

Part 573 Safety Recall Report

24V-329

Manufacturer Name : Ford Motor Company

Submission Date : MAY 13, 2024

NHTSA Recall No. : 24V-329

Manufacturer Recall No. : 24S32



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 : 385

Estimated percentage with defect : 10 %

Vehicle Information :

Vehicle 1 : 2024-2024 Ford F-150

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : In the affected vehicles, the incorrect fastener may have been used to attach the lower steering shaft to the steering gear. Ford's team reviewed plant records to determine the population of affected vehicles.

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.

385 F-150 vehicles are affected.

Production Dates : APR 10, 2024 - APR 11, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : In the affected vehicles, an incorrect fastener may have been used to secure the steering column lower shaft to the steering gear.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The fastener securing the lower I-shaft to steering gear joint may loosen over time and could disengage. If the fastener disengages, separation of steering system adjoining components may occur, resulting in loss of steering control and increasing the risk of a crash.

Description of the Cause : At the vehicle assembly plant, a box of fasteners intended for another use was incorrectly delivered to the station that secures the lower steering column I-shaft and mixed with the correct fasteners.

Identification of Any Warning that can Occur : As the fastener loosens, the customer may hear a clunk noise while turning or notice looseness in the steering.

Involved Components :

Component Name 1 : Lower Steering Shaft Fastener

Component Description : Lower Steering Shaft Fastener

Component Part Number : N808684-S101

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

On April 18, 2024, an issue pertaining to the fastener used on the lower steering shaft joint was brought to Ford's Critical Concern Review Group (CCRG) for review. On April 11, 2024 the operation team leader at Kansas City Assembly Plant (KCAP) identified that an incorrect fastener was being used to secure the lower steering shaft on 2024 Model Year Ford F-150 vehicles.

Continued investigation by personnel at the vehicle assembly plant identified and removed mixed fastener stock. The incorrect fastener is shorter (25 mm vs 37 mm) and has a different material class (8.8 vs. 10.9).

The CCRG investigation determined that with the shorter fastener installed, two full threads are engaged and an additional three threads are partially engaged. The thread adhesive patch is only engaged in the partial threads. The correct fastener has seven threads engaged when installed and the thread adhesive patch is appropriately located in the joint. Over time, the joint secured with the incorrect fastener may lose clamp load due to limited thread engagement, incomplete contact with the thread adhesive path, and a fastener material class not intended for the application.

As of May 1, 2024, Ford is not aware of any warranty, field reports or customer complaints related to this concern.

On May 3, 2024, Ford's Field Review Committee reviewed the concern and approved a field action.

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

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 their lower steering shaft fastener 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 June 7, 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 correct fastener (N808684-S101) will be installed at the joint which connects the lower steering shaft to the steering gear.

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

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on May 8, 2024. Mailing of owner notification letters is expected to begin May 20, 2024 and is expected to be completed by May 24, 2024.

Planned Dealer Notification Date : MAY 10, 2024 - MAY 10, 2024

Planned Owner Notification Date : MAY 20, 2024 - MAY 24, 2024

* NR - Not Reported