

# Part 573 Safety Recall Report

# 20V-599

**Manufacturer Name :** Ford Motor Company**Submission Date :** OCT 20, 2020**NHTSA Recall No. :** 20V-599**Manufacturer Recall No. :** 20S57**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 : 52

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Ford F-350

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : GAS

Descriptive Information : Affected vehicles are equipped with 7.3L gas engines and ambulance prep packages.

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 : DEC 16, 2019 - SEP 16, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Affected vehicles were ordered with "Wide Track" rear axles, but were built with base (narrower) axles. Depending on the body installed by the body builder, clearance to the inner tire on the dual wheel rear axle may be below the minimum specification.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A body builder that installs a second unit body on an affected vehicle could cause a clearance condition, resulting in tire contact with the second unit body. Subsequent damage to this inner tire could result in a tire blowout, increasing the risk of loss of vehicle control on these emergency vehicle applications.

**Description of the Cause :** An error in the Vehicle Order Guide allowed the 7.3L gas F-350 with Ambulance Package to be ordered with a “Wide Track” axle, which was not available.

**Identification of Any Warning that can Occur :** Customers may notice unusual noise in the rear of the vehicle if the inner tire contacts the second unit body while driving.

## Involved Components :

**Component Name 1 :** NR

**Component Description :** NR

**Component Part Number :** NR

## Supplier Identification :

### Component Manufacturer

**Name :** NR

**Address :** NR

NR

**Country :** NR

## Chronology :

August – September 2020: On August 26, 2020, an ambulance body builder contacted Ford Motor Company’s Body Builders Advisory Services group with a concern about the inner dual rear wheel (DRW) tire contacting the second unit body installed by the body builder. This report was brought to the Critical Concern Review Group (CCRG) for review on September 3, 2020. Investigation found the vehicle in question had been built with narrower rear axle than the body builder had specified and ordered for the chassis. Subsequent investigation found that 2020 model year F350 DRW Gas Ambulance Package vehicles ordered and invoiced as including a “Wide Track” rear axle were built with a base (narrower) rear axle.

On September 23, 2020, 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.

## Description of Remedy :

Description of Remedy Program : Ford will contact body builders and final customers. For vehicles already built with second unit bodies, the rear axle will be rebuilt as a "Wide Track" axle. For remaining vehicles, body builders will be given the option to accept the base axle and build a different second unit body that meets Ford's specifications or have the rear axle rebuilt as a "Wide Track" axle. 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 : The rebuilt "Wide Track" axle will have the correct width to avoid potential tire contact to the second unit body.

Identify How/When Recall Condition was Corrected in Production : Remaining 2020 Model Year orders with this combination were cancelled on September 9, 2020. The Product Direction Letter was corrected for the 2021 Model Year to prevent the "Wide Track" axle feature code from being selected from the Order Guide for this combination.

## Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on October 1, 2020. Mailing of owner notification letters is expected to begin October 12, 2020 and is expected to be completed by October 16, 2020.

Planned Dealer Notification Date : OCT 01, 2020 - OCT 01, 2020

Planned Owner Notification Date : OCT 12, 2020 - OCT 16, 2020

\* NR - Not Reported