

Ford Motor Company

05 V-135
(5 Pages)

James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

April 1, 2005

Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

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STANDARD OPERATING PROCEDURES
ENVIRONMENTAL & SAFETY ENGINEERING

Subject: Ford Recall No. 05S30 – Certain 2005 Model Year Ford F-450 and F-550 Chassis Cab Vehicles

Summary

- Ford Action -- Ford is conducting a voluntary safety recall involving certain 2005 model year F-450 and F-550 chassis cab vehicles to examine and, if necessary, replace the steering gear.
- Number of Vehicles Involved – Approximately 481 vehicles in the United States and Federalized Territories.
- Affect on Vehicle Operation – The supplier of the steering gear may have produced some gears with a gear piston that was assembled with an incorrect re-circulating ball tube retainer. An incorrect retainer may result in an improperly retained re-circulating ball tube, which may not keep the re-circulating balls in place during steering gear actuation. If the re-circulating balls become dislodged a vehicle operator may notice noise and increased steering efforts that may eventually progress to impaired steering or potential loss of steering. Ford is not aware of any field reports of this condition.
- Service Procedure – Owners will be notified by Ford and instructed to contact a Ford or Lincoln Mercury dealer to arrange for their vehicles to have the steering gear examined for a manufacturing date and, if necessary, replaced.

Attached is the detailed information required by the applicable portions of 49 CFR Part 573 -- Defect and Non-Compliance Information Report.

Sincerely,



James P. Vondale

Attachment



49 CFR Part 573 -- DEFECT INFORMATION REPORT
05S30 -- 2005 MODEL YEAR FORD F-450 AND F-550 CHASSIS CAB VEHICLES

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Noncompliance 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 2005 model year F-450 and F-550 chassis cab vehicles built at the Kentucky Truck Assembly Plant (KTP) from March 9, 2005 through March 14, 2005.

Because 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 (1-800-392-3673) or by contacting a local Ford dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

573.6 (c) (3) -- Estimated Population of Vehicles Potentially Affected

Approximately 481 vehicles in the United States and Federalized Territories.

573.6 (c) (4) -- Estimated Percentage of Affected Vehicles with the Defect Condition

Unknown.

573.6 (c) (5) -- Description of the Defect

The supplier of the steering gear may have produced some gears with a gear piston that was assembled with an incorrect re-circulating ball tube retainer. An incorrect retainer may result in an improperly retained re-circulating ball tube, which may not keep the re-circulating balls in place during steering gear actuation. If the re-circulating balls become dislodged a vehicle operator may notice noise and increased steering efforts that may eventually progress to impaired steering or potential loss of steering. Ford is not aware of any field reports for this condition.

573.6 (c) (6) -- Chronology of Events

On March 11, 2005, drivers at the Ford Kentucky Truck Plant reported four 2005 model year F-450 and F-550 vehicles exhibiting "popping" sounds and high steering efforts during the lock to lock steering procedure performed during the end-of-line evaluation. Investigation of the steering gear assemblies determined that an incorrect retainer for the re-circulating ball tube was installed. Further investigation of supplier production data determined that suspect steering gears were built between March 2 and March 4, 2005 and installed in Ford vehicles between March 9 and March 14, 2005.

573.6 (c) (8) – Service Program

Owners will be notified by Ford and instructed to contact a Ford or Lincoln Mercury dealer to arrange for their vehicles to have the steering gear examined for a manufacturing date and, if necessary, replaced. There will be no charge to owners for this service. Mailing of owner notification letters will begin April 4, 2005 and be completed on April 4, 2005.

Ford has notified dealers to not demonstrate or deliver the affected vehicles until the service procedure has been performed.

In accordance with Part 573.13 (d)(1), Ford is excluding reimbursement for costs incurred by owners for repair of this problem because Ford's original warranty program would provide for a free repair for this concern.

573.6 (c) (9) – Press statement and Dealer/Owner Letters

Ford does not at this time plan to make a statement to the media concerning the subject matter of this action. A copy of the notification letters to dealers and owners from Ford will be forwarded to the agency when available.

573.6(c) (11) -- Recall Number

Ford has assigned recall number 05S30 to this action.



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April 2005

OFFICE OF THE ATTORNEY GENERAL
11/1/2005

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

Safety Recall 05S30

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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 certain 2005 model year F450/550 vehicles. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support.

What is the issue? Your vehicle may have been equipped with a steering gear that contains an incorrect spacer. If this condition exists on your vehicle, you may experience noise and increased steering effort, eventually progressing to impaired steering or potential loss of steering that may result in an accident.

What will Ford and your dealer do? Ford Motor Company and your dealer will inspect the steering gear on your vehicle for a specific date code. We recommend that you not operate your vehicle and contact your dealer immediately to arrange for this inspection. If your vehicle has a steering gear with the specific date code, the steering gear will be replaced at no charge to you.

Do you need a rental vehicle? Your dealer is authorized to provide you with a rental vehicle at no charge (except for fuel and insurance) until the inspection and, if necessary, repairs are completed. We urge you to call your dealer as soon as possible to arrange for this inspection.

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. In addition, your vehicle will require inspection prior to determining if parts need to be ordered.

What are we asking you to do? Please call your dealer without delay and request a service date for Recall 05S30. 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.

Fleet Owners: To locate a dealer, call 1-800-34FLEET. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone).

All Other Owners: If you do not already have a servicing dealer, you can access <http://www.genuinefilmservice.com> for dealer addresses, maps, and driving instructions.

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 changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

Fleet Owners: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone).

Or you may contact us through the internet at www.fleet.ford.com.

All Other Owners: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-392-3673. For the hearing impaired call 1-800-232-5952 (TDD).

For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is:

www.ownerconnection.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, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,

Frank M. Ligon
Director
Service Engineering Operations