ODI RESUME

U.S. Department of Transportation

National Highway Traffic Safety Administration

Investigation:	PE 14-021
Date Opened:	07/07/2014
Investigator:	Chris Lash **Reviewer:** Jeff Quandt
Approver:	Frank Borris
Subject:	Steering Column Shaft Obstruction

MANUFACTURER & PRODUCT INFORMATION

Manufacturer:	Ford Motor Company
Products:	MY 2004 to 2007 Crown Victoria, Grand Marquis, Marauder
Population:	500,000 (Estimated)
Problem Description:	The drivers side exhaust manifold heat shield can rust and become dislodged, potentially jamming the steering shaft.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	5	TBD	TBD
Crashes/Fires:	1	TBD	TBD
Injury Incidents:	1	TBD	TBD
Number of Injuries:	1	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD
Other*:	0	Confidential	Confidential

*Description of Other: EWR field report data

ACTION / SUMMARY INFORMATION

Action: A preliminary evaluation has been opened.

Summary:

The Office of Defects Investigation has received five complaints alleging incidents of steering shaft obstruction caused by interference from a dislodged heat shield. The complaints indicated that the driver's side exhaust manifold shield can dislodge due to corrosion of the attachment bolts and become jammed between the manifold and steering shaft preventing the steering from turning or requiring excessive force to overcome the interference. In one incident (VOQ 10578715), the steering allegedly locked up on a highway entrance ramp, causing a rollover crash and injury. The complaint indicated that the heat shield was discovered to be dislodged after the crash, with witness marks from the alleged obstruction between the steering shaft and engine block.

A preliminary evaluation has been opened to assess the frequency, scope and safety consequences of the alleged defect.

VOQs associated with this investigation are: 10317493, 10471833, 10479681, 10545112, 10578715