Part 573 Safety Recall Report 20V-099

Manufacturer Name : Ford Motor Company
Submission Date : FEB 21, 2020
NHTSA Recall No. : 20V-099
Manufacturer Recall No. : 20S09

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

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 : 319
Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2020-2020 Ford F-550
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : ALL
Power Train : NR
Descriptive Information : Ford's team reviewed supplier process and maintenance records to determine the population of affected parts.

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 12, 2020 - JAN 14, 2020
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2021-2021 Ford E-350
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : ALL
Power Train : NR
Descriptive Information : Ford's team reviewed supplier process and maintenance records to determine the population of affected parts.

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 02, 2020 - JAN 16, 2020

VIN Range 1 :	Begin :	NR	End :	NR	☐ Not sequential

Vehicle 3 :	2021-2021 Ford E-450
Vehicle Type :	BUSES, MEDIUM & HEAVY VEHICLES
Body Style :	ALL
Power Train :	NR
Descriptive Information :	Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. 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 02, 2020 - JAN 16, 2020

VIN Range 1 :	Begin :	NR	End :	NR	☐ Not sequential

Description of Defect :

Description of the Defect :	An inadequate amount of axle lubricant may result in bearing seizure leading to component fracture and driveshaft separation from the rear axle.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	In the event of a rear axle pinion stem fracture, customers would experience loss of vehicle motive power and loss of park function. If the parking brake is not applied, this could result in unintended vehicle movement, increasing the risk of injury or crash.
Description of the Cause :	Inadequate lubrication level in the axle differential housing caused by a misaligned oil fill nozzle.
Identification of Any Warning that can Occur :	A metallic grinding or whining sound may be heard from the rear of the vehicle prior to bearing seizure and pinion stem fracture.

Supplier Identification :

Component Manufacturer

Name :	Dana Corporation
Address :	10000 Business Blvd Dry Ridge KENTUCKY 41035
Country :	United States

Chronology :

January – February 2020
Ford's Consumer Product Audit Team was evaluating a 2021 MY Ford E-Series and experienced a rear axle pinion stem fracture. The team brought this concern to Ford's Critical Concern Review Group for review. Supplier analysis indicated the pinion stem fracture resulted from tail bearing seizure due to a lack of adequate lubrication.
Review of supplier maintenance and downtime records identified a malfunction during the robotic axle lubricant fill procedure resulting in the potential for a misfill or no fill condition between January 10th and 13th, 2020. This axle lubricant fill line is common for both E-Series and Super-Duty rear axles.
Teams inspected 320 axles at the assembly plant and found 3 additional assemblies, 1 in a vehicle and 2 still in the shipping rack, that had oil levels below specification.

In the event of rear axle pinion stem fracture, customers would experience loss of vehicle motive power and loss of park function.

There are no warranty or customer field reports for this condition.

On February 14, 2020, 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 lubricant level checked. Axles found to have lubricant at the "minimum" level will be filled to the "full" level. Axles found to be below the minimum lubricant fill level will be replaced. There will be no charge for this service. Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern. Ford will forward a copy of the notification letters to dealers to the agency when available.
How Remedy Component Differs from Recalled Component :	The remedy component will contain the required amount of axle lubricant.
Identify How/When Recall Condition was Corrected in Production :	Corrective action to insure adequate lubricant fill of the rear axles was implemented on January 14, 2020.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on February 24, 2020.

	Mailing of owner notification letters is expected to begin March 23, 2020 and is expected to be completed by March 27, 2020.
Planned Dealer Notification Date :	FEB 24, 2020 - FEB 24, 2020
Planned Owner Notification Date :	MAR 23, 2020 - MAR 27, 2020

* NR - Not Reported