

Part 573 Safety Recall Report

23V-155

Manufacturer Name : Ford Motor Company

Submission Date : MAR 10, 2023

NHTSA Recall No. : 23V-155

Manufacturer Recall No. : 23S09



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 : 343

Estimated percentage with defect : 3 %

Vehicle Information :

Vehicle 1 : 2022-2023 Ford Bronco

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. The Ford process is capable of tracing steering gear production to the vehicle in which the steering gear is installed. Ford is able to provide the specific VIN list – see attachment VINs.

Affected vehicles are equipped with suspect steering gears.

283 2023 model year Ford Bronco Wildtrak vehicles are affected.

60 2022 model year Ford Bronco Raptor vehicles are affected.

Production Dates : AUG 30, 2022 - MAR 01, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Affected vehicles are built with a steering gear ball nut retainer that may be cracked.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A broken steering gear ball nut retainer can allow balls in the ball nut assembly to displace and wedge. Continued steering wheel movement can further wedge the balls and displace the retainer, resulting in increased steering effort. Should this continue and the balls do not transition back into the return guides, the ball nut may not be able to rotate. As a consequence, the driver may not be able to rotate the steering wheel while driving,

increasing the risk of a crash.

Description of the Cause : The gauge key on the steering gear assembly tooling became loose over time which allowed the key to contact and damage the ball nut retainer during the steering gear assembly process.

Identification of Any Warning that can Occur : A driver may experience noise and/or increased steering efforts.

Involved Components :

Component Name 1 : Steering Gear

Component Description : Steering Gear

Component Part Number : NB3V-3D070-BD

Component Name 2 : Steering Gear

Component Description : Steering Gear

Component Part Number : NB3V-3D070-AF

Supplier Identification :

Component Manufacturer

Name : Nexteer Automotive

Address : 1272 Doris Road
Auburn Hills Michigan 48326

Country : United States

Chronology :

On March 2, 2023, an issue pertaining to a broken ball nut retainer in a warranty-returned steering gear was brought to Ford's Critical Concern Review Group (CCRG) for review. As part of the warranty return process, steering gears are sent to the steering gear supplier and they assess and analyze the returned part. The technician comments on the warranty claim alleged a grinding noise while steering and loss of power steering function – there was no indication of a loss of directional control. The steering gear supplier completed the part tear down on February 27, 2023 and contacted Ford. The inspection found that the ball nut retainer was broken and displaced. A broken ball nut retainer can allow the balls within the ball nut assembly to displace and wedge.

Ford conducted a review of the steering gear supplier's assembly processes and production records and identified an assembly concern at the supplier's manufacturing facility. A review of supplier assembly process records was conducted for each steering gear produced for 2022 model year and 2023 model year production to identify steering gears that may contain a cracked retainer and two suspect windows of production were found. The first suspect production window consists of certain steering gears produced during a period in July 2022 and includes the warranty-return steering gear initially reviewed by the supplier. The second suspect window includes certain steering gears produced in February 2023. Suspect steering gears were then traced by serial number to specific vehicle VINs.

Ford is aware of one (1) warranty claim that is attributed to this concern, received January 17, 2023.

On March 3, 2023, Ford's Field Review Committee reviewed the concern and approved a field action.

There have been no reports of accident or injury associated with this concern.

Description of Remedy :

Description of Remedy Program : Owners will be notified and instructed to not drive their vehicles. They will be asked to work with a Ford or Lincoln dealer to have the vehicles towed in for service. Dealers will remove and replace the steering gear following normal workshop manual procedures. 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 estimated to be April 7, 2023.

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

How Remedy Component Differs from Recalled Component : Steering gears (NB3V-3D070-BD and NB3V-3D070-AF) will be replaced. The replacement parts will have undamaged internal components.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is occurred on March 3, 2023. Mailing of owner notification letters is expected to begin March 20, 2023 and is expected to be completed by March 24, 2023.

Planned Dealer Notification Date : MAR 08, 2023 - MAR 08, 2023

Planned Owner Notification Date : MAR 27, 2023 - MAR 31, 2023

* NR - Not Reported