



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 30, 2013

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

NVS-215KS  
13V-385

**Subject:** Steering Column Lower Bearing May Separate

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/CROWN VICTORIA/2005-2011  
LINCOLN/TOWN CAR/2005-2011  
MERCURY/GRAND MARQUIS/2005-2011

**Mfr's Report Date:** August 26, 2013

**NHTSA Campaign Number:** 13V-385

**Components:**  
STEERING

**Potential Number of Units Affected:** 355,000

**Problem Description:**

Ford is recalling certain model year 2005-2011 Ford Crown Victoria (including Crown Victoria Police Interceptors), Mercury Grand Marquis, and Lincoln Town Car vehicles. The affected vehicles are currently registered or were originally sold in Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, and Wisconsin. Severe corrosion can seize the lower intermediate shaft which may cause the upper intermediate shaft to collapse and the steering column lower bearing to separate.

**Consequence:**

If the lower bearing separates, the vehicle may experience a loss of steering, increasing the risk of a crash.

**Remedy:**

Ford will notify owners and dealers will replace the lower intermediate shaft, free of charge. The upper intermediate shaft and steering column lower bearing will be inspected to identify any damage that may have occurred as a result of lower intermediate shaft corrosion, and repaired or replaced as necessary. If the steering column lower bearing has separated, a retainer clip will be installed. The recall is expected to begin October 21, 2013. Owners may contact Ford at 1-866-436-7332. Ford's recall number is 13S08.

**Notes:**

Customers located in non-corrosion states who have concerns regarding their steering will have a one-time option to have their vehicles inspected and, if necessary, repaired. Owners of these vehicles should contact Ford directly about these vehicles. 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](http://www.safercar.gov).

This recall was the subject of an engineering analysis, EA13-004, conducted by the Office of Defects Investigation.

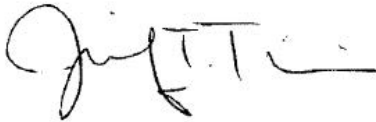
Please be reminded of the following requirements:

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 Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



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