

Part 573 Safety Recall Report

23V-758

Manufacturer Name : Ford Motor Company**Submission Date :** NOV 09, 2023**NHTSA Recall No. :** 23V-758**Manufacturer Recall No. :** 23S59**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 : 13

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 Ford F-Super Duty: F-350, F-450, F-550, F-600

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : NR

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 wheel hub extender production to the vehicle in which the front wheel hub extender is installed. Ford is able to provide the specific VIN list of affected vehicles; see attachment VINs.

Affected vehicles are equipped with dual rear wheels (DRW) and wide body front axles.

13 Ford Super Duty vehicles are affected.

Production Dates : DEC 08, 2022 - AUG 31, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Affected vehicles are equipped with front wheel hub extender retaining nuts that may be insufficiently tightened. Insufficiently tightened front wheel hub extender retaining nuts may result in separation of the wheel and wheel extender from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Insufficiently tightened front wheel hub extender retaining nuts may result in front wheel and wheel extender detachment from the vehicle, increasing the risk of a crash. A wheel assembly that separates from a vehicle while driving may create a road hazard, increasing the risk of injury or crash.

Description of the Cause : Due to a process error during equipment faults at the supplier's manufacturing facility, the automated torque station for tightening the front wheel hub extender retaining nuts allowed prior torque data to be written to a front wheel hub extender assembly in certain limited instances.

Identification of Any Warning that can Occur : Front wheel hub extender retaining nuts that are loose may lead to vibration and noise while driving.

Involved Components :

Component Name 1 : Front Axle

Component Description : F-350 Front Axle - Dual Rear Wheel 3.55 Gear Ratio 4x4

Component Part Number : PC34-3002-TD

Component Name 2 : Front Axle

Component Description : F-350 Front Axle - Dual Rear Wheel 3.73 Gear Ratio 4x4

Component Part Number : PC34-3002-DD

Component Name 3 : Front Axle

Component Description : F-350 Front Axle - Dual Rear Wheel 4.10 Gear Ratio 4x4

Component Part Number : PC34-3002-ED

Component Name 4 : Front Axle

Component Description : F-450 / F-550 Front Axle - Dual Rear Wheel 4.88 Gear Ratio 4x4

Component Part Number : PC34-3002-UE

Component Name 5 : Front Axle

Component Description : F-450 / F-550 Front Axle - Dual Rear Wheel 4.30 Gear Ratio 4x4

Component Part Number : PC34-3002-VE

Component Name 6 : Front Axle

Component Description : F-600 Front Axle - Dual Rear Wheel 4.30 Gear Ratio 4x4

Component Part Number : PC34-3002-XE

Component Name 7 : Front Axle

Component Description : F-600 Front Axle - Dual Rear Wheel 4.88 Gear Ratio 4x4

Component Part Number : PC34-3002-ZE

Component Name 8 : Front Axle

Component Description : F-450 / F-550 Front Axle - Dual Rear Wheel 4x2 Chassis Cab

Component Part Number : PC34-3001-CD

Supplier Identification :

Component Manufacturer

Name : Dana Incorporated

Address : 3939 Technology Drive
Maumee Ohio 43537

Country : United States

Chronology :

On October 19, 2023, Ford's Critical Concern Review Group (CCRG) initiated an investigation into a field report of a wheel and wheel hub extender detachment on a 2023 Ford Super Duty vehicle during a low-speed maneuver. The field report indicated vehicle vibration prior to the wheel and wheel extender detachment and no injuries were reported.

Ford conducted a review of the axle supplier's assembly processes and production records and identified a concern at the supplier's manufacturing facility. The review of supplier records identified axles that may contain insufficiently torqued wheel extender retaining nuts. If certain assembly equipment faults or malfunctions during manufacturing, torque data for a previously assembled front wheel hub extender can be erroneously recorded for a front wheel hub extender currently in the retaining nut torquing station without performing the torque operation. Ford identified the specific instances when this occurred, and can trace suspect wheel hub extenders by axle serial number to specific vehicle VINS.

As of November 01, 2023, Ford is aware of one (1) field report received on October 16, 2023, related to this

concern.

On November 03, 2023, Ford's Field Review Committee reviewed the concern and approved a field action.

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

Description of Remedy :

Description of Remedy Program : Ford is contacting owners and instructing them to not drive their vehicle. Owners are asked to work with a Ford or Lincoln dealer to have their vehicle towed in for service. Dealers will inspect the front wheel hub extender retaining nuts. If a front wheel hub extender retaining nut is found to be loose, the dealer will replace the wheel hub extender, retaining nuts, and hub assembly. 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 2023. The ending date for reimbursement eligibility is estimated to be December 15, 2023.

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

How Remedy Component Differs from Recalled Component : Front wheel hub extender retaining nuts will be torqued to specification.

Identify How/When Recall Condition was Corrected in Production : Not required per 49 Part 573.

Recall Schedule :

Description of Recall Schedule : Notification to dealers occurred on November 06, 2023. Ford is currently contacting owners by phone and email. Mailing of owner notification letters is expected to begin November 27, 2023, and is expected to be completed by December 01, 2023.

Planned Dealer Notification Date : NOV 09, 2023 - NOV 09, 2023

Planned Owner Notification Date : NOV 27, 2023 - DEC 01, 2023

* NR - Not Reported