft bracket and shield, or (b) a revised driveshaft equipped with a universal joint, is available to be installed.

There will be no charge for this service.

Unsold vehicles will be held until the final repair is complete.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in February 2017. The ending date for reimbursement eligibility is August 31, 2017.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on June 27, 2017. Mailing of owner notification letters is expected to begin July 17, 2017 and is expected to be completed by July 21, 2017.

Planned Dealer Notification Date : JUN 27, 2017 - JUN 27, 2017

Planned Owner Notification Date : JUL 17, 2017 - JUL 21, 2017

\* NR - Not Reported