

TECHNICAL SERVICE BULLETIN  
"Steering Assist Fault Service Required" Message In The IPC And Reduced Steering Assist With DTCs U3008:1B And/Or U3009:1B Stored In The PSCM

This bulletin supersedes 26-2150. Reason for update: To remove the M6 nut from the part list and remove the steps to install the M6 nut from the Service Procedure

| Model              |                                     |
|--------------------|-------------------------------------|
| 2025-2026 Explorer | Includes Police Interceptor Utility |
| 2025-2026 Aviator  | Built on or before 21-Dec-2025      |

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 U3008:1B and/or U3009:1B 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 repair ground G104 (Explorer/G116 (Aviator)) on the passenger side frame rail for 2025 U3008:1B and/or repair ground G103 (Explorer/G119 (Aviator)) on the passenger side shock tower for 2025 U3009:1B.

Parts - DTC U3008 - Frameral Ground Repair - Non-Hybrid Vehicles

| Service Part Number | Claim Quantity | Description          |
|---------------------|----------------|----------------------|
| W55521-545DL        | 1              | Self-Tapping M6 Bolt |

Parts - DTC U3008 - Frameral Ground Repair - Hybrid Vehicles

| Service Part Number | Claim Quantity | Description                                                                    |
|---------------------|----------------|--------------------------------------------------------------------------------|
| W55521-545DL        | 1              | Self-Tapping M6 Bolt                                                           |
| W52093-5300         | 6              | Stud Bolt                                                                      |
| VC-13-G             | As Needed      | Motorcraft® Yellow Concentrated Antifreeze/Coolant (All Markets Except Canada) |
| CVC-13-G            | As Needed      | Motorcraft® Yellow Concentrated Antifreeze/Coolant (Canada Only)               |

Parts - DTC U3009 - Shock Tower Ground Repair - Aviator Only

| Service Part Number | Claim Quantity | Description  |
|---------------------|----------------|--------------|
| W711807-545DL       | 1              | M6 Stud Bolt |

Claim Quantity Claim Quantity refers to the total number of individual pieces required to repair the vehicle. This may differ from the number of service part number packages due to the unit of issue (UOI).

As Needed indicates the part is necessary but amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

Warranty Status: Warranty coverage limits and policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

Labor Times

| Description                                                                                                                                                                                                                        | Operation No. | Time                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------------------|
| 2025-2026 Explorer/Aviator: Retrieve DTCs, Remove Ground G104 Or G116, Modify Sheet Metal And Reinstall Ground Retainer. Includes Time To Verify Repair (Can Be Claimed With MTD)                                                  | 262202A       | 0.8 Hrs.                   |
| 2025-2026 Explorer/Aviator: Retrieve DTCs, Includes Time To Replace G119 Stud, Includes Time To Verify Repair (Cannot Be Claimed With MTD)                                                                                         | 262202B       | 0.9 Hrs.                   |
| 2025-2026 Explorer/Aviator: Retrieve DTCs, Remove Ground G104 Or G116 Modify Sheet Metal And Reinstall Ground Retainer Retrieve DTCs, Includes Time To Replace G119 Stud, Includes Time To Verify Repair (Can Be Claimed With MTD) | 262202C       | 0.9 Hrs.                   |
| 2025-2026 Explorer Hybrid 3.5L, Extra Time to R&I Cooling Module And Position Aside Hoses/Wires As Needed To Clear Path For Repair (Can Be Claimed With A or C)                                                                    | MT262302D     | Actual Time Up To 5.1 Hrs. |

Repair/Claim Coding

|                |       |
|----------------|-------|
| Causal Part    | 14300 |
| Condition Code | X1    |

Service Procedure

1. Is 2025 U3008:1B present in the PSCM?

- (1) Yes - proceed to Step 2.  
(2) No - proceed to Step 11.

2. Is the vehicle a 2026 Aviator?

- (1) Yes - proceed to Step 3.  
(2) No - proceed to Step 4.

3. Does the vehicle exhibit 2025 U3009:1B?

- (1) Yes - proceed to Step 12.  
(2) No - this article does not apply. The ground connection for U3008:1B has been relocated on 2026 Aviator only. Refer to the 2026 Section 211-02 for normal diagnostics.

4. For hybrid vehicles only, remove the cooling module. Refer to 2026 Section 303-03 > Removal and Installation > Cooling Module.

5. For non-hybrid vehicles only, remove the engine front undershield. Refer to 2026 Section 501-02 > Removal and Installation > Engine Front Undershield.

6. Remove and discard the M6 fastener from ground G104 (Explorer/Police Interceptor Utility) or G116 (Aviator) on the passenger side frame rail. Refer to Wiring Diagram, Call 161 for connection locations. (Figures 1-2)

Figure 1 - Vehicles equipped with 3.5L engine



Figure 2 - Vehicles equipped with 3.0L and 3.5L engine

NOTE: The position of the ground eyeslets shown may vary. The suspect ground is the smaller of the 2 eyeslets.



NOTE: Do not remove any paint from the body as the ground path conduction is through the bolt threads.

7. 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.

8. Reinstall ground G104 (Explorer/Police Interceptor Utility) or G116 (Aviator) using the new self-tapping M6 fastener. Make sure the ground eyelet locating tab is properly aligned with the alignment hole in the frame. Tighten to 71 lb-in (8.0 Nm).

9. For non-hybrid vehicles only, install the engine front undershield. Refer to 2026 Section 501-02 > Removal and Installation > Engine Front Undershield.

10. For hybrid vehicles only, install the cooling module. Refer to 2026 Section 303-03 > Removal and Installation > Cooling Module.

11. Is 2025 U3009:1B present in the PSCM?

- (1) Yes - proceed to Step 12.  
(2) No - repair is complete. If further diagnosis is necessary, refer to 2026 Section 211-02 > Diagnosis and Testing.

12. On Aviator vehicles, remove the wiring harness retainer from the ground G119 stud bolt on the passenger side shock tower. (Figure 3)

Figure 3



13. On Aviator vehicles, remove and discard the ground G119 stud bolt. (Figure 4)

Figure 4



NOTE: Do not remove any paint from the body as the ground path conduction is through the bolt threads.

14. On Aviator vehicles, install the new M6 stud bolt on ground G116. Tighten to 154 lb-in (17.5 Nm).

16. On Explorer/Police Interceptor Utility vehicles, tighten the existing M6 bolt on ground G103 on the passenger side shock tower to 154 ft-lb (17.5 Nm) (Figure 5)

Figure 5



16. On Aviator vehicles, install the wiring harness retainer on the ground G119 stud bolt.

17. Using the [FDS](#) scan tool, clear all [DTCs](#).

18. To verify the repair, on dry pavement, turn the steering wheel left to right lock to lock within 2 seconds as shown in the video below. If the condition returns, refer to [J4504](#), Section 211-02 for normal diagnostics. Repair as necessary outside of this article.

**Verification Procedure**



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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 the Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to update the information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.