



U.S. Department of Transportation
National Highway 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).