

Part 573 Safety Recall Report

24V-494

Manufacturer Name : Ford Motor Company**Submission Date :** JUL 19, 2024**NHTSA Recall No. :** 24V-494**Manufacturer Recall No. :** 24S42**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 : 2,718

Estimated percentage with defect : 31 %

Vehicle Information :

Vehicle 1 : 2025-2025 Ford F-Super Duty: F-650, F-750

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Ford's team reviewed supplier process records to determine the population of affected parts. The Ford process is capable of tracing tie rod assemblies containing potentially affected tie rod ball studs to the vehicles in which the tie rod assemblies are installed.

Affected vehicles are equipped with suspect front tie rod assemblies.

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.

2,718 2025 model year Ford F-650 and F-750 vehicles are affected.

Production Dates : APR 04, 2024 - JUN 27, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : The front axle in affected vehicles may contain tie rod ball studs that were improperly heat treated and may crack and break. A tie rod ball stud that fails may lead to front axle tie rod disconnection from the steering knuckle and the passenger-side wheel may become disconnected to the steering system. The driver side wheel will not be affected and will remain connected to the steering system because there is no effect to the drag link that connects directly to the driver side knuckle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the vehicle experiences a tie rod ball stud crack, this could result in failure of one or both of the ball studs and may lead to front axle tie rod disconnection from the steering knuckle. The driver will experience degraded steering precision, increasing the risk of a crash.

Description of the Cause : The sub-supplier mixed a batch of ball studs that underwent an experimental heat treat process into production stock and installed the ball studs into tie rod assemblies.

Identification of Any Warning that can Occur : Drivers may notice noise and steering wheel free play when a tie rod ball stud fails.

Involved Components :

Component Name 1 : Tie rod Assembly

Component Description : Ford F-650 / F-750 Steering Tie rod Assembly – 12,000lb/14,000 lb front axle

Component Part Number : FC4Z-3280-HA

Component Name 2 : Tie rod Assembly

Component Description : Ford F-650 / F-750 Steering Tie rod Assembly – 10,000lb/12,000lb front axle

Component Part Number : FC4Z-3280-FA

Component Name 3 : Tie rod Assembly

Component Description : Ford F-650 / F-750 Steering Tie rod Assembly – 10,000lb front axle

Component Part Number : FC4Z-3280-GA

Supplier Identification :

Component Manufacturer

Name : Dana Global Products INC

Address : Via Monterrey-Matamoros # 604 B
Parque Industrial Milenium Apocada Foreign States 66600

Country : Mexico

Chronology :

On June 4, 2024, the Tier 1 supplier, Dana, notified Ford that certain front axles may contain tie rod assemblies with ball studs that were improperly heat treated. Ohio Assembly Plant (OHAP) implemented a vehicle stop-shipment on June 5, 2024, for 2025 Model Year (MY) Ford F-650/F-750 vehicles that may be equipped with tie rod assemblies containing the improperly heat-treated ball studs. On June 6, 2024, the tie rod ball stud concern was brought to Ford's Critical Concern Review Group (CCRG) for review.

The CCRG investigation determined that the Tier 2 supplier, USK, was evaluating an experimental heat treatment process for ball studs and inadvertently mixed these prototype ball studs with production ball studs. These prototype tie rod ball studs are at risk for cracking or breaking due to improper heat treatment. USK shipped tie rod assemblies that were manufactured with the prototype tie rod ball stud stock to Dana between April 9, 2024, and April 30, 2024. Suspect tie rod assemblies can be identified based on Julian dates that are etched on the tie rod assembly.

On June 14, 2024, Ford conducted a vehicle assessment to evaluate the vehicle effect of a front axle tie rod disconnection.

As of June 17, 2024, Ford is not aware of any warranty, field reports, or customer complaints related to this subject.

On June 21, 2024, 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 axle tie rod assembly inspected for a suspect Julian date and replaced if the Julian date falls within the affected range. 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. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accordance with the recall plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy tie rod assembly will contain ball studs that underwent the proper heat treatment process.

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

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on July 3, 2024. Mailing of owner notification letters is expected to begin August 13, 2024 and is expected to be completed by August 20, 2024.

Planned Dealer Notification Date : JUL 03, 2024 - JUL 03, 2024

Planned Owner Notification Date : AUG 13, 2024 - AUG 20, 2024

* NR - Not Reported