



Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

August 12, 2024

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –  
Safety Recall 24S48**

Certain 2023-2024 Model Year Transit Trail Vehicles  
Steering Column Bolt Lacks Full Thread Engagement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Trail	2023	Kansas City	March 15, 2022 through December 13, 2023
Transit Trail	2024	Kansas City	August 28, 2023 through March 6, 2024

U.S. population of affected vehicles: 1902. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, a bolt used to secure the steering column intermediate shaft to the steering gear pinion shaft may loosen over time and may disengage. If the bolt disengages, the steering column may separate from the pinion shaft, resulting in loss of steering control and increasing the risk of a crash.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall.

**A complete Dealer Bulletin will be provided to dealers when parts ordering information and repair instructions are available to support this safety recall.** For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.**

**NOTE: For vehicles presented that are exhibiting the concern identified for this Program, and no longer have applicable warranty coverage, contact the SSSC for further direction.**

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.**

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

Customer Service Division