



24S07 – CERTAIN 2021-2022 MODEL YEAR E-SERIES VEHICLES EQUIPPED WITH DUAL REAR WHEELS – HYDROBOOST LINE LEAKS

Date of Submission: February 09, 2024

Chronology of Defect / Noncompliance Determination

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

Ford's Field Review Committee previously approved Field Service Action (FSA) 22S08 to address Hydroboost line leaks and disconnections on 2021-2022 model year Ford E-Series vehicles. The recall remedy bulletins instructed dealer technicians to inspect the power steering lines and the connection between the power steering lines at the Hydroboost unit. To conduct the joint integrity inspection, torque was applied to the connection. The gap between the power steering pressure line and hydraulic booster jumper line was then measured. If the connection failed the inspection, the power steering lines were to be replaced.

On August 24, 2023, Ford's Critical Concern Review Group (CCRG) opened an investigation into reports of power steering pressure line leaks or disconnections at the Hydroboost unit on vehicles that had previously passed the FSA 22S08 inspection. These reports either alleged a post inspection failure, or Ford found a report of an inspection prior to the alleged failure in vehicle warranty history.

The CCRG initiated a comprehensive analysis of recall and warranty reports to determine the conditions that could result in a leak or disconnection of the power steering lines following a passed inspection.

On October 11, 2023, the Office of Defects Investigation of the National Highway Traffic Safety Administration (NHTSA) contacted Ford regarding a Vehicle Owners Questionnaire (VOQ) report of a power steering pressure line failure following a 22S08 inspection. From October 2023 through January 2024, Ford engaged in email correspondence with the agency regarding FSA 22S08. On January 26, 2024, Ford had an online meeting with the agency to discuss the post-inspection failures.

Through January 2024, the CCRG continued its investigation into post-inspection failures and determined that the inspection procedure was not effective to ensure detection of an incomplete connection of the snap-ring in the retention groove of the quick-connect joint at the Hydroboost unit. Evidence of returned lines showed some lines were under-inspected with inadequate torque applied or inspected and repaired improperly with the lines not replaced. Further, some defective connections were not properly identified as being defective by the dealer technicians.

The CCRG's review of warranty reports identified that approximately two percent of vehicles that passed the 22S08 inspection subsequently had a leak or disconnection of the steering lines at the Hydroboost unit.

Ford Motor Company (Ford) Recall No. 24S07 Chronology

Statistical analysis conducted during the CCRG investigation indicates that vehicles that passed the 22S08 inspection and have exceeded one year post-inspection will not have a subsequent power steering pressure line disconnection at the Hydroboost unit with high reliability. Vehicles that received a passing inspection for FSA 22S08 on or after January 29, 2023, one year prior to the date of the CCRG's finalized analysis, will be included in the new recall recommendation. Additionally, vehicles that have not yet had 22S08 completed are also included in this new safety recall with improved service instructions that prescribe replacement of the power steering lines and eliminates the inspection.

As of January 29, 2024, Ford is aware of 628 warranty reports and one field report, received from March 10, 2022 to October 30th, 2023, related to a pressure line leak or disconnection following a passed inspection for FSA 22S08.

On February 2, 2024, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is aware of one accident that may be related to this concern. Ford is not aware of any injuries related to this concern.

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