

Part 573 Safety Recall Report

21V-718

Manufacturer Name : Fox Factory, Inc.

Submission Date : SEP 10, 2021

NHTSA Recall No. : 21V-718

Manufacturer Recall No. : n/a



Manufacturer Information :

Manufacturer Name : Fox Factory, Inc.

Address : 915 Disc Drive

Scotts Valley CA 95066

Company phone : 284-6500

Population :

Number of potentially involved : 1,413

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2021 GM (upfitted by Tuscany) Sierra 1500; Silverado 1500

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : GAS

Descriptive Information : Upfitted (with Tuscany Kit Model No. 501T-02-00064) vehicles sold by General Motors. This population does not include aftermarket lift kits offered for retail sale that may have been installed on these same makes/models/model years.

The recall population has been determined based on failure rates as reported to Fox Factory.

Substantially similar vehicles manufactured by OEMs other than GM and upfitted by Tuscany do not exhibit the failure mode.

Production Dates : JAN 01, 2018 - AUG 01, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Accelerated wear on the vehicle OEM-installed ball joint in the front upper control arm can result in premature ball joint failure and the affected front wheel separating while the vehicle is in motion.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Partial or total separation of a front wheel while the vehicle is in motion can increase the risk of a crash.

Description of the Cause : The GM vehicle OEM-installed ball joint in the front upper control arm can experience accelerated corrosion / wear leading to ball joint separation and resulting control arm separation from the GM vehicle OEM steering knuckle.

Identification of Any Warning that can Occur : Often, the failure of a ball joint in a front upper control arm may be preceded by noise and / or a feeling of clicking in the steering, abnormal front tire wear, abnormal steering.

Involved Components :

Component Name 1 : General Motors

Component Description : front upper control arm

Component Part Number : NR

Component Name 2 : Tuscany

Component Description : lift kit

Component Part Number : 501T-02-00064

Supplier Identification :

Component Manufacturer

Name : General Motors

Address : 300 Renaissance Center
Detroit Michigan 48243

Country : United States

Chronology :

In December 2020, Fox Factory ("Fox") received its first reports that certain GM vehicles upfitted with Tuscany lift kits experienced partial or complete wheel separation while in operation. Fox began reviewing available field data, limited because Fox did not manufacture the affected vehicles. Fox commenced a safety investigation to assess the failure mode, the failure rate, and potential causes.

In January and February 2021, Fox evaluated samples of GM ball joints of varying mileage and condition and stock and upfitted GM trucks within Fox's control. Fox also reviewed its work practice procedures for lift kit installation.

In March, Fox initiated regular communication with NHTSA on the failure mode and potentially affected vehicle population.

In March and April, Fox examined failures in two recovered vehicles; this examination identified the GM upper control arm was involved in the failure.

In April – June, Fox met regularly with GM to investigate this issue. Fox undertook extensive testing and analysis of GM upper control arms. Fox studied ball joint articulation and seating, tested corrosion and cyclical loading, and conducted metal and grease analyses. Fox discussed this testing and analyses with GM. Fox's analysis and testing identified corrosion of the vehicle OEM-installed ball joint as a common cause in ball joint failure claims.

In late June, Fox was informed by GM that it did not observe a comparable failure rate in stock vehicles.

In July and August, Fox conducted tensile strength testing for OEM and aftermarket ball joints. Fox conferred with NHTSA regarding its responsibilities in addressing the failure of GM ball joints in Tuscany-upfitted GM vehicles.

As of September 2, Fox has identified 28 warranty claims and field or service reports potentially relating to this issue, and Fox is aware of no deaths or injuries related to this issue. On September 2, Fox decided to initiate this voluntary recall for a safety-related defect.

Description of Remedy :

Description of Remedy Program : New Tuscany front upper control arms will be installed in place of the GM front upper control arms. Vehicle owners will be notified by first class mail to take their vehicle to a Tuscany-affiliated dealer to have the remedy performed free of charge. If this condition was identified and remedied on an affected vehicle prior to this campaign, Tuscany will reimburse owners who have incurred the cost of such remedy.

How Remedy Component Differs from Recalled Component : The remedy will include upgraded front upper control arms manufactured by Tuscany, which include stronger and less corrosion-susceptible ball joints than originally installed by GM.

Identify How/When Recall Condition was Corrected in Production : Tuscany began installing upgraded front upper control arms on all upfits of GM Sierra 1500 and Chevrolet Silverado 1500 vehicles in March 2021.

Recall Schedule :

Description of Recall Schedule : Tuscany will notify dealers and owners on/before November 1, 2021, using owner information to be provided by GM.

Planned Dealer Notification Date : OCT 01, 2021 - NOV 01, 2021

Planned Owner Notification Date : OCT 01, 2021 - NOV 01, 2021

* NR - Not Reported