



24S64 – CERTAIN 2024-2025 FORD RANGER AND BRONCO VEHICLES – FRONT UPPER CONTROL ARM TO KNUCKLE BALL JOINT LOOSE OR MISSING FASTENER

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.

On August 28, 2024, Ford Michigan Assembly Plant (MAP) identified a warranty report that described a missing ball joint fastener on a 2024 model year (MY) Ford Ranger vehicle built on June 06, 2024. The warranty report indicated that the front left upper control arm ball joint detached from the knuckle while driving with 291 miles on the odometer.

On August 30, 2024, a Stop Ship was issued for Ranger and Bronco vehicles as both vehicle lines have the left hand (LH) and right hand (RH) upper control arm to knuckle secures done at the same station at the Ford plant. Preliminary investigation by MAP and Ford's Critical Concern Review Group (CCRG) found that the initial vehicle had a Quality Leadership System (QLS) concern for the front upper control arm ball joint to knuckle at the station where this joint is secured.

On September 4, 2024, the CCRG requested expansion of the stop-ship to include vehicles in transit to dealerships. On September 5, 2024, this concern was introduced in CCRG by the MAP Team.

The CCRG team continued its investigation through September 2024 and determined that operators at MAP failed to secure the upper control arm to the knuckle ball joint on certain vehicles. This determination was made using a comparison of assembly process records to warranty reports. Based on a review of repair data and error proofing failures, the CCRG team determined that plant personnel released vehicles with the control arm QLS concern from the password protected station without verifying that the vehicles were properly repaired or that the error proofing condition had been properly satisfied in the station. The repair data and error proofing failures with this specific signature showed increased occurrences during the month of June 2024. The MAP team confirmed that an internal hold-and-drive socket at station broke three times which may have led to an increase in the QLS concerns and error proofing failures with this specific signature.

Ford is aware of four warranty reports associated with this concern, received on August 26, 2024, September 4, 2024, September 7, 2024, and October 3, 2024. A field report associated with one of the four VINs was received on September 4, 2024.

As of October 10, 2024, there have been no accidents, fires, or injuries attributed to this concern.

On October 11, 2024, Ford's Field Review Committee reviewed the concern and approved a field action.

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October 16, 2024