

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.

On May 13, 2021, Ford's Critical Concern Review Group was informed of two reports alleging left-front wheel detachment while driving. One claim was identified in warranty and one claim was identified through Ford's field reporting system (Global Common Quality Indicator System, GCQIS).

Investigation at the supplier axle assembly facility determined that the supplier assembly process allowed for certain axle assemblies to bypass the automated torque station where installation of the front wheel hub extender to the rotor is completed and wheel hub extender nut torque is recorded. Subsequent supplier assembly stations did not reject the parts that were missing valid recorded torque history.

A review of supplier processes and production records identified seven front axle assemblies believed to have been shipped to Ford with risk of inadequate torque on the fasteners attaching the wheel hub extender to the front rotor. Two of the suspect assemblies were associated with the wheel detachment reports listed above.

On May 20, 2021, Ford's Field Review Committee reviewed the concern and approved a field action for the five remaining vehicles with front wheel hub extenders that may not have been properly attached. Ford contacted the vehicle owners and arranged for inspection and repair of their vehicles.

Subsequent to the May 20th field action approval, the supplier contacted Ford indicating that additional axle assemblies at risk for insufficiently tightened front wheel hub extender nuts were not contained within their processes as originally indicated. In-depth auditing of supplier records was undertaken to identify any additional suspect axle assemblies delivered to Ford. The supplier was unable to provide documentation of containment for the additional axles that did not have proper serialization, which increased the affected vehicle population.

On June 2, 2021, Ford's Field Review Committee reviewed and approved the expanded scope of the field action.

Ford is not aware of any reports of accident or injury related to this condition.