

# Part 573 Safety Recall Report

# 19V-688

**Manufacturer Name :** Ford Motor Company**Submission Date :** SEP 30, 2019**NHTSA Recall No. :** 19V-688**Manufacturer Recall No. :** 19S31**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 : 28,579

Estimated percentage with defect : 17 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Ford F-Super Duty: F-250 and F-350

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** Affected vehicles are equipped with electronically locking rear differentials and may have suspect passenger side rear axle shafts.

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 : MAY 21, 2019 - JUL 26, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** The electronically locking rear axle assembly may have a passenger side axle shaft manufactured with steel that does not meet Ford's specifications.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A passenger side rear axle shaft manufactured with material not to Ford's specification may fracture at a reduced useful life. A broken passenger side rear axle shaft could result in a loss of motive power while driving in two wheel drive, and inability to hold the park function. If the parking brake is not applied, this could result in the unintended vehicle movement, increasing the risk of injury or crash.

**Description of the Cause :** Improper material handling during the bar stock cooling process at the axle shaft material supplier.

**Identification of Any Warning** A broken passenger side rear axle shaft may result in rear axle noise and/or a that can Occur : loss of motive power in two wheel drive operation.

## Supplier Identification :

### Component Manufacturer

Name : Dana Incorporated  
Address : 10000 Business Blvd.  
Dry Ridge KENTUCKY 41035  
Country : United States

## Chronology :

August – September 2019

On August 1, 2019, a concern related to rear axle assemblies with improper passenger side axle shaft material was brought to Ford's Critical Concern Review Group (CCRG) for review. A supplier had notified Ford of a 2020 MY F-Super Duty electronically locking rear axle assembly that experienced a premature passenger side axle shaft failure during production verification testing.

The axle shaft was analyzed and determined to be the incorrect material composition. Upon investigation, the supplier determined that a certain batch of axles produced with an incorrect steel type (16MnCr5) were inadvertently mixed with the correct F-Super Duty axle shafts. Axles produced with the 16MnCr5 material do not meet Ford's torsional strength and hardness specifications.

A broken passenger side rear axle could result in a loss of motive power and inability to hold the park function. If the parking brake is not applied, this could result in the unintended vehicle movement.

On September 23, 2019, Ford's Field Review Committee reviewed the concern and approved a field action.

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

## Axle Shaft Material Supplier – Company/Contact Information

### Company Information

Company Name: Grupo Simec  
Address 1: Simec Acero S.A. de C.V.  
Address 2: Km. 123 Carretera Federal Mex-Ter S/N Interior  
City: Col. San Cosme Atlamaxac  
State: Tlaxcala  
Zip Code: 90460  
Country: Mexico

## Company Contact Information

First Name: Alma  
Last Name: Iglesias  
Position: Commercial Director  
Phone: + 52 241 413 1634

## Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer. The passenger side rear axle shaft will be inspected; shafts with a suspect batch code will be replaced. There will be no charge for this service.

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 : Suspect parts were built within a batch that may contain a quality concern where the passenger side rear axle shaft material does not meet Ford specifications. The remedy component was produced with the correct material after the quality concern was identified and preventative corrective actions implemented.

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

## Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on October 1, 2019. Mailing of owner notification letters is expected to begin October 21, 2019 and is expected to be completed by October 25, 2019.

Planned Dealer Notification Date : OCT 01, 2019 - OCT 01, 2019

Planned Owner Notification Date : OCT 21, 2019 - OCT 25, 2019

\* NR - Not Reported