
IMPORTANT INFORMATION CONCERNING YOUR FORD VEHICLE

23S57 - Kuga - Steering gear top plug potentially loose - Safety Recall

Dear Customer,

We apologise for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

Ford constantly monitors production processes and vehicles in service. While monitoring vehicles in operation, we have identified a small number of Kuga vehicles that may have been manufactured with a steering gear that could potentially develop excessive movement. Ford is working closely with its suppliers to produce enough replacement parts for the affected vehicles. Parts are anticipated to be available to our Ford authorised repairer network at the end of first quarter of 2024. When parts are available, Ford will send a letter inviting you to book an appointment with a Ford authorised repairer to have this important rework completed.

What is the risk?

Over time, a wear condition may manifest in an audible noise, increased steering efforts and the steering wheel not returning to the center position. In rare circumstances, if the issue of noise, increased steering efforts and the steering wheel not returning to the center position are not addressed, the excessive movement in the steering gear may lead to the pinion shaft becoming disconnected from the steering rack. This could result in a loss of steering and could increase the risk of crash.

What should you do?

When parts become available, Ford will send a follow up letter to invite you to contact your dealer to schedule a repair. In the meantime, if you notice any abnormal noise, increased steering efforts and/or the steering wheel not returning to the center position, please make an appointment to visit your dealer as soon as possible. Ford has not issued instructions to stop driving your vehicle under this safety recall. You can continue to drive your vehicle, with consideration to the advised issue.

Can we assist you further?

If you have questions or concerns, please contact our Ford Customer Relationship Centre at [{{UniversalData.CRCTel}}](tel:{{UniversalData.CRCTel}}) and one of our representatives will be happy to assist you. If you wish to write to us, further detail can be found at {{UniversalData.ContactUs}}. Representatives are available {{UniversalData.OpeningHours}}.

What if you no longer own this vehicle?

Please advise us of a 'Change of Address or Ownership' at {{UniversalData.COAUr}}. Alternatively, please complete the included form and return it in the pre-paid envelope provided. This will help us contact the new owner and advise them of this recall.

How Ford uses your personal information

For more information on how your local Ford entity uses your personal information, international data transfers and your rights, please see the customer privacy policy at [\\$\\$UniversalData.Privacy\\$\\$](#).

Yours sincerely
Ford Customer Service Division

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