

Part 573 Safety Recall Report

24V-542

Manufacturer Name : Ford Motor Company**Submission Date :** JUL 19, 2024**NHTSA Recall No. :** 24V-542**Manufacturer Recall No. :** 24S46**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 : 1,902

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2024 Ford Transit

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : The recalled part was introduced into production on 03/15/2022 and was taken out of production on 03/06/2024.

Affected vehicles are equipped with the Transit Trail package.

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 : MAR 15, 2022 - MAR 06, 2024

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The Electronic Power Assist Steering (EPAS) ground eyelet joint may have exposed substrate material which is susceptible to corrosion and may lead to a disconnect of the EPAS ground.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A disconnect of the EPAS ground due to corrosion may result in loss of power to the EPAS Motor and Power Steering Control Module (PSCM), which may result in intermittent or complete loss of power steering assist. A loss of power steering assist may increase the risk of a crash.

Description of the Cause : The vehicle was modified in preparation for the vehicle's body lift. During the modification, the tin plated ground eyelet was cut and a hole was drilled in the center to relocate the EPAS ground eyelet joint. This exposed the substrate material to environmental conditions.

Identification of Any Warning that can Occur : If the loss of power steering assist persists for more than two seconds, a "Steering Assist Fault Service Required" cluster message will be displayed.

Involved Components :

Component Name 1 : EPAS Ground Circuit Harness

Component Description : EPAS Ground Circuit-Main Body Harness

Component Part Number : NK4T-14401-**

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company

Address : 1 American Road
Dearborn Michigan 48126

Country : United States

Chronology :

April 2024 - July 2024

On April 25, 2024, an issue pertaining to Electronic Power Steering Assist (EPAS) ground corrosion on 2023-2024 Model Year Transit vehicles equipped with the Transit Trail equipment package was brought to Ford's Critical Concern Review Group (CCRG) for review. The issue was identified during a Ford review of Transit Trail vehicles. Ford discovered that, due to the vehicle's body lift, the EPAS ground joint had been reworked and relocated from its base location.

During the CCRG investigation, Ford Engineering inspected the suspect parts on select vehicles and determined that the rework of the tin-plated ground eyelet exposed the substrate material to environmental conditions. This modified ground eyelet is susceptible to corrosion over time, which may lead to loss of power to the EPAS motor and Power Steering Control Module (PSCM), and could cause the vehicle to intermittently or completely lose power steering assist.

On June 24, 2024, the CCRG investigative team reviewed two unsold Transit Trail vehicles with reworked ground eyelets. Ford observed early signs of corrosion.

As of June 24, 2024, Ford is not aware of any customer, warranty or field reports related to this concern.

On July 12, 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 install a new Electronic Power Assist Steering (EPAS) ground pigtail kit. 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. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accordance with the recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : A new EPAS ground pigtail kit (PK4T-14A411-AA) will be installed to replace the EPAS ground circuit main body harness (NK4T-14401-**).

Identify How/When Recall Condition was Corrected in Production : N/A

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on July 22, 2024. Mailing of owner notification letters is expected to begin August 5, 2024 and is expected to be completed by August 9, 2024

Planned Dealer Notification Date : JUL 22, 2024 - JUL 22, 2024

Planned Owner Notification Date : AUG 05, 2024 - AUG 09, 2024

* NR - Not Reported