



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 16, 2024

Mr. Tom Single
Assistant Director
Ford Motor Company
330 Town Center Drive
Suite 500
Dearborn, MI 48126

NEF-107DG
24V-097

Subject: Power Steering Pressure Line May Detach and Leak

Dear Mr. Single:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/E-350/2021-2022
FORD/E-450/2021-2022

Mfr's Report Date: February 9, 2024

NHTSA Campaign Number: 24V-097

Components:

SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS
STEERING:HYDRAULIC POWER ASSIST:HOSE, PIPING, AND CONNECTIONS

Potential Number of Units Affected: 16,543

Problem Description:

Ford Motor Company (Ford) is recalling certain 2021-2022 E-350 and E-450 vehicles equipped with dual rear wheels. An inadequate connection between the power steering pressure line and the brake hydroboost unit may result in a sudden loss of power steering fluid.

Consequence:

A sudden loss of power steering fluid can result in a loss of power steering and power brake assist, increasing the risk of a crash.

Remedy:

Dealers will replace the power steering pressure line and the hydroboost jumper line, free of charge. Vehicles in this recall were previously recalled under 22V-089 and owners will need to have the new remedy completed even if their vehicle was remedied under the prior recall. Owner notification letters are expected to be mailed March 25, 2024. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 24S07.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the affected component(s). If your company manufactured the component itself, then please state so in 573.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Ford Motor Company's contact for this recall will be Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement