



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 12-017
Date Opened: 06/19/2012
Investigator: Chris Lash **Reviewer:** Jeff Quandt
Approver: Frank Borris
Subject: Loss of electric power assisted steering

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: FORD MOTOR COMPANY
Products: 2011 Ford Explorer
Population: 83,000 (Estimated)
Problem Description: The Electric Power Assisted Steering (EPAS) can suddenly fail, resulting in increased steering effort.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	15	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: A Preliminary Evaluation has been opened.

Summary:

The Office of Defects Investigation (ODI) has received 15 complaints alleging loss of power steering assist and increased steering effort in model year 2011 Ford Explorer vehicles equipped with Electric Power Assisted Steering (EPAS). In addition, ODI has identified field reports provided in Ford's Early Warning Reporting data submissions that relate to the alleged defect. Some of the complaints indicated observing a power steering warning message when the failure occurred. In some cases, the condition was corrected by turning the vehicle off and restarting. However, some reports indicate the condition returned after restart. A Preliminary Evaluation has been opened to assess the cause, scope and frequency of the alleged defect.