

**Ford Motor Company (Ford) Recall No. 21S56 Amendment #1  
Chronology**

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CERTAIN 2021-2022 FORD F-150 VEHICLES EQUIPPED WITH ALUMINUM DRIVESHAFTS-  
UNDERBODY INSULATORS LOOSE

**21S56 Amendment #1 Submission Date:** 14-JAN-2022

**Chronology of Defect / Noncompliance Determination**

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

July – August 2021

On July 1, 2021, Ford's Critical Concern Review Group (CCRG) initiated an investigation into reports of inadequate underbody insulator adhesion on 2021 MY F-150 vehicles based on warranty claims of insulators coming loose. Two underbody acoustic/thermal insulators are installed on certain Crew Cab F-150 vehicles with the 302A and above option package. Two push pins assist in attachment of each insulator to the cab underbody in addition to pressure sensitive adhesive. Warranty claims at the time described sagging of one or both insulators, in some cases making contact with the U-joint at the transfer case end of the driveshaft on HEV units that was audible to a driver. CCRG's investigation into potential vehicle effects of loose insulators continued.

September 2021

On September 16, 2021, Driveline Engineering informed CCRG that seven reports of driveshaft damage likely caused by underbody insulator contact on 2021 MY F-150 vehicles had been received, with the earliest dated July 23, 2021. The first four of the seven reports did not attribute driveshaft fracture to insulator contact. Once the CCRG was made aware of reports attributing driveshaft fracture to insulator contact, package and vehicle complexity studies were conducted and found that 4x4 145" wheelbase Crew Cab vehicles are equipped with an aluminum driveshaft that is susceptible to contact from a sagging passenger side insulator.

October – November 2021

Vehicle package and CAD studies continued, including assessment of powertrain variation. Field return parts were also evaluated. A vehicle clinic was conducted to evaluate all potential effects of a loose insulator on a variety of F-150 vehicle configurations, including proximity to other driveline configurations, fuel lines, brake lines, and electrical systems. Subsequent analysis found that the risk of driveline contact exists with a loose or sagging driver or passenger side insulator.

As of December 7, 2021, there have been 27 reports of fractured aluminum driveshafts potentially related to a sagging underbody insulator on these vehicles.

On **December 9, 2021**, 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.