

Part 573 Safety Recall Report

23V-344

Manufacturer Name : Ford Motor Company**Submission Date :** MAY 12, 2023**NHTSA Recall No. :** 23V-344**Manufacturer Recall No. :** 23S22**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 : 19

Estimated percentage with defect : 5 %

Vehicle Information :

Vehicle 1 : 2023-2023 Ford F-Super Duty (F250, F350, F450)

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : In the affected vehicles, the steering column upper shaft coupler bolts may not have been re-installed or torqued to specification during a plant on-site modification repair. Ford's team reviewed plant records to determine the population of affected vehicles.

Ford vehicles are not produced in VIN order and we typically cannot provide VIN specific information. However, in this instance Ford is able to provide the specific VIN list – see attachment VINs.

19 Super Duty vehicles are affected.

Production Dates : JAN 04, 2023 - JAN 23, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Some of these vehicles may have a missing or improperly torqued bolt that secures the steering column upper shaft coupler, which can result in separation of steering system adjoining components.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A missing or improperly torqued bolt that secures the steering column upper shaft coupler can result in separation of steering system adjoining components, resulting in loss of steering control, which can increase the risk of a crash.

Description of the Cause : The bolts that secure the steering column upper shaft coupler may not have been re-installed or torqued to specification during an assembly plant rework process.

Identification of Any Warning that can Occur : The driver may hear a noise if the steering column upper shaft coupler bolt becomes loose.

Involved Components :

Component Name 1 : Upper Steering Shaft Coupler Bolt

Component Description : Upper Steering Shaft Coupler Bolt

Component Part Number : W720796-S439

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

May 2023

On May 1, 2023, Kentucky Truck Plant (KTP) received two warranty reports concerning steering intermediate shafts on 2023 model year Super Duty vehicles. On the first vehicle, one of the two bolts used to secure the steering column upper shaft coupler was missing and the second bolt was loose. This vehicle lost the ability to steer while unloading the vehicle onto the dealer's lot and had fewer than ten (10) miles on the odometer. The second vehicle had a misoriented steering wheel while the wheels were straight. The bolts were properly torqued on the second vehicle and there was no report of a loss of steering. On May 4, 2023, KTP brought the steering column upper shaft coupler concern to Ford's Critical Concern Review Group (CCRG) for review. The assembly plant had conducted an on-site modification on a population of vehicles distributed among multiple holding lots, which required the disconnection of the steering column upper shaft coupler. Ford's investigation found that crews performing the rework procedure at one of the locations may not have re-installed or properly torqued bolts used to re-secure the steering column upper shaft coupler.

As of May 4, 2023, Ford is aware of two warranty reports received on May 1, 2023, related to steering column upper shaft coupler bolts.

On May 05, 2023, 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 : Ford started to contact affected vehicle owners by phone on May 8, 2023. Owners will also be notified by mail and instructed to contact a Ford or Lincoln dealer to make arrangements to have the steering column upper shaft coupler bolts inspected on their vehicle. If both bolts are installed, the dealer will verify the torque on both bolts according to specification. If one or both are missing, new bolts will be installed and torqued per specification. 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 estimated to be June 16, 2023. Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : The bolts (component part number W720796-S439) securing the steering column upper shaft coupler will be properly installed and torqued to specification.

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

Recall Schedule :

Description of Recall Schedule : Notification to dealers occurred on May 08, 2023. Mailing of owner notification letters is expected to begin May 22, 2023 and is expected to be completed by May 26, 2023.

Planned Dealer Notification Date : MAY 12, 2023 - MAY 12, 2023

Planned Owner Notification Date : MAY 22, 2023 - MAY 26, 2023

* NR - Not Reported