



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

August 9, 2019

[REDACTED]
Greencastle, PA [REDACTED]

NEF-109 ela
Ref. No. 11153313

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Ford Explorer vehicle. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience our delay in responding may have caused you.

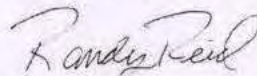
The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We are aware of NHTSA Safety Recall Campaign No. 14V-286, which addresses a problem with the power steering assist system in certain MY 2011 through 2013 Ford Explorer vehicles. Upon inspection, the dealer will reprogram the power steering control module or replace the steering gear assembly if certain diagnostic trouble codes are identified. On July 1, 2015, Ford extended the steering gear warranty for owners who did not receive a replacement to 10 years or 150,000 miles from the in-service date, whichever occurs first.

We understand your frustration with being denied a free remedy under the recall. On May 29, 2019, Ford issued another bulletin to clarify the extended warranty coverage and address previously denied repairs (enclosed). However, according to a CARFAX report we see that you no longer own this vehicle. Nonetheless, we recommend that you contact Ford to see if you are eligible for a refund for your November 18, 2018, repair. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large initial "R".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

May 17, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S06 – Supplement #3**
Certain 2011-2013 Model Year Explorer Vehicles
Reprogram Power Steering Control Module and Steering Gear Extended Coverage

REF: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S06 Supplement #2**
Dated July 1, 2015

New REASON FOR THIS SUPPLEMENT

- **Clarifying the repair coverage:** For vehicles that have safety recall 14S06 open and require a steering gear replacement under 15N01, but have exceeded 15N01 program terms of 10 years of service or 150,000 miles, please submit an Approval Request to the SSSC Web Contact Site for steering gear replacement approval prior to completing the repair.
- **Previously denied repairs:** For vehicles that had safety recall 14S06 open and were denied a steering gear replacement under 15N01 because the vehicle had exceeded the 15N01 program terms of 10 years of service or 150,000 miles, dealers are to contact those owners to complete the previously denied repair and submit an Approval Request to the SSSC Web Contact Site for steering gear replacement approval or refund the vehicle owner for the cost of repair completed.

New PROGRAM TERMS

This safety recall involves reprogramming the Power Steering Control Module (PSCM), or replacing the steering gear if certain Diagnostic Trouble Codes (DTCs) are present, *regardless of vehicle mileage or warranty start date*. If the steering gear is not replaced, the owner will be provided extended coverage of the steering gear under program code **15N01** (See Attachment II "LABOR ALLOWANCES"). This extended coverage provides for one-time replacement of the steering gear if certain DTCs are present, for up to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limit, this program will last through December 31, 2015 for eligible owners. The extended coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES

Certain 2011-2013 model year Explorer vehicles built at the Chicago Assembly Plant from Job #1 2011 through February 28, 2012. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on May 29, 2014.