



TECHNICAL SERVICE BULLETIN

25-2350

25 July 2025

"Steering Assist Fault Service Required" Message In The IPC And Reduced Steering Assist With DTCs U3008 And/Or U3009 Stored In The PSCM

Model:

Ford 2025 Explorer
Lincoln 2025 Aviator

Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit all of the following conditions:

- "Steering Assist Fault Service Required" message displayed in the IPC
- Reduced steering assist
- DTCs U3008 and/or U3009 stored in the PSCM

This may be due to the PSCM ground connections.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to improve the PSCM ground connections.

Parts - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W505261-S450L	Only If Necessary (Up To 1)	Only If Necessary (Up To 1)	1	Self-Tapping M8 Bolt
W520412-S450	Only If Necessary (Up To 1)	Only If Necessary (Up To 1)	4	M6 Nut

Service part numbers and "number in package" quantity may change after publication, thus also affecting the "package order quantity". Refer to the parts catalog for the latest information.

Claim Quantity refers to the total number of individual pieces required to repair the vehicle.

Package Order Quantity refers to the amount of the service part number package(s) required to repair the vehicle.

Number In Package refers to the number of individual pieces included in a service part number package.

Only If Necessary indicates the part is not mandatory. Refer to the Service Procedure to determine the inspection/inclusion criteria.

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2025 Explorer/Aviator: Retrieve DTCs Remove Ground G104 Or G116 Modify Sheet Metal And Reinstall Ground Retainer Retrieve DTCs Repair Complete (Do Not Use With Any Other Labor Operations)	252350A	0.7 Hrs.
2025 Explorer/Aviator: Retrieve DTCs Replace The Nut On Ground G103 Or G119 (Do Not Use With Any Other Labor Operations)	252350B	0.5 Hrs.

2025 Explorer/Aviator: Retrieve DTCs Remove Ground G104 Or G116 Modify Sheet Metal And Reinstall Ground Retainer Retrieve DTCs Replace The Nut On Ground G103 Or G119 (Do Not Use With Any Other Labor Operations)	252350C	0.8 Hrs.
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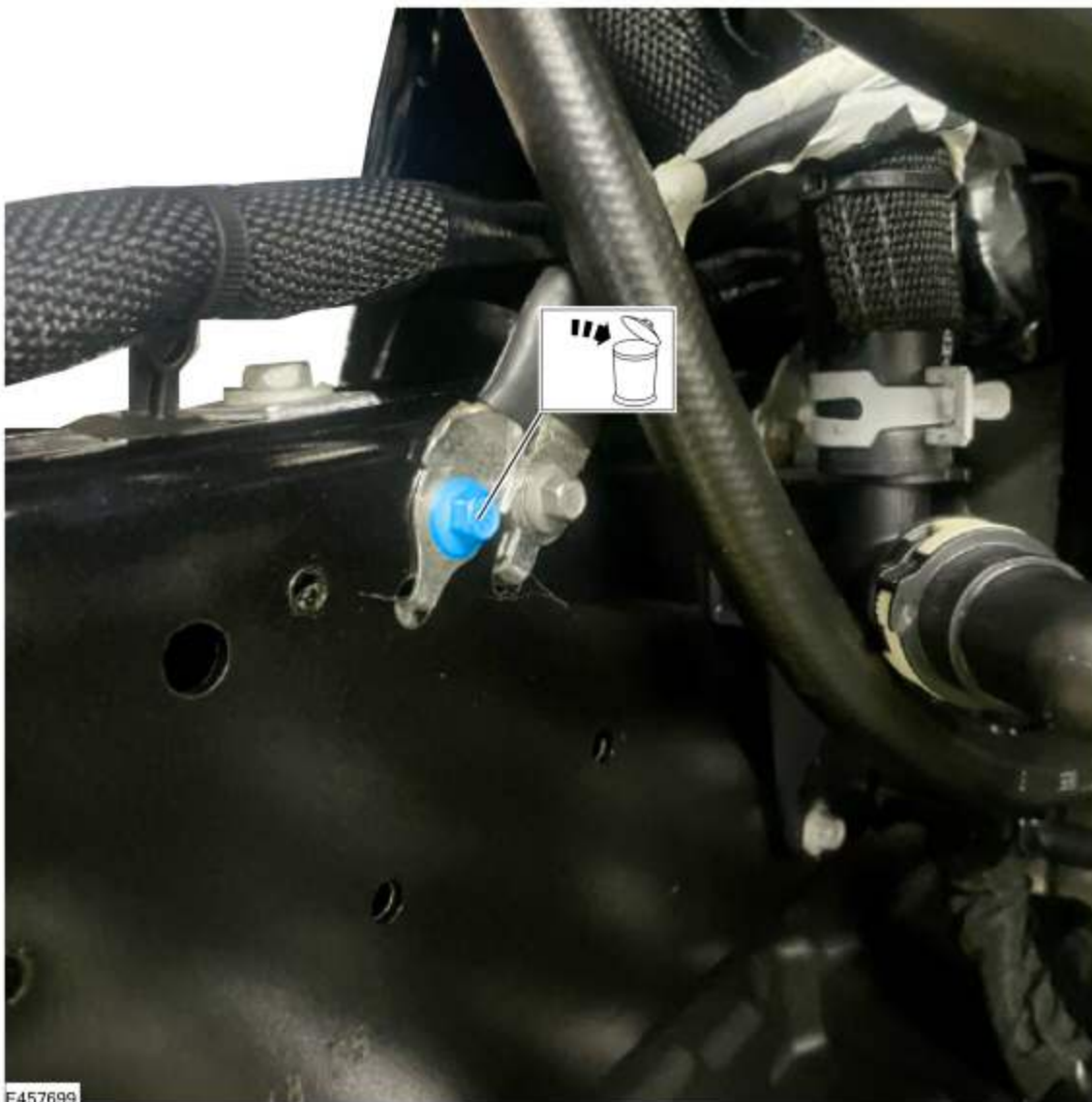
Repair/Claim Coding

Causal Part:	14300
Condition Code:	X1

Service Procedure

1. Using the latest version of the FDRS scan tool, download and run the "Self-Test" application and select "Run ALL CMDTCs". Is DTC U3008 present in the PSCM?
 - (1). Yes - proceed to Step 2.
 - (2). No - proceed to Step 7.
2. Remove the engine front undershield. Refer to WSM, Section 501-02 > Removal and Installation > Engine Front Undershield.
3. Remove and discard the M6 fastener from ground G104 (Explorer) or G116 (Aviator) on the passenger side frame rail. Refer to Wiring Diagram Cell 151 for connection locations. (Figure 1)

Figure 1



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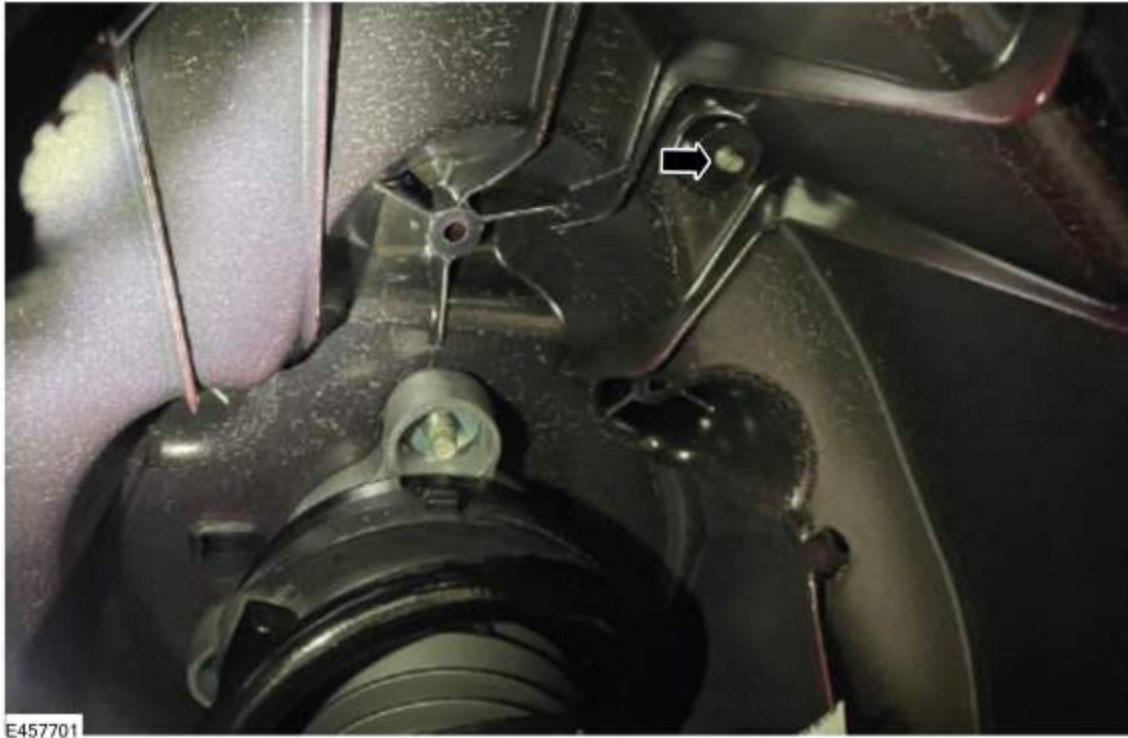
4. Carefully enlarge the existing holes in the frame rail sheet metal and the harness eyelet by drilling with a 7 mm (9/32 in.) drill bit.
5. Reinstall ground G104 (Explorer) or G116 (Aviator) using the new self-tapping M8 fastener. Make sure the ground eyelet locating tab is properly aligned with the alignment hole in the frame. Tighten to 71+/-11 lb.in (8.0+/-1.2 Nm).
6. Install the engine front undershield. Refer to WSM, Section 501-02 > Removal and Installation > Engine Front Undershield.
7. Using FDRS, download and run the "Self-Test" application and select "Run ALL CMDTCs". Is DTC U3009 present in the PSCM?
 - (1). Yes - proceed to Step 8.
 - (2). No - repair is complete. If further diagnosis is necessary, refer to WSM, Section 211-02 > Diagnosis and Testing.
8. On Aviator vehicles, remove the wiring harness retainer from the ground G119 stud bolt to access the bolt. (Figure 2)

Figure 2



9. Remove the right front wheel and tire. Refer to WSM, Section 204-04A > Removal and Installation > Wheel and Tire.
10. Install the new M6 nut on the existing fastener on ground G103 (Explorer) or G119 (Aviator) on the passenger side strut tower. Tighten to 106+/-16 lb.in (12.0+/-1.8 Nm). (Figure 3)

Figure 3



11. Install the right front wheel and tire. Refer to WSM, Section 204-04A > Removal and Installation > Wheel and Tire.
12. On Aviator vehicles, install the wiring harness retainer on the ground G119 stud bolt.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.