

Part 573 Safety Recall Report

25V-022

Manufacturer Name : Ford Motor Company**Submission Date :** JAN 17, 2025**NHTSA Recall No. :** 25V-022**Manufacturer Recall No. :** 25S04**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 : 3

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Ford F-150

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : NR

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. Affected vehicles are equipped with incorrect steering gears.

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 : MAY 31, 2024 - SEP 30, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Affected vehicles contain a steering gear assembly with an incorrect steering rack assembled to the mating pinion. A steering gear assembly with an incorrect rack can cause the pinion gear or rack teeth to fracture.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Fractured steering gear teeth can cause the steering to bind or lock, increasing the risk of a crash.

Description of the Cause : At the steering gear assembly plant, a cart containing steering racks intended for another application was mistakenly left at the assembly station and these racks were installed in the affected vehicles.

Identification of Any Warning that can Occur : The customer may notice clunky or rough steering and a "Power Steering Assist Fault" message may appear in the cluster.

Involved Components :

Component Name 1 : STEERING GEAR

Component Description : STNG GR ELE PWR ASST & LKGE ASY

Component Part Number : RL34-3D070-AE

Supplier Identification :

Component Manufacturer

Name : NEXTEER AUTOMOTIVE CORPORATION

Address : STA ROSA DE VITERBO #12 – PLT 65
EL MARQUES, QRO C.P. Foreign States 72246

Country : Mexico

Chronology :

On November 21, 2024, an issue pertaining to a power steering gear misbuild was brought to Ford's Critical Concern Review Group for review. On November 13, 2024, Ford personnel at Kansas City Assembly Plant (KCAP) identified an issue during end-of-line testing of a 2025 Model Year (MY) Ford F-150 vehicle. The vehicle exhibited an invalid data Diagnostic Trouble Code (DTC). This code indicated a potential issue with the vehicle's Electric Power Steering Gear (EPAS) system. Ford Engineering determined that there was an invalid correlation between the motor and pinion positions within the EPAS system, which caused the fault. This discrepancy originated from an incorrect match between the rack and pinion gear ratios.

In late November 2024, Ford conducted an on-site evaluation at the supplier facility. Ford found that a leftover cart containing faster ratio racks from the previous production model had been left at the workstation during changeover to the current model and that an operator on the assembly line mistakenly used that rack, instead of the designated slower ratio rack.

In December 2024, the CCRG investigation determined that a rack and pinion mismatch results in improper gear mesh contact leading to localized rack and pinion tooth damage. Over time, a steering gear with an

improper rack can cause the pinion gear or rack teeth to fracture.

As of January 7, 2025, Ford is not aware of any warranty, field or customer reports related to this concern.

On January 10, 2025, 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 the steering gear assembly 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. 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 : The remedy steering gear will be manufactured with the proper steering rack component.

Identify How/When Recall Condition was Corrected in Production : Not required per 49 Part 573.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on January 21, 2025. Mailing of owner notification letters is expected to begin February 10, 2025, and is expected to be completed by February 10, 2025.

Planned Dealer Notification Date : JAN 21, 2025 - JAN 21, 2025

Planned Owner Notification Date : FEB 10, 2025 - FEB 10, 2025

* NR - Not Reported