

Part 573 Safety Recall Report

24V-805

Manufacturer Name : Ford Motor Company**Submission Date :** FEB 13, 2025**NHTSA Recall No. :** 24V-805**Manufacturer Recall No. :** 24S67**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 : 1,075

Estimated percentage with defect : 3 %

Vehicle Information :

Vehicle 1 : 2023-2024 Ford Transit

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : Ford's team reviewed recall repair records for Ford Safety Recall 24S05 (NHTSA Recall 24V102) to determine the population of affected vehicles. Incorrect bolts may have been installed on affected vehicles during recall repairs that utilized the bolt part numbers provided in Supplement 2 of the 24S05 Dealer Bulletin. Supplement 3 of the 24S05 Dealer Bulletin contains corrected bolt part numbers.

Dealers have 30 days to submit recall repair claims to Ford for reimbursement. Therefore, the number of vehicles affected by this recall may increase until all recall repair claims have been submitted by dealers for the time period Supplement 2 of the 24S05 Dealer Bulletin was active. Ford will submit an update to this defect report with a revised population as needed.

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.

981 2023 model year Transit vehicles are affected.

94 2024 model year Transit vehicles are affected.

Production Dates : MAY 09, 2023 - FEB 10, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : Dealers may have installed incorrect rear axle shaft bolts on affected vehicles during Ford Safety Recall 24S05 repairs, which may result in insufficient thread engagement or clamp load between the wheel and axle shaft.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Inadequate rear axle bolt engagement may lead to rear wheel lock-up or possible separation of the wheel from the axle shaft, resulting in loss of vehicle control or loss of vehicle motive power.
In some cases, the vehicle may roll in Park if the parking brake is not applied. These conditions increase the risk of crash or injury.

Description of the Cause : The rear axle shaft bolt part numbers listed on Supplement 2 of the Dealer Bulletin for Ford Safety Recall 24S05 were reversed for Single Rear Wheel (SRW) and Dual Rear Wheel (DRW) vehicles.

Identification of Any Warning that can Occur : Customers may observe rear axle fluid leaks and may experience grinding noise and vibration while driving.

Involved Components :

Component Name 1 : Single Rear Wheel (SRW) Axle Bolts

Component Description : SRW Bolts - Rear Axle Shaft - M12 X 70MM

Component Part Number : W716084-S439

Component Name 2 : Dual Rear Wheel (DRW) Axle Bolts

Component Description : DRW or SRW 2100kg front axle (DYEAF) - Rear Axle Shaft bolts M12 X 55MM

Component Part Number : W716097-S439

Supplier Identification :**Component Manufacturer**

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

September- October 2024

On September 10, 2024, the Special Service Support Center (SSSC) informed Ford Customer Service Division (FCSD) that a Ford dealer contacted them regarding a potential part number discrepancy on Supplement 2 of the Dealer Bulletin for safety recall 24S05 which launched on August 12, 2024.

On September 26, 2024, the FCSD service engineer informed Ford's Automotive Safety Office that the axle shaft bolt part numbers listed on 24S05 Dealer Bulletin Supplement 2 may have been reversed for Single Rear Wheel (SRW) and Dual Rear Wheel (DRW) vehicles. The rear axle shaft bolts are replaced as part of the recall repair. On the same day, FCSD added a message to the landing page for 24S05 on Ford's Professional Technician System website alerting technicians and parts service managers of the rear axle bolt part numbers reversal.

Driveline Engineering introduced this topic to Ford's Critical Concern Review Group (CCRG) on October 03, 2024. Further investigation confirmed the reversal of the axle shaft bolt part numbers on Supplement 2. The CCRG reviewed information provided through the SSSC as well as warranty reports and determined that Ford cannot rule out the possibility that incorrect bolts were used during the 24S05 repairs. On October 14, 2024, recall repairs for safety recall 24S05 were paused.

As of October 9, 2024, Ford is aware of four warranty reports that may be related to this concern, received on August 29, 2024, September 13, 2024, and two on September 17, 2024.

On October 18, 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 for an inspection of the rear axle shaft bolts. Incorrect bolts will be replaced. Dealers will also check and fill the differential fluid as needed. 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 reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The correct bolt parts for SRW vehicles (W716084-S439) and DRW vehicles (W716097-S439) will be installed in the affected vehicles.

Identify How/When Recall Condition was Corrected in Production : NA

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on October 28, 2024. Mailing of owner notification letters is expected to begin December 9, 2024 and is expected to be completed by December 13, 2024.

Planned Dealer Notification Date : OCT 28, 2024 - OCT 28, 2024

Planned Owner Notification Date : DEC 09, 2024 - DEC 13, 2024

* NR - Not Reported