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Ford Motor Company  
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April 19, 2007

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** DEMONSTRATION / DELIVERY HOLD: Safety Recall 07S52:  
Certain 2007 Explorer and Explorer Sport Trac Vehicles  
Steering Gear Assembly Bolt Replacement

#### **AFFECTED VEHICLES**

Fourteen 2007 Explorer and Explorer Sport Trac vehicles built at the Louisville Assembly Plant from January 16, 2007 through March 20, 2007. 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 April 19, 2007.

#### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the bolts that attach the steering gear assembly to the frame cross-member may have been over-torqued. This condition could result in one or both of the bolts fracturing, causing the steering gear assembly to become loose. This condition could cause "clunking" noise when steering as well as decreased steering effectiveness potentially resulting in a crash.

#### **SERVICE ACTION**

Dealers are to replace the bolts and nuts that fasten the steering gear assembly to the cross-member. This service must be performed on affected vehicles at no charge to the vehicle owner. Do not demonstrate or deliver affected vehicles that remain in your new vehicle inventory until this safety recall has been completed.

#### **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$6,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Customer Notification Letter

**QUESTIONS & ASSISTANCE**

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

Sincerely,



Frank M. Ligon

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 07S52**  
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**OASIS ACTIVATED?**

Yes. OASIS will be activated by April 19, 2007

**FSA VIN LIST ACTIVATED?**

Yes. FSA VIN Lists will be available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by April 19, 2007. Owner names and addresses will be available by May 10, 2007.

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 action.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before demonstration or delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer 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 Field Service Action.

**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.

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**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.

**OWNER REFUNDS**

Refunds are not authorized for this program.

**RENTAL VEHICLES**

In situations where the vehicle is in the shop and parts need to be ordered, Ford Motor Company will pay for a rental vehicle, except for fuel and insurance which will be at the owner's expense. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area of the recall claim form.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- 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 approval from Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires approval from Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace both steering gear assembly mounting bolts and nuts	07S52B	0.4 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts will not be direct shipped for this program. Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
W710466-S439	Steering Gear Assembly Bolt	1*
W710283-S441	Steering Gear Assembly Nut	1*

**\*NOTE:** The bolts and nuts used for this repair are only available in packages of four. This repair only requires two bolts and two nuts per vehicle, but you will be reimbursed for all four when you claim the part numbers listed above.

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

**DEALER PRICE**

For latest prices, refer to DOES II.

**EXCESS STOCK RETURN**

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

## CERTAIN 2007 MODEL YEAR EXPLORER AND EXPLORER SPORT TRAC VEHICLES – STEERING GEAR ASSEMBLY BOLT REPLACEMENT

### OVERVIEW

This program involves replacing the steering gear bolts and nuts.

### REPLACEMENT

1. Raise the vehicle on a hoist.
2. Remove the steering gear bolts and nuts. See Figure 1.

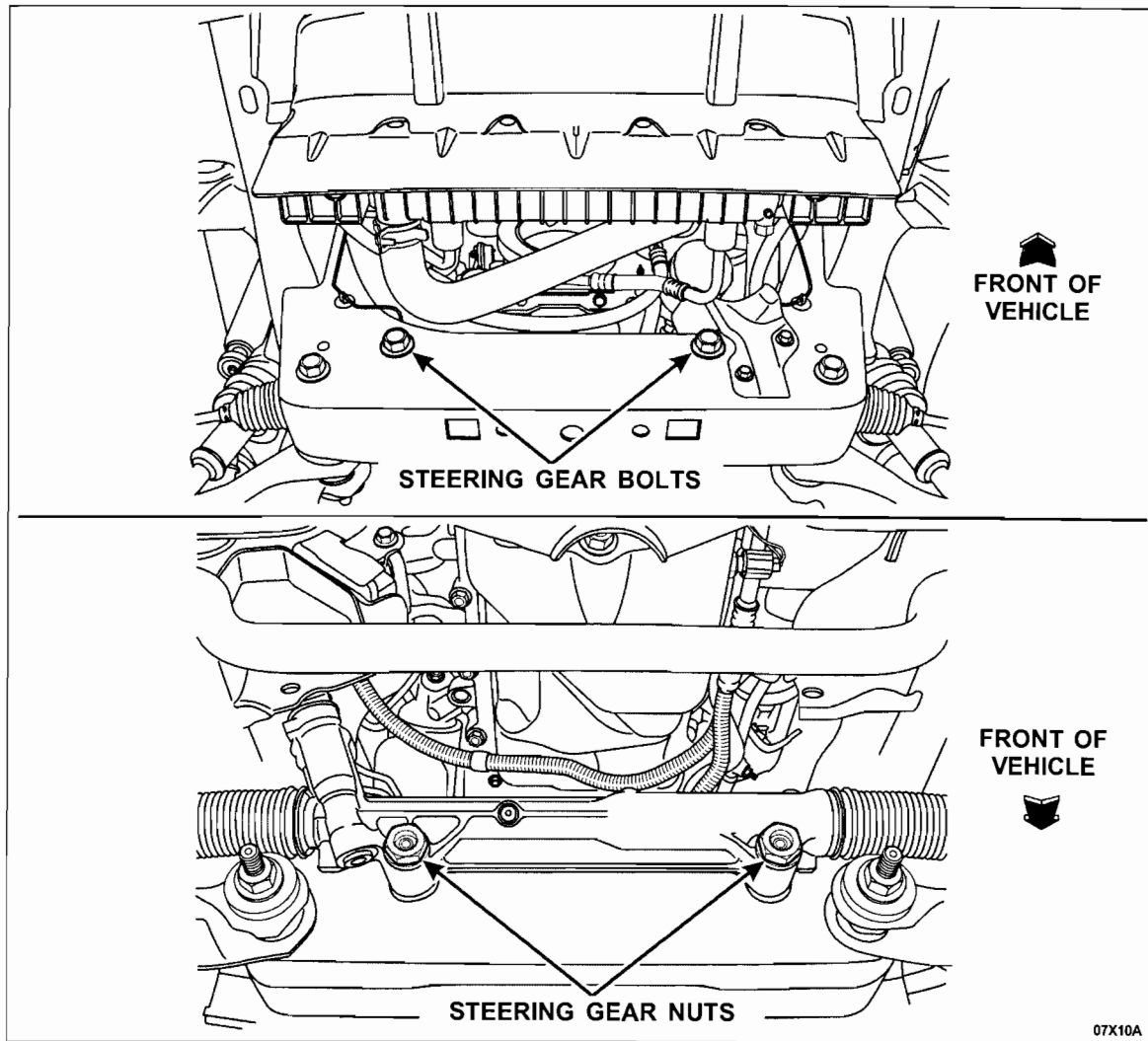


FIGURE 1

3. Install **new** steering gear bolts and nuts.
4. Tighten the steering gear bolts to 350 Nm (258 lb-ft).

