Part 573 Safety Recall Report 24V-949

Manufacturer Name : Ford Motor Company
Submission Date : DEC 19, 2024
NHTSA Recall No. : 24V-949
Manufacturer Recall No. : 24S76

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 : 11,922
Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2023-2024 Ford F-150 Lightning BEV
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR
Descriptive Information : Ford's team reviewed assembly plant records to determine the population of affected parts. The front upper control arm ball joint on affected vehicles may not have been properly secured during assembly.

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.

8,017 2023 model year Ford F-150 Lightning BEV vehicles are affected.
3,905 2024 model year Ford F-150 Lightning BEV vehicles are affected.

Production Dates : NOV 05, 2023 - FEB 13, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect : Certain vehicles may have an improperly torqued nut on the ball joint which secures the front upper control arm to the knuckle assembly. An improperly torqued nut on the ball joint can result in separation of the front upper control arm from the knuckle assembly.
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : If the upper control arm ball joint nut is loose or missing, the front upper

Description of the Safety Risk :	control arm can separate from the knuckle assembly, which can cause the driver to experience a partial loss of directional control, increasing a risk of a crash.
Description of the Cause :	The nut on the upper control arm ball joint may not have achieved the correct torque due to variation in the alignment or orientation between the fastening tool and the fastener that may have induced lateral forces on the tool, preventing it from properly seating on the fastener.
Identification of Any Warning that can Occur :	If the ball joint nut is loose or missing, the driver may experience vehicle vibration and hear a clunk or rattle noise during suspension jounce and rebound.

Involved Components :

Component Name 1 :	Nut & Wshr M12 Hf Ptp Con 10
Component Description :	Control Arm Ball Joint Nut
Component Part Number :	W717969-S440

Supplier Identification :

Component Manufacturer

Name :	Ford Motor Company
Address :	1 American Road Dearborn Michigan 48126
Country :	United States

Chronology :

September – November 2024
On September 12, 2024, Ford received a Global Common Quality Indicator System (GCQIS) incident report pertaining to a missing left front upper control arm ball joint nut on a 2024 model year F-150 BEV vehicle. The customer reported that at 639 miles they experienced intermittent vibration while driving at highway speed before the vehicle suddenly made an uncommanded left turn into a side rail. Upon inspection, the dealer technician discovered the upper control arm nut was missing and the joint had separated from the knuckle.

On October 3, 2024, Ford's Critical Concern Review Group (CCRG) opened its investigation into this issue. The CCRG investigation included a review of the assembly plant retorquing station data when 100% torque inspection was in place. Based on a review of this data, CCRG was able to determine that certain vehicles built between November 6, 2023 and February 12, 2024, may have failed to achieve the required torque due to

variation in the alignment or orientation between the DC nutrunner tool and the nut to secure the upper control arm to knuckle ball joint. CCRG was able to confirm that the suspect vehicle population, including the vehicle that experienced an accident, were built within this date range.

As of November 14, 2024, Ford is aware of two field reports and one warranty claim representing two incidents related to this concern, received from September 12, 2024 through October 23, 2024.

Ford is aware of one accident attributed to this condition.

On December 13, 2024, Ford's Field Review Committee reviewed the concern and approved a field action.

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 inspect the torque of the left and right upper control arm ball joint nut. If the torque inspection passes, dealers will replace the nut. If the torque inspection fails, dealers will replace the knuckle and nut. 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 ball joint nut (W717969-S440) securing front upper control arm (NL38-3K185/3K186-LA) to the knuckle assembly (NL38-3084/3091-DC) will be properly installed and torqued.
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 January 6, 2025. Mailing of owner notification letters is expected to begin February 3, 2025 and is expected to be completed by February 7, 2025.
Planned Dealer Notification Date :	JAN 06, 2025 - JAN 06, 2025
Planned Owner Notification Date :	FEB 03, 2025 - FEB 07, 2025

* NR - Not Reported