

Part 573 Safety Recall Report

24E-079

Manufacturer Name : Tenneco Automotive

Submission Date : SEP 25, 2024

NHTSA Recall No. : 24E-079

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 : 21,664

Estimated percentage with defect : 1 %

Equipment Information :

Brand / Trade 1 : MOOG

Model : K500346

Part No. : K500346

Size : NR

Function : Ball Joint

Descriptive Information : This recall includes certain MOOG brand ball joints that were manufactured from start of production through 6/18/2024, during which the heat treatment process at DRiV's subsupplier has been determined to be suspect. These parts are intended for aftermarket installation on MY2013 – 2019 Ford Escape vehicles.

DRiV supplied the subject parts into the aftermarket only.

For MOOG Part #K500346, this recall covers 6,182 parts.

Production Dates : OCT 17, 2019 - JUN 18, 2024

Brand / Trade 2 : MOOG

Model : K500347

Part No. : K500347

Size : NR

Function : Ball Joint

Descriptive Information : This recall includes certain MOOG brand ball joints that were manufactured from start of production through 6/14/2024, during which the heat treatment process at DRiV's subsupplier has been determined to be suspect. These parts are intended for aftermarket installation on MY2013 – 2019 Ford Escape vehicles.

DRiV supplied the subject parts into the aftermarket only.

For MOOG Part #K500347, this recall covers 5,578 parts.

Production Dates : OCT 17, 2019 - JUN 14, 2024

Brand / Trade 3 : NAPA

Model : 2601878

Part No. : 2601878

Size : NR

Function : Ball Joint

Descriptive Information : This recall includes certain NAPA brand ball joints that were manufactured from start of production through 7/8/2024, during which the heat treatment process at DRiV's subsupplier has been determined to be suspect. These parts are intended for aftermarket installation on MY2013 – 2019 Ford Escape vehicles.

DRiV supplied the subject parts into the aftermarket only.

For NAPA Part #2601878, this recall covers 4,821 parts.

Production Dates : OCT 17, 2019 - JUL 08, 2024

Brand / Trade 4 : NAPA

Model : 2601879

Part No. : 2601879

Size : NR

Function : Ball Joint

Descriptive Information : This recall includes certain NAPA brand ball joints that were manufactured from start of production through 6/27/2024, during which the heat treatment process at DRiV's subsupplier has been determined to be suspect. These parts are intended for aftermarket installation on MY2013 – 2019 Ford Escape vehicles.

DRiV supplied the subject parts into the aftermarket only.

For NAPA Part #2601879 , this recall covers 5,083 parts.

Production Dates : OCT 11, 2019 - JUN 27, 2024

Description of Defect :

Description of the Defect : The mounting flange on some of the subject ball joints may have developed a crack during the heat treat process at a subsupplier. Under certain load conditions, the affected ball joint(s) may have a separation between the mounting flange and socket.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A ball joint separation that occurs while the vehicle is in motion may affect vehicle control, increasing the risk of a vehicle crash.

Description of the Cause : The heat treatment process at the housing subsupplier was not performed to specifications.

Identification of Any Warning that can Occur : A fracture may occur without warning.

Involved Components :

Component Name : Ball Joint Housing

Component Description : Ball Joint Housing

Component Part Number : AXC87783M

Component Name : Ball Joint Housing

Component Description : Ball Joint Housing

Component Part Number : AXC87787M

Component Name : Ball Joint Housing

Component Description : Ball Joint Housin

Component Part Number : AXC87789M

Component Name : Ball Joint Housing

Component Description : Ball Joint Housing

Component Part Number : AXC87788M

Supplier Identification :

Component Manufacturer

Name : Zhejiang Tongshi Industrial Technology C

Address : Bingang Industrial Area
Shamen Town Yuhuan, Zhejiang Foreign States

Country : China

Chronology :

7/15/24 – An installer reported that the housing on a Part #260-1878 ball joint fractured when the vehicle was lowered to the ground.

7/15 – 8/5/24 – An investigation into the root cause of the fracture was initiated. A visual inspection was conducted on 40 inventory samples finding no visible cracks. A third-party lab review identified a quench crack in the housing. Results were discussed with the supplier.

8/8 – 8/15/24 – Magnetic particle inspection (MPI) was performed on 50 field and inventory samples, with no defects identified. DRiV completed an on-site visit with the supplier with no significant findings. The supplier provided 100% inspection data on 1,064 parts in supplier inventory with no issues identified.

8/21/24 – A second installer reported a similar occurrence before the vehicle left shop.

8/26 – 9/12/24 – MPI was performed on 30 additional parts from inventory, with two suspect samples

identified. MPI was performed on an additional 300 parts from inventory completed with no defects found. The supplier reported a root cause as a furnace issue, which the supplier advised was limited to Part #260-1878. Because the two reports involved failures at the time of installation, failure load testing was performed to evaluate whether this issue could occur post-installation (i.e., during vehicle operation). Test results were analyzed. Testing indicated the potential for an affected part to experience fatigue propagation after installation (during operation).

9/16/24 – A third report was received alleging failure of a Part #K500347 approximately 30 miles after installation. This reported incident suggested that all parts using a similar housing shape and heat treat process may be potentially suspect.

9/18/24 – The issue was escalated to DRiV’s executive management. Based upon the results of the investigation, DRiV decided to conduct a safety recall for the subject parts. There are no reports of accidents or injuries.

Description of Remedy :

Description of Remedy Program :	The recalled ball joints will be replaced with new ball joints whose housings have been properly heat treated. DRiV will implement a recall-reimbursement plan in accordance with 49 CFR 573.13.
How Remedy Component Differs from Recalled Component :	The remedy ball joints will have a part numbers: Recalled MOOG Part No. K500346: New Part No. K500482 Recalled MOOG Part No. K500347: New Part No. K500481 Recalled NAPA Part No. 2601878: New Part No. 2601990 Recalled NAPA Part No. 2601879: New Part No. 2601991
Identify How/When Recall Condition was Corrected in Production :	The supplier's root cause and corrective action is still ongoing. Shipments will resume when this process is completed and approved.

Recall Schedule :

Description of Recall Schedule :	Notification letters will be sent to DRiV’s distributor/dealer customers per the “Dealer Notification” date range. DRiV will notify owners who purchased the recalled parts directly from DRiV per the “Owner Notification” date range. The timing of additional owner notifications is dependent upon coordination with distributors and dealers.
Planned Dealer Notification Date :	OCT 14, 2024 - OCT 18, 2024

Planned Owner Notification Date : OCT 21, 2024 - OCT 25, 2024

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