

SEP 26 2018

COUNTRY

Ellijay, Georgia

Auto | Home | Life | Health | Commercial

FINANCIAL

tel
cell
fax

Service & Claims

To: Ford Motor Company
 Ford Customer Service Division
 Po Box 1904
 Dearborn, MI 48121

From: [REDACTED]
 Ellijay, GA [REDACTED]

Date: September 11, 2018

Subject: Safety Recall Notice 14S05 / NHTSA Recall 14V-284

I have purchased three (3) straight Ford automobiles for my personal / business use. I presently own a 2012 Ford Escape VIN #1FMZU9EG6CK [REDACTED]

Ford Escapes built from 2008-2011 had the above numbered safety recall for dangerous problems with electric power steering. Be advised that my 2012 Ford Escape is experiencing the very same problems that owners of the 2008-2011 Ford Escapes were having with the electric power steering that your recall #1S505 was set up to correct.

This problem is a most dangerous situation. My daughter is presently driving this vehicle as we look for a replacement vehicle for her.

I am presently having my Ford Escape diagnosed for this electric power steering problem.

I expect the Ford Motor company to give the owners of the 2012 Ford Escape the very same care and attention that was given the 2008-2011 owners. I expect my problem to be corrected fully as was the owners of the 2008-2011 Escape.

If you do not agree to fix this dangerous situation at your expense promptly I will never buy another Ford Automobile and will urge my family and friends to do the same. I have already called in and set up a case file on my automobile.

NM
09/26/18
AS

Please advise me of our intentions on restoring my 2012 Ford Escape to a safe condition. All 2012 Ford Escape owners should be contacted regarding the steering problems. I wait your positive reply.

Respectfully,



Cc: Administration for Enforcement
National Highway Traffic Safety Adm.
1200 New Jersey Ave Room W45-306
Washington, DC 20590



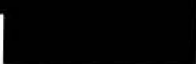
Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121



24773/123823/0586



DEARBORN, MI



July 2014

***** IMPORTANT SAFETY RECALL ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 14S05 / NHTSA Recall 14V-284
Aviso de Revisión de Seguridad 14S05**

This notice applies to your vehicle:
2011 Escape
Your Vehicle Identification Number:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize 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?

On your vehicle, the power steering system may revert to manual steering mode due to an Electric Power Steering system fault related to the torque sensor. An unexpected loss of steering assist while driving would require higher steering effort at lower vehicle speeds, which may increase the risk of accident.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to update the appropriate modules to prevent loss of steering assist while driving due to a torque sensor fault. In addition, the update provides increased driver awareness by sounding a chime and displaying the wrench light or warning in the message center when a fault is detected. Alternatively, the dealer may need to replace the torque sensor or the steering column. This service will be performed free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Recall 14S05. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

**What should you do?
(Continued)**

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to steering column or torque sensor replacement for loss of power steering assist. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 8251, Dearborn, Michigan 48121-8251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 14V-284.

Thank you for your attention to this important matter.

Ford Customer Service Division



Steve M. Kenner, Global Director
Automotive Safety Office
Sustainability, Environment & Safety Engineering

Fairlane Plaza South, Suite 400
330 Town Center Drive
Dearborn, MI 48126-2738

June 2, 2014

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

Subject: Amended - Ford Motor Company (Ford) 2008-2011 Model Year Ford Escape and Mercury Mariner Safety Recall #14S05

In accordance with the requirements of 49 CFR Part 573 Defect and Non-compliance Information Reports, please find the applicable information regarding Ford Motor Company's voluntary safety recall #14S05. This report provides additional detail pertaining to Part 573.6 (c) (8) - Service Program, that supplements the information provided in Ford's May 27, 2014 communication to the Agency.

Sincerely,

A handwritten signature in black ink that reads "S.M. Kenner for".

Steven M. Kenner

Attachment

49 CFR Part 573 – DEFECT INFORMATION REPORT
2008-2011 MODEL YEAR FORD ESCAPE AND MERCURY MARINER
ELECTRIC POWER STEERING SAFETY RECALL #14S05

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Non-Compliance Reports, Ford Motor Company submits the following information concerning a safety recall action that it is voluntarily initiating.

573.6 (c) (2) – Potentially Affected Vehicles

Vehicles potentially affected are certain 2008-2011 model year Ford Escape and Mercury Mariner vehicles built at the Kansas City Assembly Plant from August 18, 2006, to September 11, 2010.

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), by clicking on the "Safety Recalls" link at <http://www.ford.com>, 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.

The information for the supplier of the subject Power Steering Control Module (PSCM) is provided below.

Power Steering Control Module:

Nexteer
3900 E. Holland Rd.
Saginaw, MI 48601-9494
(989) 757-5000
Point of Contact at Supplier: VP of Quality, (989) 757-5000
Country of origin: Mexico

573.6 (c) (3) – Estimated Population of Vehicles Potentially Affected

Approximately 740,878 vehicles in the United States and federalized territories are potentially affected.

573.6 (c) (4) – Estimated Percentage of Affected Vehicles with the Defect Condition

Unknown.

573.6 (c) (5) – Description of the Defect

In some of the affected vehicles, a poor signal to noise ratio in the torque sensor within the Electric Power Steering (EPS) system does not allow the PSCM to determine the driver's steering input. Once this condition is detected, the system removes power steering assist, and defaults to manual steering mode. In the event of a loss of power steering assist, the mechanical linkage between the steering wheel and the road is maintained at all times. Loss of power steering assist while driving would require higher steering effort at lower vehicle speeds, which may result in an increased risk of a crash.

573.6 (c) (6) – Chronology of Events

September 2009 - Ford and Nexteer (known as Delphi in 2009) began to investigate quality issues with the torque sensor due to an elevated rate of replacement, primarily in taxi fleets.

September 11, 2010 - A PSCM with an improved torque sensor was incorporated into Ford Escape, Mercury Mariner, and Mazda Tribute vehicles built at the Kansas City Assembly Plant.

November 9, 2011 - Transport Canada (TC) submitted an Information Request to Ford concerning seven reports of loss of power steering assist on certain 2005-2011 model year Ford Escape vehicles. Ford responded to TC's information request on December 16, 2011.

This response noted that Ford and Nexteer had previously reviewed customer complaints pertaining to the Electric Power Steering system in these vehicles, and that this analysis found customer complaints regarding the EPS system to pertain to a variety of conditions. Some of the complaints alleged loss of power steering assist while driving. Further analysis of the loss of power steering assist reports had found that the majority pertained to a poor signal to noise ratio in the torque sensor within the EPS system in 2008-2011 model year Escape vehicles, which would not allow the PSCM to determine the driver's steering input. Once detected, power steering assist would no longer be provided. The steering system would default to manual steering mode, and the vehicle could still be steered because the mechanical linkage between the steering wheel and the road is maintained at all times similar to other steering systems, both hydraulic and electric. Ford notes the EPS system used on the 2005-2007 model year Escapes was of a different design and from a different supplier than the system in question.

January 17, 2013 Transport Canada advised that they were elevating their investigation to Level III status.

May 29, 2013 - Ford provided a data update to Transport Canada in response to their April 17, 2013 request for updated information. In addition to the data update request, Transport Canada revised the scope of their investigation to 2008-2011 model year Escapes.

October 1, 2013 Transport Canada upgraded its investigation to Level IV status.

January 24, 2014 - Ford released a torque sensor repair kit to address customer concerns related to the high cost of repair.

January 30, 2014 - Ford met with Transport Canada via WebEx to review preliminary data collected by Transport Canada during a simulated loss of power steering assist drive evaluation performed by non-professional drivers. Ford and Transport Canada officials continued to have ongoing dialogue regarding the results of their study.

March 19, 2014 - Ford provided a data update to Transport Canada in response to their February 12, 2014 request for updated information.

April 2014 - During ongoing dialogue regarding their investigation, Ford extended an offer to Transport Canada officials to drive an Escape equipped with a steering system that could be manually triggered to simulate loss of power steering assist.

May 2014 - Transport Canada and Ford had discussions regarding their ongoing investigation into reports of loss of power steering assist while driving in the subject vehicles.

May 19, 2014 – Accordingly, Ford's Field Review Committee reviewed their position and approved a safety field action in order to address their concern with these vehicles.

As of August 20, 2013, Ford is aware of six NHTSA Vehicle Owner Questionnaires (VOQs) noting five accident allegations and six injury allegations potentially pertaining to this subject.

573.6 (c) (8) – Service Program

Owners will be notified by mail and instructed to take their vehicle(s) to a Ford or Lincoln dealer.

Dealers will check the Power Steering Control Module (PSCM) for Diagnostic Trouble Codes (DTC):

- If no loss of steering assist DTCs are present, dealers will update the PSCM and instrument cluster module software. The updated PSCM software changes the torque sensor fault strategy and will no longer remove power steering assist during an ignition cycle for a single torque sensor fault. Additionally, the software update will provide audible and visual warnings to the driver in the unlikely event that a torque sensor fault is detected.
- If upon initial inspection certain loss of steering assist DTCs are present, the dealer will either replace the torque sensor or the PSCM, depending on the DTC present.

There will be no charge to owners for this service.

Mailing of owner notification letters is expected to be completed by July 25, 2014. Notification to dealers is planned to occur on May 29, 2014.

Ford's general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall was provided to the agency on February 20, 2013.

573.6 (c) (10) – Press Statement and Dealer/Owner Letters

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued.

Ford will forward a copy of the notification letters to dealers and owners to the Agency when available.

573.6 (c) (11) – Recall Number

Ford has assigned recall number 14S05 to this action.

573.13 (c) (2) – Ending Date for Reimbursement Eligibility

The ending date for reimbursement eligibility for the cost of remedies paid for by vehicle owners per Ford's general reimbursement plan is July 4, 2014.

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