

# Part 573 Safety Recall Report

# 21V-140

**Manufacturer Name :** Ford Motor Company

**Submission Date :** MAR 05, 2021

**NHTSA Recall No. :** 21V-140

**Manufacturer Recall No. :** 21S09



## 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 :** 1,258

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2021-2021 Ford Mustang Mach-E

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** ALL

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. The Ford process is capable of tracing front subframe production to the vehicle in which the front subframe is installed.

Affected vehicles may have front subframe bolts that are loose.

Ford Mustang Mach-E 2021 - 1258

**Production Dates :** JAN 21, 2021 - FEB 15, 2021

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** These vehicles were produced with front subframes which may have components that are not properly secured together due to loose bolts.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Loose subframe bolts may affect crash performance, increasing the risk of injury.

**Description of the Cause :** The supplier produced front subframe assemblies with loose bolts due to insufficient torque controls.

**Identification of Any Warning that can Occur :** Affected vehicles may exhibit a rattle from the front suspension.

## Involved Components :

Component Name 1 : Front Aluminum Subframe

Component Description : Front Aluminum Subframe

Component Part Number : LJ9C-5C145-AC

## Supplier Identification :

### Component Manufacturer

Name : Martinrea Honsel

Address : Avenida la Montaña No. 101

Queretaro Foreign States 76220

Country : Mexico

## Chronology :

On February 13, 2021, a Squeak and Rattle audit at Ford Cuautitlan Stamping and Assembly Plant identified a noise coming from the front suspension of a vehicle. The team identified the cause of the noise to be loose bolts on the front subframe.

Further investigation determined that the supplier had insufficient torque controls in the assembly station that secures the front subframe to the lower load path. It was determined that a modification to the assembly station on January 21, 2021 affected the securing of the bolts and enabled an operator to release assembly without the torque completed.

The team determined based upon plant records that the vehicles with suspect front subframes were built between January 21, 2021 and February 15, 2021.

On March 3, 2021, 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 : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the front subframe bolts inspected and tightened if necessary. 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 : Not applicable, the front subframe bolts will be tightened if necessary.

Identify How/When Recall Condition was Corrected in Production : The supplier initiated 100% subframe bolt torque verification on February 13, 2021.

## Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on March 5, 2021. Mailing of owner notification letters is expected to begin March 22, 2021 and is expected to be completed by March 26, 2021.

Planned Dealer Notification Date : MAR 05, 2021 - MAR 05, 2021

Planned Owner Notification Date : MAR 22, 2021 - MAR 26, 2021

\* NR - Not Reported