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Ford Motor Company
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May 30, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S06**
Certain 2013 Model Year Fusion Vehicles
Steering Gear Replacement

AFFECTED VEHICLES

Certain 2013 model year Fusion vehicles built at the Hermosillo Assembly Plant from April 19, 2013 through April 23, 2013. 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 30, 2013.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the steering gear may be missing an internal retaining clip. If the clip is missing, components inside the steering gear may become dislodged inside the gear assembly. This could result in impaired steering, including the loss of steering control, potentially increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the steering gear assembly and perform front toe adjustment. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of June 3, 2013. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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 \$7,000 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
- Owner Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on May 30, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 30, 2013. Owner names and addresses will be available by June 14, 2013.

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

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

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.

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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

The use of rental vehicles is not authorized for this program.

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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace steering gear assembly and adjust front toe	13S06B	3.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Unit of Issue	Repair Quantity
DG9Z-3504-BE	Steering Gear Assembly	1	1
W714878-S439	Steering Shaft Bolt	4	1
W520215-S440	Tie Rod Nut	4	2
W712503-S440	End Link Nut	1	2
W520214-S442	Ball Joint Nut	1	2
W500545-S439	Ball Joint Bolt	4	2
W716457-S439	Subframe Bolt	4	4
W713478-S439	Steering Gear Hold-down Bolt (M14 x 110MM)	3	2

The DOR/COR number for this recall is 50508.

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

Affected steering gears are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

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 2013 MODEL YEAR FUSION VEHICLES — STEERING GEAR REPLACEMENT

OVERVIEW

In some of the affected vehicles, the steering gear may be missing an internal retaining clip. If the clip is missing, components inside the steering gear may become dislodged inside the gear assembly. This could result in impaired steering, including the loss of steering control, potentially increasing the risk of a crash. Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the steering gear assembly and perform front toe adjustment.

SERVICE PROCEDURE

Replace the steering gear assembly. For additional information, refer to Workshop Manual (WSM) Section 211-02.

