

Part 573 Safety Recall Report

24E-061

Manufacturer Name : Ford Motor Company

Submission Date : JUL 19, 2024

NHTSA Recall No. : 24E-061

Manufacturer Recall No. : 24S47



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 : 42

Estimated percentage with defect : 31 %

Equipment Information :

Brand / Trade 1 : Ford Customer Service Div

Model : Ford

Part No. : FC4Z-3280-HA/FA

Size : NR

Function : NR

Descriptive Information : Ford's team reviewed supplier maintenance records, Ford service part sales and repair records to determine the population of affected parts.

Production Dates : APR 09, 2024 - MAY 04, 2024

Description of Defect :

Description of the Defect : The affected tie rod assembly may contain tie rod ball studs that were improperly heat treated and may crack and break. A tie rod ball stud that fails may lead to front axle tie rod disconnection from the steering knuckle and the passenger-side wheel may become disconnected to the steering system. The driver side wheel will not be affected and will remain connected to the steering system because there is no effect to the drag link that connects directly to the driver side knuckle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the vehicle experiences a tie rod ball stud crack, this could result in failure of one or both of the ball studs and may lead to front axle tie rod disconnection from the steering knuckle. The driver will experience degraded steering precision, increasing the risk of a crash.

Description of the Cause : The sub-supplier mixed a batch of ball studs that underwent an experimental

Identification of Any Warning that can Occur :

heat treat process into production stock and installed the ball studs into tie rod assemblies.
Drivers may notice noise and steering wheel free play when a tie rod ball stud fails.

Involved Components :

Component Name :

Tie rod Assembly

Component Description :

Ford F-650 / F-750 Steering Tie rod Assembly – 12,000lb/14,000 lb front axle

Component Part Number :

FC4Z-3280-HA

Component Name :

Tie rod Assembly

Component Description :

Ford F-650 / F-750 Steering Tie rod Assembly – 10,000lb/12,000lb front axle

Component Part Number :

FC4Z-3280-FA

Supplier Identification :

Component Manufacturer

Name :

Dana Global Products INC

Address :

Via Monterrey-Matamoros # 604 B
Parque Industrial Milenium Apocada Foreign States 66600

Country :

Mexico

Chronology :

On June 4, 2024, the Tier 1 supplier, Dana, notified Ford that certain front axles may contain tie rod assemblies with ball studs that were improperly heat treated. Ohio Assembly Plant (OHAP) implemented a vehicle stop-shipment on June 5, 2024, for 2025 Model Year (MY) Ford F-650/F-750 vehicles that may be equipped with tie rod assemblies containing the improperly heat-treated ball studs. On June 6, 2024, the tie rod ball stud concern was brought to Ford’s Critical Concern Review Group (CCRG) for review.

The CCRG investigation determined that the Tier 2 supplier, USK, was evaluating an experimental heat treatment process for ball studs and inadvertently mixed these prototype ball studs with production ball studs. These prototype tie rod ball studs are at risk for cracking or breaking due to improper heat treatment. USK shipped tie rod assemblies that were manufactured with the prototype tie rod ball stud stock to Dana between April 9, 2024, and April 30, 2024. Suspect tie rod assemblies can be identified based on Julian dates that are

etched on the tie rod assembly.

On June 14, 2024, Ford conducted a vehicle assessment to evaluate the vehicle effect of a front axle tie rod disconnection.

As of July 10, 2024, Ford is not aware of any warranty, field reports, or customer complaints related to this subject.

On July 12, 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 :	Letters will be sent to the dealer principals of the dealerships that ordered the suspect parts. Dealerships will be required to contact customers that purchased the front axle tie rod assemblies and request that the customer return the part for a full refund. Dealer to provide evidence that the returned part has been scrapped/destroyed. 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 plan on file with NHTSA.
How Remedy Component Differs from Recalled Component :	The remedy tie rod assembly will contain ball studs that underwent the proper heat treatment process.
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on July 22, 2024. Ford will not be mailing letters to customers. Dealers will identify customers who purchased tie rod assemblies and will contact them accordingly.
Planned Dealer Notification Date :	JUL 22, 2024 - JUL 24, 2024
Planned Owner Notification Date :	NR - NR

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported