

Part 573 Safety Recall Report

21E-027

Manufacturer Name : Tenneco Automotive

Submission Date : APR 20, 2021

NHTSA Recall No. : 21E-027

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Tenneco Automotive
Address : 500 North Field Drive
 Lake Forest IL 60045
Company phone : 847-482-5003

Population :

Number of potentially involved : 2,394
Estimated percentage with defect : 30 %

Equipment Information :

Brand / Trade 1 : MOOG

Model : K500359

Part No. : K500359

Size : NR

Function : Ball Joint

Descriptive Information : This part is intended for aftermarket installation on MY2015 – 2018 Ford F-150 vehicles. This recall covers all parts produced during the stated production range. Parts produced and sold by DRiV prior to the stated production range were sourced from a third-party and are not affected.

Production Dates : MAR 03, 2020 - JAN 12, 2021

Description of Defect :

Description of the Defect : Due to a lack of an alignment hole and installation “warning tag,” and a potentially misaligned dust boot, there is a risk that the upper ball joint may be installed incorrectly. If the ball joint is installed incorrectly, normal vertical movement may cause the ball joint stud to contact the housing, potentially leading to breakage of the stud.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the ball joint stud breaks, front wheel control will be compromised, increasing the risk of a vehicle crash.

Description of the Cause : Specifications for a warning tag and alignment hole were inadvertently omitted from the final design release for this part. This omission, coupled with manufacturing variances that caused an unknown number of parts to be produced with a misaligned dust boot (which contain features/markings that

are intended to assist the installer with proper orientation), contribute to the risk of incorrect installation.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name : Dust Boot
Component Description : Dust Boot
Component Part Number : AXC82907L

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

February 8, 2021: DRiV received a report of a broken ball joint stud on Upper Ball Joint Part No. K500359. An initial evaluation of the claim indicated that the installer did not orient the ball joint correctly into the factory OE control arm, causing restricted movement of the stud, leading to breakage.

February 8 – April 2, 2021: DRiV undertook an investigation of the concern. An inspection of parts from DRiV's inventory revealed that the subject parts were not produced with an alignment hole and warning tag, which assist the installer in orienting the ball joint correctly into the OE control arm. The investigation also revealed that, in some cases, the dust boot installed on the part was misaligned during the assembly process. Because the dust boot contains features/markings that assist in proper orientation, this misalignment may also contribute to the risk of an incorrect installation. DRiV also undertook to evaluate the extent to which a misaligned/misoriented ball joint may lead to stud joint breakage.

April 5, 2021: DRiV's Global Warranty Committee reviewed the results of the investigation and decided to initiate this safety recall.

April 20, 2021: Amendment to 573 to provide updated remedy, replacement part number and dealer notification schedule.

DRiV is not aware of any accidents or injuries related to this condition.

Description of Remedy :

Description of Remedy Program : DRiV will request the return of unsold parts from dealer/distributor inventory for credit. DRiV will work with dealers/distributors in an effort to identify and notify owners who purchased the recalled parts. These owners will be advised to return their vehicle to their service location to have the ball joint inspected for proper installation. If the ball joint was not properly installed, it will be replaced with a remedy part free of charge.

Pursuant to 49 CFR 577.11(e), DRiV requests that it be exempt from providing a notification of a reimbursement plan. Any pre-notification product failure would have been addressed under the manufacturer's limited warranty. Accordingly, no person would be eligible for reimbursement pursuant to 573.13.

How Remedy Component Differs from Recalled Component : Remedy parts will be Part No. K500359 or Part No. K500422, in both cases with a packaging date code range of 6111012 or later. (Suspect parts have a packaging label date code range of 6110063 to 6111012.) The remedy parts will have an alignment hole and an affixed warning tag to assist in proper installation. The dust boot on these parts will also be correctly aligned.

Identify How/When Recall Condition was Corrected in Production : During the containment stage of the root cause and corrective action process investigation, DRiV confirmed that the last shipment of suspect parts was January 12, 2021. The first lot of corrected parts was shipped on March 12, 2021.

Recall Schedule :

Description of Recall Schedule : DRiV will notify purchasers of this recall as follows: (1) DRiV will notify owners who purchased the product directly from DRiV using purchasing records available to the company per the "Planned Owner Notification" schedule; (2) DRiV will notify dealers and distributors per the "Planned Dealer Notification" schedule; and (3) DRiV will work with dealers and distributors to identify and notify other affected owners, the timing of which will be dependent upon receipt of owner contact information.

Planned Dealer Notification Date : APR 26, 2021 - APR 30, 2021

Planned Owner Notification Date : MAY 10, 2021 - MAY 14, 2021

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