



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 14-030
Date Opened: 10/02/2014
Investigator: Chris Lash
Approver: Frank Borris
Subject: Loss of electric power assisted steering

Reviewer: Jeff Quandt

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2010-12 Ford Fusion, Lincoln MKZ and 2010-11 Mercury Milan
Population: 938,000 (Estimated)

Problem Description: The Electric Power Assisted Steering (EPAS) can suddenly fail while driving, resulting in increased steering effort.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	508	TBD	TBD
Crashes/Fires:	4	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD
Other*:	0	Confidential	Confidential

***Description of Other:** Early Warning Reporting field report data

ACTION / SUMMARY INFORMATION

Action: A preliminary evaluation has been opened.

Summary:

The Office of Defects Investigation (ODI) has identified 508 complaints alleging loss of power steering assist and increased steering effort in model year (MY) 2010 to 2012 Ford Fusion, Mercury Milan and Lincoln MKZ vehicles equipped with rack mounted Electric Power Assisted Steering (EPAS). Four of these complaints allege that the steering assist failure resulted in increased steering efforts that contributed to a loss of control and crash. In addition, ODI has identified related information in Early Warning Reporting field report data submitted by Ford.

Many of the complaints indicated observing a power steering warning message as the failure occurred. In some cases, the condition was corrected by turning the vehicle off and restarting. However, many reports indicate the condition returned again after restart. A Preliminary Evaluation has been opened to assess the scope, frequency and safety consequences of the alleged defect.

Fusion/Milan/MKZ EPAS VOQs list – PE open

10339693	10473125	10510661	10525385	10537398	10548911
10363555	10473268	10510690	10525754	10537623	10549310
10373154	10474599	10511476	10525903	10537758	10549612
10395866	10475287	10511479	10525913	10537917	10549831
10399185	10475717	10511635	10526374	10538074	10551896
10402306	10478381	10511654	10526288	10538225	10551922
10402935	10478493	10511871	10526341	10538247	10552631
10411672	10478781	10513606	10531651	10538257	10552944
10416504	10479689	10513804	10531890	10538477	10553209
10417157	10480909	10514112	10532065	10538570	10553184
10420780	10481492	10514358	10532938	10538446	10553491
10422775	10481506	10514771	10532993	10538572	10553622
10427502	10481999	10516153	10533125	10538624	10553761
10433090	10482479	10519377	10533250	10541850	10554156
10436921	10483356	10519701	10533309	10541775	10554265
10444572	10484572	10520144	10533433	10541854	10554439
10449562	10485824	10520151	10533512	10541941	10555396
10456904	10486128	10520093	10533610	10542056	10555431
10457186	10487934	10520848	10533718	10542190	10555668
10458113	10489139	10520861	10533891	10542591	10555771
10459162	10490091	10521453	10534053	10543106	10556040
10459681	10490689	10521463	10534199	10543236	10556416
10459756	10493146	10521637	10534555	10543874	10556421
10460058	10493552	10521887	10534739	10543877	10556572
10460240	10498328	10522041	10534918	10544390	10556897
10462191	10502389	10522072	10535028	10544508	10557014
10462367	10503220	10522129	10535200	10544986	10557230
10463902	10503609	10522195	10535337	10545140	10557290
10464613	10504461	10522717	10535725	10545377	10557363
10465189	10504797	10522934	10535847	10546142	10557384
10466086	10504897	10523055	10535875	10546393	10557456
10465858	10505498	10523208	10536632	10546484	10557630
10467040	10507476	10523487	10536183	10546867	10557675
10468154	10508967	10524412	10536371	10547182	10557974
10469733	10509103	10523795	10536404	10547193	10558252
10470192	10509137	10523813	10536412	10547238	10558404
10470741	10509717	10524041	10537022	10547294	10558517
10470803	10509906	10524075	10537165	10547594	10558660
10471310	10510290	10524083	10537277	10547661	10559657
10472576	10510445	10525462	10537542	10548290	10559955

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10560311	10573661	10594891	10606341	10614511	10621560
10560462	10574111	10594983	10606392	10614644	10619625
10560523	10576228	10594985	10606463	10615074	10621866
10560588	10576452	10595317	10606482	10615138	10622014
10560596	10577036	10595512	10606818	10615157	10622020
10560630	10577265	10595761	10606858	10615188	10622112
10560832	10577642	10595967	10607358	10615499	10622312
10561337	10578115	10596194	10607662	10615526	10622578
10561528	10578699	10596287	10607700	10615529	10622587
10561628	10578765	10596293	10607830	10615580	10622660
10561706	10579483	10596411	10607917	10615912	10625768
10561941	10579652	10596603	10607930	10615953	10625774
10561850	10583252	10596760	10608094	10616868	10625847
10562391	10583273	10597405	10608207	10617212	10625860
10562527	10583528	10597786	10608265	10617426	10625893
10562587	10583577	10598088	10608446	10617470	10626224
10562963	10584092	10598258	10608592	10617802	10626380
10563255	10584114	10598547	10608698	10617831	10626397
10564481	10584529	10598609	10608930	10618045	10626494
10564871	10584760	10598612	10609066	10618078	10626497
10565155	10584905	10598766	10609318	10618363	10626821
10565406	10584906	10599066	10609348	10618389	10627028
10565505	10585731	10604472	10609420	10618458	10627331
10566216	10585759	10604640	10609757	10618538	10627996
10567220	10586141	10604893	10609773	10618582	10628233
10566279	10586344	10604913	10609782	10618592	10628676
10566664	10587044	10604987	10609877	10618915	10628687
10566747	10587133	10605019	10609922	10619316	10628789
10566995	10587175	10605026	10610178	10619492	10628882
10567132	10588317	10605173	10610284	10619521	10628918
10568032	10588710	10605395	10610510	10619548	10628928
10568124	10592254	10605142	10610551	10620699	10628966
10568675	10592349	10605401	10610596	10620760	10629243
10568752	10592430	10605491	10610720	10620769	10629247
10569075	10593136	10605607	10610841	10620981	10629557
10569095	10593526	10605646	10610937	10621014	10629674
10569336	10594127	10605747	10610983	10621148	10629920
10572623	10594382	10606067	10611273	10621248	10630079
10572948	10594643	10606104	10611328	10621302	10630277
10573250	10594745	10606142	10611392	10621436	10630470

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10630497	10630573	10630736	10630820	10631064	10631129
10631370	10631377	10631584	10631618	10631661	10632180
10632263	10632719	10632720	10632738	10632747	10632954
10633056	10633134	10633212	10633403	10633488	10633753
10637059	10637065	10637486	10637728		