

# Part 573 Safety Recall Report

# 21V-202

**Manufacturer Name :** Ford Motor Company

**Submission Date :** MAR 24, 2021

**NHTSA Recall No. :** 21V-202

**Manufacturer Recall No. :** 21S17



## Manufacturer Information :

## Population :

**Manufacturer Name :** Ford Motor Company

**Number of potentially involved :** 16,128

**Address :** 330 Town Center Drive

**Estimated percentage with defect :** 75 %

Suite 500 Dearborn MI 48126-2738

**Company phone :** 1-866-436-7332

## Vehicle Information :

**Vehicle 1 :** 2020-2021 Ford F-53 Motorhome Stripped Chassis

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** ALL

**Power Train :** GAS

**Descriptive Information :** Ford's team reviewed plant records to determine the population of affected vehicles.

Affected vehicles were produced with an inadequate amount of lubrication in the rear axle.

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.

**Vehicle Volume:**

F-53 Motorhome Stripped Chassis – 7,876

F-59 Commercial Stripped Chassis – 8,252

**Production Dates :** JUL 06, 2020 - FEB 15, 2021

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 2 : 2020-2021 Ford F-59 Commercial Stripped Chassis

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : Ford's team reviewed plant records to determine the population of affected vehicles.

Affected vehicles were produced with an inadequate amount of lubrication in the rear axle.

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.

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## Description of Defect :

Description of the Defect : An inadequate amount of rear axle lubricant may result in rear wheel bearing damage potentially leading to bearing seizure. Bearing seizure may lead to rear axle or driveshaft failure.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of rear axle or driveshaft failure, customers may experience loss of vehicle motive power, loss of transmission park function, and loss of parking brake function, increasing the risk of a crash.

Description of the Cause : Inadequate lubrication level in the rear axle differential housing caused by malfunctioning rear axle lubricant fill equipment.

Identification of Any Warning that can Occur : Prior to wheel bearing seizure, customers may notice an odor, hear a metallic grinding or whining sound from the rear of the vehicle, or perceive vehicle drag.

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

On February 18, 2021, Ford's Critical Concern Review Group was informed of 12 reports from vehicle upfitters alleging rear axle noise, rear wheel bearing failures, or broken rear axles. Initial investigation determined the complaint vehicles had an inadequate amount of rear axle lubricant. A stop ship had been issued on February 15, 2021.

Subsequent investigation at the vehicle assembly facility identified a concern with rear axle lubricant fill equipment, which may have resulted in inadequate fill volumes of rear axle lubricant. Teams inspected stripped chassis vehicles at certain upfitters and found additional units with insufficient levels of rear axle lubricant.

As of March 9, 2021, there were 28 reports of rear wheel bearing seizure, rear axle failure, or driveshaft failure related to this concern.

On March 17, 2021, Ford's Field Review Committee reviewed the concern and approved a field service 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. All vehicles will be inspected for lubricant level and evaluated to determine if bearing replacement is necessary. 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 lubricant.

Identify How/When Recall Condition was Corrected in Production : Corrective action to ensure adequate lubricant fill of the rear axles was implemented on February 19, 2021 at the vehicle assembly facility.

## Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on March 25, 2021. Mailing of owner notification letters is expected to begin April 12, 2021 and is expected to be completed by April 16, 2021.

Planned Dealer Notification Date : MAR 25, 2021 - MAR 25, 2021

Planned Owner Notification Date : APR 12, 2021 - APR 16, 2021

\* NR - Not Reported