



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

INFORMATION REDACTED
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INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)



July 28, 2025

[REDACTED]
Allentown, PA [REDACTED]

NEF-109 jb
Ref. No. 11623611

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2021 Ford E-350 vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. ODI has received reports similar to your problem. On February 27, 2024, ODI opened an investigation, Recall Query (RQ) 24003 (resume enclosed) to analyze the scope and adequacy of NHTSA Safety Recall Campaign 24V097. The recall addresses a loss of power steering due to a line detachment in MY 2021 and MY 2022 E-350 and E-450 vehicles. Recall 24V097 (enclosed) was initiated due to reports of power steering line failures in vehicles which had passed inspection under a previous recall. In Recall 22V089 (enclosed) dealers inspected the connection between the power steering pressure line and the hydraulic brake booster unit in the subject vehicles. Our investigation is in response to reports of post inspection and remedy failures associated with the recalls. To date our investigation continues and no determinations have been reached.

We entered your information into our database. It will be included with other reports for our investigation. You can learn more about NHTSA's investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf. We encourage you to monitor our website at www.nhtsa.gov for future updates to our investigation.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

[REDACTED]

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosures



U.S. Department
of Transportation
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Traffic Safety
Administration**

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION



Investigation: RQ24003
Prompted By: VOQ Review
Date Opened: 02/27/2024
Investigator: Jacob Ebert **Reviewer:** Joshua Neff
Approver: Tanya Topka
Subject: Loss of Power Brake/Steering Assist Post 22V-089 Inspection.

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2021-2022 Ford E-350/450
Population: 44,219 (Estimated)

Problem Description: Hydroboost pressure line disconnection post 22V-089 inspection resulting in loss of both power brake and steering assist.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	11	0	0	0	11	0
Crashes/Fires:	0	0	0	0	0	0
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

ACTION/SUMMARY INFORMATION

Action: Open Recall Query

Summary:

On February 16, 2022, Ford Motor Company (Ford) issued a safety recall (NHTSA Recall 22V-089) for 2021-2022 Ford E-350 and E-450 vehicles equipped with dual rear wheels. The remedy involved inspecting the connection between the power steering pressure line and the hydraulic brake booster unit to prevent a sudden loss of power steering fluid, updating parts as necessary. This leak could result in a lack of power steering and power brake assist, increasing the risk of a crash.

From July 2023 through December 2023, The Office of Defects Investigation (ODI) has received eleven consumer complaints alleging power steering line detachments after the vehicles had passed their inspection. The vehicles in the complaints include ambulances and a wheelchair lift-equipped school bus. In a

meeting with Ford about the post-remedy failures on January 26, 2024, Ford informed ODI that they would file a new recall to update the power steering pressure line components on any vehicle that had not yet been inspected and also any vehicle which had passed inspection within the last twelve months. However, vehicles which had passed inspection more than twelve months ago would not be included within the scope of the new filing.

ODI is opening this Recall Query (RQ) to evaluate the scope and remedy effectiveness of Ford's new recall (NHTSA Recall 24V-097). To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).

Part 573 Safety Recall Report

24V-097

Manufacturer Name : Ford Motor Company

Submission Date : FEB 20, 2024

NHTSA Recall No. : 24V-097

Manufacturer Recall No. : 24S07



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 : 16,543

Estimated percentage with defect : 8 %

Vehicle Information :

Vehicle 1 : 2021-2022 Ford E-350

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Ford's team reviewed service records to determine the population of vehicles that received a passing inspection for Ford Field Service Action 22S08 (NHTSA Campaign Number 22V-089) on or after January 29, 2023. Additionally, vehicles that have not yet had 22S08 completed are also included in this new safety recall with improved service instructions.

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.

5,914 E-350 vehicles are affected.

Production Dates : MAY 11, 2019 - JUN 17, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2021-2022 Ford E-450

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Ford's team reviewed service records to determine the population of vehicles that received a passing inspection for Ford Field Service Action 22S08 (NHTSA Campaign Number 22V-089) on or after January 29, 2023. Additionally, vehicles that have not yet had 22S08 completed are also included in this new safety recall with improved service instructions.

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.

10,629 E-450 vehicles are affected.

Production Dates : MAY 11, 2019 - JUN 17, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The power steering pressure line in affected vehicles may be inadequately connected to the brake Hydroboost unit, which may result in a leak or sudden loss of power steering fluid.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Sudden loss of power steering fluid may result in a loss of power steering assist, requiring increased steering effort, and loss of power brake assist, requiring increased force on the pedal to brake, potentially resulting in increased stopping distance. A sudden loss of power steering assist and power brake assist increases the risk of a crash.

Description of the Cause : The fitting between the power steering pressure line and the brake Hydroboost unit may not have been adequately connected during the assembly process.

Identification of Any Warning that can Occur : A power steering fluid leak may occur, resulting in steering fluid on the ground underneath the vehicle. Some drivers report hearing an audible "pop" if the power steering pressure line fitting becomes disconnected while driving.

Involved Components :

Component Name 1 : HOS ASY PWR STNG PRESS LN

Component Description : Power Steering Pressure Line, Cutaway Units

Component Part Number : LC24-3F523-AD

Component Name 2 : HOS ASY PWR STNG PRESS LN

Component Description : Power Steering Pressure Line, Stripped Chassis Units

Component Part Number : LC24-3F523-BC

Component Name 3 : HOS ASY-PWR STNG PRESS LN LH

Component Description : Power Steering Jumper Line

Component Part Number : 4C24- 3F524-GA

Supplier Identification :

Component Manufacturer

Name : Yokohama Industries Americas Inc.

Address : 109 Gillespie Drive
Easley South Carolina 29640

Country : United States

Chronology :

See attached.

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 power steering pressure line and Hydroboost jumper line 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. The ending date for reimbursement eligibility is estimated to be May 31, 2024. Ford will forward a copy of the notification letters to dealers to the agency when available.
How Remedy Component Differs from Recalled Component :	The power steering lines LC24-3F523-AD/BC will be replaced with power steering lines LC24-3F523-AE/BD or RC24-3F523-AA/BA. The power steering lines 4C24- 3F524-GA will be replaced with power steering lines 4C24- 3F524-GB/C. The revised power steering lines incorporate revised routing and connection angle at the Hydroboost unit.
Identify How/When Recall Condition was Corrected in Production :	On June 21, 2021, power steering lines with revised routing and connection angle at the Hydroboost unit were introduced into production based on ergonomic feedback from assembly plant personnel.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on February 12, 2024. Mailing of owner notification letters is expected to begin March 25, 2024 and is expected to be completed by March 29, 2024.
Planned Dealer Notification Date :	FEB 12, 2024 - FEB 12, 2024
Planned Owner Notification Date :	MAR 25, 2024 - MAR 29, 2024

* NR - Not Reported



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Part 573 Safety Recall Report

22V089

Manufacturer Name: Ford Motor Company

Submission Date: Feb 16, 2022

NHTSA Recall No.: 22V089

Manufacturer Recall No.: 22S08

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

Address: 330 Town Center Drive
Suite 500
Dearborn MI, 48126-2738

Total number of potentially involved: 44,219

Estimated percentage with defect: 12%

Vehicle Information

Vehicle 1: 2021-2022 Ford E-450

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: May 11, 2019 - Jun 17, 2021

Number of potentially involved:

Descriptive Information:

This condition affects 2021 and 2022 Model Year E-Series incomplete vehicles equipped with dual rear wheels built between May 11, 2019 and June 17, 2021.

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.

27,266 E-450 vehicles are affected.

Vehicle 2: 2021-2022 Ford E-350

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: May 11, 2019 - Jun 17, 2021

Number of potentially involved:

Descriptive Information:

Part 573 Safety Recall Report

22V089

This condition affects 2021 and 2022 Model Year E-Series incomplete vehicles equipped with dual rear wheels built between May 11, 2019 and June 17, 2021.

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.

16,953 E-350 vehicles are affected.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The power steering pressure line in affected vehicles may be inadequately connected to the brake Hydroboost unit, which may result in a leak or sudden loss of power steering fluid.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

Sudden loss of power steering fluid may result in a loss of power steering assist, requiring increased steering effort, and loss of power brake assist, requiring increased force on the pedal to brake, potentially resulting in increased stopping distance. A sudden loss of power steering assist and power brake assist increases the risk of a crash.

Description of the cause:

The fitting between the power steering pressure line and the brake Hydroboost unit may not have been adequately connected during the assembly process.

Identification of any warning that can occur:

A power steering fluid leak may occur, resulting in steering fluid on the ground underneath the vehicle. Some drivers report hearing an audible "pop" if the power steering pressure line fitting becomes disconnected while driving.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Yokohama Industries Americas Inc.

Address: 109 Gillespie Drive
Easley SC, 29640

Country: United States

Part 573 Safety Recall Report

22V089

Involved Components

Component Name 1: HOS ASY PWR STNG PRESS LN**Component Description:** Power Steering Pressure Line, Cutaway Units**Component Part Number:** LC24-3F523-AD**Component Name 2:** HOS ASY PWR STNG PRESS LN**Component Description:** Power Steering Pressure Line, Stripped Chassis Units**Component Part Number:** LC24-3F523-BC**Component Name 3:** HOS ASY-PWR STNG PRESS LN LH**Component Description:** Power Steering Jumper Line**Component Part Number:** 4C24- 3F524-GA

Chronology

Chronology is provided as an attachment.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Inspect, Repair**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside**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 connection between the power steering lines and the Hydroboost unit inspected. The power steering lines will be replaced if the joint is not secure. 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 March 25, 2022.

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

Part 573 Safety Recall Report

22V089**How remedy component differs from recalled component:**

The power steering lines (LC24-3F523-AD/BC and 4C24- 3F524-GA) will be replaced with power steering lines (LC24-3F523-AE/BD and 4C24- 3F524-GB) that incorporate revised routing and connection angle at the Hydroboost unit.

Identify how/when recall condition was corrected in production:

On June 21, 2021, power steering lines with revised routing and connection angle at the Hydroboost unit were introduced into production based on ergonomic feedback from assembly plant personnel.

Reimbursement Plan

Description of reimbursement program:**Period of reimbursement:****Costs to be reimbursed:****Address for reimbursement claims:**

Recall Schedule

Description of recall schedule:

Notification to dealers is expected to occur on February 17, 2022. Mailing of owner notification letters is expected to begin March 7, 2022 and is expected to be completed by March 11, 2022.

Planned Dealer Notification Date: Feb 17, 2022 - Feb 17, 2022 ☐ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Planned Remedy Owner Notification Date: Mar 07, 2022 - Mar 11, 2022 ☐ Phased Recall

Date when VIN will be searchable: