



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

Ford Motor Company
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August 29, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Awareness Communication - Upcoming Safety Recall 13S08

Certain 2005 Through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car Vehicles Originally Sold or Currently Registered in Corrosion States
Steering Column Shaft

REASON FOR THIS COMMUNICATION

To inform you that Ford Motor Company is notifying the National Highway Traffic Safety Administration (NHTSA) of an upcoming safety recall on the affected vehicles. Parts are not currently available to complete the required repair. Once NHTSA has been informed, there is a possibility that you may be contacted by customers about the recall. This notice will help you answer customer questions.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, corrosion of the swing link joints on the Lower Intermediate Steering Shaft, combined with a collapsed Upper Intermediate Steering Shaft, can result in steering column separation leading to a loss of steering control.

SERVICE ACTION

Ford is working closely with its suppliers to expedite the availability of repair parts and procedures, and Special Service Tools are being shipped to the attention of the Service Manager. A complete dealer bulletin containing parts ordering and repair instructions will be provided to dealers late in the week of September 2, 2013.

AFFECTED VEHICLES

Certain 2005 through 2011 model year Crown Victoria, Grand Marquis, and Town Car vehicles originally sold or currently registered in the following states:

Connecticut	Iowa	Michigan	New York	Virginia
Delaware	Kentucky	Minnesota	Ohio	West Virginia
District of Columbia	Maine	Missouri	Pennsylvania	Wisconsin
Illinois	Maryland	New Hampshire	Rhode Island	
Indiana	Massachusetts	New Jersey	Vermont	

CUSTOMER NOTIFICATION

Owners of affected vehicles will be notified after dealers have received service repair and parts ordering information.

OASIS AND FSA VIN LISTS

OASIS and FSA VIN lists will be activated once the full dealer bulletin has been posted, which is anticipated to be late in the week of September 2, 2013.

QUESTIONS?

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

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi