

Part 573 Safety Recall Report

18V-167

Manufacturer Name : Ford Motor Company

Submission Date : MAR 19, 2018

NHTSA Recall No. : 18V-167

Manufacturer Recall No. : 18S08



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 : 1,301,986

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2014-2018 Lincoln MKZ

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The steering shaft was introduced into production on 07/25/2013 and was not taken out of production. A steering wheel bolt with more robust engagement was introduced into production on 03/02/2018.

The affected vehicles have steering shafts with a reduced amount of threads for the steering wheel bolt to engage.

2014-16 model year affected vehicles are equipped with manual and power adjust steering columns. 2017-18 model year affected vehicles are equipped with manual adjust steering columns only.

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 : JUL 25, 2013 - MAR 02, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2014-2018 Ford Fusion

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

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Production Dates : JUL 25, 2013 - MAR 02, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The steering wheel bolt may not maintain torque allowing the bolt to loosen and eventually separate from the steering shaft, resulting in a loose or detached steering wheel.
Ford is aware of two reports of accidents with one alleged injury related to this condition.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of a steering wheel bolt becoming loose the driver is still able to maintain control of the vehicle. If the steering wheel is left unrepaired, the steering wheel may detach from the steering column through prolonged use in this condition. This can result in a loss of steering control and an increased risk of a crash.

Description of the Cause : The thread overlap between the steering wheel bolt and the steering shaft may be insufficient to provide adequate contact with a nylon patch prevailing torque feature on the bolt for proper torque retention.

Identification of Any Warning that can Occur : The driver may notice a wobble in the steering wheel if the steering wheel bolt becomes loose.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

October 23, 2017: NHTSA opened an investigation (PE17-007) based on three VOQ reports that the steering wheel fastening bolt became loose on 2014-2016 model year Ford Fusion vehicles.

December 15, 2017: Ford responded to NHTSA's information request. In the response Ford stated that 2013-2018 model year Ford Fusion and Lincoln MKZ vehicles have the same steering wheel fastening system. Ford also stated that analysis of data, steering wheels and steering wheel bolts is ongoing.

January and February 2018: Ford continued its engineering investigation including inspection of a vehicle, analyses of two returned parts, engineering and design specifications, production specifications and records, supplier processes and records, column joint torque and dimensional analyses and a global search for records.

March 1, 2018: Ford discovered a design change to the steering wheel fastening system in 2013 for 2014-2018 model year Fusion and MKZ vehicles. The amount of threads inside of the steering shaft decreased by 5 mm. The thread reduction is in the end of the steering shaft where the bolt first contacts the threads internal to the steering shaft. The bolts used to secure the steering wheel have a nylon patch prevailing torque feature to ensure proper torque retention. With the reduced amount of threads inside the steering shaft and if the nylon patch is located towards the head of the bolt, the nylon patch may not fully engage the threads to ensure proper torque retention.

On March 5, 2018, Ford's Field Review Committee reviewed the concern and approved a field action.

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 the steering wheel bolt on their vehicle replaced with a longer bolt. 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 February 2017. The ending date for reimbursement eligibility is May 31, 2018.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : Screw & Washer M10x20 Hex P/T Plas Pil 10, Steering Wheel Bolt, W705985 is the part being recalled. The remedy bolt is 17 mm longer, providing more robust steering column thread and torque retention patch engagement. The remedy bolt also has a 13 mm longer torque retention feature to ensure proper engagement.

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

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on March 13, 2018. Mailing of owner notification letters is expected to begin April 30, 2018 and is expected to be completed by May 4, 2018.

Planned Dealer Notification Date : MAR 13, 2018 - MAR 13, 2018

Planned Owner Notification Date : APR 30, 2018 - MAY 04, 2018

* NR - Not Reported