

Part 573 Safety Recall Report

24V-636

Manufacturer Name : Ford Motor Company**Submission Date :** AUG 23, 2024**NHTSA Recall No. :** 24V-636**Manufacturer Recall No. :** 24S53**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 : 373

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Ford Transit

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : The recalled labels were introduced into production on 12/01/2023 and were taken out of production on 06/30/2024.

On affected vehicles, the incomplete vehicle label on the vehicle B-pillar and the label on the incomplete vehicle document overstate the front gross axle weight rating of the vehicle.

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 : DEC 01, 2023 - JUN 30, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The incomplete vehicle label on the vehicle B-pillar and the label on the incomplete vehicle document overstate the front gross axle weight rating of the vehicle. The labels incorrectly list the front gross axle weight rating as 2,100 kilograms. The actual front gross axle weight rating for these vehicles is 1,875 kilograms. Frequent and extended use of an affected vehicle loaded to a front gross axle weight rating above design capacity may lead to a failure of the front steering knuckle(s).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a front steering knuckle fails, partial loss of steering control may occur, increasing the risk of a crash.

Description of the Cause : A late change was made to this specific vehicle configuration and the incomplete vehicle label and the incomplete vehicle document were not modified to reflect the updated front gross axle weight rating.

Identification of Any Warning that can Occur : If the vehicle is loaded beyond its design front gross axle weight rating, the customer may notice rough ride and handling characteristics.

Involved Components :

Component Name 1 : Incomplete Vehicle Label

Component Description : Incomplete Vehicle Label

Component Part Number : 5U5A-3520472-AA

Component Name 2 : Incomplete Vehicle Manual Label

Component Description : Incomplete Vehicle Manual Label

Component Part Number : F7TS-19F534-AA

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

On July 11, 2024, an issue pertaining to a Front Gross Axle Weight Rating (FGAWR) discrepancy on Incomplete Vehicle Labels (IVL) of 2024 Ford Transit vehicles was brought to Ford's Critical Concern Review Group (CCRG).

The investigation determined that due to an oversight during Ford's label review process, incomplete 2024 Transit cut-away vehicles equipped with 1,875kg FGAWR axles, 3.5L twin independent variable cam timing

engines, single rear wheels, rear wheel drive, and a 138-inch wheelbase were shipped with Incomplete Vehicle Documents (IVD) and IVLs that overstate the vehicles FGAWR. As built, affected vehicles have hardware consistent with a FGAWR of 1875kg but the IVL and IVD list the FGAWR of the vehicle as 2,100kg. The order guide is unaffected and correctly states the vehicle FGAWR.

Based on Computer Aided Engineering (CAE) analysis, Ford concluded that the fatigue life of the front steering knuckles will be reduced if the front axle of an affected vehicle is loaded to the incorrectly listed 2,100kg FGAWR.

As of August 12, 2024, there are no warranty claims, field reports, or customer service reports related to this concern.

On August 16 2024, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any accidents, injuries, or fires related to this concern.

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 a new incomplete vehicle information label placed on the vehicle and a new label placed on the Incomplete Vehicle Manual. 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 remedy incomplete vehicle label and incomplete vehicle document label list the correct front gross axle weight rating.

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 August 27, 2024. Mailing of owner notification letters is expected to begin September 09, 2024 and is expected to be completed by September 13, 2024.

Planned Dealer Notification Date : AUG 27, 2024 - AUG 27, 2024

Planned Owner Notification Date : SEP 09, 2024 - SEP 13, 2024

* NR - Not Reported