

Part 573 Safety Recall Report

24V-591

Manufacturer Name : Ford Motor Company**Submission Date :** AUG 09, 2024**NHTSA Recall No. :** 24V-591**Manufacturer Recall No. :** 24S48**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 : 1,902

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2024 Ford Transit

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : The recalled part was introduced into production on 03/15/2022 and was taken out of production on 03/06/2024.

Affected vehicles are equipped with the Transit Trail package.

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.

Production Dates : MAR 15, 2022 - MAR 06, 2024

VIN Range 1 : Begin : NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : In the affected vehicles, a substitute bolt was used to secure the new steering column intermediate shaft to the steering gear pinion shaft. The substitute bolt may be susceptible to stripped threads and bolt breakage.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The bolt securing the new steering column to the steering gear pinion shaft may loosen over time and may disengage. If the bolt disengages, the steering column may separate from the pinion shaft, resulting in loss of steering control and increasing the risk of a crash.

Description of the Cause : The vehicle was modified in preparation for the vehicle's body lift kit. During the modification, a substitute bolt was used to attach a new steering column with a longer intermediate shaft U-joint coupling, and steering gear pinion shaft. The substituted bolt may not provide joint integrity due to reduced thread length engagement, no torque prevailing feature, and a brittle induction hardened tip.

Identification of Any Warning that can Occur : As the bolt loosens, the customer may notice a clunk noise and looseness in the steering wheel while turning.

Involved Components :

Component Name 1 : Hex Head Bolt M8X30

Component Description : M8 Hex Head Bolt

Component Part Number : W711137-S442

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Rd

Dearborn Michigan 48126

Country : United States

Chronology :

May 2024

On May 16, 2024, an issue pertaining to the steering intermediate shaft (I-shaft) assembly on 2023-2024 Model Year Transit vehicles equipped with the Transit Trail equipment package was brought to Ford's Critical Concern Review Group (CCRG) for review. During a Ford review of Transit Trail vehicles, Ford learned that to accommodate the vehicle's body lift, the vehicle modifier had used a substitute bolt to attach the new steering column assembly to steering gear pinion shaft. This substitute bolt had not been validated by the vehicle modifier and Ford Engineering.

June-July 2024

On June 18, 2024, Ford Product Development Engineering conducted lab testing to assess the performance of the substitute bolt I-shaft assembly. Ford determined that there is a potential for stripped threads and bolt breakage because the substituted bolt lacked full thread engagement into the steering yoke threaded boss with no torque prevailing feature. On July 18, 2024, Ford completed a 30 vehicles service trial to validate the service fix with the current production Hex head bolt.

As of July 15, 2024, Ford is not aware of any customer, warranty or field reports related to this concern.

On August 02, 2024, 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 their steering column intermediate shaft bolt replaced. 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 2023. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accordance with the recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : A new bolt (W711137-S442) will be installed at the joint which connects the steering column intermediate shaft to the steering gear pinion shaft.

Identify How/When Recall Condition was Corrected in Production : NA

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on August 12, 2024. Mailing of owner notification letters is expected to begin September 9, 2024 and is expected to be completed by September 13, 2024.

Planned Dealer Notification Date : AUG 12, 2024 - AUG 12, 2024

Planned Owner Notification Date : SEP 09, 2024 - SEP 13, 2024

* NR - Not Reported