

# Part 573 Safety Recall Report

# 19V-767

**Manufacturer Name :** Ford Motor Company**Submission Date :** OCT 25, 2019**NHTSA Recall No. :** 19V-767**Manufacturer Recall No. :** 19S38**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 : 293,558

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2015-2017 Ford Transit

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

**Descriptive Information :** The recalled part was incorporated as the remedy action for Ford recall 17S15 (NHTSA # 17V408000).

This action includes all vehicles that either had recall 17S15 completed with a redesigned flexible coupling, had the interim repair conducted and are awaiting replacement parts, or have not had a flexible coupling replacement. These owners will receive an updated owner's letter and remedy under this (19S38) program.

All full-size Transit vehicles are affected except 156" and 178" wheelbase Chassis Cab and Cut-Away bodies.

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.

Production Dates : JAN 17, 2014 - JUN 15, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

## Description of Defect :

Description of the Defect : The flexible coupling between the transmission and driveshaft in certain 2015-2017 Transit vehicles may prematurely deteriorate and crack with increasing mileage. A cracked flexible coupling will result in an overt moaning noise from underneath the vehicle, along with tactile vibration. Continued driving with a cracked flex coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied. In addition, separation of the driveshaft from the transmission can result in secondary damage to surrounding components, including brake and fuel lines.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Continued operation of a vehicle with a cracked flexible coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied. In addition, separation of the driveshaft from the transmission can result in secondary damage to surrounding components, including brake and fuel lines. A driveshaft separation may increase the risk of injury or crash.

Description of the Cause : The driveline angle in these vehicles places the flexible coupling in an operating condition that reduces its long-term durability. The redesigned flexible coupling remedy for recall 17S15 may not achieve its intended long-term durability in these vehicles under certain operational conditions.

Identification of Any Warning that can Occur : A cracked flexible coupling will result in an overt moaning noise from underneath the vehicle, particularly during coasting operation. Over time, continued driving with a cracked flexible coupling will result in progressively increasing driveline noise and a tactile vibration.

## Supplier Identification :

### Component Manufacturer

Name : Suddeutsche Gelenkscheibenfabrik GmbH &

Address : Graslitzer Strasse 14  
Waldkraiburg FOREIGN STATES 84478

Country : Germany

## Chronology :

March-June, 2019

A concern pertaining to a report of a driveshaft separation from the transmission potentially related to an enhanced driveshaft flexible coupling installed per Ford field service action 17S15 (NHTSA# 17V408000) was brought to Ford's Critical Concern Review Group (CCRG) for review in May, 2019. Ford engineering informed

the CCRG of its results of a visit to a fleet that reported a concern with redesigned flex couplers. Ford inspected several of that fleet's vehicles, reviewed maintenance records, and removed flexible coupling components from the vehicles, which were subsequently analyzed. Other fleets within this region were also visited and vehicles inspected.

#### July-September, 2019

Ford continued its assessment of the component testing and vehicle inspections, in comparison with component validation testing that had been conducted in support of the 17S15 repair. Ford also continued its review and inspection of other fleet vehicle applications in different regions, in addition to ongoing review of field data. Assessment of field performance for these parts suggested that the enhanced flexible coupling may not achieve its intended long-term durability while operating in certain severe duty conditions or vehicle applications.

On October 18, 2019, 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 :** Interim Repair  
Based on the field data, Ford does not expect the enhanced flexible couplings to deteriorate sufficiently to result in driveline separation before 40,000 miles.

For affected vehicles with flexible couplings with more than 40,000 miles, the interim repair will consist of replacing the driveshaft flexible coupling every 40,000 miles until the final repair is available and completed. Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the flexible coupling replaced immediately.

For affected sold vehicles with less than 40,000 miles, or affected vehicles that have had a driveshaft or driveshaft flexible coupling replaced within the last 40,000 miles, no alteration or interim repair is required until the vehicle or replaced flexible coupling reaches 40,000 miles. If any customer experiences driveline noise or vibration within the 40,000 mile interval, they will be instructed to contact their dealer.

### Final Repair

Owners will be notified when a driveshaft front section equipped with a mechanical u-joint is available to be installed. There is 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 February 2019. The ending date for reimbursement eligibility is April 30, 2019.

Ford will forward a copy of the notification letters to dealers to the agency when available.

**How Remedy Component Differs from Recalled Component :** The interim repair consists of installation of an enhanced flexible coupling with an expected life of 40,000 miles. The interim repair could also include a revised bearing mount bracket and a shield, if these items have not already been installed as part of a prior interim repair.

The final repair (when available) consists of installation of a driveshaft front section equipped with a mechanical u-joint in place of the flexible coupling.

**Identify How/When Recall Condition was Corrected in Production :** Vehicles built after June 15, 2017 are equipped with a mechanical u-joint in place of the flexible coupling.

## Recall Schedule :

**Description of Recall Schedule :** Notification to dealers is expected to occur on October 28, 2019. Mailing

[REDACTED] of owner notification letters is expected to begin November 11, 2019 and is expected to be completed by November 15, 2019.

Planned Dealer Notification Date : OCT 28, 2019 - OCT 28, 2019

Planned Owner Notification Date : NOV 11, 2019 - NOV 15, 2019

\* NR - Not Reported