Part 573 Safety Recall Report 22V-087

Manufacturer Name : Ford Motor Company
Submission Date : FEB 16, 2022
NHTSA Recall No. : 22V-087
Manufacturer Recall No. : 22S09

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 : 247,445
Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2017-2022 Ford F-250
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : GAS
Descriptive Information : This condition affects 2017 – 2022 Model Year F-Series SuperCab and Crew Cab vehicles equipped with gas engines and aluminum driveshafts.

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.

223,628 F-250 vehicles are affected.

Production Dates : OCT 14, 2015 - DEC 11, 2021
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 :	2017-2022 Ford F-350
Vehicle Type :	LIGHT VEHICLES
Body Style :	
Power Train :	GAS
Descriptive Information :	This condition affects 2017 – 2022 Model Year F-Series SuperCab and Crew Cab vehicles equipped with gas engines and aluminum driveshafts. 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. 23,817 F-350 vehicles are affected.
Production Dates :	OCT 14, 2015 - DEC 11, 2021

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	Underbody thermal/acoustic insulators may loosen and contact the aluminum driveshaft, resulting in marking or scoring of the driveshaft. Over time, the aluminum driveshaft may fracture due to a localized overload condition caused by material thickness reduction.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	A fractured driveshaft may result in loss of motive power while driving, unintended vehicle movement while the vehicle is in park if the parking brake is not applied, and secondary damage to surrounding components. A fractured driveshaft may also contact the ground which may cause loss of control of the vehicle while driving. A fractured driveshaft increases the risk of injury or crash.
Description of the Cause :	Inadequate adhesion of the insulators to the vehicle underbody results in loosening and sagging of the insulators.
Identification of Any Warning that can Occur :	Operators may observe a loose underbody insulator, or they may hear a rattling, clicking or clunking noise due to a loose underbody insulator contacting the driveshaft. Marking or scoring of the driveshaft may be visible in the area of underbody insulator contact.

Involved Components :

Component Name 1 :	Underbody Insulator – Passenger Side
Component Description :	Underbody Insulator – Passenger Side (Crew Cab)
Component Part Number :	HC3B-2611130-AB

Component Name 2 :	Underbody Insulator – Passenger Side
Component Description :	Underbody Insulator – Passenger Side (SuperCab)
Component Part Number :	HC3B-2811130-AB

Supplier Identification :

Component Manufacturer

Name :	Lydall Thermal/Acoustical, Inc.
Address :	1245 Buck Shoals Road Hamptonville North Carolina 27020
Country :	United States

Chronology :

December 2021 - January 2022
On December 2, 2021, Ford's Critical Concern Review Group (CCRG) initiated an investigation into reports of inadequate underbody insulator adhesion on 2017-2022 MY Super Duty vehicles after completion of the investigation of inadequate underbody insulator adhesion on 2021 and 2022 MY F-150 vehicles (reference 21S56/21V986). Passenger-side underbody thermal/acoustic insulators are installed on certain 2017-2022 MY Super Duty vehicles with gas engines. Two push pins assist in attachment of each insulator to the cab underbody in addition to pressure sensitive adhesive.

Vehicle package and CAD studies were conducted and determined that 2017-2022 MY Super Duty SuperCab and Crew Cab vehicles equipped with gas engines and aluminum driveshafts are susceptible to driveshaft damage from a sagging passenger-side underbody insulator.

In January 2022, Ford completed its review of a search of its records for reports of broken driveshafts on the 2017-2022 MY Super Duty vehicles. Ford is aware of 40 reports received from July 28, 2017 through November 15, 2021 alleging broken driveshafts potentially related to sagging passenger-side underbody insulators. All 40 reports involved Super Duty SuperCab and Crew Cab vehicles with an aluminum driveshaft.

On February 9, 2022, 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.

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 positive attachment features added to the underbody insulator. Dealers will inspect the driveshaft for damage and repair as required. 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 2021. The ending date for reimbursement eligibility is April 18, 2022. Ford will forward a copy of the notification letters to dealers to the agency when available.
How Remedy Component Differs from Recalled Component :	The underbody insulators (HC3B-2611130-AB and HC3B-2811130-AB) will be properly attached to the vehicle.
Identify How/When Recall Condition was Corrected in Production :	The passenger side underbody thermal/acoustic insulator was removed from production and replaced with an under-carpet thermal patch on December 10, 2021 at Kentucky Truck Plant.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on February 17, 2022. Mailing of owner notification letters is expected to begin April 4, 2022 and is expected to be completed by April 8, 2022.
Planned Dealer Notification Date :	FEB 17, 2022 - FEB 17, 2022
Planned Owner Notification Date :	APR 04, 2022 - APR 08, 2022

* NR - Not Reported