

Part 573 Safety Recall Report

22V-792

Manufacturer Name : Ford Motor Company

Submission Date : OCT 20, 2022

NHTSA Recall No. : 22V-792

Manufacturer Recall No. : 22S68



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 : 596

Estimated percentage with defect : 26 %

Vehicle Information :

Vehicle 1 : 2023-2023 Ford E-series

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Ford's team reviewed supplier process and maintenance records to determine the population of affected parts.

The affected vehicles are equipped with rear axle rotor / hub assemblies received from the sub-supplier with improperly torqued bolts.

596 vehicles of 2023 Ford E-series are affected.

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 : JUL 28, 2022 - AUG 03, 2022

VIN Range 1 : Begin : NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Some of these vehicles may have an improperly torqued bolt that secures the rear axle rotor to the wheel-hub. An improperly torqued bolt in the rotor/ hub assembly can result in slippage at this joint, potentially resulting in fracture of the rotor hat which could lead to wheel separation.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of wheel attachment could occur during hard acceleration or hard brake application events, increasing the risk of a crash.

Description of the Cause : The rear axle hub/rotor supplier improperly torqued certain assemblies during a manual rework process.

Identification of Any Warning that can Occur : The ABS malfunction light would illuminate in the instrument cluster panel, and the customer would experience brake pulsation while applying brakes.

Involved Components :

Component Name 1 : E450 Dual Rear Wheel (DRW) Assembly

Component Description : Rear Axle Assembly

Component Part Number : NC2C-1113-BA

Component Name 2 : Hub

Component Description : Hub

Component Part Number : NC2C 1109 CA

Component Name 3 : Rotor

Component Description : Rotor

Component Part Number : NC2C 2C026 BA

Component Name 4 : Bolts (Hub to Rotor)

Component Description : Bolts (Hub to Rotor)

Component Part Number : PC3C 1107 AA

Supplier Identification :

Component Manufacturer

Name : Dana Incorporated

Address : 10000, Business Blvd
Dry Ridge Kentucky 41035

Country : United States

Chronology :

August – September 2022: On August 10, 2022, an issue pertaining to loose bolts on rear axle rotor / hub assemblies of 2023 model year E-series vehicles was brought to Ford's Critical Concern Review Group for review by Ford's Supplier Technical Assistance (STA) team. The rear axle supplier had identified five subassemblies received from the rear axle rotor / hub subassembly Tier 2 supplier with one of the eight bolts loose. This new inspection process at the rear axle supplier was initiated on August 04, 2022 to monitor incoming quality from the new axle rotor / hub assembly Tier 2 supplier which had just begun supplying assemblies in July 2022.

CCRG's investigation found that an improperly torqued bolt in the rotor / hub assembly can result in slippage at this joint, potentially resulting in fracture of the rotor hat which could lead to wheel separation. A review of supplier records found that 234 suspect hub/rotor sets were manufactured and installed into axles and shipped to Ford. Containment efforts were undertaken at Ford's assembly plant to identify potentially suspect axle assemblies. Assembly plant review of production records found that suspect axles had been installed on vehicles and shipped beyond Ford's control.

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

On October 13, 2022, Ford's Field Review Committee reviewed the concern and approved a field action.

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 vehicles inspected for a suspect rear axle serial number. For the vehicles identified as suspect, dealer technicians will remove the rear axle rotor / hub assembly as instructed in workshop manual to inspect and verify that the rear axle rotor / hub bolts are properly installed. If any one bolt is not, a hub-rotor assembly will be replaced. When all bolts are found to be properly torqued, the rotor / hub assembly will be reassembled to the axle. There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2021. The ending date for reimbursement eligibility is estimated to be January 09, 2024.

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

How Remedy Component Differs from Recalled Component : The bolts securing the rotor / hub assembly of the rear axle will be properly installed and torqued.

Identify How/When Recall Condition was Corrected in Production : 100% torque inspection on all bolts of assembled rotor / hub assemblies at Tier 2 supplier was implemented on August 04, 2022.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on October 21, 2022. Mailing of owner notification letters is expected to begin November 14, 2022 and is expected to be completed by November 18, 2022.

Planned Dealer Notification Date : OCT 21, 2022 - OCT 21, 2022

Planned Owner Notification Date : NOV 14, 2022 - NOV 18, 2022

* NR - Not Reported