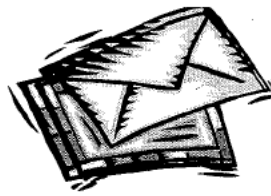


NHTSA ccmMercury Routing Slip



Printed: 2/5/2015

NHTSA #: [REDACTED]
XREF #:
Delivery: EXP

Rec'd Date: 2/5/2015
Doc Type: PET
Address To:

Referred By: NPO-011
Doc Date: 2/3/2015
Due Date: 6/1/2015

S10 #:

DOT/I #:

RMP #:

Subject: PETITION FOR DETERMINATION OF WHETHER FORD MOTOR COMPANY REASONBLY MET ITS OBLIGATION TO REMEDY RECALL 14S05 (FULL DOCUMENT NOT IMAGED)

Ack Date:
Sign Office: ENFORCEMENT
Cleared Date:
File Loc:
Added By: TMAPP x62870

Ack By:
Signature: NANCY L. LEWIS
Cleared By:
XREF File:
Modified By: TAMMY.MAPP

Signed For:
Cleared For:
Closed Date:

Most Recent Comment:

Author:

ABIGAIL M DAYTON



EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2015 FEB -5 P 4:36

| Assigned To | Task | Asgn Date | Deadline | Returned Date |
|-------------|-------------|-----------|----------|---------------|
| NVS-200 | REPLY | 2/5/2015 | 6/1/2015 | |
| NVS-010 | INFORMATION | 2/5/2015 | | 2/5/2015 |



National Highway Traffic Safety Administration
Attn: Administrator
400 Seventh Street, SW.
Washington, DC 20590

2015 FEB -5 P 4:31

**PETITION FOR DETERMINATION OF WHETHER FORD MOTOR COMPANY
REASONABLY MET ITS OBLIGATION TO REMEDY RECALL 14S05**

Dear Administrator,

Pursuant to 49 CFR § 557.4, I respectfully submit this Petition for a Determination of Whether Ford Motor Company ("Ford") Reasonably Met its Obligation to Remedy Recall 14S05 regarding certain 2008-2011 Model Year Escape and Mariner Vehicles, including VIN 1FMCU93188KB06069 ("Petition").

For the reasons described below, Ford did not meet its obligation under 49 CFR, et. seq. to adequately remedy recall 14S05 related to the loss of electric power steering assist.

I request a hearing so that the National Highway Traffic Safety Administration ("NHTSA") may determine the matters described herein.

Ford voluntarily issued Recall 14S05 in July 2014 after discovering a defect related to loss of power steering assist in affected vehicles. The recall notice indicated Ford would perform a software update or replace affected components free of charge.

After the software update remedy was performed on my affected vehicle, my vehicle suffered loss of electric power steering assist necessitating replacement of the entire steering column. This was the precise issue for which Ford issued recall 14S05 in the first place and the exact components Ford said it would replace as part of recall 14S05. But Ford has since refused to pay for or reimburse me for the cost of this repair under the premise that the software update "fixed" the power steering assist defect. As a result, Ford continues to perpetuate increased risk of accidents and subsequent injury to owners of the affected vehicles.

As you will see below, the software update does not adequately remedy Recall 14S05. The software update itself may in fact cause further issues with the affected vehicle's power steering, causing it to fail, and ultimately requiring replacement of the torque sensor or entire steering column. By failing to replace or reimburse owners for replacement these affected components, Ford has failed to adequately remedy Recall 14S05 and should be made to answer for this failure by the NHTSA.

I. Recall 14S05 Procedural History

On May 27, 2014 Ford initially notified the NHTSA of its intent to recall 2008-2011 Model Year Ford Escape and Mercury Mariner under Safety Recall 14S05 as a result of electric power steering issues. (Exhibit A)

On June 2, 2014 Ford sent an amended report of its Safety Recall 14S05 to the NHTSA. (Exhibit B) According to the report, Ford detected issues with the affected vehicles' torque sensor in its power steering control module ("PSCM"), potentially trigger a sudden loss of power steering assist which could result in increased risk of a crash and therefore injury¹.

The NHTSA acknowledged Ford's safety recall by letter on June 4, 2014. (Exhibit C) Pursuant to the acknowledgment, Ford was to notify owners of the defect and, in order to remedy the defect, instruct dealers to (1) update the software for the PSCM and the instrument cluster module, free of charge, or (2) replace the affected components, free of charge (Exhibit C, "Remedy", page 1)

Ford sent two notices to Manufactures, one on May 29, 2014 and one on July 1, 2014, further describing the requirements and instructions of the recall remedy. (Exhibits D and E)

Notably absent from either of Ford's Manufacturer Notices was the language used in NHSTA's acknowledgment letter indicating that one of *two* scenarios could lead to requiring replacement or the torque sensor or steering column: (1) fault codes relating to the PSCM *or* (2) a history of loss of torque sensor signal. (Exhibit C, page 1) Ford only instructed the dealerships to check the PSCM for digital trouble Codes. (Exhibit E, page 1)

Furthermore, Ford addresses in its Manufacture Notice that "subsequent loss of assist repairs experience after completion of the module reprogramming are not covered by this recall." (Exhibit E, Attachment IV, page 1) In response to why some vehicles receive replacement parts and some receive software updates, Ford states "Each of these repairs mitigates the safety risk associated with the recall" but the reprogramming of the module on "may extend the time steering assist is maintained" and "will display a warning light or message, and a chime to inform the driver." (Exhibit E, Attachment IV, page 1) The reprogramming was to provide such notifications in the "unlikely event" of a subsequent torque sensor fault. However, experience has shown that such an event after the software update was not unlikely, and was in fact highly prevalent in affected vehicles who had had the software update performed. Tell-tale that Ford knew the software update was not actually going to fix the issue is Ford's very inclusion of this Q&A for dealers specifically advising them subsequent repairs will not be covered by the recall.

II. The Software Update Does Not Remedy Recall 14S05 Defect

In July 2014 I received the recall notice instructing me that Ford had issued a safety recall for my vehicle ("Notice") (Exhibit F). The Notice indicated that a dealer would update the appropriate modules to prevent loss of steering assist, or, alternatively, "replace the torque sensor or the steering column." The Notice specifically stated these services "will be performed free of charge."

¹ As of August 20, 2013, Ford was aware of five accident allegations and six injury allegations potentially pertaining to this subject. (Exhibit B, page 3) More recent data on injuries potentially pertaining to this subject were not available, but Petitioner assumes this number has increased since that time, and will continue to increase until Ford actually repairs the recall on affected vehicles.

In November 2014, I took my vehicle to Sill Terhar Motors in Broomfield, Colorado, an authorized dealer under the Notice. Since, allegedly, no fault codes were pulled at the time my vehicle was brought in for the recall service², the dealership only performed the software update to the PCSM.

Soon thereafter, I started experiencing issues with my power steering (i.e. excessive shaking, loss of power steering). I took my vehicle back to the dealership in January 2015. According to the technician, my torque sensor failed and they needed to replace my entire steering column. **Specifically, the technician pulled fault code B2277 at this time.**

Pursuant to Exhibit E, if fault code B2277 is present at the time of the recall repair, Ford required dealerships to replace the steering column. However, since Ford considered the software update performed in November 2014 the recall repair, it refused to pay for or reimburse me for this subsequent loss of power steering assist requiring steering column replacement.

I informed the dealership that the fault code they pulled was a direct result of Notice, and specifically listed on the Manufacturer's Notice to dealerships. I was told it this was a "secondary" problem of the recall and was not covered by Ford since my recall ticket had been closed (i.e. what Ford told dealerships to say in the Q&A portion of Exhibit E). I then contacted Ford and was told something very similar.

Not surprisingly, according to Ford Customer Care Center Supervisor, Ford *would have* paid to replace the entire steering column *if* the dealership had pulled fault code B2277 in November, but not now that it was January and the software update had been performed, it would not. Despite that this was the exact fault code related to the recall, and failure of the components subject to the recall as described therein, Ford refused to cover the cost of the steering column replacement because my recall ticket was "closed" and therefore, "repaired."

I discussed the issue with multiple Ford Customer Care Center representatives, each of whom told me they could not re-open that recall ticket but requested that I save my receipts for the entire steering column repair "in case" Ford "re-opened" the recall for such repairs following the software update." Several representatives indicated they had received multiple calls relating this very issue, that every call is recorded and sent to the NHSTA, and not so subtly implied that a "re-opening" of the recall ticket was likely given how prominent the issue had become. Despite this, Ford still has not acknowledged nor accepted responsibility for the inadequate remedy.

The software update costs approximately \$34. Replacing the torque sensor or steering column costs \$700-\$1,300³.

² According to the dealership, if no fault codes are present at the time of service there is no readout or other documented evidence to demonstrate this. The fault code reader simply shows no codes, and a technician then proceeds with the software update. Ford is likely aware that there is no documentation to support or refute when a technician finds no fault codes. The software update then effectively erases any prior evidence of torque sensor faults to the vehicle. Intentional or not, this prevents the owner from later proving that it had a history of torque sensor or power steering assist faults requiring replacement of affected components.

³ Ford was aware of the repair cost before it issued the formal recall Notice. On January 24, 2014 Ford stated it "released a torque sensor repair kit **to address customer concerns related to the high cost of repair.**" (Emphasis

III. Ford's Failure to Remedy Recall 14S05 is a Pervasive Problem Affecting Numerous Owners of Affected Vehicles

Notably, and perhaps most importantly, my experience does not exist in a vacuum. My story is just one example of a pervasive issue requiring further intervention on the part of NHSTA and Ford.

Further investigation quickly revealed over 20 independent, un-related reports of the same issue with substantially the same timeline. This does not include those calls Ford Customer Care Representatives admitted to receiving on the exact issue.

The general experience is as follows: (1) affected vehicle owner ("Owner") receives a recall notice, (2) Owner goes to dealership at the behest of Ford to "repair" defect, (3) no fault codes are present at the time of visit and software update is performed, (4) sometime after, the affected vehicle experiences PCSM failure requiring torque sensor or entire steering column replacement (5) when contacted about the issue as related to the recall, Ford refuses to pay for the additional repair alleging the software update "fixed" the issue and the recall is therefore closed.

The attached Exhibit G contains excerpts from various forums and websites where owners describe these issues, reiterated in part here:

a. [REDACTED]

- December 14, 2014-*Unknown Reviewer*, Wadsworth Ohio: "Had update done didn't fix steering..."

b. *Consumer Affairs Comments-*

- [REDACTED] Issaquah, WA: "Ford issued a recall in July for.. 14S05. We had the software update in July on our 2008 Ford Escape ...Sunday, Nov 16th our power steering went completely out with a "Electric Power Assist Fault" directly related to the recall... needs the power steering torque sensor replaced for \$625. Ford is refusing to pay for the repair under the recall. They say the recall has been closed and was completed when they did the software update..."
- December 2, 2014-[REDACTED], Fleming Island, FL [in response to Kris of Issaquah, WA's November 18, 2014 post]: "Someone wrote below. The exact same thing

added) (Exhibit B, page 2). Ford thus attempted to come up with a cheaper fix, knowing the recall would affect almost 800,000 vehicles. (See Recall Quarterly Report, Exhibit I). Ford then developed the software update as a cheap fix. However, the cheap fix has not remedied the problem and in fact may make it worse. That Ford believes such a software update repaired the defect does not make it so.

happened to me and Ford will not reimburse me for the replacement of the steering column...”

c. [REDACTED]

- July 1, 2014, [REDACTED], Wichita, KS: “I received a letter in July for an open recall on my Escape. I took it to the dealership to have it fixed. The power steering at the time would go off and on where it would work then go out as I am driving....[the dealership] fix[ed] it and said everything was good. Now few months later my power steering goes out again...[dealership and Ford] said there is nothing they can do, the open recall is closed by what I was stated was the problem was fixed and clearly it is not...”
- October 15, 2014, [REDACTED], Virginia Beach, VA: “Ford finally ‘re-called’ for this problem. I took my vehicle to another Ford dealership for the recall “fix”. They said it was just a software update. Well, about a month later or so I started having the same problem, except would make a loud screech noise before it happened...I called Ford Corporation and like a “dog” by a very condescending customer service person...now...my power steering has gone out completely- ‘Power Steering Assist Failure’...”
- November 12, 2014, [REDACTED] Ahoskie, NC: “... I learned of Fords recall, so I took the vehicle into Ford. They had it approximately ten minutes and they said the problem was fixed. Less than three weeks went by and I experienced another loss of power steering, so I called Ford and they said it’s been fixed. Well about a week after that the power steering completely failed no power at all and it says power steering fault in the information center on the dash. I called Ford and they said problem was fixed. Would anybody say they fixed the problem?”
- January 11, 2015, [REDACTED] Warren MA: “Power steering stopped working half way turning through an intersection, almost hit another car but managed to go onto sidewalk and come to a stop. Dash displayed Power Steering Assist Fault. Ford had a recall on these 08 Escapes for this problem so I thought it was covered. When getting in touch with them they had stated they did an update when the recall happened and that it shouldn’t have happened because they had updated the computer. This so called ‘fix’ sadly has not fixed many of the Escapes according to what I have been reading...”
- January 14, 2015, [REDACTED], Louisville, KY: “Ford had a recall in July. We had it fixed in August but they didn’t do a thing because it didn’t give the computer a “code.” 4 months later power steering went out while driving. Cost us \$600. If we had NOT taken it for the recall notice, Ford would have paid to have it towed and fixed but because it was scanned they would not fix it. Ford needs to RECALL the RECALL...”
- January 15, 2015, [REDACTED] Clinton Township, MI: “We took the vehicle in for the recall and told the guy our power steering had been going in and out

....He told us we were not eligible for parts but were eligible for reprogramming of the PSC [sic] and IC. We got home, turned the car off, went to leave about 5 minutes later, turned the car on and NO power steering and NOW we get a "fault". Before the recall we would be able to turn the car off and then on again and some of the time the power steering could come back. NOW, there is absolutely NO power steering, none of the dealerships nor the headquarters will do anything about it...."

d. [REDACTED]
[REDACTED]

- November 23, 2014, [REDACTED], location unknown: "...I own a [sic] escape with this known steering problem. I had the recall work done with the understanding that software update would fix the steering problem. 3 weeks after software update my suv had sudden loss of steering with no chimes or message in message center. Ford software update does not work I repeat it does not work. Ford will also not replace torque sensor or steering as noted in recall...."
- November 23, 2014, [REDACTED] location unknown [in response to [REDACTED]: "You are exactly right...[Ford] knows the software update does not correct the problem. After they touch the vehicle and supposedly update the software they say the recall is closed. Then when your power steering fails you are forced to pay for the steering column replacement..."
- December 8, 2014, [REDACTED], location unknown: "I took my car in to have the recall performed in July 2014 since I would loose power steering sporadically. November 9, 2014 my power steering went out completely. I took it in...where they did the recall. They told me I needed a new steering column at \$1200. I told them it was a problem with a lot of the recalled vehicles as I had read several complaints. They told me to call customer relations who tome me that the dealership would have to call the recall exemptions department but the service department acted like didn't know what they were talking about, I have gotten enough of the run around. Obviously their reprogramming the system during the recall was not the answer to my power steering problems..."
- January 14, 2015, [REDACTED] location unknown: "Hey I've had the exact same problem. I don't want to pay \$1000 to fix it. I called ford today and was essentially told it was not their problem..."

e. [REDACTED]
[REDACTED]

- September 23, 2014, [REDACTED], location unknown: "I received a notice...about recall 14S05, my 2008 was running fine but I thought I would let them checkout the vehicle to make sure its safe anyway. So basically in my case they just updated the software and I was good to go for a few hours later. Now today my signal sensors failed and they want \$900 to replace the steering column. I spoke

with someone and they said the recall only covers one repair and the software update counted as mine...”

- November 23, 2014, [REDACTED], location unknown: “Recall 14S05 DOES NOT FIX THE STEERING PROBLEM. And after you get software update and your steering goes out Ford will not honor the rest of what it claims in the recall....”
- November 24, 2014, [REDACTED], location unknown: “...I received the 14s05 recall letter this summer. I had no power steering problems in the 5+ years I had owned my E, but booked an appt in August. Was informed all they had to do was some reprogramming. Fast forward to last week...I have no power steering. Wednesday November 19, I am informed by dealership that the torque sensor needs replaced. Instantly I think ‘Oh good, that is recall related.’ That is when I am informed that it is not covered because I had already been in for the recall, and I would be stuck with a \$580 bill...”

f. [REDACTED] [://www.escape-](http://www.escape-)
[REDACTED]

- December 3, 2014, [REDACTED] location unknown: “...I have that same issue...Took my car in for the recall, they did the software update, two weeks later the steering went out. Took the car back and had to pay out of pocket to get the steering column replaced. \$1,000. I have called Ford and written many times only to be told that the recall can only receive attention once...”
- December 23, 2014, [REDACTED] location unknown: “So here I am with the exact issue and same exact scenario. I had my letter for the recall sent to me back in July and was told by the dealership to bring it in for a software update. I wasn’t having any issues at that point so I thought what could be the harm. We took it in...up to about 3 days ago everything was running fine. Then...the power steering went out...I brought the vehicle [back] in to get it looked at and was told that I will need to have the steering column replaced but Ford would NOT honor the recall. I was told that since we brought the vehicle in to have the software update Ford is no longer responsible for any visits after that?????...”
- December 24, 2014, [REDACTED] location unknown: “I’m also having a similar problem. I took my 2008 Escape Hybrid in for the recall fix in November. Then...the power steering cut out...Now, my dealer says I have to replace the steering column for \$1000+. I’d never had a problem with my power steering before they fixed the software update...”

g. [REDACTED] [REDACTED] [REDACTED]
[REDACTED]

- January 20, 2015, [REDACTED], location unknown: “I had my recall work down in September of this year last winter had the worst time with it being intermittent. By September it had started working again. When I took it in for the recall all

⁴ I posted in this thread under username [REDACTED].

they did was reprogram the module. Yesterday torque sensor fails again but this time when I take it in they say the recall is closed and part is now my responsibility...”

h. [REDACTED]

- Numerous complaints attached in Exhibit H for reference.

IV. The NHSTA Should Require Ford to Adequately Remedy Recall 14S05

Failure to repair the affected vehicles which experienced PCSM loss and/or torque sensor issues *after* receiving the software update does not address the concern and underlying reason for the recall: to prevent affected vehicles for safety related failures and resulting accidents and injuries.

At a hearing, it will be established that:

- Ford found and admitted to the existence a PSCM defect in affected vehicles which causes loss of power steering assist and increased risk of accidents;
- Ford instituted a voluntary recall defect requiring replacement of the torque sensor or steering column “free of charge” for those vehicles experiencing the issue, specifically referring to fault code B2277 as requiring replacement of the entire steering column
- Owners took their vehicles to dealerships under the Notice, but no fault codes were present at the time, and only a software update was performed;
- The software update erases a vehicles history of fault codes or other evidence that a vehicle experienced a history of torque sensor fault, making it impossible for Owners to later prove their vehicle should have received replacement parts instead of a software update;
- The software update does not mitigate the risk associated with the recall;
- The software update did not prevent sudden loss of power steering assist or otherwise “repair” the defect associated with Recall 14S05;
- In weeks or month(s) following the software update, the affected vehicles experienced loss of power steering assist or other PSCM issues, drawing fault code B2277, and necessitating replacement of the entire steering column or torque sensor;
- Ford refuses to pay for the subsequent repairs under the guise that the defect was “repaired” when the software update was performed;
- Ford refuses to release any information about its software update to the public alleging it is “proprietary” and not discoverable;
- Ford refuses to acknowledge the perverse problem or adequately respond to the countless complaints identifying identical issues;

The evidence unequivocally demonstrates that recall repairs Ford sanctioned under Recall 14S05 are inadequate.

Ford either knew the PSCM would fail intermittently and would not always provide a fault codes, knowing that requiring the dealership to pull a specific "fault code" before replacing affected components may potentially not repair the defect or, alternatively, Ford's software update caused or accelerated issues with affected vehicles' PSCMs requiring eventual replacement of the affected components. Ford admits that these very components should be replaced, but attempts to shirk responsibility with procedural smokescreens. In either instance, Ford has failed to adequately remedy the defect subject to Recall 14S05 and must answer for its actions (and inactions).

Ford should not be able to hide behind a software update in an attempt to escape liability for the dangers the PSCM defect causes and at the same time saving money by not having to cover the cost of repairs that would *actually* remedy the defect.

For the reasons set forth above, Ford has failed to adequately provide a remedy for Recall 14S05. This Petition specifically requests a public hearing by the NHTSA to accept public comments on the issue and further confirm the same.

Pursuant to 49 CFR § 557.8, the Petition requests that the Administrator find that, because Ford failed to remedy Recall 14S05, Ford pay for and/or reimburse Owners for the cost to replace the torque sensor and/or steering column after receiving the software update.

Thank you for your time. I look forward to hearing from you.

Sincerely,



Abigail M. Dayton

2008 Ford Escape Owner



enclosures

cc: Steven M. Kenner, Ford Global Director Automotive Safety (by mail only)

Sarah Mcshane, NHTSA (via email only sarah.mcshane@dot.gov and rmd.odi@dot.gov)

Exhibit

A

RECEIVED

By Recall Management Division at 11:17 am, May 29, 2014

14V-284
(4 pages)



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

May 27, 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: 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.

Sincerely,

A handwritten signature in cursive script 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 to have the following service performed:

Dealers will update the Power Steering Control Module (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.

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 safercar.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.

###

Exhibit

B



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,


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 safercar.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.

###

Exhibit

C



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 4, 2014

Mr. Steve Kenner
Ford Motor Company
330 Town Center Drive
Suite 400
Dearborn, MI 48126-2738

NVS-215SM
14V-284

Subject: Loss of Electric Power Steering Assist

Dear Mr. Kenner:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/ESCAPE/2008-2011
MERCURY/MARINER/2008-2011

Mfr's Report Date: May 27, 2014

NHTSA Campaign Number: 14V-284

Components:

STEERING:ELECTRIC POWER ASSIST SYSTEM

Potential Number of Units Affected: 740,878

Problem Description:

Ford Motor Company (Ford) is recalling certain model year 2008-2011 Ford Escape and Mercury Mariner vehicles manufactured August 18, 2006, through September 11, 2010. The affected vehicles have a steering torque sensor that may not be able to properly detect driver steering input. As a result, the system could remove the Electric Power Steering (EPS) assist.

Consequence:

If power steering assist is lost, greater driver effort would be required to steer the vehicle at low speeds, increasing the risk of a crash.

Remedy:

Ford will notify owners, and dealers will update the software for the power steering control module (PSCM) and the instrument cluster module, free of charge. If a vehicle shows a history of a loss of the torque sensor signal or fault codes relating to the PSCM when the vehicle is brought in for the recall remedy, the affected components will be replaced, free of charge. The recall is expected to begin by July 25, 2014. Owners may contact Ford customer service at 1-800-392-3673. Ford's number for this recall is 14S05.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at sarah.mcshane@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement



Exhibit

D



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

May 29, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Advance Notice - Safety Recall 14S05**
Certain 2008-2011 Model Year Escape and Mariner Vehicles
Electric Power Steering

AFFECTED VEHICLES

Certain 2008-2011 model year Escape and Mariner vehicles built at the Kansas City Assembly Plant from Job #1 2008 through September 11, 2010. 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.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the power steering system may revert to manual steering mode due to an Electric Power Steering system fault related to the torque sensor. In manual steering mode there is still a mechanical linkage between the steering wheel and the road wheel, allowing steering control to be maintained. If this condition should occur, the steering effort may be greater, especially at low speeds, which may increase the risk of accident.

SERVICE ACTION

It is anticipated that a complete Dealer Bulletin will be provided to dealers by the week of June 16, 2014, once the software to perform the repair is available.

NOTE: The software to perform the repair is currently not available to support Safety Recall 14S05, but is expected to be released in mid-June. In the interim period, if an affected vehicle arrives at your dealership with a customer complaint of loss of steering assist, please contact the Special Service Support Center for direction.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

QUESTIONS?

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,

Michael A. Berardi

Exhibit

E



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

July 1, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 14S05

Certain 2008-2011 Model Year Escape and Mariner Vehicles
Electric Power Steering

AFFECTED VEHICLES

Certain 2008-2011 model year Escape and Mariner vehicles built at the Kansas City Assembly Plant from Job #1 2008 through September 11, 2010. 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 was available on May 29, 2014.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the power steering system may revert to manual steering mode due to an Electric Power Steering system fault related to the torque sensor. In manual steering mode there is still a mechanical linkage between the steering wheel and the road wheel, allowing steering control to be maintained. If this condition should occur, the steering effort may be greater at low speeds, which may increase the risk of accident.

SERVICE ACTION

Dealers are to check the Power Steering Control Module (PSCM) for Diagnostic Trouble Codes (DTCs).

- If DTC B1342, B2277, or B2278 are NOT present, reprogram the PSCM and the Instrument Cluster (IC) module.
- If only DTC B2278 is present, replace the torque sensor.
- If DTC B1342 or B2277 is present, replace the steering column assembly.

NOTE: The software to perform the repair is currently not available to support Safety Recall 14S05, but will be released on July 9, 2014. Until IDS release 91.02 is available, customer vehicles should be repaired only if the vehicle arrives at your dealership with a customer complaint of loss of steering assist accompanied by one of the DTCs noted above.

One of the above services must be performed on all affected vehicles at no charge to the vehicle owner.

Dealership service management must provide a copy of the Customer Information Sheet (posted with this bulletin) to the owners of all vehicles that had modules reprogrammed (did not receive a replacement torque sensor or steering column). This Customer Information Sheet provides information on the warnings that may now display on the instrument cluster message center.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of July 14, 2014. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.


ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Q & A
Customer Information Sheet
Owner Notification Letter
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

Safety Recall 14S05
Certain 2008-2011 Model Year Escape and Mariner Vehicles
Electric Power Steering

OASIS ACTIVATED?

Yes, OASIS was activated on May 29, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list became available through <https://web.fsavinlists.dealerconnection.com> on May 29, 2014. Owner names and addresses will be available by July 25, 2014.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

Safety Recall 14S05
Certain 2008-2011 Model Year Escape and Mariner Vehicles
Electric Power Steering

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with steering column or torque sensor replacement for loss of steering assist.

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the steering column or torque sensor and it is necessary to order parts, Ford Motor Company will pay for one day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but is not allowed to exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621). The parts order must be an emergency order (unit down) to guarantee the shortest delivery time.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 14S05
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".

Safety Recall 14S05
 Certain 2008-2011 Model Year Escape and Mariner Vehicles
 Electric Power Steering

LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|---|-----------------|------------|
| Check for DTCs and reprogram the PSCM and the IC module | 14S05C | 0.3 Hours |
| Check for DTCs and replace Torque Sensor | 14S05D | 1.6 Hours |
| Check for DTCs and replace Steering Column Assembly | 14S05E | 1.9 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION (If applicable DTCs are present.)**Torque Sensor**

| Part Number | Description | Quantity |
|--------------|-------------------|----------|
| CL8Z-3F818-A | Torque Sensor | 1 |
| W712250-S437 | Upper Column Bolt | 2 |

Steering Column Assembly

| Part Number | Description | Quantity |
|--------------|--|----------|
| CL8Z-3C529-C | Steering Column Assembly | 1 |
| W713065-S439 | Steering Column Coupling-to-Steering Gear Bolt | 1 |
| W712250-S437 | Upper Column Bolt | 2 |

The DOR/COR number for this recall is 50539.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

Safety Recall 14S05
Certain 2008-2011 Model Year Escape and Mariner Vehicles
Electric Power Steering

DEALER Q & A

Q1. What is the problem?

- A. Ford is voluntarily recalling certain 2008-2011 model year Escape and Mariner vehicles to address concerns relating to power steering operation. In some of the affected vehicles, the power steering system may revert to manual steering mode due to an Electric Power Steering system fault related to the torque sensor. In manual steering mode there is still a mechanical linkage between the steering wheel and the road wheel, allowing steering control to be maintained. If this condition should occur, the steering effort may be greater at low speeds, which may increase the risk of accident.

Q2. Why are some vehicles repaired through part replacement and others repaired through module reprogramming?

- A. Each of these repairs mitigates the safety risk associated with this recall. The replacement torque sensor and steering column have improved durability to prevent the condition that results in loss of steering assist. Reprogramming the modules will prevent the sudden loss of steering assist while driving, will display a warning light or message, and a chime will sound to inform the driver.

Q3. What does the software updates do?

- A. The software updates may extend the time steering assist is maintained. 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.

Q4. What if a customer experiences loss of steering assist after the modules have been reprogrammed?

- A. The modules were reprogrammed to prevent sudden loss of steering assist while driving. Additionally, the instrument cluster software update will provide audible and visual indications to the driver in the unlikely event of a torque sensor fault. Any subsequent loss of assist repairs experienced after completion of module reprogramming are not covered by this recall.

Q5. What should I tell a customer who experiences loss of steering assist after the recall has been performed?

- A. The modules were reprogrammed to prevent sudden loss of steering assist while driving in the event of a torque sensor fault. Customers should be advised that the replacement of the steering column or torque sensor is at their expense.



Customer Information Sheet

Your vehicle received revised / updated Instrument Cluster Message Center Information

The instrument cluster module has been reprogrammed to provide one of the following warnings:

THROTTLE CONTROL/POWERTRAIN

Illuminates when a powertrain or steering system fault has been detected. Contact your authorized dealer as soon as possible.

POWER STEERING ASSIST FAULT (If vehicle is equipped with Message Center)

Displayed when the power steering system has disabled the power assist due to a system error. Contact your authorized dealer as soon as possible.

Please keep this letter in your glove box with your Owner Manual for future reference

Ford Motor Company
Recall Reimbursement Plan for 14S05

Ford and Lincoln Mercury dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 14S05, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to July 25, 2014. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2009. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 28, 2007 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.

CERTAIN 2008-2011 MODEL YEAR ESCAPE AND MARINER VEHICLES — ELECTRIC POWER STEERING

OVERVIEW

In some of the affected vehicles, the power steering system may revert to manual steering mode due to an Electric Power Steering (EPS) system fault related to the torque sensor. In manual steering mode there is still a mechanical linkage between the steering wheel and the road wheel, allowing steering control to be maintained. If this condition should occur, the steering effort may be greater at low speeds, which may increase the risk of accident.

SERVICE PROCEDURE

1. Connect IDS and check for Diagnostic Trouble Codes (DTCs) in the Power Steering Control Module (PSCM).

- If DTC B1342, B2277, or B2278 are NOT present, reprogram the PSCM and the Instrument Cluster (IC) module. Proceed to "Module Reprogramming" on Page 2.
- If only DTC B2278 is present, replace the torque sensor. Proceed to "Torque Sensor Replacement" on Page 4.
- If DTC codes B1342 or B2277 are present, replace the steering column. For additional information, refer to Workshop Manual (WSM) Section 211-04.

NOTE: None of the modules need to be reprogrammed if the torque sensor or the steering column is replaced.



Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, head lamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Reprogram the PSCM and IC module using IDS release 91.02 or higher.

NOTE: All PSCMs require an update, but only some IC modules require an update.

NOTE: Calibration files may also be obtained at www.motorcraft.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.



Recovering a module when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the **ORIGINAL** vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for **ALL** parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
- i. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



Torque Sensor Replacement

NOTE: This procedure must take place in a clean environment to ensure no contamination enters the worm gear.

NOTE: For clarity, some illustrations show an orientation different from the actual work perspective.

1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to WSM Section 100-02.
2. For ease of assembly, turn the steering wheel to the 11:00 o'clock position.
3. Hybrid vehicles: Depower the high-voltage traction battery. For additional information, refer to WSM Section 414-03.
4. Disconnect the 12V battery. For additional information, refer to WSM Section 414-01.
5. Remove the steering column opening trim. See Figure 1.

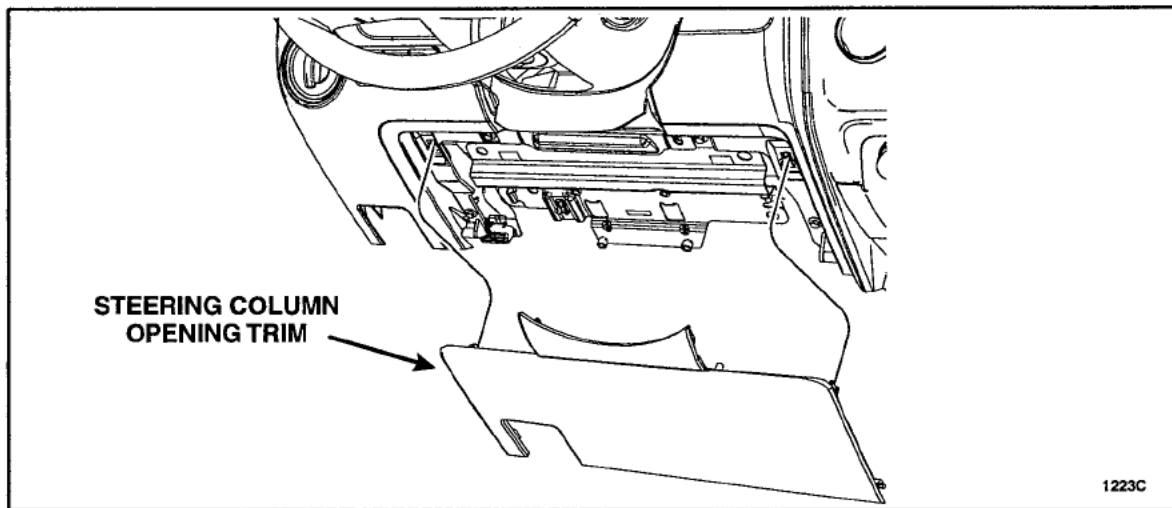


FIGURE 1



6. If present, use a suitable cutting tool to carefully cut through the two cutoff lines and discard the instrument panel cutout. See Figure 2.

NOTE: Steering column removed for clarity.

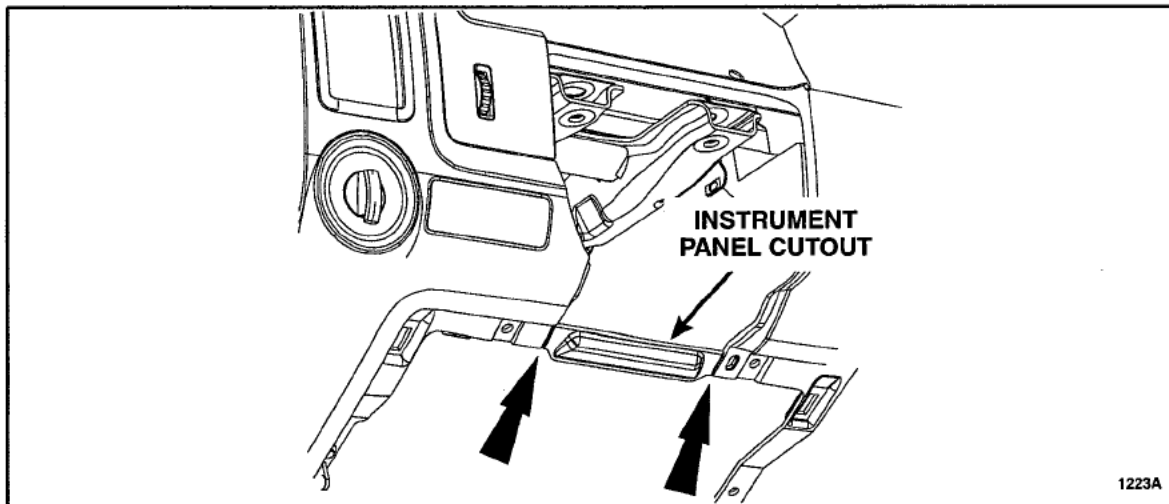


FIGURE 2

7. Remove the four bolts and the steering column opening panel. See Figure 3.

NOTE: Steering column removed for clarity.

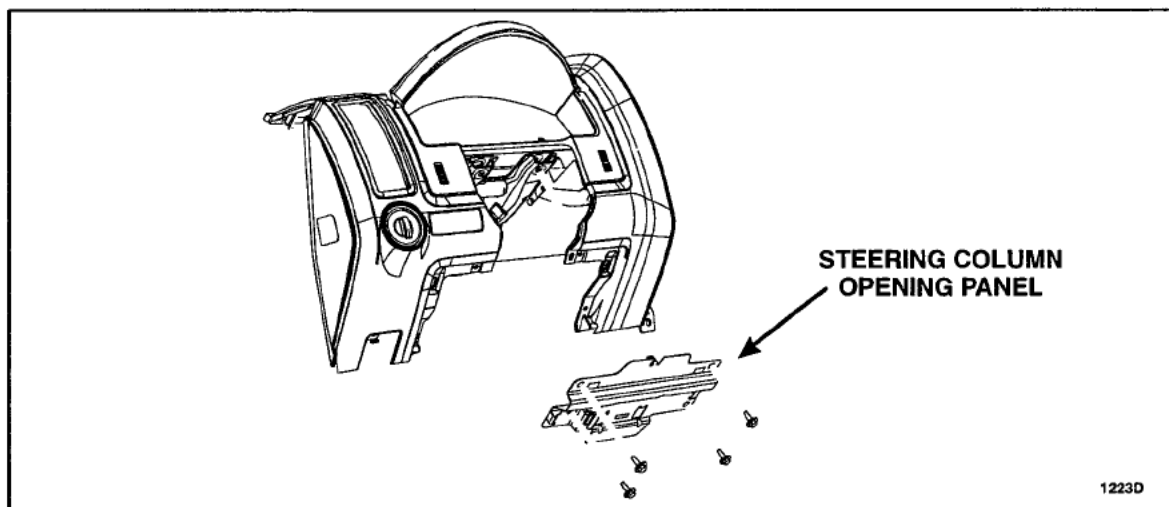


FIGURE 3



8. Pull up and remove the upper column shroud. See Figure 4.

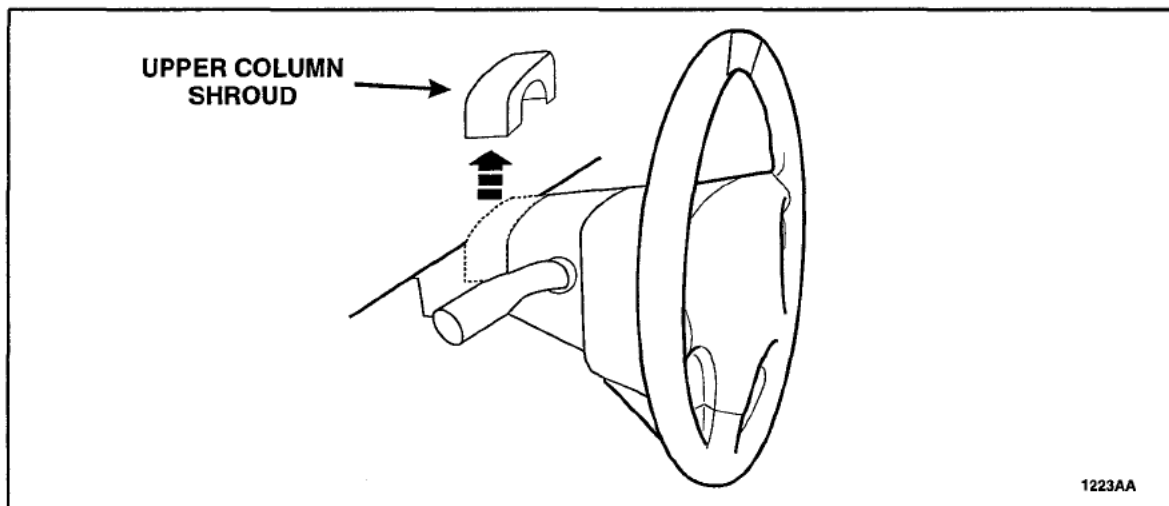


FIGURE 4

9. Remove the three machine screws and the lower column shroud. See Figure 5.

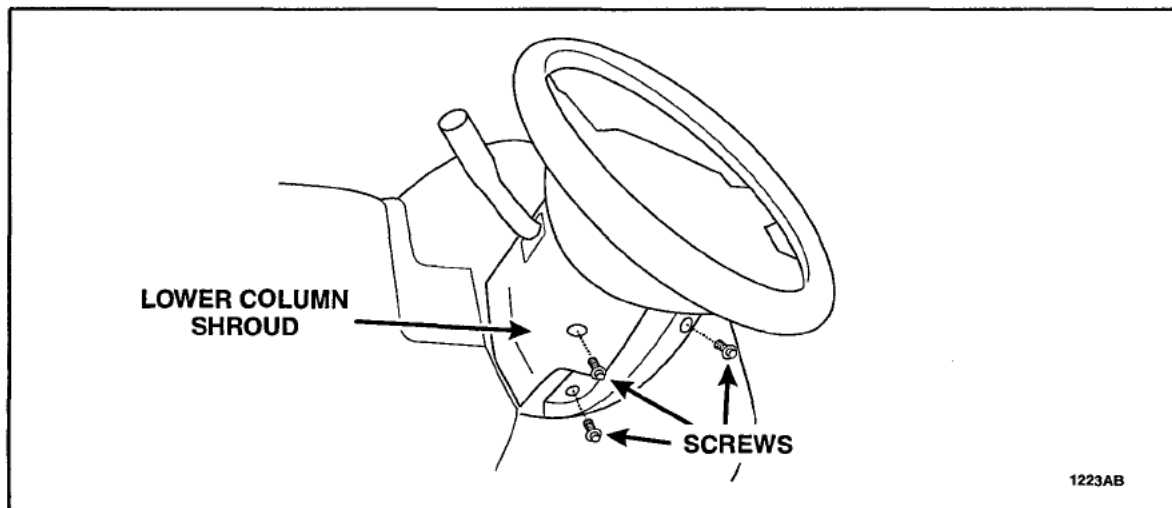


FIGURE 5



10. Disconnect the three connectors on the left side of the column. Remove the two harness pin-type retainers. See Figure 6.

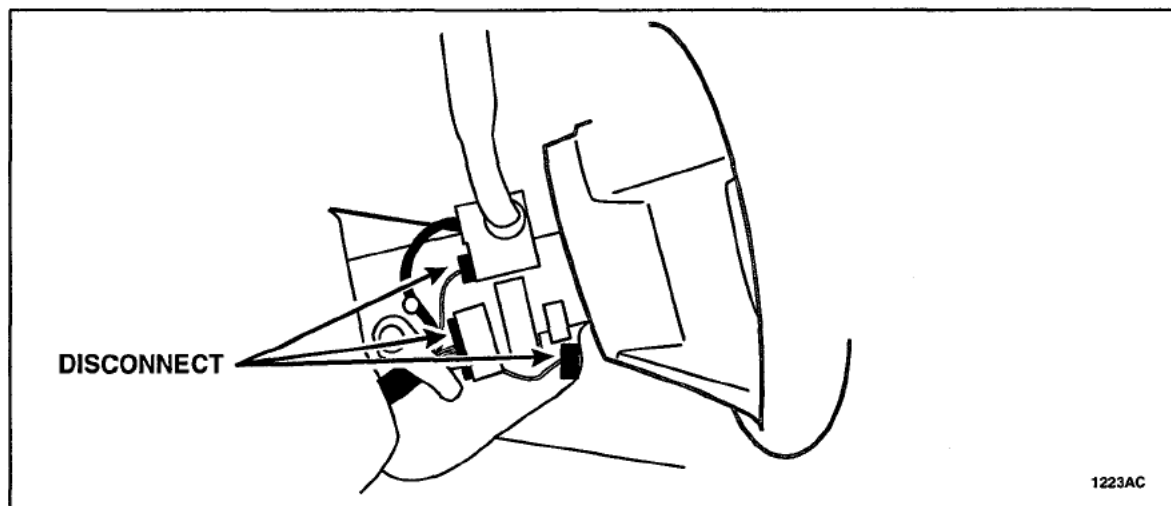


FIGURE 6

11. If equipped, disconnect the Passive Anti-Theft System (PATS) transceiver electrical connector. Remove the harness pin-type retainer and position the harness aside. See Figure 7.

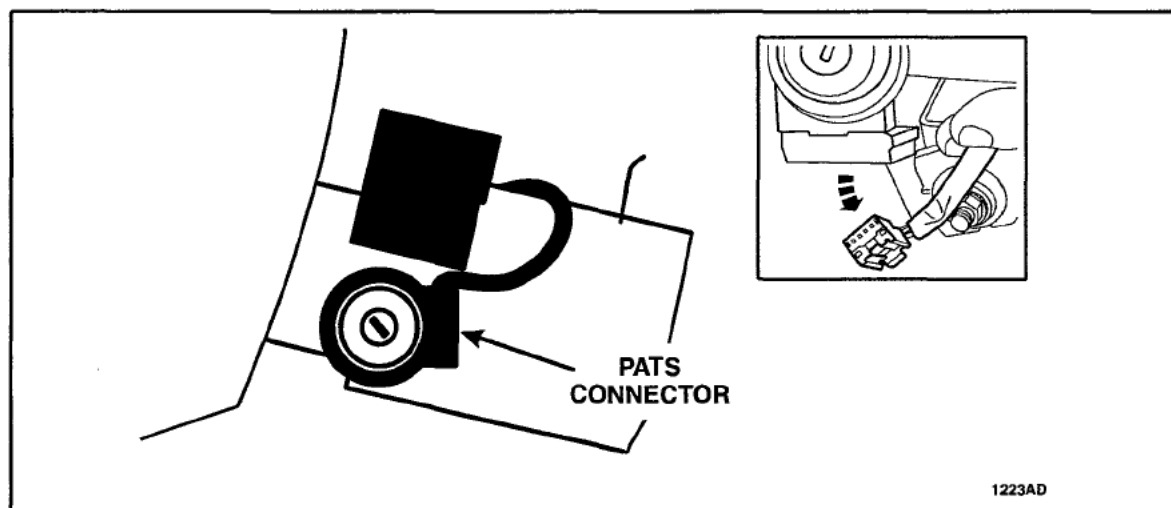


FIGURE 7



12. Remove and discard the two upper column bolts. See Figure 8.

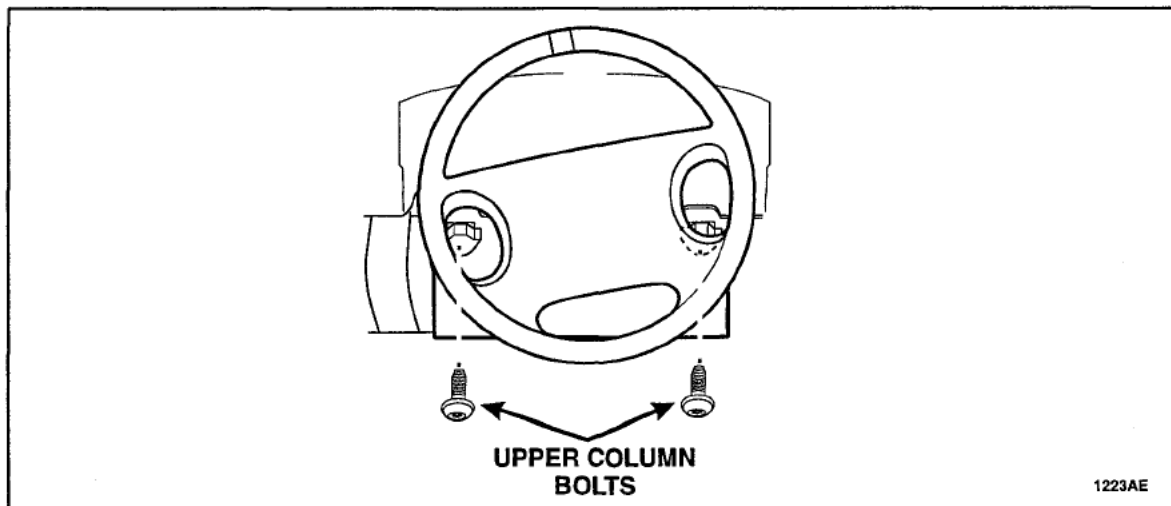


FIGURE 8

13. Tape the wheel to the Multifunction Switch (MFS) to prevent rotation of the wheel. Pull out and remove the steering wheel and upper column assembly as a single unit. See Figure 9.

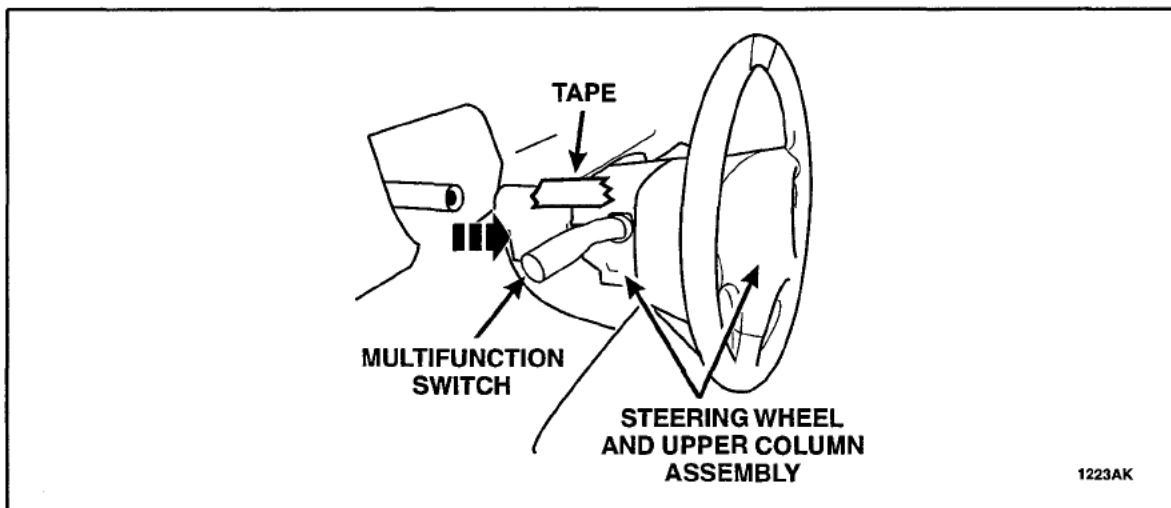


FIGURE 9



14. Remove the snap ring using Rotor Clip® RP-900 ratchet and grip ring pliers or equivalent. Remove the lower jacket. See Figure 10.

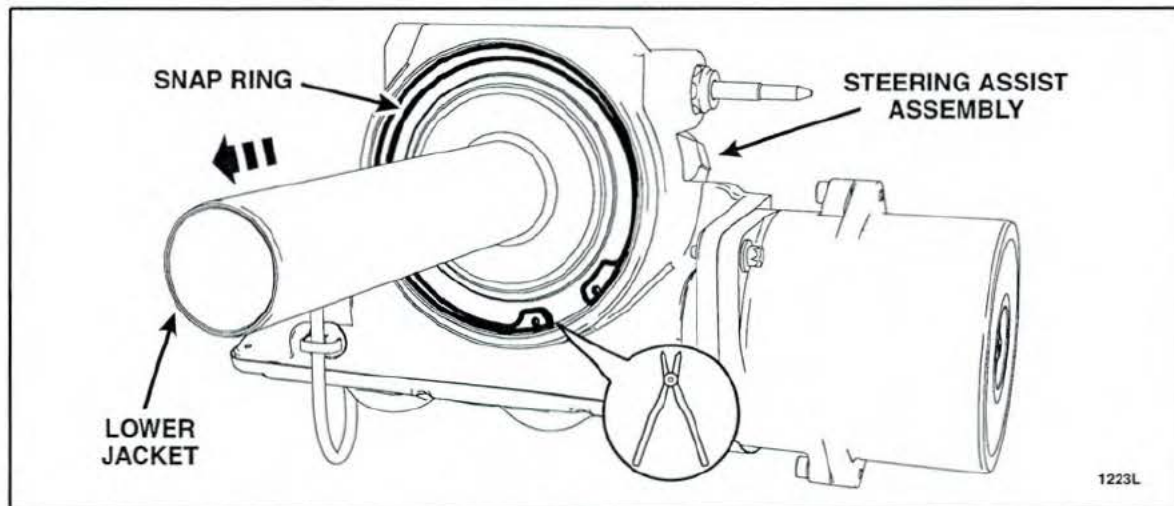


FIGURE 10

15. Remove the sensor seal from the steering assist assembly. See Figure 11.



FIGURE 11



16. Disconnect the torque sensor electrical connector and remove the harness pin-type retainer. See Figure 12.

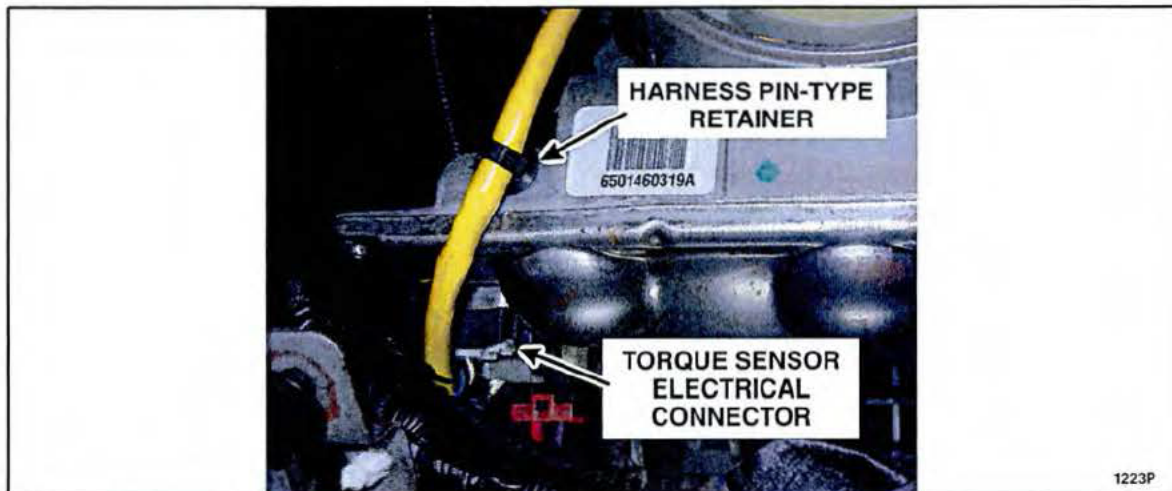


FIGURE 12

17. Raise the front of the vehicle high enough to remove the load off the front tires. For additional information, refer to WSM Section 100-02.

To see a short video of the torque sensor installation, click "[Here](#)".

IMPORTANT: Do not use pliers or locking pliers to turn the steering shaft or damage will occur. Two people are required to properly align the torque sensor.

18. Before removing the old torque sensor assembly, verify the steering shaft keyway is aligned with the sensor alignment mark. This will ensure that the steering input shaft is in the correct position for installation of the sensor alignment tool. (If necessary, have an assistant bump the front tires left or right until the sensor is perfectly aligned.) See Figure 13.



FIGURE 13



19. Prying gently from the back, remove the torque sensor assembly. Remove the sensor by gently pulling up on the sensor wires while using a hooked pick tool to lift the opposite side of the sensor. See Figure 14.

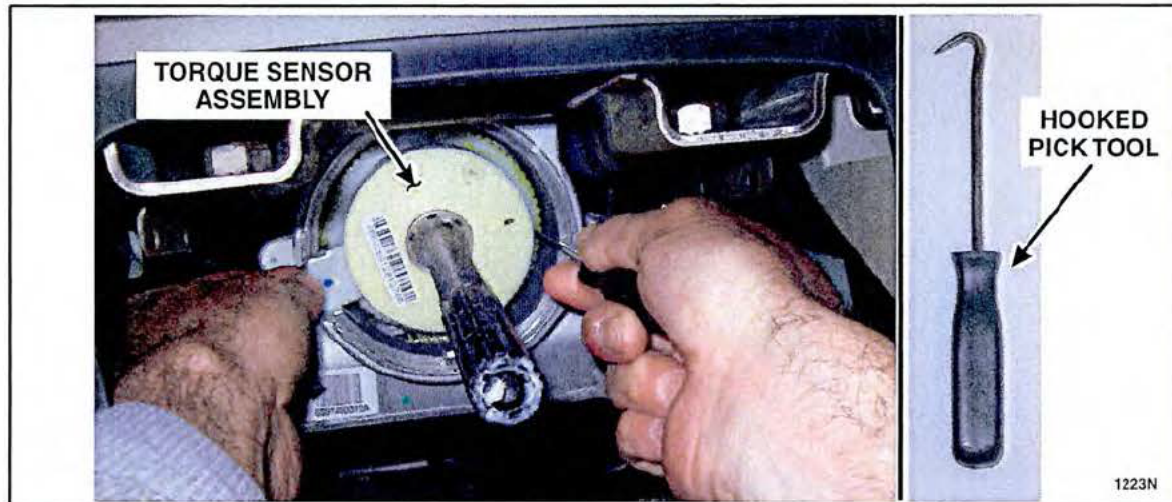


FIGURE 14

20. Inspect the underside of the sensor for damage. In case of breakage or damage, replace the steering column. For additional information, refer to WSM Section 211-04.
21. Vacuum the surface of the gear face to remove any contamination. Thoroughly vacuum the worm gear. See Figure 15.

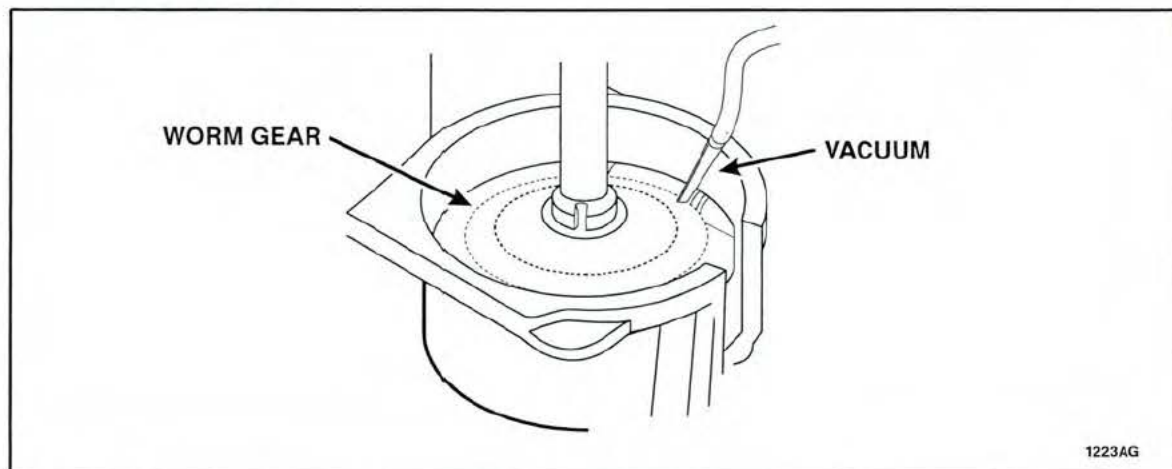


FIGURE 15



IMPORTANT: Up and down movement of the steering gear assembly in the vehicle will cause the steering shaft to rotate slightly. When you begin the next step, you **MUST** keep the steering gear assembly "locked" in the same position. Up and down movement of the steering gear during alignment and installation process will result in a misaligned torque sensor.

IMPORTANT: The following steps (22 through 28) are **CRITICAL** for the proper installation of the torque sensor assembly.

NOTICE: The *new* torque sensor will come with a locking pin that ensures the steering angle sensor and the steering torque sensor are "locked" in the proper position. **DO NOT** remove this pin until the sensor assembly is completely installed.

NOTE: Do not force tool into place, the tool must feel loose when in proper position.

22. Install the alignment tool. During installation of the tool, the tool key on the alignment tool should slide easily into the steering shaft key way. If there is any binding, have an assistant bump the tires slightly to the right or left again until the alignment tool falls into place. See Figure 16.

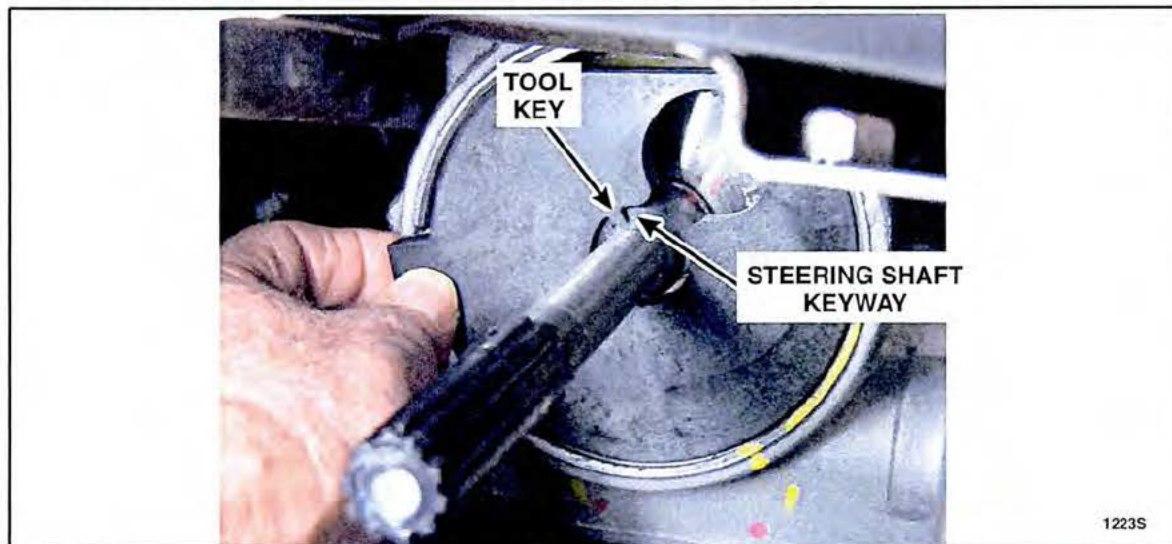


FIGURE 16



23. While the alignment tool is in place, attempt to rotate the tool in the clockwise and counter-clockwise direction.

- If the alignment tool can freely rotate slightly in the clockwise and counter-clockwise direction, the tool is properly aligned. Proceed to Step 24. See Figure 17.
- If the alignment tool cannot freely rotate, the steering shaft **is not** aligned. Have an assistant bump the tires slightly until the alignment tool can be rotated slightly.

NOTE: The alignment tool should not feel stiff while rotating. If it does, the steering shaft **is not** aligned.



FIGURE 17

24. After the steering shaft is **perfectly** aligned with the spline on the alignment tool, remove the alignment tool and carefully install the torque sensor assembly with the locking pin still in place. When seating the torque sensor assembly, apply gentle but even force on both sides of the sensor (DO NOT REMOVE THE LOCKING PIN YET). See Figure 18.

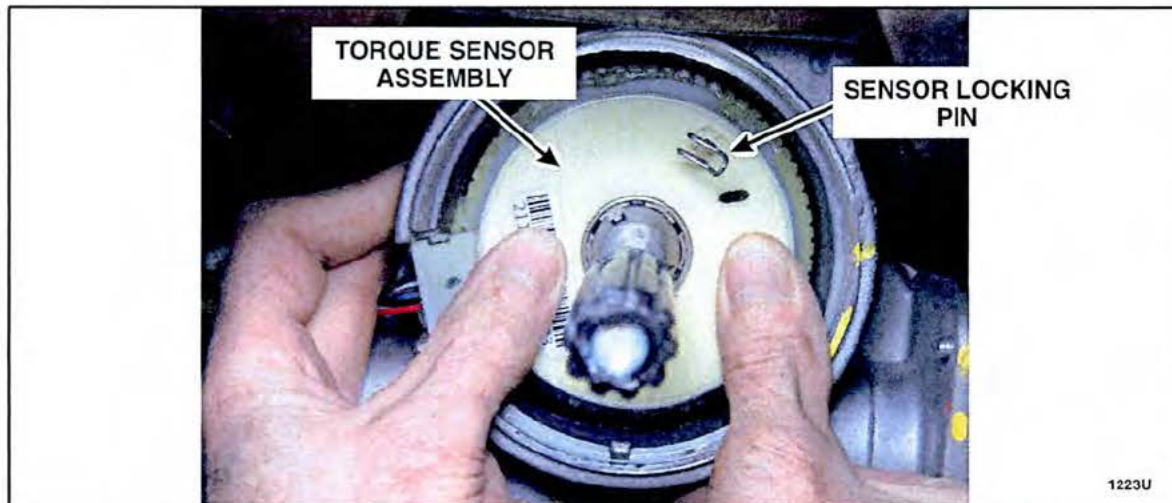


FIGURE 18



25. Ensure the locking pin is not shifted to one side of the sensor viewing window. The optimal position for the locking pin is centered in the viewing window. See Figure 19.

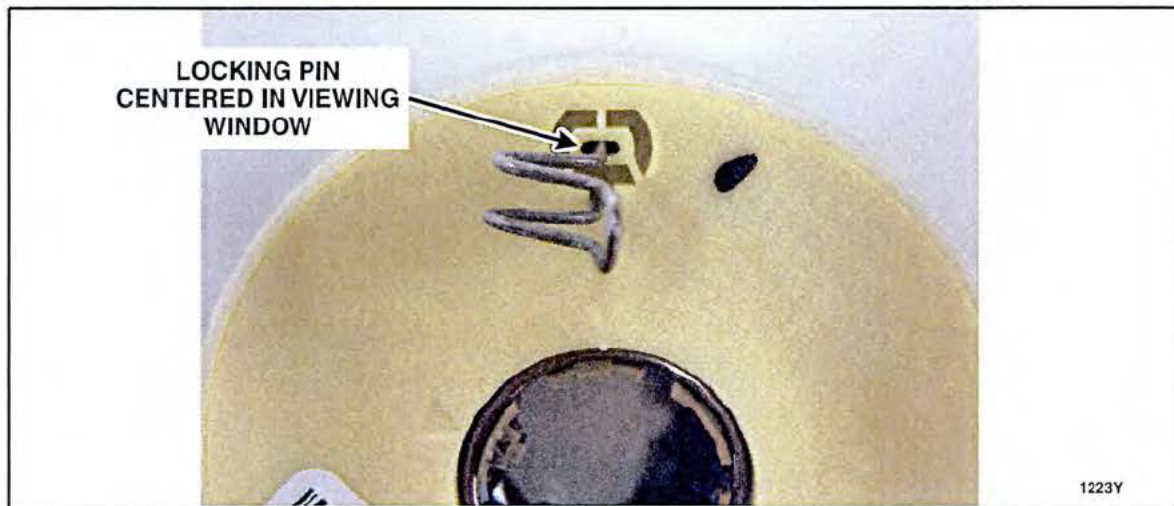


FIGURE 19

26. Fully Seating the Torque Sensor Assembly:

NOTICE: DO NOT push the torque sensor assembly past flush with the gear housing rim or damage to the sensor will occur.

Use the alignment tool to verify the torque sensor assembly is seated properly. The top of the alignment tool should be flush with gear housing rim. See Figure 20.

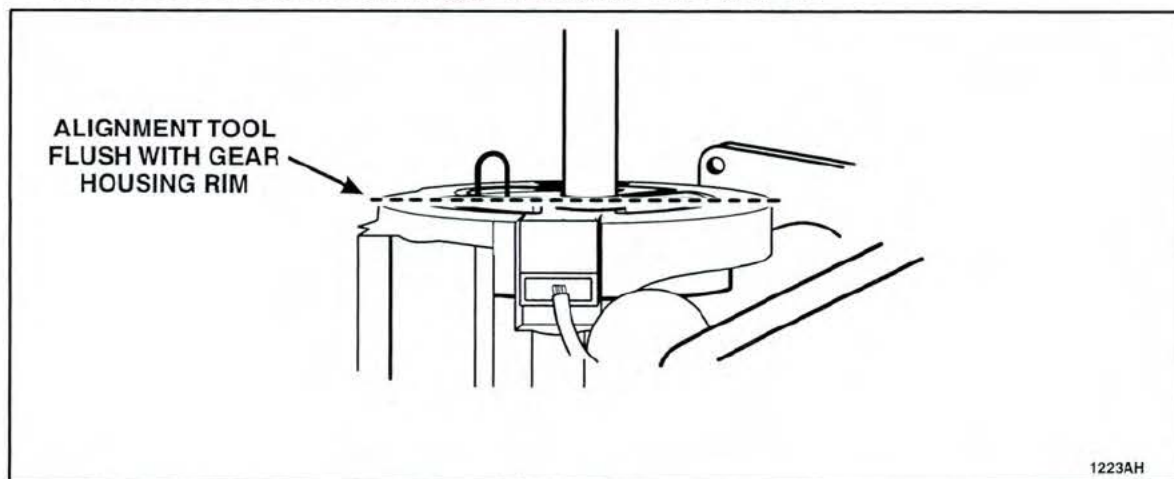


FIGURE 20



NOTICE: Do not drop the locking pin into the steering gear housing or damage may occur.

27. While the alignment tool is still in place, remove the locking pin, then remove the alignment tool.
See Figure 21.

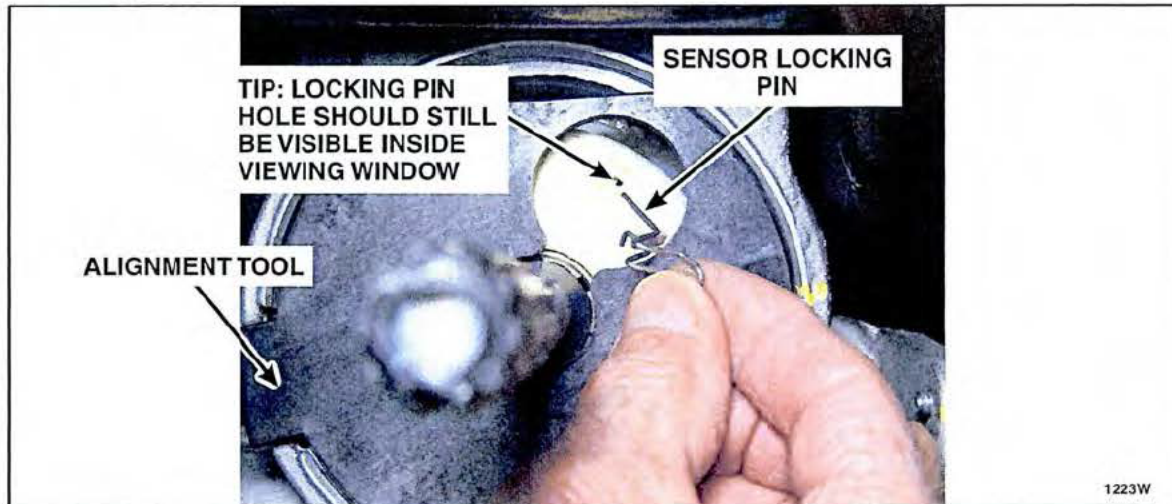


FIGURE 21

TIP: When the locking pin is removed, the locking pin hole should still be visible inside the sensor viewing window. If the sensor was not properly aligned during installation, the locking pin hole will move out of view when the locking pin is removed.

28. Check locking pin hole location.

- If the locking pin hole is completely visible (Figure 22a), the sensor is installed correctly. Proceed to Step 29.
- If the locking pin is not completely visible (Figure 22b), remove and discard the torque sensor. Obtain a new torque sensor and repeat Steps 22 through 28. See Figure 22a and 22b.

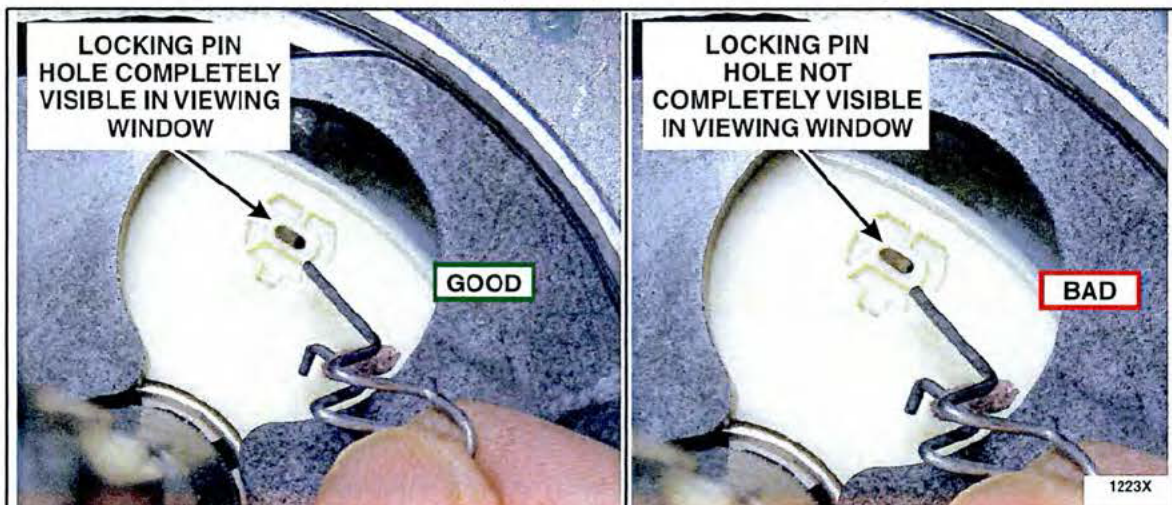


FIGURE 22a

FIGURE 22b



29. Connect the torque sensor electrical connector and install the harness pin-type retainer. See Figure 12.
30. Reinstall the sensor seal onto the steering assist assembly. See Figure 11.
31. Install the lower jacket and the original snap ring bevel side up. See Figure 23.

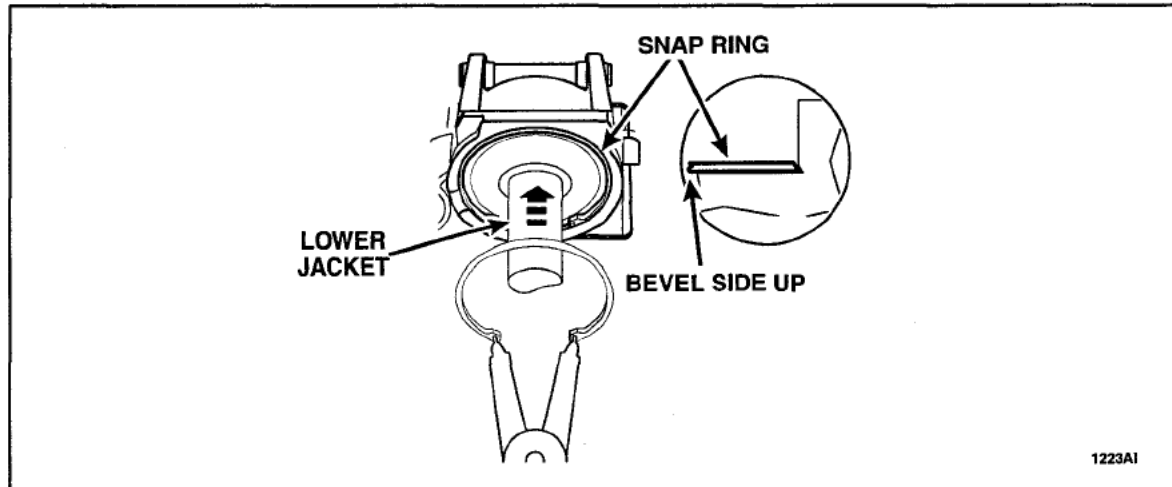


FIGURE 23

32. Ensure snap ring gap is positioned 90 degrees from sensor seal. Measure the gap between snap ring ears. Gap must be 18 - 20mm (3/4 in) to ensure snap ring is seated correctly. See Figure 24.

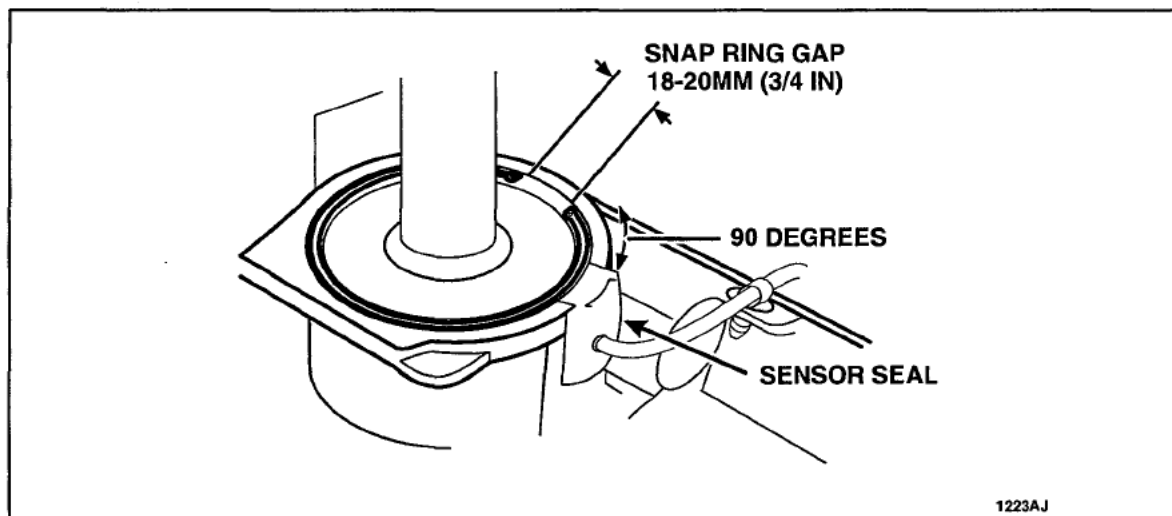


FIGURE 24



NOTE: The steering wheel and upper steering column assembly should slide on easily. Significant resistance means the upper column assembly is not properly aligned. If necessary, rotate the upper column assembly for proper alignment. All rotating parts must be properly aligned during assembly. Position tolerance ± 5 degrees.

33. Install the steering wheel and upper column assembly and remove the tape. Rotate the upper column assembly as necessary to align with block tooth on shaft.
34. Install two (2) new upper column bolts. See Figure 8.
 - Tighten bolts to 28 Nm (21 lb-ft).
35. If equipped, connect the PATS transceiver electrical connector. Reposition the harness and install the pin-type retainer. See Figure 7.
36. Connect the three connectors on the left side of the column. Install the two harness pin-type retainers. See Figure 6.
37. Install the lower column shroud and tighten the three machine screws. See Figure 5.
38. Install the upper column shroud. See Figure 4.
39. Install the four bolts and the steering column opening panel. See Figure 3.
 - Tighten to 8 Nm (71 lb-in).
40. Install the steering column opening trim. See Figure 1.
41. Connect the 12V battery. For additional information, refer to WSM Section 414-01.
42. Hybrid vehicles: Repower the high-voltage traction battery. For additional information, refer to WSM Section 414-03.
43. Lower the vehicle and start the engine. With the engine running and a properly installed sensor, the steering wheel should stay centered. If the torque sensor is **NOT** installed properly (i.e. not centered during installation), the steering wheel will move all the way to the right or left. The torque sensor only needs to be off center a small amount to cause this type of problem. During normal operation, the torque sensor only moves a maximum -5 degree to +5 degrees.
44. Perform Steering Wheel Position Sensor Calibration. For additional information, refer to WSM Section 211-00.



Exhibit

F



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



24773/123623/0586



R. FILE
330 TOWN CENTER DR
STE 500
DEARBORN, MI 48126-2796

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 6251, Dearborn, Michigan 48121-6251. 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

Exhibit

G

Ford Recalls 740,878 Units Of Ford Escape, Mercury Mariner CUVs Over Potential Power Steering Flaw

BY CHRIS ECCLESTONE — JUN 15, 2014



SHARE

2 1 0

Ford Motor Company is recalling 740,878 units of the (last-generation) Ford Escape and Mercury Mariner produced between 2008 and 2011. The affected units have a steering torque sensor that may not be able to properly detect driver steering input, resulting in the loss of the Electric Power Steering (EPS) assist.

Affected Vehicles

| MANUFACTURER | MAKE | MODEL | MODEL YEAR |
|---------------------|----------|---------|------------|
| FORD MOTOR COMPANY: | FORD: | ESCAPE | 2008-2011 |
| FORD MOTOR COMPANY: | MERCURY: | MARINER | 2008-2011 |

The problem: if the steering torque sensor improperly detects driver steering input, the vehicle's Electric Power Steering (EPS) assist may be disabled.

Steering (EPS) assist will be disabled. If power steering assist is lost, greater driver effort would be required to : the vehicle at low speeds, increasing the risk of a crash.

The solution: Ford will notify owners of affected vehicles, and dealers will update the vehicle's software for the power steering control module (PSCM) and the instrument cluster module, free of charge.

If a vehicle shows a history of a loss of the torque sensor signal or fault codes relating to the PSCM when the vehicle is brought in for the recall remedy, the affected components will be replaced, free of charge.

The recall is expected to begin by July 25th, 2014.

Recall Summary

| | | |
|--|--------------|-----|
| REPORT RECEIPT DATE: | MAY 29, 2014 | |
| NHTSA CAMPAIGN NUMBER: | 14V284000 | |
| FORD RECALL NUMBER: | 14S05 | |
| POTENTIAL NUMBER OF VEHICLES AFFECTED: | 740 | 878 |

Contacts: owners may contact Ford customer service or the National Highway Traffic Safety Administration Vehicle Safety Hotline.

Recall Summary

| | |
|------------------------|-----------------|
| FORD CUSTOMER SERVICE: | 1-800-392-3673 |
| NHTSA TOLL-FREE: | 1-888-327-4236 |
| NHTSA (TTY): | 1-800-424-9153 |
| NHTSA WEBSITE: | WWW.SAFECAR.GOV |



— Chris Ecclestone

News editor focusing on business, financial, and sales coverage who loves anything on wheels especially if it's fast.

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This Should Be VW Group's
First Priority With The New

NEXT STORY

Volkswagen Appoints New
Chief Of Silicon Valley-Based

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5 COMMENTS



Ford will only do software update. If you have steering at time you go in for recall work this does not show in a diagnostic. The error only shows when you have no steering. I believe ford knows this and is being deceiving about this. I own a escape with this known steering problem. I had the recall work done with the understanding that software update would fix the steering problem. 3 weeks after software update my suv had sudden loss of steering with no chimes or message in message center. Fords software update does not work I repeat it does not work. Ford also will not replace torque sensor or steering as noted in recall. Ford is lying and not honoring recall 14s05 and thousands of recalled unsafe suv as mine is are still on the roads and highways driving along side all of you. Do you feel safe I know I dont.

2 0 Rate This

NOVEMBER 23, 2014 AT 8:07 AM

REPLY



You are exactly right. Ford set this recall up as a publicity stunt. They know the software update does not correct the problem. After they touch the vehicle and supposedly update the software they say the recall is closed. then when your power steering fails you are forced to pay for the steering column replacement. \$1,000 If enough of us complain maybe we can fight back. This is criminal. This failure is life threatening. and Ford is brushing it off

as a software glitch. NOT!

2 0 Rate This

DECEMBER 2, 2014 AT 1:51 PM

REPLY



██████████
I hope we can get a class action law suit against Ford on this failure to comply with the NHTSA.

2 0 Rate This

DECEMBER 2, 2014 AT 1:53 PM

REPLY



██████████
I took my car in to have the recall performed in July 2014 since I would lose power steering periodically. November 9, 2014, my power steering went out completely. I took it in to Randall Reed's Prestige Ford where they did the recall. They told me I needed a new steering column at \$1200. I told them it was a problem with a lot of the recalled vehicles as I had read several complaints. They told me to call the customer relations who told me that the dealership would have to call the recall exemptions department but the service department acted like they didn't know what they were talking about. I have gotten enough of the run around. Obviously their reprogramming the system during the recall was not the answer to my power steering problems and Ford needs to step up and fix their problems. I know several having this same issue so obviously not just my problem.

1 0 Rate This

DECEMBER 8, 2014 AT 7:13 PM

REPLY



██████████
Hey I've had the exact same problem. I don't want to pay \$1000 to fix it. I called ford today and was essentially told that it was not their problem. My email is ██████████ Maybe if we all make a list or come together we can get this problem fixed??? I'm open to suggestions.

0 0 Rate This

JANUARY 14, 2015 AT 1:31 PM

REPLY

LEAVE A REPLY

Name *

Email *

Website

Comment



Enter the number from the image:



Post Comment

☒ Notify me of followup comments via e-mail. You can also **subscribewithout** commenting.

Ford Escape

Home (<http://www.consumeraffairs.com>) > Automotive

(<http://www.consumeraffairs.com/automotive/automotive.htm>) > Auto Manufacturers

(<http://www.consumeraffairs.com/automotive/manufacturers.htm>)



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(<http://www.consumeraffairs.com/automotive/manufacturers.htm#compare>) recommendations on
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Tell us about your experience with Ford Escape General Problems:

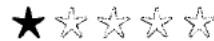
WRITE A REVIEW (/REVIEW/)

Share this page

Consumer Complaints & Reviews



██████ of Indianapolis, IN on Jan. 13, 2015

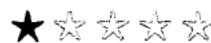


I bought a 2005 Ford Escape brand new. I understand anything metal eventually rusts. I understand sometimes thing go to back order. What I don't understand is why a part was on back order for a year with the cost around 110.00, then just found out today that the part is now in stock but the new price is 707.05. Wow. I mean WOW, OR OUCH MY WALLET!!! So much for providing parts for their poorly designed vehicle at a fair price. Did I mention the left rear wheel house is 94.00? I think the government ought to look into Ford's pricing on this part for price gauging. Will never buy another Ford. Recommend anyone thinking to buy a new Ford - DON'T EVEN THINK ONCE, LET ALONE TWICE. GO BUY SOMETHING ELSE.

Helpful? YES NO



██████ of Glenolden, PA on Dec. 31, 2014



Annual inspection revealed the struts and shocks on my 2009 Escape were completely rusted out. My mechanic advised this a recurrent problem with Fords at the 5 year mark and he does a similar

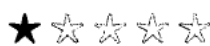
replacement several times per month. He also shared another customer had his tires blown out when the part disintegrated.

Average snowfall in these parts is <30 inches total a year and I do not drive in the snow. What gives Ford? This repair cost \$1443.

Helpful? YES NO



██████ of San Juan, Other on Dec. 17, 2014



Transmission won't take 2nd or 4th gear. Ford knows of this problem. When is the NH TSA going to do something about it?

Helpful? YES NO



██████ of Mchenry , IL on Dec. 11, 2014

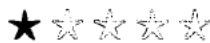


My Escape 2006 has just now 80000 miles. I bought it used with 37000. Had to replace brakes and both front rotors, sway bar. Now I have to replace the rear wheel well housing to the tune of 1500 dollars. I have been waiting 2 months for this part even though they say there is no recall. Ford is a terrible company. I should have known better than to buy their ██████. They also hiked up the price in that two months' time from 160 to 707 for the part. So much for the government protecting the consumer. They protect the big companies like Ford.

Helpful? YES NO



██████ of Columbus, OH on Dec. 2, 2014



I have read a lot of entries on the Ford 2010 Escape stalling in the middle of the freeway. This happened to me as well this past summer - several times while riding side by side tractor-trailers. I was literally frightened out of my mind. This is an issue with the throttle body sensor/mechanism/module. I initially took it to the Ford dealership in Dublin, OH, and was told it was an issue with the throttle body software (which I was told would need to be updated). After waiting for almost 2 hours to have this done, I pulled out of the dealership and went literally drove less than 500 feet and the same thing happened AGAIN!

I started, at that point, to do my own research and found out that Ford issued a recall under the following: Customer Satisfaction Program (CSP) 13N03. Under the recall, the entire throttle body sensor module is covered, NOT just a software update! The Ford dealership made me go to such great lengths to figure this out on my own. It should be criminal for them to be able to do this to consumers. If there is a recall, they should be MADE to tell the consumer even at the dealership - not just through a lousy recall letter, which I never received! The recall is good through Jan. 2015 or up to 150,000 miles or 10y following purchase (whichever comes first). So, if you have a 2010 Ford Escape with this problem, get it in ASAP!

Helpful? **YES** **NO**



██████ of Fleming Island, FL on Dec. 2, 2014



Someone wrote the below. The exact thing happened to me and Ford will not reimburse me for the replacement of the steering column: "Ford issued a recall in July for the power steering, no 14S05. We had the software updated in July on our 2008 Ford Escape that was related to the recall. Sunday, Nov 16th our power steering went completely out with an 'Electric Power Assist Fault' directly related to the recall. The car is in the shop and needs the power steering torque sensor replaced for \$625. Ford is refusing to pay for the repair under the recall. They say the recall has been closed and was completed when they did the software update. We could have easily had a serious car accident due to the power steering fault and believe Ford should pay for it under the recall. If anyone can help us get Ford to pay for this, that would be awesome!"

Helpful? **YES** **NO**



██████ of Issaquah, WA on Nov. 18, 2014 ★☆☆☆☆

Ford issued a recall in July for the power steering, no 14S05. We had the software updated in July on our 2008 Ford Escape that was related to the recall. Sunday, Nov 16th our power steering went completely out with a "Electric Power Assist Fault" directly related to the recall. The car is in the shop and needs the power steering torque sensor replaced for \$625. Ford is refusing to pay for the repair under the recall. They say the recall has been closed and was completed when they did the software update. We could of easily had a serious car accident due to the power steering fault and believe Ford should pay for it under the recall. If anyone can help us get Ford to pay for this, that would be awesome!

Helpful? **YES** **NO**



██████ of Lewisville, TX on Nov. 7, 2014 ★☆☆☆☆

My 2013 Ford Escape began losing power and "dying" intermittently right in the middle of the road. I took it to the dealership and they could find nothing wrong. It left me stranded so I talked to a friend who is a mechanic. He directed me to a "Technical Bulletin" that precisely described the symptoms of the problem. I took it back to the dealership. They then informed me that "no codes would come up" because the problem has been "elevated from a technical bulletin to a recall," but that he could not fix it because the recall wasn't ready and wouldn't be until the end of September. I asked about my options since stalling in the middle of the road is asking for a horrible wreck. The service manager said I could pay to have it fixed and then "try" to get my money back. He estimated \$3-400.

About that time, I began hearing about the recall on the news. I called Ford and explained my problem. The person said they have a process for fixing things before the actual recall comes out and she would call the dealership. The dealership did as instructed, but was denied permission to fix the problem because they aren't ready. I called Ford back and the rep said she would "elevate my situation to region" and I would be called within 24 hours. I waited 3 days and called back. That rep said they are still reviewing my "unique" situation. I asked for a rental and he said they can't do that either because they haven't determined that that is really what's wrong with my car. I said two different people had "diagnosed" it, but he said there is no way they could.

I realized then that Ford has deleted the code that would diagnose it so that they don't have to deal with me or others who are already experiencing this dangerous problem. I said as much to the rep and he suggested (several times) that I just pay for it if I am so worried about my safety. In the meantime, my car continues to "die" in the middle of the road. Do I have to get rear-ended before Ford will take care of the problem? It has now been almost 3 weeks since my last conversation and they still have not contacted me or offered any sort of solution. Is there a class action suit on this. How can I get it fixed. I was also told the Regional Mgr attempted to call me and there was no answer or no answering machine. Flat out lie!

Helpful? **YES** **NO**



██████ of Manor, TX on Nov. 6, 2014



I financed a 2014 Ford Escape with 40 miles on it! After just over a year, I have had to take it in to the shop 4 times. The first time it was something to do with a wheel bearing making a loud noise behind one of the tires. The other time was due to some safety recalls. Now the vehicle stalls when I accelerate, engine light comes on and off. Vehicle will start after a several minutes but still very afraid to drive in the highway. I have taken it to the dealer and am waiting to hear back. Definitely thinking about trading in for a different manufacturer!! I am afraid (FORD) the dealer won't care about my situation and will want to buy back very low. This will put me upside down on the financing..ughhh!

Helpful? **YES** **NO**



██████ of Brooks, AB on Oct. 31, 2014








We had the older box shape Escape and loved it. When the new Escape came out we thought that it would be really good on fuel after all the adds from Ford, and obtained it brand new. Really like the shape and inside of this car BUT it has more problems than driving pleasure. After it spend nearly 2 months at the dealer for a recall, it has been more at the dealer than at home.

Ford Recall 14S05 Complaints and Reviews



COMPANIES: Ford

All reviews 376024 >  Ford Recall 14S05 1

FORD WON'T HONOR RECALL 14S05 SHAME ON YOU FORD MOTOR

Dec 14, 2014  [Ford](#)  [Service Centers and Customer Services](#)  [Wadsworth, Ohio](#)
 [Ford Recall 14S05](#)  74 REVIEW RATING 4/5

Ford won't honor recall 14S05. Fords recall states ford has authorized dealers to update modules to prevent loss of steering. Update provides driver awareness sounding chime, displaying wrench light. Alternatively, the dealer may need to replace torque sensor or the steering column. This service will be performed free of charge (parts and labor). Had update done didn't fix steering. My steering still...

Was this review helpful?  

More results for "ford recall 14s05"

Product Results

Recall 11 reviews

Eggs Recall 1 review

2004 Ford Freestar Recall
1 review

Vehicle Recall 1 review

Dishwasher Recall 1 review

Honda Recall 1 review

Toyota Recall 1 review

Tag Results

Recall 15 reviews

Sears Recall 1 review

Cobalt Recall 1 review

Jeep Recall 1 review

Axle Recall 1 review

Should Recall 1 review

Company Results

Sterling McCall Ford
2 reviews

Burns ford 1 review

Chelmsford Limousine
1 review

Maxford 1 review

Thetford 1 review

Stafford 1 review

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Featured reviews

GEICO refuses to accept responsibility for a rear end!!!

Oreo Cookies - Missing cookie from package of white fudge covered Oreos

Delta Airlines - Delta Lost my Luggage containing all of my Christmas Gifts to my family in Brazil!!!

Henry Day Ford dropped our new truck!

LTD Commodities - Review about Ereader Cover



Power Steering Failure

2008 FORD ESCAPE (PAGE 1 OF 3)

9,1

Really Awful

Most Common Solutions:

1. not sure (21 reports)
2. replace power steering column (17 reports)
3. shut down engine and restart (13 reports)
4. replace torque sensor (3 reports)



STEERING
PROBLEM

HELPFUL WEBSITES

No one has added a helpful site for this 2008 Escape problem yet. **Be the first!**

Add a site »

QUESTIONS? GET HELP

a service provided by **Answers**

Type your question here.

Ask a Ford Escape Expert

FIND A GOOD FORD MECHANIC

Read reviews of repair shops in your area.

Enter your zip code:

A free service from CarTalk.com

2008 Ford Escape Owner Comments

(Page 1 of 3)

#**54** AUG 14
2014

Escape 3.0L Litre

Automatic transmission 180,288 miles

I didn't think it was a major problem then but now it's arm-strong steering and I don't have the money to fix it. I thought it would be easy to fix but apparently there's more to it then that. Is my vehicle one of the recalls? And, can I get it fixed at no cost?

- [REDACTED] Wetaskiwin, Alberta, canada

#**53** JAN 15
2015

Escape

Automatic transmission 120,000 miles

We took the vehicle in for the recall and told the guy our power steering had been going in and out and we know it will go out because the steering column "Shimmies". He told us we were not eligible for parts but were eligible for reprogramming of PSC and IC. We got home, turned the car off, went to leave about 5 minutes later, turned the car on and NO power steering and NOW we get a "fault". Before the recall we would be able to turn the car off and then on again and some of the time the power steering would come back. NOW, there is absolutely NO power steering, none of the dealerships nor the headquarters will do anything about it. I consider this negligent homicide. These service people KNOW what's happening, customer service at headquarters is SCRIPTED to deny owners, and the problem is WORSE!

[REDACTED] Clinton Township, MI, USA

#**52** JAN 11
2015

Escape 3.2L V6

Automatic transmission 152,000 miles

Power steering stopped working half way turning through an intersection, almost hit another car but managed to go onto sidewalk and come to a stop. Dash displayed Power Steering Assist Fault. Ford had a recall on these 08 Escapes for this problem so I thought it was covered. When getting in touch with them they had stated they did an update when the recall happened and that it shouldn't have happened because they had updated the computer. This so called "fix" sadly has not fixed many of the Escapes according to what I have been reading. They still break anyways. Sad thing is THEY LEFT ME STUCK HOLDING THE BILL FOR THEIR PROBLEMS. A PROBLEM WHICH RECALLED OVER 914,000 VEHICLES. I WILL NEVER BUY A FORD AGAIN.

[REDACTED] WARREN, MA, USA

#**51** JAN 14
2015

Escape LX 3.2L

Automatic transmission 60,000 miles

Ford had a recall in July. We had it fixed in August but they didn't do a thing because it didn't give the computer a "code". 4 months later power steering went out while driving. Cost us \$600. If we had NOT taken it for the recall notice, Ford would have paid to have it towed and fixed but because it was scanned they would not fix it. Ford needs to RECALL the RECALL and FIX the problem regardless what the little scanner says. A safety hazard is big bad business and needs to be fixed.

██████████ Louisville, KY - Kentucky, USA

#**50**

Nov 12
2014

Escape XL 4 cyl

Automatic transmission 100,000 miles

I have had intermittent failures of the power steering on my 2008 Ford Escape. I learned of Fords recall, so I took the vehicle into Ford. They had it approximately ten minutes and they said the problem was fixed. Less than three weeks went by and I experienced another loss of power steering, so I called Ford and they said it's been fixed. Well about a week after that the power steering completely failed no power at all and it says power steering fault in the information center on the dash. I called Ford and they said the problem was fixed. Would anybody say they fixed the problem? Could anyone help me resolve this, who do I need to contact?

██████████ Ahoskie, NC, USA

Search CarComplaints.com for these popular complaint phrases...

Steering Knocking **Steering Column** Pontiac Grand Prix Pulls To One Side Ford Focus Ignition
Ford Explorer Transmission Engine Complaint **Electrical Issue** Heater Complaint Transmission Complaint
Paint Defect Escape Recall

#**49**

Jul 01
2014

Escape XLT

Automatic transmission 129,000 miles

I RECEIVED A LETTER IN JULY FOR AN OPEN RECALL ON MY ESCAPE. I TOOK IT TO THE DEALERSHIP TO HAVE IT FIXED. THE POWER STEERING AT THE TIME WOULD GO OFF AND ON WHERE IT WOULD WORK THEN GO OUT AS I AM DRIVING. I TOOK IT TO RUSTY ECK FORD TO HAVE THEM FIX IT THEY SAID EVERYTHING WAS GOOD. NOW FEW MONTHS LATER MY POWER STEERING GOES OUT AGAIN AND ITS SNOW AND ICE ON THE GROUND WHICH IS VERY UNSAFE ESPECIALLY WHEN I HAVE A TWO YEAR OLD DAUGHTER. I CALLED RUSTY ECK FORD AND THE FORD MOTOR COMPANY AND THEY BOTH SAID THERE IS NOTHING THEY CAN DO, THE OPEN RECALL IS CLOSED BUT WHAT I WAS STATED WAS THE PROBLEM WAS FIXED AND CLEARLY ITS NOT. NOW THEY'RE SAYING I HAVE TO COME OUT OF POCKET. I DON'T HAVE OVER \$1,000.00 TO GET A RECALL FIXED WHICH MEANS I HAVE TO GO THRU THE WINTER WITH A ██████████ CAR. I AM VERY UPSET I WILL NEVER PURCHASE A FORD EVER AND WILL TELL EVERYONE ELSE MY BAD EXPERIENCE. IF ANYONE CAN GIVE SOME ADVICE ON WHAT TO DO I WOULD APPRECIATE IT THANK YOU.

██████████ Wichita, KS, USA

#48

Aug 01
2013

Escape LX V6

Automatic transmission 98,000 miles

I have a 2008 Ford Escape. I too have lost steering. I took my SUV in for recall work. I too was told that the software update would fix the steering problem. I too believed them. One month out of getting the software update I have lost steering again. I called The national highway traffic safety admin., I called the federal trade commission, I called the Ohio Attorney General, I called Ford customer service dept. I called the general manager of the dealership and owner of the dealership. No one was able to help. I was told, now get this one, I was told that Ford did their part in repairing my steering by doing the software update that they don't have to do anything further. Even though the recall letter states they will update software, replace torque sensor or steering column. Now my last call I made today was to a lawyer. I feel that the recall letter that I received on July 2014 was a receipt from Ford to repair the faulty steering that they put into this 2008 Escape. I feel we Escape owners need to have a class action lawsuit against Ford Motor company. I know I for one will not let this company walk all over me. They have put out a dangerous product and then they do a recall and in the recall state they will: 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). This is what my recall letter states. The only thing my dealership did was do the software update. The dealer ship said I had to get approval from Ford to have anything else done. Or I could have the work done and I pay out of pocket for the work. When is it my responsibility to get approval for recall work to be done. Does not a recall mean that there is a defective part and that whether the car has the problem or not they are to replace the part? This people is not warranty work this is a recall for the fact that the escape loses steering without any notice at all. If you are interested in doing more than sitting on your butt and taking what this company thinks they can pull we as consumers can retaliate with a class action lawsuit to force them to honor the recall they themselves voluntarily put out. My e-mail address is [REDACTED] if you are interested in joining me and taking on this dishonorable company.

[REDACTED] Wadsworth, Ohio, USA

#47

Oct 05
2014

Escape Limited 3.2L

Automatic transmission 59,050 miles

I started having problems with the power steering about 50,000 miles. The power steering would go out for a couple of seconds and then "snap" back and work. I called the dealer 4 times about this problem and they said there were no recalls and you could tell they wanted no part of it. But, said I could bring in for a diagnostic and they could recommend repairs. After a year of problems, Ford finally "re-called" for this problem. I took my vehicle to another Ford dealership for the recall "fix". They said it was just a software update. Well, about a month or so later, I started having the same problem, except would make a loud screech noise before it happened. I called the dealership and they said they would need Ford Corporation to approve any repairs, so I called Ford Corporation and was talked to like a "dog" by a very condescending customer service person. She was down right rude. Well, now I just went for a short ride to the grocery store and my power steering has gone out completely - "Power Steering Assist Failure". Can anybody help me out there? I don't know what to do at this time and this is my only means of transportation. It's pretty bad when you take care of your vehicle and still have these problems.

[REDACTED], Virginia Beach, VA, USA

#46

Oct 30
2014

Escape XLS 3.2L V6

Automatic transmission 77,000 miles

IN THE MIDDLE OF THE HIGHWAY MY POWER STEERING WENT OUT WITH MY 4 YEAR OLD IN THE CAR. CAME CLOSE TO CRASHING INTO THE SIDE OF THE HIGHWAY. I WAS JUST INFORMED TODAY THAT THERE WAS A RECALL ON THIS, AND NEVER RECEIVED ANY INFORMATION. I HAVE BEEN THE ORIGINAL OWNER SINCE DAY ONE (BUYING THE CAR BRAND NEW OFF THE LOT WITH 15 MILES ON THE ODOMETER)!

[REDACTED] Arkansas City, Kansas, USA

#45

SEP 08
2014

Escape Limited V6

Automatic transmission 99,812 miles

I WAS DRIVING MY CAR AND A LIGHT CAME ON THE DASHBOARD. IT STATED POWER STEERING ASSIST DEFAULT. I DID NOT KNOW WHAT THAT MEANT BECAUSE I STILL HAD THE POWER STEERING AT THAT TIME. I CONTINUED TO DRIVE AND RETURNED HOME. MY STEERING WENT OUT BEFORE I GOT HOME. I HAD TO REALLY STRUGGLE TO TURN ONTO MY STREET AND INTO MY DRIVEWAY. I CONTACTED LIBERTY FORD (IT WAS LOCATED AROUND THE CORNER FROM ME) AND MADE AN APPOINTMENT TO HAVE MY CAR SERVICED. I ALSO CHECKED THE INTERNET ABOUT MY PROBLEM AND I FOUND THAT THERE WAS A RECALL ON THE TORQUE SENSOR IN MAY OF 2014. LIBERTY FORD INFORMED ME THAT THERE WAS NOT A RECALL NOW ON THIS AND THAT I WOULD HAVE TO PAY FOR THE REPAIR SERVICE. WHY DID I NOT RECEIVE NOTICE ABOUT THE RECALL EARLIER THIS YEAR AND WHY IS IT NO LONGER IN EFFECT?

Bedford, Ohio, USA

#44

JUN 21
2013

Escape 3.0L V6

Automatic transmission 52,817 miles

Lost power assist while driving to work. Scared the [REDACTED] out of me as it came out of the blue. By the time I stopped the car had traveled across the left lane into oncoming traffic and it forced the oncoming cars to stop.

Luckily this was on a two lane street and the speed limit was 50 kims. My dad had mentioned to me about a lot of complaints regarding this problem so I turned the ignition off and on and the power assist worked again so I drove to work.

I had extended warranty on the vehicle and it was about to expire within the next two weeks so I wanted to get it checked out. The dealer refused to do it unless I agreed to pay for it and I refused. Then I called the Ford customer complaints department who basically said take it to the dealer and they'll check the steering out. I didn't do it so I decided to keep driving it and hope that there would be a recall and limited my driving with that vehicle. I checked out the cost of the steering column about \$1450.00 Canadian and found out there were 13 changeups for that model since 2008. My escape only had 85,000 kilometers on it. (June 2013) In the last two months I have lost the power assist three times and have received a 14S05 they call a notice from Ford Canada that a defect that relates to motor safety exists in your vehicle. So on Thursday my dad took the vehicle to the Ford dealership to have the safety issue repaired. The dealer said there was no codes and had updated the PSCM and Chime Module behind the dash cluster. My dad was furious and the service manager and him left each other in exchanging pleasantries and at the end my dad asked him for a kiss. My dad didn't believe that the few commands uploaded to the PSCM would eliminate this problem as he thinks these losses of signals should have registered a code. He knows it could have been other causes too such as heat, amperage draw on the steering motor, a worn wire rubbing, bad connector connection, bad gears in the rack and pinion, loose wiring and other things. but the dealership refused to deal with him but asked my daughter to make another appointment and I suggested she doesn't. The next day my dad called the Ford customer relationship line in Oakville Ontario (for Recalls and Safety) (1 800 563-3673) The rep said to take it to another dealer and the Ford Rep. opened a case file for me and suggests my dad to confirm the outcome with him. I suggested to the rep if they can't satisfy me that I will purchase a steering column and take Ford to court in small claims and his reply was you shouldn't have to go that far. Well my dad is too familiar with the system and hope he keeps his word. So I have an appointment with this other dealer on Friday Sept 19. They have already told my dad if there is no hard codes that they will only update the PSCM and Chime Module. Today my dad called Transport Canada (Road Safety-Defects and Recalls) (1 800 333-0510 Canada) and left a message which they will hopefully get back to my dad on Monday. It was closed for the day 8:00-4:30 pm. Ontario. My dad is adamant that if the PSCM doesn't get the signal it can't send a command to the steering motor to do its job and that updating the PSCM won't correct the problem. Anyone want to comment as maybe my dad is barking up the wrong tree. I love my dad and he's only been a Certified HD and Auto Mechanic for forty years but he always has an open mind and knows he may be wrong. Please comment

Update from Sep 20, 2014

Took 2008 escape to another dealer and they tried to make a hard code but failed. they reprogrammed the software and warranted for a year so if it loses assist they will look for another code again. Have not had time to confirm this with Ford customer relations yet but the 2nd dealership did not charge to reprogram the 2nd time. They may have talked with Ford customer relations. I couldn't talk with the Ford dealership service manager about this as it was late Friday and he left for holidays and I my schedule won't allow me to talk to Ford customer relations or service manager for another three weeks but my daughter will keep driving the vehicle. With the reprogramming of the computer (they extend the time of the signal to the steering motor to allow you time to get to the side of the road safely if the computer senses a problem that senses a CODE.) Also a check engine light (wrench and warning chime) should come on. Also called a soft landing by Transport Canada mechanic. They also claim that if you cycle the ignition over 20 times the hard code and check engine light may disappear. Hence should check for codes if concerned. Here is a eye opener as I (MAY) have understood from Transport Canada regarding Recall and Bulletins. I seem to understand that Transport Canada cannot force any Auto Corporations to pay for any repairs for recalls etc. This only applies to Canada but in the United States the law says they have to repair the vehicles. So the auto corporations only do this for Public Relations and if it involves a large number of vehicles. It seems that Transport Canada uses moral persuasion. WOW. So if this is true it bodes bad for the consumer. In Canada we have paid lobbyists to prevent the regulations from having any teeth. In the U.S. you seem to be luckier even though your lobbyists try to do the same thing. I will continue to confirm my case file with the Ford customer relations to try to bring some other kind of action and will update in time. For legalities this information (May) be true.

Remember that if your battery voltage is too low you will also lose power assist as this system relies on direct battery voltage to your ignition switch.

Will update on the final solution.

Victoria, BC, canada

#43 Jul 31
2014

Escape XLT

Automatic transmission 40,389 miles

CLICK TO SEE LARGER IMAGES



On July 31, I had a accident with my 2008 Ford Escape. The steering locked up on me. Because I had no collision on it, ICBC doesn't want to deal with it. Unless I have proper documentation of the steering defect, Ford Canada doesn't want to deal with it. Can anybody give me advise where to go????

Help??

Thanks

Chilliwack, BC, canada

#42 JAN 01
2014

Escape

Automatic transmission 105,033 miles

I have my Escape sitting at a dealership, failed power steering, i was in mid repair (put in a new torque sensor, waiting to calibrate it) when the recall was issued so took it in thinking they'd automatically fix it. No. They are saying the issue is because I didn't take it to a Ford dealership for repair, that my mechanic broke my car and they won't repair it. horrible customer service- I am driving a car with no power steering, they issued a recall and are penalizing me for not using a dealership for repair. Unreal.

, Stratford, Ontario, canada

#41 JUL 26
2014

Escape 2.3L

Automatic transmission 55,923 miles

I was making a right turn; all of a sudden, I couldn't turn the steering wheel any more. It was locked. Thank God traffic was light so no one was hurt.

Vancouver, BC, canada

#40

FEB 08
2014

Escape 2.3L 4 cyl

Automatic transmission 107,000 miles

Ford 2008 Escape has been a pain since i purchased it. Had severe cooling system failure in 2012. Power steering just went out during a major snow storm. Ford needs to take full credit on this failure. Being quoted \$1500.00 to fix. Someone is going to die because of this issue.

██████████, Batavia, OH, USA

#39

FEB 01
2014

Escape Limited 3.0L V6

Automatic transmission 200,000 miles

I can't afford the fix for my vehicle. It will cost me between \$1500-1700. So I drive my car without power steering waiting for an accident to happen.

██████████ Oakdale, MN, USA

#38

FEB 21
2014

Escape Limited V6

Automatic transmission 63,000 miles

I think this a problem that needs to be looked into by Ford. A recall is definitely in need due the seriousness of this matter.

██████████ Goldsboro, NC, USA

#37

APR 11
2014

Escape XLT V6

Automatic transmission 85,000 miles

Daughter drives estimated 300 miles back and forth and while at school, power steering goes out while driving, with NO INDICATIONS it's about to happen. So far it kicks back in when she does a re-start, but this makes for a very dangerous situation for her and those in traffic.. 4-11-2014

██████ van Buren Twp, MI, USA

#36

MAR 26
2014

Escape XLS

Automatic transmission 126,000 miles

Electronic power steering goes out while driving without warning. When stopped at a light, the steering wheel will move back and forth on it's own as if it is possessed. Sometimes it happens when starting the car, and other times it just happens while driving making it very difficult to turn the car. You can either stop or put the car in neutral (while coasting) to turn the engine off to reset the on-board computer for the power steering to come back on.

Very dangerous while driving on the highway when the power steering goes out unknowingly if needing to make a quick lane change.

Should definitely be a Safety Recall Issue!!!! I have heard it is a predominate problem only with the 2008 year model of Escapes.

Chesterfield, MI, USA

#35

MAR 13
2014

Escape LX V6

Automatic transmission 107,000 miles

steering got stiff all of a sudden

No option for recording or taking picture of the problem. This happened in a d cold morning day on tthe way to my daughter's school . It was so hard to steer the wheel I th o ught it was the belt. I turned car off and started back on almost immediately and didnt solve tthe problem right then. My daughter had a school fiel trip which I volunteered for and didnt know whether to cancel the trip o tak my car to a garage early morning. I decided to drive it BUT the experience of a stiff steering wheel was awful and painful specially when turning leftor right. I had to risk my life goin to this special evsnt for my daughter(since she was in 3rd grade- she is in 5th grade now)

I managed to arrive to the location o the fieldtrip and all day was thinking about what was I going to do if car doesnt wo r k? I couldn't even park straight. I asked on of the parent whom were helping ou too and he helped me to check the c a r. Odd l y enough after being parked for 5.5 hrs, the Escape worked fine as nothing didnt happened. It has been a scary experience.

Bexley, OH, USA

is an online automotive complaint resource that uses graphs to show automotive defect patterns, based on complaint data submitted by visitors to the site. The complaints are organized into groups with data published by vehicle, vehicle component, and specific problem.

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2008 Ford Escape - Power Steering Colum Problems

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2008 Ford Escape - Power Steering Colum Problems

by [REDACTED] - September 23rd, 2014, 5:53 pm

I received a notice in the mail in July about recall 14S05, my 2008 Escape was running fine but I thought I would let them checkout the vehicle to make sure its safe anyway. So basically in my case they just updated the software and I was good to go a few hours later. Now today my signal sensors failed and they want \$900 to replace the steering colum. I spoke with someone and they said the recall only covers one repair and the software update counted as mine.

Should I be covered with this recall or not?

Details on the recall:

SUMMARY:

Ford Motor Company (Ford) is recalling certain model year 2008-2011 Ford Escape and Mercury Mariner vehicles manufactured August 18, 2006, through September 11, 2010. The affected vehicles have a steering torque sensor that may not be able to properly detect driver steering input. As a result, the system could remove the Electric Power Steering (EPS) assist.

CONSEQUENCE:

If power steering assist is lost, greater driver effort would be required to steer the vehicle at low speeds, increasing the risk of a crash.

REMEDY:

Ford will notify owners, and dealers will update the software for the power steering control module (PSCM) and the instrument cluster module, free of charge. If a vehicle shows a history of a loss of the torque sensor signal or fault codes relating to the PSCM when the vehicle is brought in for the recall

remedy, the affected components will be replaced, free of charge. The recall began on July 18, 2014. Owners may contact Ford customer service at 1-800-392-3673. Ford's number for this recall is 14S05.



Posts: 3

E-C ROOKIE

WELCOME TO E-C!



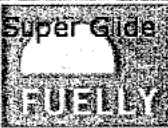



Joined: September 23rd, 2014, 5:18 pm

[Top](#)

Re: 2008 Ford Escape - Power Steering Culum Problems

by [REDACTED] - September 23rd, 2014, 6:46 pm

At the time you take it in to Ford, they update the computer and run tests. If it tests good at the time of the service, then you are responsible for repairs at a later date. Doesn't matter if it is the day after the recall service was done. Technically they're not responsible after the update is done.

| | | | |
|---|--|---|------------------------|
| The Toaster - 2008 Ford Escape 121 Fuel-ups [REDACTED] |  |  | 31.8 Avg MPG |
| Boomer - 2006 Harley Davidson FXDI Dyna Super Glide 81 Fuel-ups driven by [REDACTED] |  |  | 40.8 Avg MPG |
| The Beast - 1998 GMC K1500 155 Fuel-ups driven by [REDACTED] |  |  | 14.3 Avg MPG |



Posts: 2588

E-C LEVEL 9

Joined: December 3rd, 2011, 11:41 am

Location: Northern Virginia

My vehicle: 2008 Ford Escape Hybrid 4x4

My vehicle's name: The Toaster

[Top](#)

Re: 2008 Ford Escape - Power Steering Culum Problems

by [REDACTED] - September 23rd, 2014, 7:51 pm

I just find it amusing, it doesn't fail till after Ford attempts to fix their recall issue. I assume they just give everyone the software update no matter if they should of replaced sensors in the first place. The cheap way out.

This recall was for safety purposes, so for example say I got the software update and my steering still fails at 70mph on the highway, wasn't this the whole reason the recall even existed?



Posts: 3

E-C ROOKIE

WELCOME TO E-C!

Joined: September 23rd, 2014, 5:18 pm

[Top](#)

Re: 2008 Ford Escape - Power Steering Colum Problems

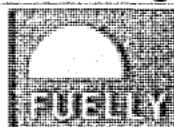
by [REDACTED] - September 23rd, 2014, 8:40 pm

First of all, at 70 MPH the power steering probably isn't active anyway. It is speed sensitive power steering. The steering assist declines as you go faster. What happens before the update is your steering goes out, and stays out. After the update unusual variances in the power steering data don't trigger a total shutdown of the power steering. The system will have an audible alert plus a warning on the dashboard display, and it will continue to attempt to operate the power steering.

The Toaster - 2008 Ford Escape

121 Fuel-ups

driven by [REDACTED]



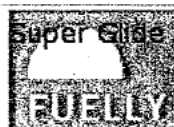
31.8

Avg MPG

Boomer - 2006 Harley Davidson FXDI Dyna

81 Fuel-ups

driven by [REDACTED]



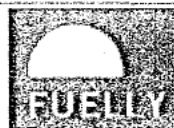
40.8

Avg MPG

The Beast - 1998 GMC K1500

155 Fuel-ups

driven by [REDACTED]



14.3

Avg MPG



Posts: 2588

E-C LEVEL 9

Joined: December 3rd, 2011, 11:41 am

Location: Northern Virginia
My vehicle: 2008 Ford Escape Hybrid 4x4
My vehicle's name: The Toaster

[Top](#)

Re: 2008 Ford Escape - Power Steering Colum Problems

by [REDACTED] - September 23rd, 2014, 9:26 pm

Ok, thank you for the answer to my hypothetical. Still disappointing how this is handled.



Posts: 3
E-C ROOKIE
WELCOME TO E-C!
Joined: September 23rd, 2014, 5:18 pm

[Top](#)

Re: 2008 Ford Escape - Power Steering Colum Problems

by [REDACTED] - November 23rd, 2014, 1:40 pm

Recall 14s05 DOES NOT FIX THE STEERING PROBLEM. And after you get software update and your steering goes out Ford will not honor the rest of what it claims in the recall. While you have steering the computer will not safe error code if you have had the sudden loss of steering. It only show error code when it is actively has no steering. I have experianced sudden loss of steering over 50 times before recall. I had update done and 3 weeks later I have now steering, on top of that I didn't hear any chimes to warn me and there was NO message in my message center. I have contacted the National Highway Traffic Safety Addmin. and reported that Fords software update does NOT fix the problem. If you are a owner of a Ford Escape and Ford did the same dirty deciteful practice with you please call the NHTSA and make a complaint and report that the software update does not fix this steering problem.

this is what my recall letter states: "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)."

From what my recall letter states the word alternatively means al·ter·na·tive·ly

ôl'tərnədīvlē/

adverb

as another option or possibility.

"alternatively, you may telephone us direct"

synonyms: on the other hand, as an alternative, or; otherwise, instead, if not, then again, alternately

[b]Something just doesn't smell right here. I think Ford Motor company is being decitful and bit of more than they chew when they realized that they may have to replace 1 million steering columns at the hefty price of 1,500 dollars.[/b]

Last edited by [REDACTED] on November 23rd, 2014, 1:52 pm, edited 1 time in total.

[REDACTED]

Posts: 5

E-C ROOKIE

WELCOME TO E-C!

Joined: November 23rd, 2014, 11:15 am

[Top](#)

Re: 2008 Ford Escape - Power Steering Colum Problems

by [REDACTED] November 23rd, 2014, 1:45 pm

I received a notice in the mail in July about recall 14S05, my 2008 Escape was running fine but I thought I would let them checkout the vehicle to make sure its safe anyway. So basically in my case they just updated the software and I was good to go a few hours later. Now today my signal sensors failed and they want \$900 to replace the steering colum. I spoke with someone and they said the recall only covers one repair and the software update counted as mine.

Should I be covered with this recall or not?

If this was your recall letter mine says something completely different. "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)."

Details on the recall:

SUMMARY:

Ford Motor Company (Ford) is recalling certain model year 2008-2011 Ford Escape and Mercury Mariner vehicles manufactured August 18, 2006, through September 11, 2010. The affected vehicles have a steering torque sensor that may not be able to properly detect driver steering input. As a result, the system could remove the Electric Power Steering (EPS) assist.

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Posts: 3

E-C ROOKIE

WELCOME TO E-C!

Joined: September 23rd, 2014, 5:18 pm



Posts: 5


E-C ROOKIE

WELCOME TO E-C!

Joined: November 23rd, 2014, 11:15 am

[Top](#)

Re: 2008 Ford Escape - Power Steering Colum Problems

□by  - November 23rd, 2014, 2:01 pm

Mine said software or replacement.



Posts: 1368

E-C LEVEL 6

Joined: September 17th, 2012, 5:35 pm


Location: Brentwood, ca

My vehicle: 2009 xlt sun and sync 2.5

My vehicle's name: Money saver

[Top](#)

Re: 2008 Ford Escape - Power Steering Colum Problems

□by  - November 23rd, 2014, 3:52 pm

Oh, so Ford is going to do a software fix first, then try to stick the consumer for the replacement cost when the software doesn't work. Nice.

2013 Escape Titanium 2.0 4WD - Ginger Ale - Panoramic Roof - Tow Package - Roof Racks - Mud Flaps - Husky Weatherbeaters - Kuga Rear LED Tail Lights - Body Color Rear Spoiler - Kuga Rear Fog



Posts: 499

E-C LEVEL 3

Joined: August 12th, 2012, 3:29 pm

Location: Northern Virginia

My vehicle: 2013 Escape Titanium 4WD

[Top](#)

Re: 2008 Ford Escape - Power Steering Colum Problems

by [REDACTED] November 25th, 2014, 4:37 pm

Greetings,

New poster from Canada, 08 Escape XLT. I've noticed this topic discussed in a few threads, and need to "vent" about my experience. I received the 14s05 recall letter this summer. I had no power steering problems in the 5+ years I had owned my E, but booked appt in August. Was informed all they had to do was some reprogramming.

Fast forward to last week, heading home in the evening and my "wrench" light was on. Next morning, I go to take it to dealership to inquire about light, and I have no power steering.

Wednesday, November 19, I am informed by dealership that torque sensor needs replaced. Instantly I think "Oh good, that is recall related". That is when I am informed that it is not covered because I had already been in for the recall, and I would be stuck with a \$580 bill.

So..... They knew the torque sensors were faulty, enough to do a recall. So now I have a faulty torque

sensor, and I'm not covered because I used my "freebie" on the reprogramming? ??? ☹️ All the reprogramming did was make it so if there ever was a problem, a chime and light would inform me.

Well, there was no chime, and I don't need a light to tell me I don't have power steering!!!!

Does this make any sense to anyone?? I plan on doing some serious complaining, but felt this was the best place to ask first for opinions or recommendations.

Cheers,

[REDACTED]

[REDACTED]

Posts: 2

E-C ROOKIE

WELCOME TO E-C!

Joined: November 25th, 2014, 3:28 pm

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Recall 14s05 Ford won't honor recall

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Re: Recall 14s05 Ford won't honor recall

by [REDACTED] - December 19th, 2014, 5:31 pm

[REDACTED] wrote: I was told by Ford Motor Company service department by a woman named Charlean last week that Ford Motor Co. wanted to make it right that they wanted to fix this problem. She said that Ford would replace my steering column free of charge and she was going to call a dealership of my choice to have the work done. That I had to call the dealership and make the appointment. Well today I did just that. Well the dealership didnt know anything about what I was talking about. That Charlean never called them to make any repairs and that my case was closed by Ford on Dec 15th. So as I thought when I was talking to Charlene that it was [REDACTED]. So I will be contacting a attorney to see if I can get a class action law suit going. I see by all the responses to my post there are many of people with this very same issue. Ford Motor company will not get away with this.

Hello [REDACTED],

I replied to your PM, and please check your inbox.

I'll be here if you need anything else.

Tricia

FORD SERVICE

p: 800.392.FORD

t: [@FordService](#) [@FordEscape](#) [@Ford](#)

f: [facebook.com/FordEscape](#) [facebook.com/Ford](#)



FordService

Yes, a real, verified Ford Customer Service Representative

Posts: 1048

E-C LEVEL 6

Congratulations on reaching **1,000** posts!

Joined: October 25th, 2010, 8:36 pm

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Re: Recall 14s05 Ford won't honor recall

by [REDACTED] December 23rd, 2014, 5:31 pm

So here I am with the same exact issue and same exact scenario. I had my letter for the recall sent to me back in July and was told by the dealership to bring it in for a software update. I wasn't having any issues at that point so I thought what could the harm be. We took it in and the dealership handled it very quickly. Well up to about 3 days ago everything was running fine. Then my wife calls to tell me the power steering went out when she was driving with two kids. I contacted the dealer and told them what happened. I brought the vehicle in to get it looked at and was told that I will need to have the steering column replaced but Ford would NOT honor the recall. I was told that since we brought the vehicle in to have that software update Ford is no longer responsible for any visits after that?????? Really? The problem was never fixed and now I am supposed to fork over 1100.00 to get this taken care of? This is extremely bad business practice. My wife does not have a vehicle and can not travel to work because of this issue. I don't have the money right now to take care of this myself. I just don't know which way to turn so any help would be greatly appreciated.



Posts: 1

E-C ROOKIE

WELCOME TO E-C!

Joined: December 23rd, 2014, 5:12 pm

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Re: Recall 14s05 Ford won't honor recall

Dbby [REDACTED] December 23rd, 2014, 6:24 pm

[REDACTED] wrote: So here I am with the same exact issue and same exact scenario. I had my letter for the recall sent to me back in July and was told by the dealership to bring it in for a software update. I wasn't having any issues at that point so I thought what could the harm be. We took it in and the dealership handled it very quickly. Well up to about 3 days ago everything was running fine. Then my wife calls to tell me the power steering went out when she was driving with two kids. I contacted the dealer and told them what happened. I brought the vehicle in to get it looked at and was told that I will need to have the steering column replaced but Ford would NOT honor the recall. I was told that since we brought the vehicle in to have that software update Ford is no longer responsible for any visits after that?????? Really? The problem was never fixed and now I am supposed to fork over 1100.00 to get this taken care of? This is extremely bad business practice. My wife does not have a vehicle and can not travel to work because of this issue. I don't have the money right now to take care of this myself. I just don't know which way to turn so any help would be greatly appreciated.

[REDACTED]
2014 Escape Titanium 4WD, white platinum
2012 Harley Davidson FLSTC, pearl white

Posts: 220

E-C LEVEL 2

Joined: November 3rd, 2012, 1:05 pm

Location: Fairfield, PA

My vehicle: 2014 Escape Titanium

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Re: Recall 14s05 Ford won't honor recall

by [REDACTED] - December 24th, 2014, 11:36 am

[REDACTED] wrote: So here I am with the same exact issue and same exact scenario. I had my letter for the recall sent to me back in July and was told by the dealership to bring it in for a software update. I wasn't having any issues at that point so I thought what could the harm be. We took it in and the dealership handled it very quickly. Well up to about 3 days ago everything was running fine. Then my wife calls to tell me the power steering went out when she was driving with two kids. I contacted the dealer and told them what happened. I brought the vehicle in to get it looked at and was told that I will need to have the steering column replaced but Ford would NOT honor the recall. I was told that since we brought the vehicle in to have that software update Ford is no longer responsible for any visits after that????? Really? The problem was never fixed and now I am supposed to fork over 1100.00 to get this taken care of? This is extremely bad business practice. My wife does not have a vehicle and can not travel to work because of this issue. I don't have the money right now to take care of this myself. I just don't know which way to turn so any help would be greatly appreciated.

Welcome to the community, [REDACTED]

I'm the Ford Customer Service Representative on this forum, and my name is Tricia. Please private message your full name, VIN, dealer, mileage, and best daytime contact number. I'll get this escalated once the requested information is received. 😊

Tricia
FORD SERVICE

p: 800.392.FORD

t: [@FordService](#) [@FordEscape](#) [@Ford](#)

f: [facebook.com/FordEscape](#) [facebook.com/Ford](#)



FordService

Yes, a real, verified Ford Customer Service Representative

Posts: 1048

E-C LEVEL 6

Congratulations on reaching **1,000** posts!

Joined: October 25th, 2010, 8:36 pm

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Re: Recall 14s05 Ford won't honor recall

by [REDACTED] - December 24th, 2014, 12:35 pm

I'm also having a similar problem. I took my 2008 Escape Hybrid in for the recall fix in November. Then the first time I tried to parallel park afterward I got the car back the power steering cut out at the edge of the steering radius on both sides. Now, my dealer says I have to replace the steering column for \$1000+. I'd never had a problem with my power steering before they fixed the software. Furthermore my dealer said the steering column was likely damaged by an issue with the electronics. But because the recall has been "resolved" Ford is refusing to do anything about it, despite calls from my dealer to tie it to the recall and two calls from me to the customer service line.

This is hands down the worst customer experience I have ever had. I can't believe this company is so cheap that they will only fix the tiniest issue related to their recall and not the damage it wreaked on the car. Tricia, if you are a Ford representative, I politely request your help as well. Not another "well we already dealt with the recall and it's our policy to ignore any other concerns after that" but, honest help that actually shows concern for the safety of Ford customers and everyone else on the road. I can provide vehicle information in a PM.

I'll add that this is a six year old car and I've already had to spend several thousand dollars on other major repairs. Maybe I have a lemon, but overall I have been extremely disappointed with Ford's product and now their stinginess and apparent disregard for safety. I'm hoping this can get resolved because no one on this thread of any other dealing with this shoddy recall should owe a dime to fix a problem Ford created.

[REDACTED]

Posts: 1

E-C ROOKIE

WELCOME TO E-C!

Joined: December 24th, 2014, 12:24 pm

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Re: Recall 14s05 Ford won't honor recall

by **FordService** - December 24th, 2014, 3:58 pm

egv486 wrote: I'm also having a similar problem. I took my 2008 Escape Hybrid in for the recall fix in November. Then the first time I tried to parallel park afterward I got the car back the power steering cut out at the edge of the steering radius on both sides. Now, my dealer

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I'll be happy to look into your concern, [REDACTED]

Please PM the same information that was requested in my previous post. A case will be created once your info is received.

Tricia
FORD SERVICE

p: 800.392.FORD

t: [@FordService](#) [@FordEscape](#) [@Ford](#)

f: [facebook.com/FordEscape](#) [facebook.com/Ford](#)



FordService

Yes, a real, verified Ford Customer Service Representative

Posts: 1048

E-C LEVEL 6

Congratulations on reaching **1,000** posts!

Joined: October 25th, 2010, 8:36 pm

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Re: Recall 14s05 Ford won't honor recall

by [REDACTED] - Today, 2:22 pm

Did you have any success resolving the issue with Ford directly? I ask because I just encountered the EXACT same problem this week. Took my 2008 Ford Escape in for the recall notice 14S05 in November 2014. The dealer I took the car to performed a software update to the PCSM module. Almost immediately afterward I started noticing problems with my steering column--shaking, rattling, etc. Not two months later my entire steering column needs to be replaced due to a torque sensor failure--the exact issue the recall was ordered for in the first place. I called Ford Customer Service center on three separate occasions to explain the situation and try to get some answers. Everyone told me the same thing--the recall notice on my car was labeled "closed" so they could not and would not fix the issue--despite that it was the exact reason for the recall in the first place. I'm a loss seeing as how this has happened to so many other Escape drivers. Let me know how it worked out for you. Thanks.

[REDACTED]

Posts: 1

E-C ROOKIE

WELCOME TO E-C!

Joined: Today, 2:14 pm

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2008 Ford Escape - Power Steering Colum Problems

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Re: 2008 Ford Escape - Power Steering Colum Problems

■by **[FordService](#)** - Today, 12:01 pm

■■■■ wrote: Are you kidding me, Tricia, Ford Customer Service Rep? I already paid out of my pocket to have my car fixed, and not by the Ford dealer because they already ripped me off for \$2,000 dollars fixing other things that are still not fixed. It cost me \$1,000 dollars to fix the steering column.

I already called Ford and talked to the "Customer Service Rep" who told me there are no warranties or programs for my car so no, we cannot help you. I don't know why you would look for warranties or programs when this is a "free" recall. They told me, you already brought your car in for the recall and you only get one shot, whether it's fixed right or not.

You just want to act like you want to help me, but we all know you're not going to. So stop trying to look good on this forum.

■■■■

I am here to help. As the Ford Customer Service Representative on this forum, I primarily work as a liaison to our customer service reps. If your vehicle is experiencing any symptoms, please send over the mileage, and I'll gladly take a look in this matter further.

Tricia
FORD SERVICE

p: 800.392.FORD

t: [@FordService](#) [@FordEscape](#) [@Ford](#)

f: [facebook.com/FordEscape](#) [facebook.com/Ford](#)



FordService

Yes, a real, verified Ford Customer Service Representative

Posts: 1070

E-C LEVEL 6

Joined: October 25th, 2010, 8:36 pm

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Re: 2008 Ford Escape - Power Steering Colum Problems

by [REDACTED] - Today, 2:59 pm

FordService wrote:

[REDACTED] wrote: Are you kidding me, Tricia, Ford Customer Service Rep? I already paid out of my pocket to have my car fixed, and not by the Ford dealer because they already ripped me off for \$2,000 dollars fixing other things that are still not fixed. It cost me \$1,000 dollars to fix the steering column.

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You just want to act like you want to help me, but we all know you're not going to. So stop trying to look good on this forum.

I am here to help. As the Ford Customer Service Representative on this forum, I primarily work as a liaison to our customer service reps. If your vehicle is experiencing any symptoms, please send over the mileage, and I'll gladly take a look in this matter further.

Tricia

As I said, I already paid \$1,000 dollars out of my pocket to fix the steering column that Ford should have fixed for free. Of course I have no symptoms now. I had to take it to someone other than a Ford dealer to have it fixed right. I will NEVER go back to the Ford dealer. They just want to take you for all you have! My car only has about 65,000 miles on it.

I don't know why you think that this company is going to get away with this. This is not fair to all these people who have similar problems. LOOK AT ALL THESE PEOPLE WITH SIMILIAR PROBLEMS!!!! Some one could get killed, if they haven't already. We have to do a little research here on this problem.

I hope all of you have filed complaints with NHTSA, also file a complaint with the BBB in Dearborn, MI. THEN, all that's left to do is get a good lawyer. This is a classic class action suit, a perfect one..... Let me see what I can drum up.

Posts: 3

E-C ROOKIE

WELCOME TO E-C!

Joined: January 14th, 2015, 8:58 am

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Recall 14s05 Ford won't honor recall

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Re: Recall 14s05 Ford won't honor recall

by **FordService** - December 19th, 2014, 5:31 pm

██████████ wrote: I was told by Ford Motor Company service department by a woman named Charlean last week that Ford Motor Co. wanted to make it right that they wanted to fix this problem. She said that Ford would replace my steering column free of charge and she was going to call a dealership of my choice to have the work done. That I had to call the dealership and make the appointment. Well today I did just that. Well the dealership didn't know anything about what I was talking about. That Charlean never called them to make any repairs and that my case was closed by Ford on Dec 15th. So as I thought when I was talking to Charlene that it was BS. So I will be contacting a attorney to see if I can get a class action law suit going. I see by all the responses to my post there are many of people with this very same issue. Ford Motor company will not get away with this.

Hello ██████████,

I replied to your PM, and please check your inbox.

I'll be here if you need anything else.

Tricia

FORD SERVICE

p: 800.392.FORD

t: [@FordService](#) [@FordEscape](#) [@Ford](#)

f: [facebook.com/FordEscape](#) [facebook.com/Ford](#)



FordService

Yes, a real, verified Ford Customer Service Representative

Posts: 1070

E-C LEVEL 6

Joined: October 25th, 2010, 8:36 pm

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Re: Recall 14s05 Ford won't honor recall

Dbby [REDACTED] December 23rd, 2014, 5:31 pm

So here I am with the same exact issue and same exact scenario. I had my letter for the recall sent to me back in July and was told by the dealership to bring it in for a software update. I wasn't having any issues at that point so I thought what could the harm be. We took it in and the dealership handled it very quickly. Well up to about 3 days ago everything was running fine. Then my wife calls to tell me the power steering went out when she was driving with two kids. I contacted the dealer and told them what happened. I brought the vehicle in to get it looked at and was told that I will need to have the steering column replaced but Ford would NOT honor the recall. I was told that since we brought the vehicle in to have that software update Ford is no longer responsible for any visits after that?????? Really? The problem was never fixed and now I am supposed to fork over 1100.00 to get this taken care of? This is extremely bad business practice. My wife does not have a vehicle and can not travel to work because of this issue. I don't have the money right now to take care of this myself. I just don't know which way to turn so any help would be greatly appreciated.



Posts: 1

E-C ROOKIE

WELCOME TO E-C!

Joined: December 23rd, 2014, 5:12 pm

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Re: Recall 14s05 Ford won't honor recall

by [REDACTED] December 23rd, 2014, 6:24 pm

[REDACTED] wrote: So here I am with the same exact issue and same exact scenario. I had my letter for the recall sent to me back in July and was told by the dealership to bring it in for a software update. I wasn't having any issues at that point so I thought what could the harm be. We took it in and the dealership handled it very quickly. Well up to about 3 days ago everything was running fine. Then my wife calls to tell me the power steering went out when she was driving with two kids. I contacted the dealer and told them what happened. I brought the vehicle in to get it looked at and was told that I will need to have the steering column replaced but Ford would NOT honor the recall. I was told that since we brought the vehicle in to have that software update Ford is no longer responsible for any visits after that????? Really? The problem was never fixed and now I am supposed to fork over 1100.00 to get this taken care of? This is extremely bad business practice. My wife does not have a vehicle and can not travel to work because of this issue. I don't have the money right now to take care of this myself. I just don't know which way to turn so any help would be greatly appreciated.

<https://www-odi.nhtsa.dot.gov/VehicleCo...ndex.xhtml>

2014 Escape Titanium 4WD, white platinum

2012 Harley Davidson FLSTC, pearl white

Posts: 224

E-C LEVEL 2

Joined: November 3rd, 2012, 1:05 pm

Location: Fairfield, PA

My vehicle: 2014 Escape Titanium

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Re: Recall 14s05 Ford won't honor recall

wrote: So here I am with the same exact issue and same exact scenario. I had my letter for the recall sent to me back in July and was told by the dealership to bring it in for a software update. I wasn't having any issues at that point so I thought what could the harm be. We took it in and the dealership handled it very quickly. Well up to about 3 days ago everything was running fine. Then my wife calls to tell me the power steering went out when she was driving with two kids. I contacted the dealer and told them what happened. I brought the vehicle in to get it looked at and was told that I will need to have the steering column replaced but Ford would NOT honor the recall. I was told that since we brought the vehicle in to have that software update Ford is no longer responsible for any visits after that????? Really? The problem was never fixed and now I am supposed to fork over 1100.00 to get this taken care of? This is extremely bad business practice. My wife does not have a vehicle and can not travel to work because of this issue. I don't have the money right now to take care of this myself. I just don't know which way to turn so any help would be greatly appreciated.

Welcome to the community,

I'm the Ford Customer Service Representative on this forum, and my name is Tricia. Please private message your full name, VIN, dealer, mileage, and best daytime contact number. I'll get this escalated once the requested information is received. ☺

Tricia
FORD SERVICE

p: 800.392.FORD

t: [@FordService](#) [@FordEscape](#) [@Ford](#)

f: [facebook.com/FordEscape](#) [facebook.com/Ford](#)



FordService

Yes, a real, verified Ford Customer Service Representative

Posts: 1070

E-C LEVEL 6

Joined: October 25th, 2010, 8:36 pm

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Re: Recall 14s05 Ford won't honor recall

by [REDACTED] - December 24th, 2014, 12:35 pm

I'm also having a similar problem. I took my 2008 Escape Hybrid in for the recall fix in November. Then the first time I tried to parallel park afterward I got the car back the power steering cut out at the edge of the steering radius on both sides. Now, my dealer says I have to replace the steering column for \$1000+. I'd never had a problem with my power steering before they fixed the software. Furthermore my dealer said the steering column was likely damaged by an issue with the electronics. But because the recall has been "resolved" Ford is refusing to do anything about it, despite calls from my dealer to tie it to the recall and two calls from me to the customer service line.

This is hands down the worst customer experience I have ever had. I can't believe this company is so cheap that they will only fix the tiniest issue related to their recall and not the damage it wreaked on the car. Tricia, if you are a Ford representative, I politely request your help as well. Not another "well we already dealt with the recall and it's our policy to ignore any other concerns after that" but, honest help that actually shows concern for the safety of Ford customers and everyone else on the road. I can provide vehicle information in a PM.

I'll add that this is a six year old car and I've already had to spend several thousand dollars on other major repairs. Maybe I have a lemon, but overall I have been extremely disappointed with Ford's product and now their stinginess and apparent disregard for safety. I'm hoping this can get resolved because no one on this thread of any other dealing with this shoddy recall should owe a dime to fix a problem Ford created.

Posts: 1

E-C ROOKIE

WELCOME TO E-C!

Joined: December 24th, 2014, 12:24 pm

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Re: Recall 14s05 Ford won't honor recall

by **FordService** - December 24th, 2014, 3:58 pm

[REDACTED] wrote: I'm also having a similar problem. I took my 2008 Escape Hybrid in for the recall fix in November. Then the first time I tried to parallel park afterward I got the car back the power steering cut out at the edge of the steering radius on both sides. Now, my dealer says I have to replace the steering column for \$1000+. I'd never had a problem with my power steering before they fixed the software. Furthermore my dealer said the steering column was likely damaged by an issue with the electronics. But because the recall has been

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I'll be happy to look into your concern, [REDACTED]

Please PM the same information that was requested in my previous post. A case will be created once your info is received.

Tricia
FORD SERVICE

p: 800.392.FORD

t: [@FordService](#) [@FordEscape](#) [@Ford](#)

f: [facebook.com/FordEscape](#) [facebook.com/Ford](#)



FordService

Yes, a real, verified Ford Customer Service Representative

Posts: 1070

E-C LEVEL 6

Joined: October 25th, 2010, 8:36 pm

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Re: Recall 14s05 Ford won't honor recall

□by [REDACTED] - January 7th, 2015, 2:22 pm

Did you have any success resolving the issue with Ford directly? I ask because I just encountered the EXACT same problem this week. Took my 2008 Ford Escape in for the recall notice 14S05 in November 2014. The dealer I took the car to performed a software update to the PCSM module. Almost immediately afterward I started noticing problems with my steering column--shaking, rattling, etc. Not two months later my entire steering column needs to be replaced due to a torque sensor failure--the exact issue the recall was ordered for in the first place. I called Ford Customer Service center on three separate occasions to explain the situation and try to get some answers. Everyone told me the same thing--the recall notice on my car was labeled "closed" so they could not and would not fix the issue--despite that it was the exact reason for the recall in the first place. I'm a loss seeing as how this has happened to so many other Escape drivers. Let me know how it worked out for you. Thanks.

Posts: 4

E-C ROOKIE

WELCOME TO E-C!

Joined: January 7th, 2015, 2:14 pm

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Re: Recall 14s05 Ford won't honor recall

□by [REDACTED] - January 26th, 2015, 1:47 pm

[REDACTED] wrote: I was told by Ford Motor Company service department by a woman named Charlean last week that Ford Motor Co. wanted to make it right that they wanted to fix this problem. She said that Ford would replace my steering column free of charge and she was going to call a dealership of my choice to have the work done. That I had to call the dealership and make the appointment. Well today I did just that. Well the dealership didnt know anything about what I was talking about. That Charlean never called them to make any repairs and that my case was closed by Ford on Dec 15th. So as I thought when I was talking to Charlene that it was [REDACTED] So I will be contacting a attorney to see if I can get a class action law suit going. I see by all the responses to my post there are many of people with this very same issue. Ford Motor company will not get away with this.

Have you had contact with your attorney regarding a class action lawsuit? If so, sign me up!

[REDACTED]

Posts: 9

E-C ROOKIE

WELCOME TO E-C!

Joined: March 28th, 2014, 8:39 am

My vehicle: 2009 Ford Escape XLT v6

My vehicle's name: Scarlett

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Ford refuses to honor repair under recall 14S05

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Ford refuses to honor repair under recall 14S05

by [REDACTED] - January 7th, 2015, 3:03 pm

Looking for advice on how to proceed regarding recall 14S05 related to the power steering and torque sensor fault.

Around November 2014 I took my 2008 Ford Escape in to a Ford dealership to address recall 14S05 for power steering issues. The Ford dealership I took it too performed a software update to the PCSM module, and sent me on my way. Soon after I started having trouble with my steering console. I took it back into the same dealership, who explained that my torque sensor motor failed and they needed to replace the entire steering column. Looking at the language of the 14S05 recall notice, this is the EXACT issue Ford issued a recall for the first place. After calling Ford Customer Service Center and explaining the situation, they said that the recall for my vehicle was "closed" and had in fact been repaired (in their mind by the reprogramming). Not surprisingly they would not pay for replacing the steering column--despite that the recall notice read "the dealer may need to replace the torque sensor or the steering column." No one I spoke with at Ford found this odd--they just told me to save my receipts in case Ford actually does issue another recall for the issue I'm experiencing.

If the purpose of a recall is to ensure vehicle safety, I'm baffled by Ford's response to this clearly wide-spread issue. If after a PCSM "reprogram" a customer brings her car in only to have the exact recall issue present it self not more than two months later, wouldn't it behoove Ford to repair a problem it knows and admits exists, indeed, that it issued a recall for, and expressly ordered the exact repair that is now needed,

be performed?



Posts: 4

E-C ROOKIE

WELCOME TO E-C!


Joined: January 7th, 2015, 2:14 pm

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Re: Ford refuses to honor repair under recall 14S05

by  - January 7th, 2015, 3:09 pm

I encourage anyone who's experienced a similar situation (I've seen several other threads relating similar problems already) to file a complaint with the National Highway Traffic Safety Administration at www.nhtsa.gov.



Posts: 4

E-C ROOKIE

WELCOME TO E-C!


Joined: January 7th, 2015, 2:14 pm

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Re: Ford refuses to honor repair under recall 14S05

by  - January 7th, 2015, 8:22 pm

Care to chime in "Tricia?"



Posts: 236

E-C LEVEL 2

Joined: October 22nd, 2014, 3:33 pm

Location: Los Angeles, California

My vehicle: 2007 Ford Escape XLS

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Re: Ford refuses to honor repair under recall 14S05

by **FordService** - January 8th, 2015, 5:58 pm

██████████ wrote: Looking for advice on how to proceed regarding recall 14S05 related to the power steering and torque sensor fault.

Around November 2014 I took my 2008 Ford Escape in to a Ford dealership to address recall 14S05 for power steering issues. The Ford dealership I took it too performed a software update to the PCSM module, and sent me on my way. Soon after I started having trouble with my steering console. I took it back into the same dealership, who explained that my torque sensor motor failed and they needed to replace the entire steering column. Looking at the language of the 14S05 recall notice, this is the EXACT issue Ford issued a recall for the first place. After calling Ford Customer Service Center and explaining the situation, they said that the recall for my vehicle was "closed" and had in fact been repaired (in their mind by the reprogramming). Not surprisingly they would not pay for replacing the steering column--despite that the recall notice read "the dealer may need to replace the torque sensor or the steering column." No one I spoke with at Ford found this odd--they just told me to save my receipts in case Ford actually does issue another recall for the issue I'm experiencing.

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Hello ██████████,

I replied and please check your inbox.

██████████ wrote: Care to chime in "Tricia?"

Thanks for reaching out to me, ██████████

I've made contact with [REDACTED]

Tricia
FORD SERVICE

p: 800.392.FORD

t: [@FordService](#) [@FordEscape](#) [@Ford](#)

f: [facebook.com/FordEscape](#) [facebook.com/Ford](#)



FordService

Yes, a real, verified Ford Customer Service Representative

Posts: 1070

E-C LEVEL 6

Joined: October 25th, 2010, 8:36 pm

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Re: Ford refuses to honor repair under recall 14S05

by [REDACTED] - January 20th, 2015, 1:56 pm

I had my recall work done in September of this year last winter had the worst time with it being intermittent. By September it had started working again. When I took it in for recall all they did was reprogram the module. Yesterday torque sensor fails again but this time when I take it in they say the recall is closed and part is now my responsibility. So they put anbandaid on instead of fixing it so I would end up paying to replace the faulty part anyway

[REDACTED]

Posts: 1

E-C ROOKIE

WELCOME TO E-C!

Joined: January 20th, 2015, 1:51 pm

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Exhibit

H

Complaints 2008 Ford Escape Steering

MSRP Complaints Defect Investigations Recalls TSBs Fuel Economy Warranties Maintenance Schedules Owner's Manuals Safety Ratings



2008 Ford Escape Steering Complaints

- 1 **Complaint Number:** 10678471 **Incident Date:** January 9, 2015 **Date Added to File:** January 23, 2015

Description of the Complaint:
 The contact owns a 2008 Ford Escape. The contact stated that while driving approximately 35 mph, the steering wheel became seized. The vehicle was towed to the dealer who had not determined the failure. The manufacturer was not made aware of the failure. The approximate failure mileage was 105,493. Ne

[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 2 **Complaint Number:** 10678233 **Incident Date:** January 14, 2015 **Date Added to File:** January 22, 2015

Description of the Complaint:
 The contact owns a 2008 Ford Escape. The contact stated that while driving approximately 30 mph, the steering wheel began shaking uncontrollably. The vehicle was taken to the dealer, who diagnosed that steering column electric motor needed to be replaced. The vehicle was not repaired. The manufacturer was made aware of the failure. The VIN was unavailable. The approximate failure mileage was 150,000. Pam

[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 3 **Complaint Number:** 10676602 **Incident Date:** November 5, 2014 **Date Added to File:** January 20, 2015

Description of the Complaint:
 The contact owns a 2008 Ford Escape. The contact stated that while driving at approximately 30 mph, the steering wheel seized. The failure occurred several times. The vehicle was taken to a dealer where it was diagnosed that the power steering needed to be replaced. The vehicle was not repaired. The manufacturer was made aware of the failure. The failure mileage was 146,000. Djr

[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 4 **Complaint Number:** 10676733 **Incident Date:** November 17, 2014 **Date Added to File:** January 20, 2015

Description of the Complaint:
 The contact owns a 2008 Ford Escape. The contact stated that while driving at various speeds, the steering wheel was extremely difficult to turn. The recall notice for NHTSA campaign number 14v284000 (power steering) was received in August of 2014. The vehicle was taken to the dealer, who updated the power steering software but the failure persisted. The vehicle was taken back to the dealer where the contact was informed that the failure was no longer covered under the recall due to the failure codes not being previously present when performing the recall remedy. The vehicle was not diagnosed or repaired. The manufacturer was notified of the failure. The failure mileage was 66,000. Djr

[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 5 **Complaint Number:** 10676743 **Incident Date:** July 1, 2014 **Date Added to File:** January 20, 2015

Description of the Complaint:
 The contact owns a 2008 Ford Escape. The contact stated that while driving at 70 mph, the steering wheel became difficult to turn. The contact had to apply excessive force to the steering wheel in order to turn and the throttle control warning light illuminated. The vehicle was taken to a dealer. The technician serviced the vehicle under NHTSA campaign number: 14v284000 (steering) however, the failure recurred. The vehicle was taken back to the dealer. The technician diagnosed that the power steering torque sensor needed to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure. The failure mileage was unknown. Djr

[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 6 **Complaint Number:** 10676801 **Incident Date:** January 20, 2015 **Date Added to File:** January 20, 2015

Description of the Complaint:
 The contact owns a 2008 Ford Escape. The contact stated that the steering wheel was stiff and difficult to turn. The vehicle was not diagnosed or repaired. The vehicle was not included in NHTSA campaign ID number: 14v284000 (steering). The VIN was not available. The manufacturer was notified of the failure. The approximate failure mileage was 81,000. Djr

[Details](#) [Discuss This Consumer Complaint at Forum](#)

2015 Ford Fusion Sale

Huge selection of new 2015 Ford Fusions at Mike Naughton Ford

- 7 **Complaint Number:** 10672443 **Incident Date:** June 11, 2014 **Date Added to File:** January 14, 2015

Description of the Complaint:
 My 2008 Ford Escape started having power steering failures in 6/11/2014 said they wouldn't have the program to fix it until July, 2014. So in November 2014 I took it in to have the

recall fixed.. They said it was a reprogram fix. And after 2 weeks it was doing the same thing again so I have it towed on a flat bed and they say another reprogram fix.. This is the 3rd time it's been to the dealer for the same problem. So just yesterday January 14, 2015 it started doing the same thing again!! obviously they never fixed the recall in the first place!!! they tell me it's the steering column that has to be replaced and it's not covered!!! omg the first letter stated either they would do the reprogram fix, the steering column or the torque sensor. And it would be covered parts and labor. So here I sit with a piece of junk that the recall never fixed in the first place. I will never buy a Ford again!! I called Ford Motor Company and they told pretty much that I was out of luck and I could file legal papers!! If I had the money to fight Ford Motor Company I would have already junked the piece of [REDACTED] and bought a new Chevy..

Details

Discuss This Consumer Complaint at Forum

8 Complaint Number: 10671990

Incident Date: January 2, 2015

Date Added to File: January 12, 2015

Description of the Complaint:

On several occasions my steering wheel would shake and shut off. This problem started right over my 40,000 mile mark. Strangely this problem would happen for four months out of the year, then would come back on. I reported it several times to the dealer when I took it in for my lifetime oil change. In July 2014 I received a letter stating that Ford Motor Company has issued a recall to fix the problem with the steering. In the same paragraph it said replacement of torque sensor or steering column replacement may be needed. I took the car in in Aug. And a reboot was done to the computer so the error for the steering fault would alarm. I thought this problem was fixed. Well I was driving last week, and my steering alarm went off then my steering shut off. I called the dealer and tried to get the car back in to fix the steering problem. I was told that Ford decided to not pay for the replacement of the entire steering column that we were going to have to pay for it ourselves. I called the Ford help line, and they created a case# and I spoke with a couple of different people, they then told me that unless the steering was out at the exact time of the recall that the dealer don't have to fix it. I continued to argue my letter stating that it said, that either item column or sensor were covered and going to be replaced. Nowhere does it say only the first time you take it in for the recall, either or would be replaced. The woman then kept reiterating that Ford doesn't have the financial resources to fix the problem. Wow apparently everyone else has \$2000 laying around to fix it too. I am so disappointed in this slimy business practice by this company. I expected more from such a reputable company. I will never buy another vehicle from Ford again! they are not guaranteeing their recall!!

Details

Discuss This Consumer Complaint at Forum

9 Complaint Number: 10670859

Incident Date: January 7, 2015

Date Added to File: January 8, 2015

Description of the Complaint:

After they did the recall on the 2008 Ford Escape went and got it fixed then in January 7, 2015 the power steering just completely went out while in mid turn on a highway.

Details

Discuss This Consumer Complaint at Forum

10 Complaint Number: 10671146

Incident Date: January 7, 2015

Date Added to File: January 8, 2015

Description of the Complaint:

The contact owns a 2008 Ford Escape. While driving 45 mph, the steering wheel became difficult to turn and the power steering assist light illuminated. The contact had to apply excessive force to the steering wheel in order to turn the vehicle. The vehicle was not diagnosed or repaired. The manufacturer was notified of the failure. The vehicle was previously repaired under NHTSA campaign number: 14v284000 (steering). The failure mileage was 130,000.

Details

Discuss This Consumer Complaint at Forum

11 Complaint Number: 10670665

Incident Date: January 5, 2015

Date Added to File: January 7, 2015

Description of the Complaint:

Ford issued a recall in July 2014 for steering torque sensor issues. Remedies included reprogramming the PCSM or repairing/replacing the entire steering column. I took my vehicle in to get repairs under the recall in November 2014. Apparently the dealership only found it necessary to reprogram the PCSM. In the immediate weeks following, I started to have steering problems and was getting fault codes for power steering sensor failure. I thus took my vehicle in again to get it checked out. The torque sensor needed to be replaced, which incidentally required that the entire steering column be replaced.. This is the exact issue Ford issued a recall for, and agreed to fix, but has refused to repair because they said the "repair" was performed when they reprogrammed the PCSM. This was not a repair. (Incidentally, it may have been what accelerated or caused the ultimate torque sensor failure.) a quick online search reveals I am not alone in this problem. This forum has numerous 2008 Ford Escape owners describing exactly what happened to me: <http://www.Escape-city.com/viewtopic.php?f=24&t=25610>. Please request that Ford actually repair the steering column issues in its vehicles, instead of using the guise of reprogramming in an attempt to limit its liability.

Details

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12 Complaint Number: 10670221

Incident Date: August 28, 2014

Date Added to File: January 5, 2015

Description of the Complaint:

The contact owns a 2008 Ford Escape. The contact stated that while driving at an unknown speed, the power steering failed and the steering wheel became extremely difficult to maneuver. Also, the air bag and traction control lights intermittently illuminated. The vehicle was taken to the dealer. The technician was unable to diagnose a failure and no repairs were made to the vehicle. The manufacturer was made aware of the failure. The failure mileage was 139,000.

Details

Discuss This Consumer Complaint at Forum

13 Complaint Number: 10670328

Incident Date: September 1, 2014

Date Added to File: January 5, 2015

Description of the Complaint:

We purchased the 2008 Ford Escape XLS in May 2014. Soon afterwards the power steering would randomly cease functioning making it difficult to steer. There were multiple failures between May 2014 to December 2014. This prompted me to do some research into the issue. I discovered that there was a factory recall (14s05) that dealt with the faulty software/hardware. On Friday 12/05/2014, in the am, brought 2008 Ford Escape XLS, to the Ken Garff Ford in American Fork for them to perform the necessary action to resolve Ford Escape recall 14s05. I dropped off the vehicle and assuming the Ford service department would take all the necessary actions to fully complete the work called for in the recall. My wife picked up the vehicle that evening and we assumed that all steps in the recall were completed. On Thursday 12/11/2014, in the am, the electric power steering went out on the vehicle twice while driving the vehicle. We returned to the dealership on that date (12/11/2014). They were not able to look at the vehicle until the following day, Friday 12/12/2014. On that date, we were told that the steering column parts were not replaced and that all that was performed was a software update. I asked them why they had not replaced part that was called for in the recall. They told me that when they checked that there were no error codes recorded. I told them that was not possible because it had just failed the previous week. They told me that they would not replace the steering column per the recall as they had fulfilled their obligation the previous week and that Ford Motor Company had deemed the recall as completed. I am writing this letter as it is my belief that Ford Motor Company and Ken Garff Ford in American Fork did not properly execute this recall and they are responsible for the parts and labor to make my 2008 Ford Escape safe to drive.

Details

Discuss This Consumer Complaint at Forum

14 Complaint Number: 10669547

Incident Date: July 14, 2014

Date Added to File: January 2, 2015

Description of the Complaint:

The contact owns a 2008 ford escape. The contact stated that the power steering warning light illuminated. The vehicle was taken to the dealer where the vehicle was repaired under NHTSA campaign number: 14v284000 (steering) but the failure recurred. The contact stated that the steering wheel seized on several occasions. Additionally, the contact was unable to turn the steering wheel and was not able to start the vehicle due to the failure. The manufacturer was notified of the failure. The failure mileage was not available.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

15 **Complaint Number:** 10669417 **Incident Date:** December 28, 2014 **Date Added to File:** December 31, 2014

Description of the Complaint:

Took the vehicle in for the 14s05 recall, which is intended to correct a steering issue. This occurred on 12/10/2014. The repair supposedly reprogrammed the power steering torque sensor to prevent the power steering from turning off while driving. On 12/28/2014 the power steering failed, which seems to be the reason for the recall. We took the vehicle in for repair on 12/29/2014. The ford motor company denied repairing the vehicle because the recall work was already done on the vehicle. My complaint is that the service action completed on 12/10/2014 by the lawley ford, silver city dealership, directed by the ford motor company, did nothing to actually fix a known safety issue. In addition, it provided my family with a false sense of safety because it is reasonable to assume the steering issue was resolved.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

16 **Complaint Number:** 10668763 **Incident Date:** December 22, 2014 **Date Added to File:** December 29, 2014

Description of the Complaint:

This is the second time in two years that the electronic power steering has failed in the vehicle. The first was in 2012 and caused the steering to lock up while my wife was driving. At that time I had the entire steering column replaced at the dealership for a considerable expense. The vehicle is currently losing steering sensation in a way the the vehicle feels as if it is slipping on ice. The steering wheel will turn at highway speed with no response from the vehicle. Needless to say this is a nightmare. The vehicle feels unsafe and out of control when it exhibits these characteristics. I checked recall info and have found that this is a common complaint on these vehicles. There is a recall, but my vin is not included. I hope this gets handled quickly before there are more accidents and injuries.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

17 **Complaint Number:** 10667677 **Incident Date:** December 10, 2014 **Date Added to File:** December 22, 2014

Description of the Complaint:

The contact owns a 2008 ford escape. The contact stated that while driving at approximately 40 mph, the steering wheel seized and the vehicle stalled. The contact had to apply excessive force to the steering wheel in order to maneuver the vehicle. The vehicle was able to restart after multiple attempts. The vehicle was repaired under NHTSA campaign number: 14v284000 (steering) but the recall remedy failed to repair the vehicle. The manufacturer was made aware of the failure. The failure mileage was 116,000.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

18 **Complaint Number:** 10667026 **Incident Date:** December 9, 2014 **Date Added to File:** December 18, 2014

Description of the Complaint:

Since owning vehicle problems with steering would happen once in a while (once a month) on 10/09/14 took car in for re-call. Two months later no power steering again....Company who worked on car the first time said it was a different issue. Not possible, doing same thing before they so-called fixed it..(12/10/14) the cost was over 500 dollars..

[Details](#) [Discuss This Consumer Complaint at Forum](#)

19 **Complaint Number:** 10664759 **Incident Date:** December 15, 2014 **Date Added to File:** December 17, 2014

Description of the Complaint:

The contact owns a 2008 ford escape. The contact stated when starting the vehicle, the power steering warning light illuminated. The vehicle was not diagnosed or repaired. The manufacturer was made aware of the failure. The failure mileage was 130,000.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

20 **Complaint Number:** 10661946 **Incident Date:** December 3, 2014 **Date Added to File:** December 3, 2014

Description of the Complaint:

The contact owns a 2008 ford escape. The contact stated that the power steering assist failed. The contact received a notification for NHTSA campaign number: 14v284000 (steering). The vehicle was repaired but the failure persisted. The manufacturer was made aware of the issue. The failure mileage was 79,000.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

21 **Complaint Number:** 10660966 **Incident Date:** November 24, 2014 **Date Added to File:** November 25, 2014

Description of the Complaint:

The contact owns a 2008 ford escape. The contact stated that while driving approximately 60 mph, the steering wheel seized without warning. The vehicle was taken to a dealer where the technician diagnosed that the power steering control module and instrument control module needed to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure. The failure mileage was 250,000. The vin was not available.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

22 **Complaint Number:** 10660024 **Incident Date:** November 21, 2014 **Date Added to File:** November 21, 2014

Description of the Complaint:

Ford recall 14s05 / NHTSA recall 14v-284, concerning power steering failure software update, completed 4 august 2014. Software update alone was a failure. Vehicle re-exhibited steering wheel shimmy symptoms 20 november 2014, and completely failed 21 november 2014, without any accompanying visible/audible warnings, I.E. Chime or lighted dash indicator. Dealer appointment is scheduled for 26 november 2014.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

23 **Complaint Number:** 10659710 **Incident Date:** November 15, 2014 **Date Added to File:** November 20, 2014

Description of the Complaint:

The power steering failed 2 month after the recall was done to fix the problem. There was a recall notice (14s05) from ford advising me to take my car in to fix the sensor that causes loss of power steering. The only thing they did was a software upgrade to alert you when the sensor fails. This is not fixing the problem. Please contact me if you need additional details.

[Details](#) [Discuss This Consumer Complaint at Forum](#)

24 **Complaint Number:** 10659818 **Incident Date:** November 17, 2014 **Date Added to File:** November 20, 2014

Description of the Complaint:

The contact owns a 2008 ford escape. The contact stated that while driving at an unknown speed, the steering wheel seized without warning. The vehicle was taken to a dealer for diagnostic testing. The technician diagnosed that the steering unit sensor needed to be replaced. The vehicle was not repaired. The contact was made aware of recall NHTSA

campaign number: 14v284000 (steering). However, the vin was not included. The manufacturer was made aware of the failure. The approximate failure mileage was 150,732.

- | | Details | Discuss This Consumer Complaint at Forum |
|----|---|--|
| 25 | Complaint Number: 10659444 Incident Date: November 19, 2014 Description of the Complaint: The contact owns a 2008 ford escape. While driving 20 mph, the steering wheel became difficult to turn. The contact received NHTSA campaign number: 14v284000 (steering). The vehicle was taken to the dealer and they remedied the recall. However, the failure recurred. The dealer stated that the torque sensor failed. The vehicle was not repaired. The manufacturer was notified of the failure. The approximate failure mileage was 185,000. | Date Added to File: November 19, 2014 |
| 26 | Complaint Number: 10659472 Incident Date: October 1, 2014 Description of the Complaint: The contact owns a 2008 ford escape. While driving various speeds, the steering wheel seized and extreme force was required to maneuver the vehicle. The vehicle was repaired under NHTSA campaign number: 14v284000 (steering), but the failure persisted. The vehicle was taken back to the dealer who diagnosed that the torque sensor or steering column needed to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure. The approximate failure mileage was 98,000. | Date Added to File: November 19, 2014 |
| 27 | Complaint Number: 10658809 Incident Date: September 14, 2014 Description of the Complaint: The contact owns a 2008 ford escape. The contact stated that the torque sensor was faulty. The vehicle was repaired under NHTSA campaign number: 14v284000 (steering). The vehicle was taken to the dealer. The technician did not replace the torque sensor. The manufacturer was made aware of the failure. The vehicle was not repaired. The failure mileage was 184,097. | Date Added to File: November 18, 2014 |
| 28 | Complaint Number: 10658961 Incident Date: November 14, 2014 Description of the Complaint: Pursuant to the 2014 recall on my vehicle, I took my 2008 escape to be serviced. Upon information and belief, the torque sensor module was reprogrammed to prevent the loss of steering. Said service was performed on october 1, 2014. On november 14, 2014, the vehicle lost complete control of steering while driving with my young child, three hours from home. After having the vehicle towed to the dealership that performed the work under the recall, I was told we were responsible for the repairs, despite the mechanic admitting and agreeing with us that it was an issue that should have been fixed under the recall. The mechanic's hands were tied as ford would not authorize the work to be performed on the company's expense. The estimated price of repairs is \$1600. The mechanic also told us had we not brought the vehicle in as instructed by the well publicized recall and the steering failed, it would have been covered under the recall. The recall states, "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)". Ford indicated by phone that this only applies to the first visit. Any subsequent visit for a recall issue is the owner's expense. Ford's misrepresentations in its recall notice and subsequent actions are unfair and deceptive trade practices, not to mention an extreme safety issue and danger to consumers who believe not that their vehicle is safe to drive after being serviced by the recall. | Date Added to File: November 18, 2014 |
| 29 | Complaint Number: 10655304 Incident Date: September 1, 2014 Description of the Complaint: I took my escape to the ford dealership because it was having power steering problems. I was told there was a recall and they took my car for about 15 minutes. I received it back and was told that it was reprogrammed and fixed. A few days later the power steering went out completely while driving in southern indiana.. I took it back and was told that nothing could do because it had already been reprogrammed. | Date Added to File: November 16, 2014 |
| 30 | Complaint Number: 10654960 Incident Date: November 6, 2014 Description of the Complaint: 10/8 per recall14s05/14v-284 brought vehicle into koerner ford of syracuse where they updated the pscm. 11/6 while driving, car lost power steering. 11/11 brought car into mechanic who identified it as a B2278 steering shaft torque sensor malfunction. Called koerner as this should have been fixed under the recall. Koerner advised that they've already serviced it under the recall and we would have to pay for the vehicle to be fixed. Called ford customer service rep twice (11/11 and 11/13) who said that the service manager from koerner advised that his recall notice states that if he updates the software and there is no other codes coming up when the car is brought in for the recall service, they do not need to fix it. Per my recall notice, that is not directly or indirectly stated. Also learned from ford rep on 11/13 that the koerner service manager stated that this happened to another vehicle and they refused to fix it under the recall. To me, this appears to be shady business practice. | Date Added to File: November 14, 2014 |
| 31 | Complaint Number: 10652177 Incident Date: September 3, 2014 Description of the Complaint: The contact owns a 2008 ford escape. The contact stated that the power steering warning light illuminated and the steering wheel was extremely difficult to turn. The contact mentioned that the failure was getting progressively worse. The vehicle was taken to a dealer where it was repaired under NHTSA campaign id number: 14v284000 (steering). The contact stated that a few weeks after the repairs were performed the power steering warning light illuminated. The manufacturer was notified of the failure. The approximate failure mileage was unavailable. | Date Added to File: November 3, 2014 |
| 32 | Complaint Number: 10652219 Incident Date: July 29, 2014 Description of the Complaint: The contact owns a 2008 ford escape. The contact stated that the steering wheel seized while attempting to exit a parking space. The contact stated that the failure occurred several months after having the vehicle serviced under NHTSA campaign id number: 14v284000 (steering). The dealer only updated the software for the power steering control module but did not indicate if the instrument cluster module and if the torque sensor signal needed to be replaced at the time of the recall repair. The vehicle was towed to a dealer, who stated that the steering column assembly needed to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure. The approximate failure mileage was not available. | Date Added to File: November 3, 2014 |
| 33 | Complaint Number: 10651891 Incident Date: November 2, 2014 Description of the Complaint: As I was driving, I attempted to make a left turn when I heard a rapid clicking noise. It was then I realized that steering was difficult. I turned into my driveway but it was extremely difficult to turn the wheel to complete my turn as my steering had converted to manual mode. | Date Added to File: November 2, 2014 |

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| | | Details | Discuss This Consumer Complaint at Forum |
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- 34 **Complaint Number:** 10650301 **Incident Date:** May 1, 2012 **Date Added to File:** October 27, 2014
- Description of the Complaint:**
- The contact owns a 2008 ford escape. While driving 45 mph, the engine revved and the wrench warning light illuminated. The failure occurred on multiple occasions. The vehicle was taken to an independent mechanic, who diagnosed that the transmission needed to be replaced. The vehicle was not repaired. The manufacturer was not notified of the failure. The approximate failure mileage was 150,000. The consumer stated the vehicle lost power steering while driving. She was able to pull over, and re-start the vehicle. The power steering failure occurred between may and november 2012. The consumer then received a recall letter in the mail, regarding an issue with the power steering. The dealer informed the consumer, she needed to get prior approval from ford. Updated 12/15/14 updated 01/12/15
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| | | Details | Discuss This Consumer Complaint at Forum |
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- 35 **Complaint Number:** 10648837 **Incident Date:** October 6, 2014 **Date Added to File:** October 20, 2014
- Description of the Complaint:**
- In parking lot, power steering went away. Recently had dead battery, replaced battery and seemed to fix issue. Week later, stopped at stop light, heard click, then when pulling away from stop light no powering steering. Pulled into a parking lot, called spouse, came to parking lot, started car and powering steering working again. Drove car to dealer for repair. I see there is a recall for certain 2008 escapes, but not for the one with this vin. Issue sounds exactly like recall for certain 2008 escapes. Why not his one?
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| | | Details | Discuss This Consumer Complaint at Forum |
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- 36 **Complaint Number:** 10641493 **Incident Date:** October 5, 2014 **Date Added to File:** October 5, 2014
- Description of the Complaint:**
- I started having problems with the power steering about 50,000 miles. The power steering would go out for a couple of seconds and then "snap" back and work. I called the dealer 4 times about this problem and they said there were no recalls and you could tell they wanted no part of it. But, said I could bring in for a diagnostic and they could recommend repairs. After a year of problems, ford finally "re-called" for this problem. I took my vehicle to another ford dealership for the recall "fix". They said it was just a software update. Well, about a month or so later, I started having the same problem, except would make a loud screech noise before it happened. I called the dealership and they said they would need ford corporation to approve any repairs, so I called ford corporation and was talked to like a "dog" by a very condescending customer service person. She was down right rude. Well, now I just went for a short ride to the grocery store and my power steering has gone out completely - "power steering assist failure". Can anybody help me out there? I don't know what to do at this time and this is my only means of transportation. It's pretty bad when you take care of your vehicle and still have these problems.
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| | | Details | Discuss This Consumer Complaint at Forum |
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- 37 **Complaint Number:** 10641551 **Incident Date:** August 8, 2014 **Date Added to File:** October 5, 2014
- Description of the Complaint:**
- I have a 2008 ford escape which was payed off last january will right after it got payed off my transmission went which cost me 3320 now a year later I am having steering problems started with a klunking noise will turning greased joints problem was fine for a while now again today I was making a left hand turn onto a bridge and the power steering went out for a second but came back this has been going on for about two months received the ford recall for the torque sensor which I took it to the ford dealer they did not replace any part and at the time I told the dealer ship I was having trouble with the steering hearing a klunking noise said he would look at it but I was only there about 20 minutes which wan't long enough to change any part or do any type of repair please I am not stupid I read several complaints about this online this is very upsetting is ford going to wait till someone gets hurt or killed and why does this have to be the case are our lives not as valueable to you as the all mitty dollar. Come on ford get with it I work hard for my money and can't afford these repairs that are your problem and your product.
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| | | Details | Discuss This Consumer Complaint at Forum |
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- 38 **Complaint Number:** 10638338 **Incident Date:** April 28, 2014 **Date Added to File:** September 23, 2014
- Description of the Complaint:**
- The contact owns a 2008 ford escape. The contact stated that the power steering warning indicator illuminated and the steering wheel became difficult to turn. The failure occurred on several occasions. The dealer stated that the torque sensor needed to be replaced. The vehicle was not repaired. The contact also stated that the vehicle was serviced according to NHTSA campaign number: 14v284000 (steering), but the failure recurred. The manufacturer stated that the recall repair was unable to be performed twice. The approximate failure mileage was 98,000.
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| | | Details | Discuss This Consumer Complaint at Forum |
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- 39 **Complaint Number:** 10638425 **Incident Date:** September 8, 2014 **Date Added to File:** September 23, 2014
- Description of the Complaint:**
- I was driving my car when a light came on the dashboard. It stated power steering assist default. My steering was ok at the time. The power steering stopped working by the time I got to my street. I struggled to turn the wheel onto my street and into my driveway. I took my car to a ford dealership and they replaced the torque sensor. I checked on the internet and found that this was a recall in may, 2014. The recall was stopped. I did not receive a notice about this. The recall stated that the power steering will go out around 100,000 miles and the torque sensor would have to be replaced. I was lucky that I was not on the freeway or going very fast when the power steering went out.
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| | | Details | Discuss This Consumer Complaint at Forum |
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- 40 **Complaint Number:** 10638538 **Incident Date:** September 23, 2014 **Date Added to File:** September 23, 2014
- Description of the Complaint:**
- The contact owns a 2008 ford escape. The contact stated that while driving at approximately 5 mph, there was a complete loss of power steering as the power steering warning light illuminated. The vehicle was taken to a dealer for diagnosis and informed that the steering column needed to be replaced. The failure recurred three months after the vehicle was serviced under NHTSA campaign id number: 14v284000 (steering). The vehicle was not repaired for the most recent failure. The manufacturer was not notified of the failure. The approximate failure mileage was 220,000.
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| | | Details | Discuss This Consumer Complaint at Forum |
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- 41 **Complaint Number:** 10633686 **Incident Date:** September 10, 2014 **Date Added to File:** September 16, 2014
- Description of the Complaint:**
- The contact owns a 2008 ford escape. After the vehicle was repaired according to NHTSA campaign number: 14v284000 (steering), the power steering sensor illuminated and the steering wheel became extremely difficult to steer. The dealer stated that they recalibrated the torque sensor, but did not replace it because no fault code was found. The vehicle was taken back to the dealer four days later because a fault code appeared. The power steering sensor illuminated, but the dealer failed to remedy the recall once the failure occurred. The vehicle was not repaired and the manufacturer was notified. The approximate failure mileage was 46,068.
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| | | Details | Discuss This Consumer Complaint at Forum |
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- 42 **Complaint Number:** 10632577 **Incident Date:** September 8, 2014 **Date Added to File:** September 11, 2014
- Description of the Complaint:**
- The contact owns a 2008 ford escape. The contact received a notification for recall NHTSA campaign number: 14v284000 (power steering). The contact stated that the power steering assist fault light illuminated. The vehicle was taken into the dealer and the technician diagnosed the torque sensor needed to be replaced. The vehicle was not repaired. The manufacturer declined honoring the recall since the repairs had previously been completed. The manufacturer was not made aware of the failure. The failure mileage was

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| | | Details | Discuss This Consumer Complaint at Forum |
| 43 | Complaint Number: 10630609 | Incident Date: January 15, 2013 | Date Added to File: September 4, 2014 |
| | Description of the Complaint: While driving and upon attempting to negotiate a curve noted loss of power steering resulting in difficulty accomplishing curve, stopped at side of road when opportunity presented itself turned off ignition, restarted and vehicle returned power steering. Returned vehicle to place of purchase as was under Warranty they were not a ford dealer, made adjustments to wiring harness they felt was at fault, vehicle performed normally for some weeks. Then vehicle would randomly lose power assist and at times upon startup would not have power steering, each instance was relieved by tuning off and restarting vehicle. After some research and conversations with ford personal was advised enough problems reported to expect recall and to wait till then for remedy. Upon recall took to local dealer they reprogrammed and assured problem was fixed. Problem returned that pm, returned to dealer they refused to do more work as they claimed recall was done ignoring steps 2 and 3 of recall. Now ford corporation says I am on my own to repair defective parts. | | |
| | | Details | Discuss This Consumer Complaint at Forum |
| 44 | Complaint Number: 10627997 | Incident Date: April 2, 2014 | Date Added to File: August 25, 2014 |
| | Description of the Complaint: Power steering would fail often. At first it would not work right after vehicle was started. After shutting down and restarting it would often kick back in and work. It progressively got worse and about 2 weeks after initial incident it would often fail while traveling on the highway at speeds up to 70 mph. This is my wife's primary vehicle and if something were to happen and the power steering failed at those speeds she would not have the strength to properly maneuver the vehicle out of danger. | | |
| | | Details | Discuss This Consumer Complaint at Forum |
| 45 | Complaint Number: 10622017 | Incident Date: July 21, 2014 | Date Added to File: August 13, 2014 |
| | Description of the Complaint: While driving 2008 ford escape electrical steering would quit working while driving down the road and go into manual steering mode. If the vehicle was stopped and restarted the electrical steering would work. Checked to see if the vehicle had a recall for the steering problem online and the vehicle did. Received recall notice for 2008 ford escape electrical steering failure recall # 14s05. Took the 2008 in for repairs at ed koehn ford dealership in wayland, michigan for repairs. Mechanic stated that steering had to be reprogrammed. Now after the fix (programming) vehicle steering wheel shakes while not in motion while parked. Unable to use vehicle. Ford states that vehicle has been fixed as far as they are concerned. Dealership contacted ford special services for the shaking steering (while the vehicle is sitting motionless) and dealership advised that this would not be covered under the recall. The steering wheel did not shake until ford made the repair for the recall. I have contacted ford customer service twice (1-800-392-3673) which still advises it is not related to the recall. Case #5055156-f5p7bq. The recall states that alternatively, the dealer may have to replace the torque sensor or the steering column. In this case, since the reprogramming did not work the steering column should have been changed. The vehicle was not properly repaired. It appears to be a cheap fix by ford at my expense. Now ford wants \$950 to make the repair which should have been covered at no cost under the recall. | | |
| | | Details | Discuss This Consumer Complaint at Forum |
| 46 | Complaint Number: 10621391 | Incident Date: July 29, 2014 | Date Added to File: August 11, 2014 |
| | Description of the Complaint: The contact owns a 2008 ford escape. Shortly after the vehicle was repaired according to NHTSA campaign number: 14v284000 (power steering), the failure specified in the recall notice occurred. The dealer stated that the contact would have to pay out of pocket to have the vehicle repaired again. The vehicle was not repaired. The failure mileage was 59,222. | | |
| | | Details | Discuss This Consumer Complaint at Forum |
| 47 | Complaint Number: 10618625 | Incident Date: July 4, 2014 | Date Added to File: August 4, 2014 |
| | Description of the Complaint: The contact owns a 2008 ford escape. The contact stated that when driving at low speeds, the steering seized. The contact also stated that the vehicle hesitated to accelerate when depressing the accelerator pedal and the wrench warning light illuminated. The vehicle was not diagnosed or repaired. The manufacturer was not been notified. The contact received notification of NHTSA campaign number: 14v284000 (power steering) but did not confirm if the vin was included. The approximate failure mileage was 100,000. Djr | | |
| | | Details | Discuss This Consumer Complaint at Forum |
| 48 | Complaint Number: 10616501 | Incident Date: July 1, 2014 | Date Added to File: July 31, 2014 |
| | Description of the Complaint: 2008 ford escape. Consumer writes in regards to vehicle steering recall problems. The consumer stated there has been no recall instructions to the dealers on how to fix the problem. | | |
| | | Details | Discuss This Consumer Complaint at Forum |
| 49 | Complaint Number: 10617446 | Incident Date: June 6, 2014 | Date Added to File: July 29, 2014 |
| | Description of the Complaint: Steering wheel is loose when trying to start car. The wheel has to be turned several times back in forth in order to start car. It has now become very difficult to start, taking 4-5 minutes of turning and jostling the key to start the car. | | |
| | | Details | Discuss This Consumer Complaint at Forum |
| 50 | Complaint Number: 10616339 | Incident Date: March 10, 2014 | Date Added to File: July 25, 2014 |
| | Description of the Complaint: The contact owns a 2008 ford escape. The contact stated that while idling, the steering wheel shook and lost power steering. The vehicle was restarted on numerous occasions in order to regain power steering. The vehicle was taken to the dealer, who diagnosed that the torque sensor needed to be replaced. The vehicle was repaired. The contact referenced NHTSA campaign id number 14v284000 (electrical system), however the vin was not included. The manufacturer was notified of the failure. The approximate failure mileage was 182,119. | | |
| | | Details | Discuss This Consumer Complaint at Forum |
| 51 | Complaint Number: 10615626 | Incident Date: July 23, 2014 | Date Added to File: July 23, 2014 |
| | Description of the Complaint: I responded to a recall notice 14s05. I call the ford dealer in my area and was given an appointment for 11/5/2014. This is unreasonable. Had I called for regular service that would not have me wait this long. | | |
| | | Details | Discuss This Consumer Complaint at Forum |
| 52 | Complaint Number: 10605693 | Incident Date: October 2, 2013 | Date Added to File: June 24, 2014 |
| | Description of the Complaint: The contact owns a 2008 ford escape. The contact stated that the steering column seized and the transmission failed. The vehicle was not taken to the dealer. The manufacturer | | |

was not made aware of the failure. The vehicle was not repaired. The failure mileage was 40,000 and the current mileage was 42,000.

| | | Details | Discuss This Consumer Complaint at Forum |
|----|---|--|--|
| 53 | Complaint Number: 10605297 Incident Date: May 24, 2014 Description of the Complaint: Driving in third lane on interstate then all of a sudden it started veering towards the left and had no control. It veered me into the concrete wall and then I stopped. Both air bags exploded. | Date Added to File: June 23, 2014 | |
| 54 | Complaint Number: 10599069 Incident Date: January 2, 2013 Description of the Complaint: Power steering locked up on several occasion upon start up and a couple of times while driving, although speed at the time steering locked up is unknown. Steering column had to be replaced in jan 2013 at my expense and totaled \$1244.60. Due to the recent recall of the numerous ford escape's steering, I feel ford should reimburse me for the expenses related to the defect. | Date Added to File: June 18, 2014 | |
| 55 | Complaint Number: 10598306 Incident Date: June 14, 2014 Description of the Complaint: Recently on 2 occasions I was about to make a left turn and my steering became very hard to turn. Once making the turn I had to quickly put my car in neutral and turn the key off and then on and the steering was ok. | Date Added to File: June 14, 2014 | |
| 56 | Complaint Number: 10598018 Incident Date: July 4, 2013 Description of the Complaint: For almost a year, to start my car I had to push key in very firmly, then turn. For about one month now, I have to push in, then jiggle in and out until it connects and starts car. Sometimes it takes 5 minutes to find the connection. I don't know if this is related to the problem of having no power steering (power steering comes and goes - usually none) which I understand is also an electrical problem. | Date Added to File: June 13, 2014 | |
| 57 | Complaint Number: 10597583 Incident Date: May 23, 2014 Description of the Complaint: The contact owns a 2008 ford escape. While driving at an unknown speed, the power steering malfunctioned as the steering wheel became difficult to turn. The dealer stated that the steering column needed to be replaced. The manufacturer was notified and confirmed that the vehicle was included in NHTSA campaign number: 14v284000 (steering). The dealer would not repair the vehicle because the diagnostic codes were not associated with the recall. The failure mileage was 85,000. | Date Added to File: June 11, 2014 | |
| 58 | Complaint Number: 10597771 Incident Date: June 6, 2014 Description of the Complaint: Friday June 6th, 2014 at approximately 3:30pm while driving around a moderate curve in good weather conditions at approximately 40mph, the electronic power steering failed, leaving the steering wheel 'locked' in a right turn. Because of the sudden loss of steering, the driver was not able to correct the turn and left the roadway. The vehicle went head on into a large stone lined culvert (approximately 6-8' deep), hit the front end into the culvert wall, flipped across the drive down the other side of the culvert, and then rolled several more times until it came to rest on it's wheels, approximately 20-30' from the initial point of impact. All of the airbags went off. There was no fire, but the engine did smoke. The driver was taken to the hospital via ambulance and, miraculously only had severe strains, bruising, lacerations, and emotional trauma. There were multiple witnesses to the accident. | Date Added to File: June 11, 2014 | |
| 59 | Complaint Number: 10597218 Incident Date: May 27, 2014 Description of the Complaint: The contact owns a 2008 ford escape. The contact stated that while turning at approximately 22 mph, the power steering failed and the steering wheel locked. As a result, the contacts vehicle crossed over the yellow line and crashed head on into another vehicle. A police report was filed. The driver sustained injuries and received medical treatment. The three passengers were uninjured. The vehicle was destroyed. The vin was not included in NHTSA campaign number 14v284000 (steering). The manufacturer was notified of the failure. The approximate failure mileage was 71,191. | Date Added to File: June 9, 2014 | |
| 60 | Complaint Number: 10593085 Incident Date: December 10, 2013 Description of the Complaint: My wife was turning to pull into a parking spot when the power steering went out. She had to restart the engine to get it working again. | Date Added to File: May 21, 2014 | |
| 61 | Complaint Number: 10593214 Incident Date: February 19, 2014 Description of the Complaint: While driving my steering wheel will lock up which makes it very hard to turn corners. | Date Added to File: May 21, 2014 | |
| 62 | Complaint Number: 10592493 Incident Date: May 15, 2014 Description of the Complaint: Power steering went out with no warning. It comes and goes now. Usually if car is turned off, it works for awhile. No warning when it goes again--no warning lights or anything. | Date Added to File: May 19, 2014 | |
| 63 | Complaint Number: 10587701 Incident Date: February 3, 2014 Description of the Complaint: Power steering failure while driving. Power steering goes out. | Date Added to File: May 11, 2014 | |
| 64 | Complaint Number: 10587179 Incident Date: April 3, 2014 Description of the Complaint: | Date Added to File: May 8, 2014 | |

Complaint description case # [xxx] in the past I have been a supporter of the "american" company, ford. Ford has not stood by its product (and post the links that are on the internet concerning your "steering column problem") I could have been killed the day the steering column went out!!! I want my money back! \$1,300.00 (I had to replace the steering column, just 7 months after I bought the vehicle. I am definitely of age, I work hard as a graphic designer and know what I am talking about, and know that you have/are robbing the american public, by not doing a recall. (let alone your responsibility in possible injury and even death!!!) in your 2008 ford escape there is a problem with the steering column. You; an american company, meaning I am not dealing with some foreign car dealer! I have heard that you have replaced 5 computers in trying to solve the problem with your steering columns. Steering column phoned: 1-800-392-3673 8:46am on march 21st. Case # [xxx] you the owner of the vehicle :yesvin : [xxx] contact information first name : [xxx] last name : [xxx] address : [xxx] [xxx] state : [xxx], zip : [xxx] email address : [xxx] information redacted pursuant to the freedom of information act (foia), 5 u.s.c. 552(b)(6).

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| | Details | Discuss This Consumer Complaint at Forum |
| 65 | Complaint Number: 10586922 | Incident Date: May 7, 2014 |
| | Date Added to File: May 7, 2014 | |
| Description of the Complaint: | | |
| The power steering goes out while driving or parked. The car needs to be pulled over and restarted. This is very unsafe. The power steering will come back on after the vehicle had been restarted. | | |
| 66 | Complaint Number: 10586510 | Incident Date: May 4, 2014 |
| | Date Added to File: May 5, 2014 | |
| Description of the Complaint: | | |
| The contact owns a 2008 ford escape. The contact stated that while attempting to turn at 10 mph, the power steering assist suddenly failed. The vehicle was not diagnosed or repaired. The manufacturer was not contacted about the failure. The failure mileage was 100,000 and the current mileage was 100,101. | | |
| 67 | Complaint Number: 10585463 | Incident Date: April 29, 2014 |
| | Date Added to File: April 29, 2014 | |
| Description of the Complaint: | | |
| Power steering stopped working suddenly and without warning while attempting to turn right at a stop sign. I managed to get the car turned, then parked further down the road at my daughter's school. When I restarted the car, the steering worked correctly again. | | |
| 68 | Complaint Number: 10585117 | Incident Date: March 29, 2014 |
| | Date Added to File: April 27, 2014 | |
| Description of the Complaint: | | |
| As I was driving, I was about to make a turn and that's when I lost power to my steering wheel. The wheel was very difficult to turn. I stopped my vehicle, shut it off, and restarted. It began to go back to normal but the steering wheel is shaking on its own. Ever since the first incident, off and on, the steering wheel will have no power. Today, I almost crashed while making a left hand turn. It took all of my strength to make sure I didn't hit the median. I was coming to a stop to make my turn and it went out right then and there. After leaving work today again it failed. I was only backing out when I lost power. I already got in touch with ford and they did say it's a known issue but not a recall. | | |
| 69 | Complaint Number: 10584956 | Incident Date: August 14, 2013 |
| | Date Added to File: April 25, 2014 | |
| Description of the Complaint: | | |
| Sporadic loss of power steering without notice. No error codes. Steering wheel becomes very difficult to steer. Known failure is sensor in steering column. Potential of an accident is high. Canada also has an active investigation. ([xxx]). Information redacted pursuant to the freedom of information act (foia), 5 u.s.c. 552(b)(6). | | |
| 70 | Complaint Number: 10584582 | Incident Date: April 3, 2014 |
| | Date Added to File: April 24, 2014 | |
| Description of the Complaint: | | |
| The contact owns a 2008 ford escape. The contact stated that while driving approximately 30 mph, the steering wheel seized. The vehicle was taken to a dealer where it was diagnosed that the steering sensor needed to be replaced. The vehicle was repaired. The manufacturer was made aware of the failure. The failure and current mileage was 154,000. | | |
| 71 | Complaint Number: 10584126 | Incident Date: February 13, 2014 |
| | Date Added to File: April 22, 2014 | |
| Description of the Complaint: | | |
| I was on the highway with my 2 children and the power steering went out making it difficult to steer and change lanes even with the assist that the vehicle gives. If it was my wife in the care I don't think she would've been able to control it. So I pulled off the highway and read the manual and waited for about 20 minutes. When I tried it again the power steering came back. It thankfully which is not good went out again but I was close to home so I was able to get it home and park it. I looked up the problem online and found that it is a current problem ford is having and quite common. I checked for recalls but there was none. I hope this doesn't turn into a problem like GM where it costs people their lives. I hope NHTSA can help and get this defect recalled. I was told from the dealer I brought it to (fox ford) that it was a sensor in the column but they couldn't just change the sensor it had to be the whole column so needless to say \$2300 later it was fixed which the money doesn't compare to my kids safety. Again hope you can help! | | |
| 72 | Complaint Number: 10584205 | Incident Date: February 16, 2009 |
| | Date Added to File: April 22, 2014 | |
| Description of the Complaint: | | |
| I was picking up my toddler from daycare and all of a sudden my steering wheel locked. I was terrified and unable to steer. I turned the vehicle off and tried to exercise the steering wheel and it loosened a little but would keep locking up after a few minutes. Found out later this happened to may other 2008 ford escape drivers and they experienced the same terrifying experience of driving and the steering wheel completely locking up. Took to dealership and cost was about a thousand dollars to repair. Had to get a brand new steering column. A month or two later I find out there is a recall for this problem on previous year escapes, but this seems to be a recall issue for most of them. There should definitely be a recall on 2008's this is very dangerous and scary. If there is a recall issued, I think refunds should be issued to those of us who paid all this money to have these dangerous issues resolved. | | |
| 73 | Complaint Number: 10584306 | Incident Date: April 21, 2014 |
| | Date Added to File: April 22, 2014 | |
| Description of the Complaint: | | |
| I was driving on a city street when all of a sudden the power steering stopped. It was difficult to steer and turning left was nearly impossible and very painful. I could not turn the steering wheel to park the car. I was very afraid that I would lose all steering capability and get into an accident. | | |
| 74 | Complaint Number: 10583840 | Incident Date: March 14, 2014 |
| | Date Added to File: April 20, 2014 | |
| Description of the Complaint: | | |

Starting in about the middle of march, power steering will fail unexpectedly. Since then it has become more frequent. If you just start the car with the steering wheel basically on center, there will be no power steering at all. If you crank the wheel to the left or right as you start the car, the steering will work for a while but the wheel will shake and make a noise when it is on-center. It will then sometimes fail completely after a few minutes. Stopping and restarting the car may get it to work for a while.

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| | Details | Discuss This Consumer Complaint at Forum |
| 75 | Complaint Number: 10583161 | Incident Date: January 31, 2014 |
| | Date Added to File: April 16, 2014 | |
| Description of the Complaint: | | |
| <p>I was driving on the interstate and lost steering! by the grace of god I was not killed by a tractor trailer that was next to me. My husband grabbed the wheel as it was locked and we barely made it to the side of the road. Had it towed to ford. They said there was a TSB and they thought it had a bad sensor. That wasn't the problem. After two weeks of having the car, they replaced the steering column. I paid the \$2,000. Bill but don't think I should have to as ford should be recalling these vehicles! there are many instances of the same situation people have had that I found online. Locally I complained, and the ford regional office denied my request. I wrote to ford's president and did not get a reply. If I had died and it got into the news, they would step up, but I am sure they are assessing which would have more financial impact on them. It is clear they do not care about their customers lives. Instead of recalling, they are staying mum. What a shame and a refection on the company.</p> | | |
| | Details | Discuss This Consumer Complaint at Forum |
| 76 | Complaint Number: 10579714 | Incident Date: March 13, 2014 |
| | Date Added to File: April 14, 2014 | |
| Description of the Complaint: | | |
| <p>After starting my car to leave the parking lot from my work, I noticed that the power steering wasn't working as I was backing out. I pulled back into my spot, put the vehicle in park, shook the steering wheel to try to get it to work, and nothing. I turned the vehicle off, restarted it, still nothing. I restarted it once more, shook the wheel while starting the engine and it worked fine. I now have to wiggle the steering wheel while starting the vehicle to make sure that the power steering assist turns on.</p> | | |
| | Details | Discuss This Consumer Complaint at Forum |
| 77 | Complaint Number: 10579390 | Incident Date: April 8, 2014 |
| | Date Added to File: April 12, 2014 | |
| Description of the Complaint: | | |
| <p>Experienced frequent loss of power steering at speed and at stop a few months ago. Replacing the Battery resolved it for 2 months. Then it started again when in tucson. Extreme wobble in the steering column at all times. Restarting the car helped reset power steering for the first 2 days if the car lost power steering while at rest. Restarting the car at speed is not possible and losing power steering is pretty sudden and scary. Was driving at 70mph on interstate 10 and lost power steering several times. Had to pull over with available manual steering, which was hard. Researched online and found similar issues with the 2008 ford escape--loss of power steering both at rest and at speed. Filing complaint.</p> | | |
| | Details | Discuss This Consumer Complaint at Forum |
| 78 | Complaint Number: 10578484 | Incident Date: March 3, 2014 |
| | Date Added to File: April 9, 2014 | |
| Description of the Complaint: | | |
| <p>The contact owns a 2008 ford escape. The contact stated while driving at no particular speed the vehicle lost power steering without warning and the steering wheel was very hard to turn. The power steering was engaged when the vehicle was turned off and restarted. This failure occurred thirty times over a period of a month. The vehicle was not taken to an authorized dealer for diagnostic testing. The manufacturer was notified of the failure. The approximate failure mileage was 125,000.</p> | | |
| | Details | Discuss This Consumer Complaint at Forum |
| 79 | Complaint Number: 10578511 | Incident Date: March 21, 2014 |
| | Date Added to File: April 9, 2014 | |
| Description of the Complaint: | | |
| <p>The contact owns a 2008 ford escape. The contact stated while at a stop sign with the vehicle idle the steering wheel jerked to the left independently. The vehicle was taken to the dealer for inspection where they stated that the steering column assembly needed to be replaced. The manufacturer was notified of the failure. The failure mileage was 124,693.</p> | | |
| | Details | Discuss This Consumer Complaint at Forum |
| 80 | Complaint Number: 10578681 | Incident Date: March 13, 2014 |
| | Date Added to File: April 9, 2014 | |
| Description of the Complaint: | | |
| <p>I am writing to you to seek help on sending a formal complain to ford motor co. To investigate an issue with the 2008 ford escapes where the steering wheel locks in while driving. At first, I didn't think it was a big deal because it has happened only once so far with my 2008 ford escape on 3/13/14 when I was taking my younger daughter to school. I couldn't really move the car and it got so stiff turning left or right that I thought I was going to break the thing. I turned it off and turned it back on right away and nothing happened and I got saddened because I had a field trip to go to that day with my daughter. I decided to go but it was "painful" driving the suv with a very stiff wheel... ..Parking the car at the field trip location it was pretty bad because I couldn't turn the car ,I ended up using 2 parking spaces .I asked one of the parents about the issue and he asked me if it was leaking oil,etc(no leaks) ... The weird thing that happened later that day when he checked my car , it was fine,like nothing has happened.....Time went by and after hearing the last few days in the news about GMC complaints and issues never reported, I did a search engine on the web about issues with ford escapes. I went to "carcomplaints.Com" and found out that there are over 160 complains about the same issue as mine in different parts of the country and no solutions,no recalls from ford. I sent an email to ford motor co. With no response and I decided to contact 10tv investigates to start"something" about this problem. Now more than ever I will be driving nervously thinking when the stiffness issue is going to happen again and god forbid get into an accident.</p> | | |
| | Details | Discuss This Consumer Complaint at Forum |
| 81 | Complaint Number: 10578185 | Incident Date: April 8, 2014 |
| | Date Added to File: April 8, 2014 | |
| Description of the Complaint: | | |
| <p>Once again, my power steering failed and had to reset it. Is ford waiting for a lawsuit or a death to recall this hazard? if someone's vehicle does this while at highway speeds- a lawsuit is waiting to happen.</p> | | |
| | Details | Discuss This Consumer Complaint at Forum |
| 82 | Complaint Number: 10578289 | Incident Date: January 15, 2014 |
| | Date Added to File: April 8, 2014 | |
| Description of the Complaint: | | |
| <p>Power steering went out. Was near home and able to get vehicle into driveway. After shutting off and re-starting power steering worked. Steering wheel vibrated while driving until repair made.</p> | | |
| | Details | Discuss This Consumer Complaint at Forum |
| 83 | Complaint Number: 10578113 | Incident Date: April 1, 2014 |
| | Date Added to File: April 7, 2014 | |
| Description of the Complaint: | | |
| <p>St time started to leave, no assist. Drove short distance to my home. Hard to steer but drivable. Second time my wife was driving and started to make a turn ,no assist. Was arriving at destination. Both times when the car was restarted the power assist worked normally. The 2 above incidents were about 2 weeks apart.The loss of assist wile driving was on 04-01-14.</p> | | |
| | Details | Discuss This Consumer Complaint at Forum |
| 84 | Complaint Number: 10577647 | Incident Date: April 5, 2014 |
| | Date Added to File: April 5, 2014 | |
| Description of the Complaint: | | |

Exhibit

I

Recall Quarterly Report**14V-284**

Manufacturer Name : Ford Motor Company
NHTSA Recall No. / MFR Recall No. : 14V-284 /14S05
Recall Subject : Loss of Electric Power Steering Assist
Owner Notification Date : JUL 25, 2014 -



| Report # | Submission Date | Report Quarter | Recall Population | Total Remedied | Total Unreachable | Total Removed |
|----------|-----------------|----------------|-------------------|----------------|-------------------|---------------|
| 1 | OCT 22, 2014 | 2014-3 | 740,878 | 334,580 | 19,953 | 14 |

This Document Last Updated : JAN 26, 2015

Definitions :

Report Quarter : The quarter the manufacturer is reporting recall completion figures (e.g. 2012-3 means the 3rd quarter of 2012).

Recall Population : The total number of products recalled by the manufacturer.

Total Remedied : The total number of products either remedied, inspected without needing remedy, or returned to inventory.

Total Unreachable : Products deemed unreachable as owner notifications were unable to be delivered.

Total Removed : Products that have been scrapped, stolen, or exported.

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