

Part 573 Safety Recall Report

23E-051

Manufacturer Name : Ironman 4x4 USA II LLC

Submission Date : AUG 28, 2023

NHTSA Recall No. : 23E-051

Manufacturer Recall No. : NR



Manufacturer Information :

Population :

Manufacturer Name : Ironman 4x4 USA II LLC

Number of potentially involved : 6,345

Address : 12905 SW Tualatin-Sherwood Road
Sherwood OR 97140

Estimated percentage with defect : 100 %

Company phone : 855-476-5714

Equipment Information :

Brand / Trade 1 : Ironman 4x4

Model : Pro Forge

Part No. : UCA001FA, UCA001FAJ+

Size : NR

Function : NR

Descriptive Information : Certain Ironman 4x4 Pro Forge upper control arms with a certain supplier's ball joint offered for sale as an aftermarket component.

How population determined: The recall population has been determined based on a review of production records against sales data.

How recall population differs from population not in the recall: Ironman 4x4 Pro Forge upper control arms equipped with a ball joint from another supplier have not exhibited the failure mode.

All Part #'s impacted:

UCA001FA, UCA001FAJ, UCA001FA-K500018, UCA001FAT,UCA001FAT-K80811,
UCA001FAX,UCA048FA, UCA048FA-P, UCA048FA-X, UCA054FAS, UCA056FA,
UCA073FA, UCA075FA, UCA075FA-DT

Production Dates : JAN 01, 2019 - JUN 27, 2023

Description of Defect :

Description of the Defect : Premature wear of the ball joint installed in the upper control arm may result in the failure of the ball joint and the reduction or loss of steering control while the vehicle is in operation.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Reduction or loss of steering control while a vehicle is in operation could increase the risk of a crash.

Description of the Cause : The ball joint in the upper control arm is susceptible to ingress of dirt and water, which creates an abrasive environment between the ball and socket of the joint, leading to premature wear or failure of the ball joint.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name : Ball Joint

Component Description : Ball joint component of the upper control arm.

Component Part Number : UBJ001K

Component Name : Upper control arm

Component Description : Front suspension component

Component Part Number : See equipment information, above.

Supplier Identification :**Component Manufacturer**

Name : Masuma China

Address : No.19, Liwu Road

Huadou Disrict Guangzhou Foreign States

Country : China

Chronology :

On March 10, 2023, the purchasing team at Ironman 4x4 USA received notification from Australia-based parent company Ironman 4x4 PTY Ltd. to cease purchases of the subject upper control arms due to elevated warranty claims on the component in the Australian market. Ironman 4x4 USA promptly ceased such purchases for the US market.

As of March 2023, Ironman 4x4 USA had received 9 warranty claims on the affected upper control arms sold into the US market. None of the 9 claims alleged loss or failure of steering; all of the claims reported noise emanating from the subject upper control arms.

The parent company conducted an investigation of Australian warranty claims involving the subject upper control arms, which were offered for sale in the US and Australia. That investigation identified the potential for dirt and water to enter the ball joint of the upper control arm and cause premature wear of the ball joint.

On June 23, 2023, Ironman 4x4 Pty Ltd (Ironman Australia) submitted a Product Safety Recall to the Australian Competition and Consumer Commission for the subject upper control arms.

On June 27, 2023, Ironman 4x4 US instituted a stop-sale order for US sales of the subject upper control arms. Also on June 27, Ironman 4x4 USA received a 10th warranty claim on the subject upper control arms, again for noisy steering.

On June 29, 2023, Ironman 4x4 USA decided to conduct a voluntary safety recall in the United States to remedy the identified population of upper control arms with the affected ball joint component.

As of June 29, 2023, Ironman 4x4 USA is aware of 10 warranty claims, received between August 11, 2021, and June 27, 2023, in the US due to noise or squeaking in the upper control arms; no field or service reports in the US; and no reports of reduction or loss of steering control associated with this issue in the US. There are no reports of injuries associated with this issue.

Description of Remedy :

Description of Remedy Program : Owners will be provided a ball joint replacement through an order process and will be directed to a local dealer to have the new ball joint installed free of charge.

How Remedy Component Differs from Recalled Component : The remedy component will be procured from a different supplier; the remedy component supports the process of flushing out foreign materials and contaminants with fresh grease via a grease nipple on the top of the joint, reducing the risk of premature wear.

Identify How/When Recall Condition was Corrected in Production : Upper control arms built after June 26, 2023, were built with ball joints from another supplier; ball joints from this supplier have not exhibited the failure mode.

Recall Schedule :

Description of Recall Schedule : Ironman 4x4 USA offers these products for sale directly to consumers and also sells through dealers. Ironman will notify its dealers of the recall on/before September 1, 2023. Ironman 4x4 USA will notify owners on/before September 1, 2023, by letter sent via USPS, informing owners of this campaign and how to obtain the remedy free of charge. Ironman 4x4 USA will also post this same information on its website.

Ironman will be doing a reimbursement plan for all direct consumers and will be following the outlined reimbursement plan submitted to NHTSA. These are filed as UCA Recall Warranty.

Planned Dealer Notification Date : SEP 01, 2023 - SEP 01, 2023

Planned Owner Notification Date : SEP 01, 2023 - SEP 01, 2023

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