



## TECHNICAL SERVICE BULLETIN

### Four-Wheel Drive (4WD) - Sustained Steering Wheel Oscillation Above 45 MPH (72 Km/h)

21-2173

28 May 2021

#### Model:

<b>Ford</b>
2017-2019 F-250
2017-2019 F-350

**Issue:** Some 2017-2019 F-250/F-350 4WD vehicles may exhibit a sustained steering wheel oscillation after hitting rough pavement or an expansion joint above 45 mph (72 km/h). This may be due to excessive lag/lash of the steering linkage damper. To correct the condition, follow the Service Procedure to replace the steering linkage damper.

**Action:** Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2017-2019 F-250 and F-350 vehicles only
- 4WD
- Customer complaint of sustained steering wheel oscillation after hitting rough pavement or an expansion joint above 45 mph (72 km/h)

**NOTE:** Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

#### Parts

Part Number	Description	Quantity
KC3Z-3E651-B	Steering Linkage Damper	1

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

#### Labor Times

Description	Operation No.	Time
2017-2019 F-250/F-350 4WD: Replace The Steering Linkage Damper Includes Time To Check And Adjust Tire Pressure (Do Not Use With Any Other Labor Operations)	212173A	0.4 Hrs.

#### Repair/Claim Coding

Causal Part:	3E651
Condition Code:	42

#### Service Procedure

1. Check and adjust the tire pressure as indicated on the driver's door placard.
2. Replace the steering linkage damper. Refer to Workshop Manual (WSM), Section 211-03.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.