

Part 573 Safety Recall Report

18V-470

Manufacturer Name : Ford Motor Company

Submission Date : SEP 18, 2018

NHTSA Recall No. : 18V-470

Manufacturer Recall No. : 18S21



Manufacturer Information :

Population :

Manufacturer Name : Ford Motor Company

Number of potentially involved : 162

Address : 330 Town Center Drive

Estimated percentage with defect : 1 %

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

Vehicle Information :

Vehicle 1 : 2018-2018 Ford F53 Stripped Chassis

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Affected stripped chassis are equipped with 22.5 inch front wheels that may potentially contain non-heat-treated studs produced within the specified time frame. Ford reviewed supplier process records to determine the population of affected parts.

These stripped chassis 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 : JUN 13, 2018 - JUN 22, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : On some of the affected stripped chassis, the front wheel hub assemblies may contain studs that were not heat-treated properly. 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 : Ford has not made a determination that this issue presents an unreasonable risk to safety. Nonetheless, Ford has decided to proceed with a proactive wheel stud replacement program to assist Ford's upfitters.

Although Ford has not verified the specific risk to these vehicles, if multiple wheel studs fracture on the same wheel hub, vehicle handling could potentially be affected increasing the risk of a crash.

Description of the Cause : A lack of robustness in the Tier 3 stud supplier material handling process allowed one batch of non-heat-treated studs to be mixed with ten other properly treated batches of studs. Inadequate inspection at the Tier 2 and 1 suppliers allowed for the non-heat-treated studs to be installed into wheel hub assemblies.

Identification of Any Warning that can Occur : None.

Supplier Identification :

Component Manufacturer

Name : Meritor

Address : 88 Steadmantown Lane
Frankfort KENTUCKY 40601

Country : United States

Chronology :

June 28, 2018: Ford's Critical Concern Review Group reviewed a supplier notification about an issue concerning certain wheel hub assemblies that may contain non-heat-treated studs. Analysis by the supplier indicated that up to approximately 9% of studs used in wheel hub assemblies during the affected timeframe may not have been heat-treated. The number of non-heat-treated studs installed on any single 8-stud wheel hub assembly is unknown.

July 3, 2018: Ford determined that all potentially affected incomplete vehicles were located at one of five vehicle upfitters for conversion/completion.

On July 9, 2018, Ford's Field Review Committee reviewed the concern and approved a field action.

August 8, 2018: Subsequent to receipt of Ford's defect notice, the Agency requested that Ford provide a timeline for determination of whether a safety risk exists, and for a copy of Ford's findings. Ford reaffirmed that all potentially affected wheel studs are being remedied as indicated and that no additional assessment of the safety risk will be conducted. Ford is taking this action without determination of a specific risk in order to expedite replacement of potentially affected wheel studs and minimize the risk of delivery to end-use customers.

Description of Remedy :

Description of Remedy Program : Affected up-fitters and dealers will be notified by mail and instructed to inspect, remove and replace the suspect front wheel hub studs as required, following the dealer bulletin technical instructions.

Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern.

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

How Remedy Component Differs from Recalled Component : Replacement wheel hubs contain properly heat-treated studs.

Identify How/When Recall Condition was Corrected in Production : The supplier added a hardness testing procedure to verify proper stud heat-treating.

Recall Schedule :

Description of Recall Schedule : Notification to upfitters and dealers occurred on July 17, 2018. Mailing of owner notification letters began on August 20, 2018 and was completed by August 24, 2018.

Planned Dealer Notification Date : JUL 17, 2018 - JUL 17, 2018

Planned Owner Notification Date : AUG 20, 2018 - AUG 24, 2018

* NR - Not Reported