

# Part 573 Safety Recall Report

# 17V-530

**Manufacturer Name :** Ford Motor Company**Submission Date :** AUG 28, 2017**NHTSA Recall No. :** 17V-530**Manufacturer Recall No. :** 17S23**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 : 253

Estimated percentage with defect : 80 %

**Vehicle Information :**

Vehicle 1 : 2017-2017 Ford Explorer

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : 1) The basis for how the recall population was determined: The Ford team reviewed supplier process and maintenance records to determine the population of affected parts. Ford's process is capable of tracing assemblies with suspect fasteners (W505252-S439) in production to the vehicle in which they were installed.

2) How the recalled products differ from products that were not included in the recall: The affected vehicles are equipped with suspect heat shield fasteners with that may have insufficient corrosion protection.

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.

Production Dates : MAY 07, 2017 - MAY 10, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2017-2017 Ford Police Interceptor Utility

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

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2) How the recalled products differ from products that were not included in the recall: The affected vehicles are equipped with suspect heat shield fasteners with that

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Production Dates : MAY 07, 2017 - MAY 08, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2017-2017 Ford Taurus

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : 1) The basis for how the recall population was determined: The Ford team reviewed supplier process and maintenance records to determine the population of affected parts. Ford's process is capable of tracing assemblies with suspect fasteners (W505252-S439) in production to the vehicle in which they were installed.  
2) How the recalled products differ from products that were not included in the recall: The affected vehicles are equipped with suspect heat shield fasteners with that may have insufficient corrosion protection.

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.

Production Dates : MAY 07, 2017 - MAY 08, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2017-2017 Ford Police Interceptor Sedan

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : 1) The basis for how the recall population was determined: The Ford team reviewed supplier process and maintenance records to determine the population of affected parts. Ford's process is capable of tracing assemblies with suspect fasteners (W505252-S439) in production to the vehicle in which they were installed.  
2) How the recalled products differ from products that were not included in the recall: The affected vehicles are equipped with suspect heat shield fasteners with that may have insufficient corrosion protection.

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.

Production Dates : MAY 07, 2017 - MAY 08, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

**Description of the Defect :** On 2017 Explorer, Taurus and Police Interceptor Utility/Sedan vehicles, some of the steering gear heat shield fasteners may have incorrect corrosion resistant finish. Without the correct fastener surface finish, the heat shield material in contact with the fasteners may corrode and the heat shield may detach from the steering gear, exposing the steering gear system to higher than expected temperatures. If the steering gear overheats, the system's thermal protection mode will activate and the driver may experience a reduction in the steering assist until the gear cools. The driver will not experience any audible chimes or warning messages on the cluster. If the steering gear electronic connectors melt, the driver may experience sudden loss of assist without advanced warning while driving, accompanied by the fault message "SERVICE POWER STEERING NOW" in the instrument cluster.

Ford is not aware of any reports of accident or injury related to this condition.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If the steering gear electrical connectors melt, the driver may experience sudden loss of assist without warning while driving, accompanied by the fault message "SERVICE POWER STEERING NOW" in the instrument cluster. Sudden loss of power steering assist while driving would require higher steering efforts, especially at lower speeds, which may result in an increased risk of a crash. Loss of power steering assist is unlikely to be associated with accidents at higher speeds, as the amount of assist supplied reduces as vehicle speed increases.

**Description of the Cause :** A shipment of fasteners at the fastener supplier were mislabeled with the incorrect surface finish.

**Identification of Any Warning that can Occur :** If the steering gear electrical connectors melt, the driver may experience loss of assist accompanied by the fault message "SERVICE POWER STEERING NOW" in the instrument cluster.

## Supplier Identification :

### Component Manufacturer

Name : ITW SHAKEPROOF AUTOMOTIVE PR

Address : 1201 ST CHARLES RD  
ELGIN ILLINOIS 60120

Country : United States

## Chronology :

May 2017: An employee at the steering gear module supplier reportedly noticed that the steering gear heat shield attaching fasteners were black instead of the typical silver color. The supplier notified Ford. Ford's Chicago Assembly Plant issued a stop ship and Ford initiated an investigation. Ford determined that the fastener supplier shipped boxes of S-424 (black) finish fasteners that were incorrectly labeled as S-439 (silver) finish fasteners. The issue was brought to Ford's Critical Concern Review Group (CCRG) on May 23, 2017, for review.

June-July 2017: Ford initiated an analysis to assess potential effects of the incorrect fastener surface finish on heat shield retention. Ford also undertook an investigation to determine whether any of the steering gear modules with suspect heat shield fasteners were installed on vehicles.

August 2017: Based on the results of Ford's analyses, this issue was brought to Ford's Field Review Committee (FRC) for review.

On August 21, 2017, Ford's FRC reviewed the concern and approved a field action.

## 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 steering gear heat shield fasteners inspected for the correct color finish, and have the fasteners replaced as required. There will be no charge for this service.

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

How Remedy Component Differs from Recalled Component : Remedy fasteners (silver instead of black) have the specified corrosion protection surface finish.

Name: M6 X 14 screw; Description: M6 Fastener; Part Number: W505252-S439

Identify How/When Recall Condition was Corrected in Production : Suspect fasteners were identified, quarantined and replaced in production with correct finish fasteners.

## Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on August 29, 2017. Mailing of owner notification letters is expected to begin September 11, 2017, and is expected to be completed by September 15, 2017.

Planned Dealer Notification Date : AUG 29, 2017 - AUG 29, 2017

Planned Owner Notification Date : SEP 11, 2017 - SEP 15, 2017

\* NR - Not Reported