



Michael A. Berardi  
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Service Engineering Operations  
Ford Customer Service Division

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

October 2, 2013

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

**SUBJECT: Regional Program 13R01**

Certain 2005 Through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car Vehicles Not Covered Under Safety Recall 13S08  
Steering Column Shaft

**REF: Safety Recall 13S08**

Steering Column Shaft dated September 10, 2013

**AFFECTED VEHICLES**

The owners of 2005 through 2011 model year Crown Victoria, Grand Marquis, and Town Car vehicles not included in Safety Recall 13S08.

**NOTE:** Safety Recall 13S08 applies only to affected vehicles originally sold or currently registered in specific corrosion states. Regional Program 13R01 applies to all affected vehicles that are not covered by 13S08.

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 October 2, 2013.

**REASON FOR THIS REGIONAL PROGRAM**

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.

Some customers have reported a potential change in steering feel (notchy, stiff, or binding) when the corrosion is present.

Owners of vehicles not included in Safety Recall 13S08 that have operated their vehicle in a corrosive environment (e.g., where salt is used on roads in the winter months), or have concerns regarding the steering on their vehicle, are eligible for inspection and repairs under this Regional program.

**SERVICE ACTION**

The steering system is comprised of multiple parts that need to be inspected to determine the correct repair. Vehicles presented to dealers will require the following:

- Inspection of the Lower Intermediate Shaft (Lower I-Shaft). **The Lower I-Shaft will be replaced only on vehicles that fail this inspection.**
- Inspection (measurement) of the Upper Intermediate Shaft (Upper I-Shaft). Those failing the inspection will need to be extended to the correct length.
- Inspection of the Lower Steering Column Bearing position. Those found to be out of position will need to be resealed and will have a retainer installed.

**Interim Repair (if Lower I-Shaft service parts are not available)**

Lower I-Shafts are currently available in limited supply; therefore if a vehicle fails the Lower I-Shaft inspection, an interim repair may need to be performed.

Detailed flowcharts for both the final and interim repairs are provided in Attachment III for use in determining the necessary inspections and repairs. Technicians should familiarize themselves with all aspects of the flowcharts prior to initiating repairs to avoid unnecessary disassembly/reassembly steps.

**ROTUNDA SPECIAL SERVICE TOOL KIT**

A new Rotunda Special Service Tool Kit #TKIT-2013A-FLM, specifically developed for one element of the Steering Column repair (Column Bearing retention), was shipped to dealers on August 31, 2013. This new tool kit is provided at no cost and was shipped in a white box with an orange sticker attached that states "Attention Service Manager" and references programs 13S08 and 13R01. Additional tools can be ordered by contacting Rotunda (1-800-ROTUNDA/1-800-768-8632) and selecting option #3.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed late in October, 2013.

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information – Overview and Inspection/Repair Flowcharts
- Attachment IV: Technical Information – Inspection Procedures
- Attachment V: Technical Information – Repair Procedures
- Owner Notification Letter (when available)

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....	1-800-325-5621
Special Service Support Center (Parts Ordering) .....	1-800-207-2444

Sincerely,



Michael A. Berardi

**Regional Program 13R01**

Certain 2005 Through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car Vehicles  
Not Covered by Safety Recall 13S08  
Steering Column Shaft

**OASIS ACTIVATED?**

Yes, OASIS will be activated on October 2, 2013.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on October 2, 2013. Owner names and addresses will be activated in early November, 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 FSA.

**STOCK VEHICLES**

New vehicles are not affected by the covered issue, so no repairs are required prior to sale.

**SOLD VEHICLES**

Owners of affected vehicles will be directed to contact their dealer for inspection and repair (if required), if they have operated their vehicle in a corrosive environment (e.g., where salt is used on the roads in the winter months), or if they have concerns regarding the steering on their vehicle.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this FSA.

**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. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

**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.

**Regional Program 13R01**

Certain 2005 Through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car Vehicles  
Not Covered by Safety Recall 13S08  
Steering Column Shaft

**OWNER REFUNDS**

- **This FSA must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this FSA if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with a Steering Column Lower Bearing, Upper Intermediate Steering Shaft, or Lower Intermediate Steering Shaft replacement.

**RENTAL VEHICLES**

If a customer's vehicle requires the replacement of the Lower Intermediate Steering Shaft and it is necessary to order parts, Ford Motor Company will pay for 1 day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but is not allowed to exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

**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.
- Submit refunds on a separate repair line.
  - Program Code: 13R01
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<u>Final Repair Labor Operations (will close the FSA):</u>		
Inspect as required <ul style="list-style-type: none"> <li>No repairs necessary</li> </ul>	13R01F	0.3 Hour(s)
Inspect as required <ul style="list-style-type: none"> <li>Extend Upper I-Shaft as necessary</li> </ul>	13R01G	0.5 Hour(s)
Inspect as required <ul style="list-style-type: none"> <li>Install Bearing Retainer</li> <li>Extend Upper I-Shaft as necessary</li> </ul>	13R01H	1.5 Hour(s)
Inspect as required <ul style="list-style-type: none"> <li>Replace Lower I-Shaft</li> <li>Extend Upper I-Shaft as necessary</li> </ul>	13R01J	0.6 Hour(s)
Inspect as required <ul style="list-style-type: none"> <li>Replace Lower I-Shaft</li> <li>Install Bearing Retainer</li> <li>Extend Upper I-Shaft as necessary</li> </ul>	13R01K	1.5 Hour(s)
<u>Interim Repair Labor Operation (FSA remains open):</u>		
Inspect as required and install the Bearing Retainer Kit	13R01LL	1.2 Hour(s)

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
5W1Z-3605-A	Bearing Retainer Kit	1
5W1Z-3B676-A	Lower Intermediate Steering Shaft (This part must be ordered through the web tool)	1
W710821-S306	Lower Intermediate Steering Shaft to Steering Gear Bolt	1 Bolt (Unit of issue = 4)
W713065-S439	Lower Intermediate Steering Shaft to Upper Intermediate Steering Shaft Bolt (required when servicing the Lower or Upper I-Shafts)	1 Bolt (Unit of issue = 3)
	Upper Intermediate Steering Shaft to Steering Column Bolt (required when servicing the Steering Column or Upper I-Shaft)	1 Bolt (Unit of issue = 3)

**Regional Program 13R01**

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Steering Column Shaft

**PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

The DOR/COR number for this FSA is 50521.

To manage part availability, dealers must use the web link below to access the 13R01 part availability web tool. This link will inform dealers if Lower Intermediate Steering Shafts are available and allow dealers to submit orders for these parts to the Special Service Support Center.

The VIN Specific Parts List Tool application link is located in the web index box for this FSA at FMCDealer.com, or go to:

<https://www.techhotline.dealerconnection.com/dealerpa/Lookup13R01Data.aspx>

All other parts requirements should be ordered through normal order processing channels.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

**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 2005 THROUGH 2011 MODEL YEAR CROWN VICTORIA, GRAND MARQUIS, AND TOWN CAR VEHICLES NOT COVERED UNDER SAFETY RECALL 13S08 — STEERING COLUMN SHAFT

### OVERVIEW

This service action requires inspection of the:

- Lower Intermediate Steering Shaft (Lower I-Shaft) for binding or seizure
- Steering Column Bearing for being out of position
- Upper Steering I-Shaft for being collapsed (compressed)

All three inspections must be performed to determine the appropriate repair action. Technicians should familiarize themselves with all aspects of the flowcharts prior to initiating repairs to avoid unnecessary disassembly/reassembly steps.

Lower I-Shafts are currently available in limited supply; therefore an interim repair may need to be performed on some vehicles. *The Web Tool must be used to determine Lower I-Shaft availability.*

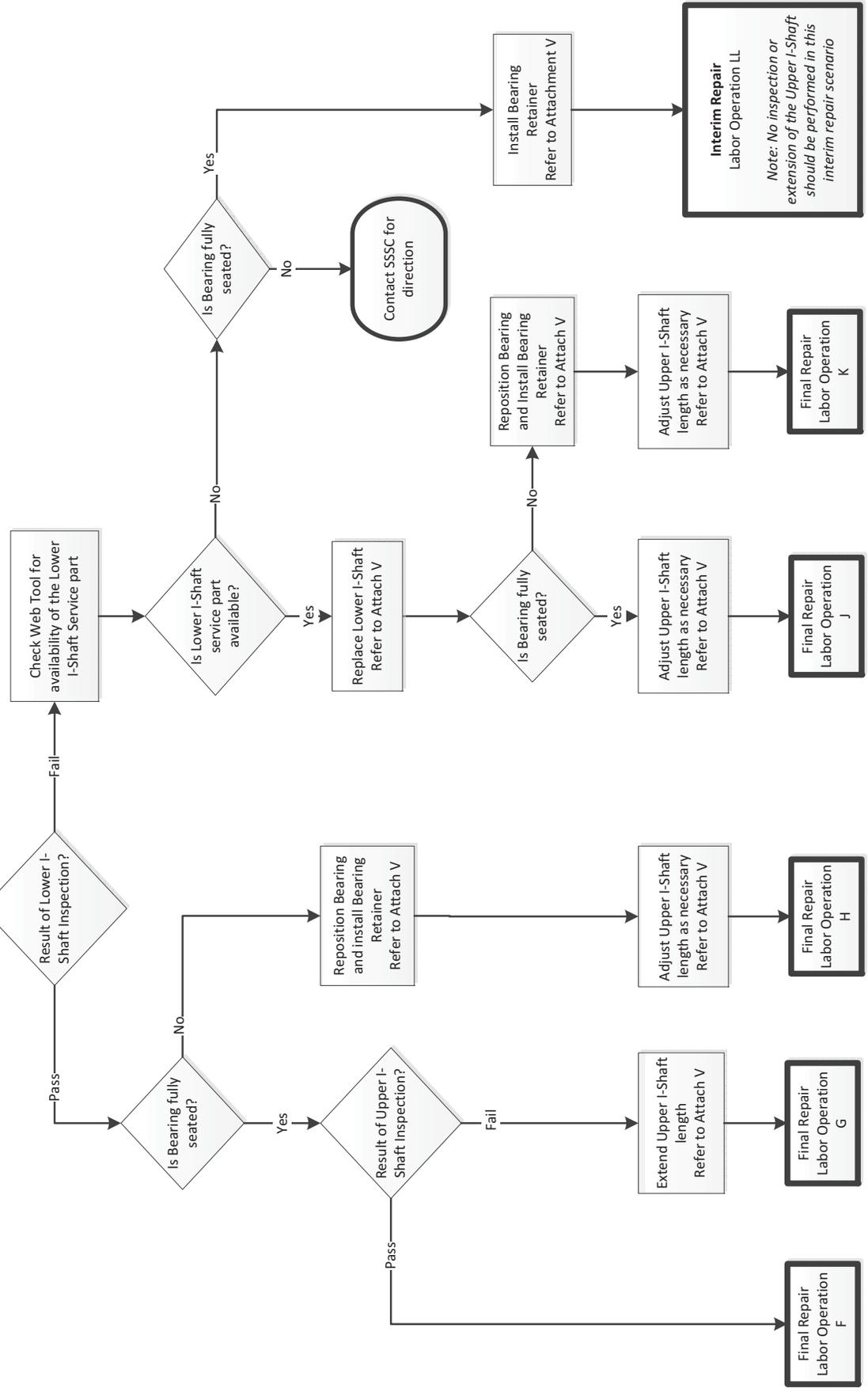
Refer to the flow chart on Page 2, for inspection and repair criteria.

**NOTE:** *The Lower I-Shaft will be replaced only on vehicles that fail the inspection.*

**NOTE:** Review all subsequent inspection areas before completing repairs.



Perform the following inspections:  
 - Inspect Lower I-Shaft  
 - Inspect Bearing Position  
 - Inspect Upper I-Shaft length  
 Refer to Attachment IV for Inspection Procedures



## INSPECTION PROCEDURES

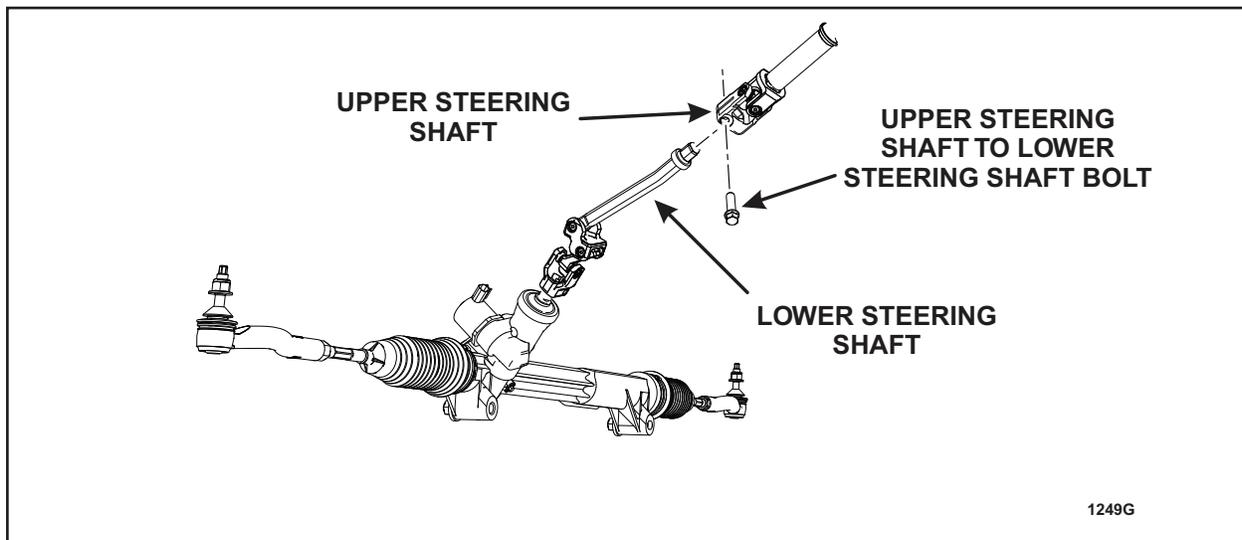
**NOTE:** Refer to the flow chart within Attachment III for repair direction.

### Lower I-Shaft Inspection

**NOTICE:** Do not allow the steering wheel to rotate while the steering shaft is disconnected or damage to the clockspring may result. If there is evidence the steering shaft has rotated, the clockspring must be removed and recentered. For additional information, refer to Workshop Manual (WSM) Section 501-20B.

**NOTE:** To ensure proper alignment do not rotate the steering gear while the lower steering shaft is disconnected.

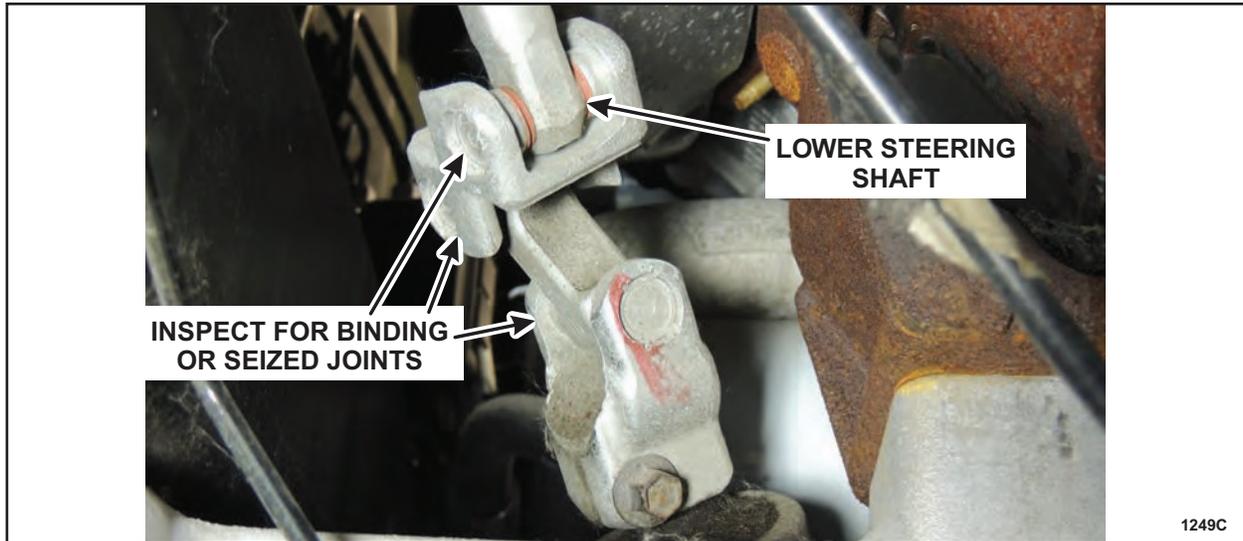
1. Inspect the lower steering shaft joints for binding or seizure, as follows:
  - a. Use a steering wheel holding device (such as Hunter® 28-75-1 or equivalent) to hold the steering wheel in the straight-ahead position.
  - b. Remove and discard the upper steering shaft to lower steering shaft bolt and disconnect the lower steering shaft. See Figure 1.



**FIGURE 1**

- c. Exercise the upper portion of the lower steering shaft throughout its range of motion. See Figure 2, on Page 2.
- d. If the lower steering shaft does not move freely and without binding, **it fails inspection.**





**FIGURE 2**



### Steering Column Bearing Position Inspection

1. Inspect the steering column for an unseated steering column bearing. See Figures 3 and 4.

- If the steering column bearing is unseated, **it fails inspection.**

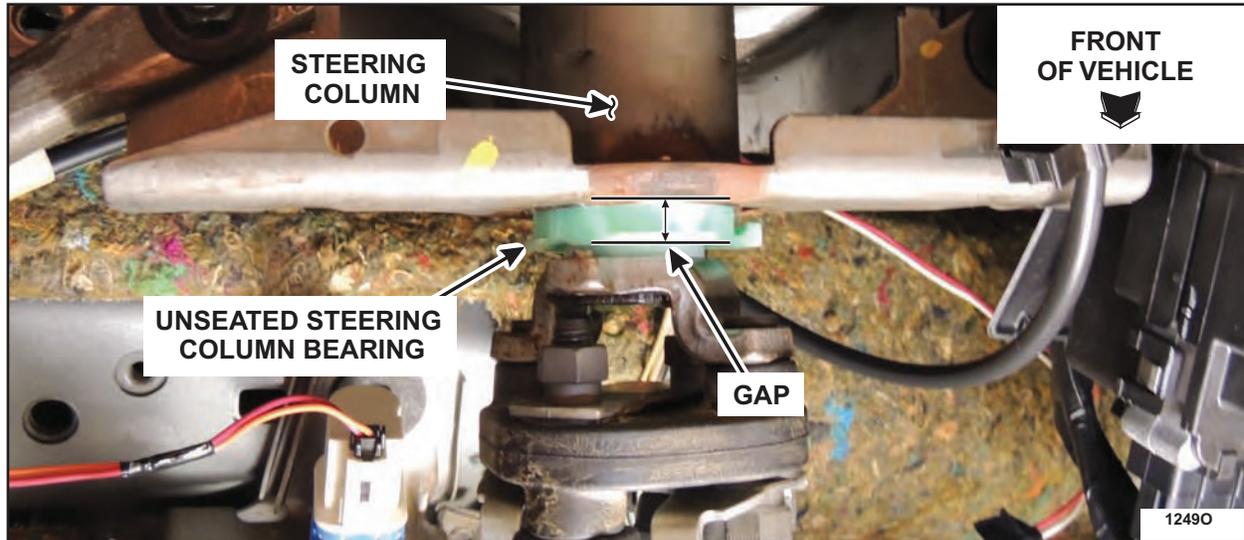


FIGURE 3

NOTE: Steering column shown out of vehicle for clarity.

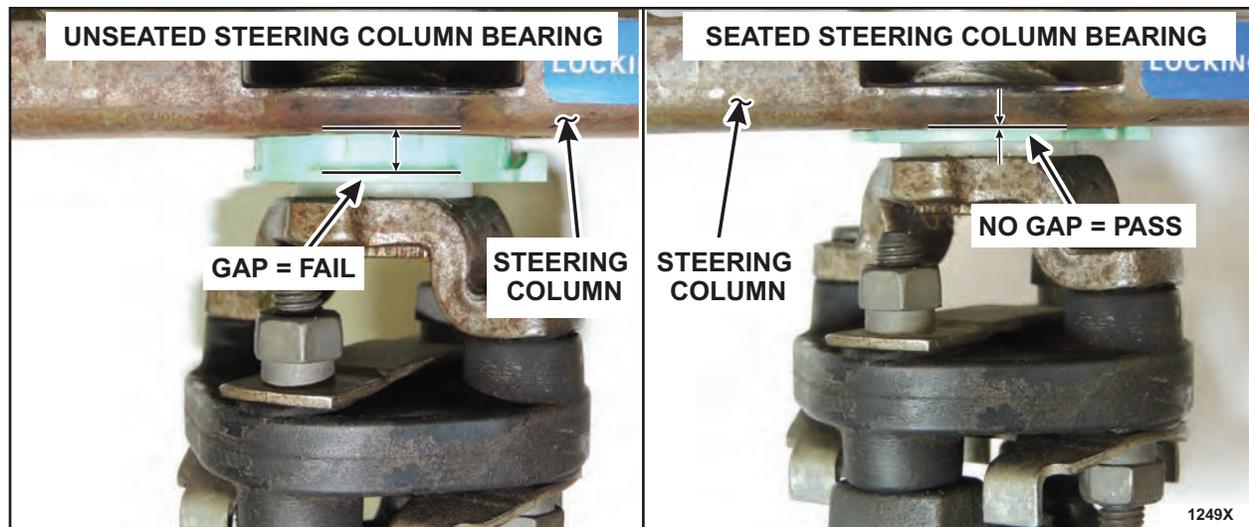


FIGURE 4



## Upper I-Shaft Inspection

1. Measure the distance between upper steering shaft end and the edge of the shaft collar, to check for a collapsed upper steering shaft. See Figures 5 and 6.

- If the upper steering shaft measurement is less than 137 mm (5 3/8 in), **it fails inspection.**



FIGURE 5

NOTE: Upper steering shaft shown out of vehicle for clarity.

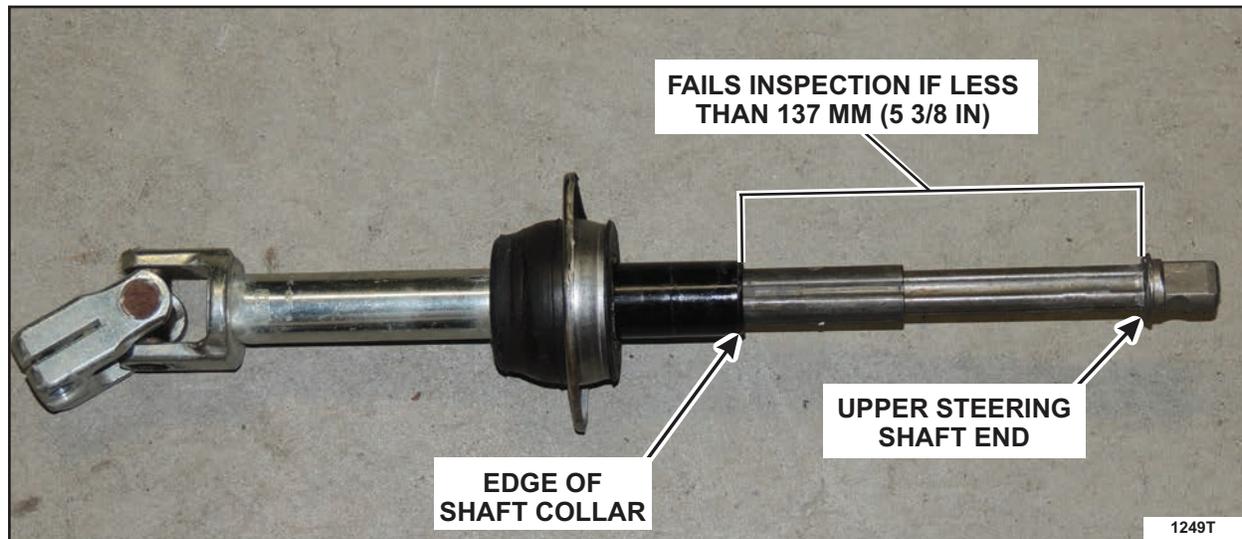


FIGURE 6

## Reassemble Vehicle

1. After all inspections and repairs are completed reconnect the lower intermediate shaft, using a *new* upper steering shaft to lower steering shaft bolt.

- Tighten the new bolt to 48 Nm (35 lb-ft).



## REPAIR PROCEDURES

### Lower I-Shaft Replacement (Failed Inspection Only, Refer to Flowchart within Attachment III)

**NOTICE:** Do not allow the steering wheel to rotate while the steering shaft is disconnected or damage to the clockspring may result. If there is evidence the steering shaft has rotated, the clockspring must be removed and recentered. For additional information, refer to Workshop Manual (WSM) Section 501-20B.

**NOTE:** To ensure proper alignment do not rotate the steering gear while removing the lower steering shaft.

1. If not done previously, use a steering wheel holding device (such as Hunter® 28-75-1 or equivalent) to hold the steering wheel in the straight-ahead position.
2. Remove the lower steering shaft. See Figure 1.
  - a. If not removed previously, remove and discard the upper steering shaft to lower steering shaft bolt.
  - b. Remove and discard the lower steering shaft to steering gear bolt.
  - c. Remove the lower steering shaft.

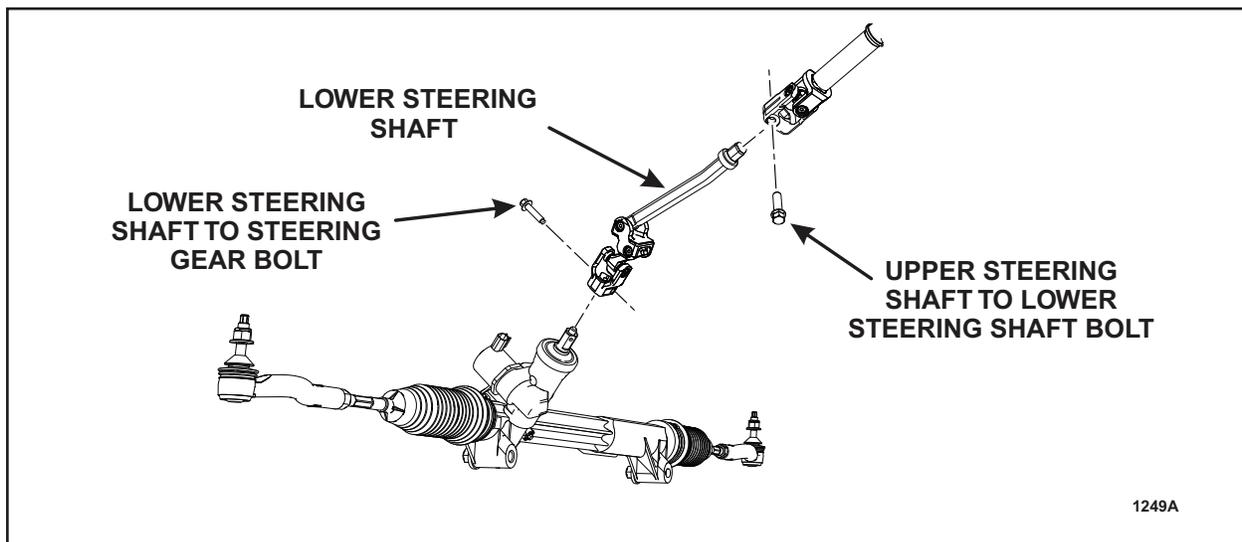


FIGURE 1



**NOTE:** The steering shaft bolts are one time use only. If applicable, do not install the upper steering shaft to lower steering shaft bolt until service on the steering column or upper steering shaft is completed, based on subsequent inspections - See Attachment III.

3. Install a *new* lower steering shaft. See Figure 1.
  - a. Install the *new* lower steering shaft.
  - b. Install a *new* lower steering shaft-to-steering gear bolt.
    - Tighten the *new* bolt to 30 Nm (22 lb-ft).
  - c. Install a *new* upper steering shaft to lower steering shaft bolt.
    - Tighten the *new* bolt to 48 Nm (35 lb-ft).
4. If no further repair is required, remove the steering wheel holding tool.

### Upper I-Shaft Repair (Failed Inspection Only, Refer to Flowchart within Attachment III)

**NOTICE:** Do not allow the steering wheel to rotate while the steering shaft is disconnected or damage to the clockspring may result. If there is evidence the steering shaft has rotated, the clockspring must be removed and recentered. For additional information, refer to WSM Section 501-20B.

**NOTE:** To ensure proper alignment do not rotate the steering gear while removing the upper steering shaft.

1. Use a steering wheel holding device (such as Hunter® 28-75-1 or equivalent) to hold the steering wheel in the straight-ahead position.
2. Remove and discard the steering column to upper steering shaft bolt.
3. Remove the 2 upper steering shaft bearing nuts. See Figure 2.

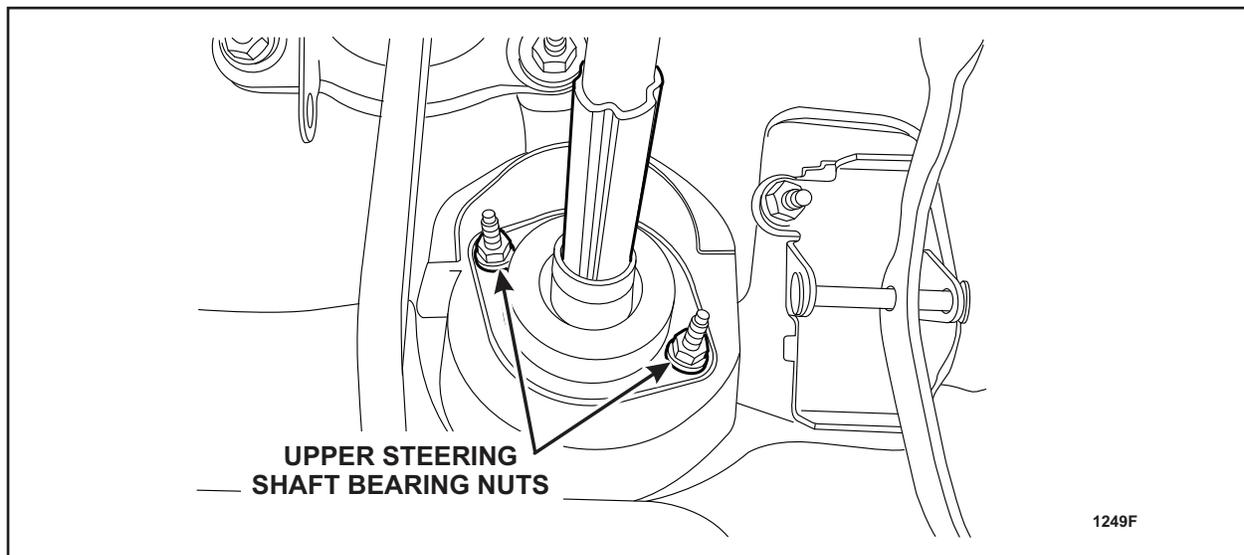


FIGURE 2

4. If not done previously, remove and discard the upper steering shaft to lower steering shaft bolt and remove the upper steering shaft. See Figure 3.

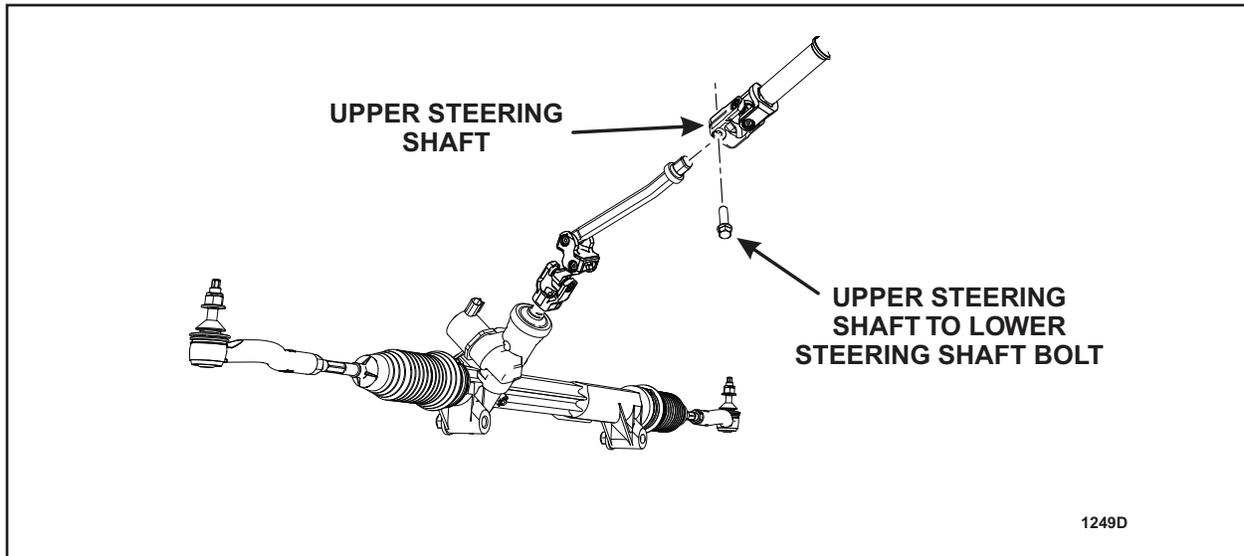


FIGURE 3

5. Remove the bearing from the upper steering shaft. See Figure 4.

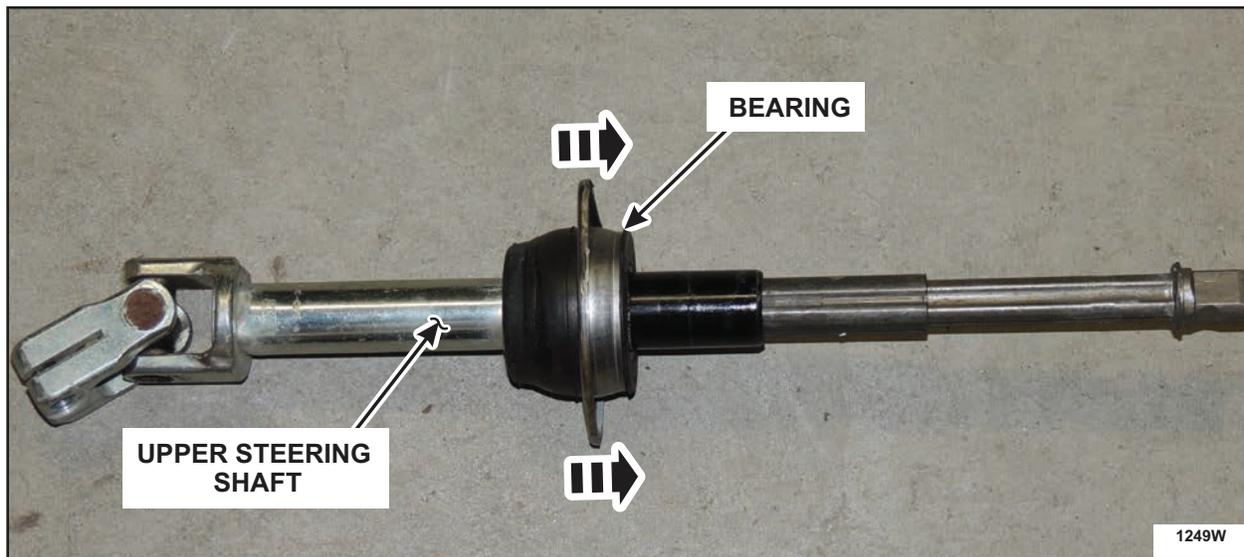
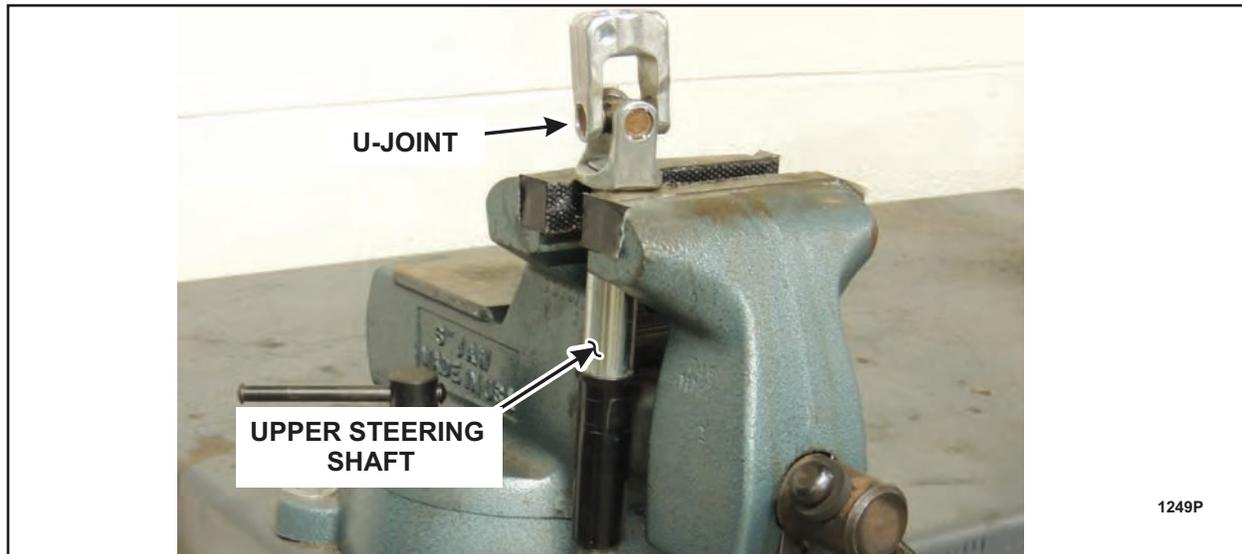


FIGURE 4



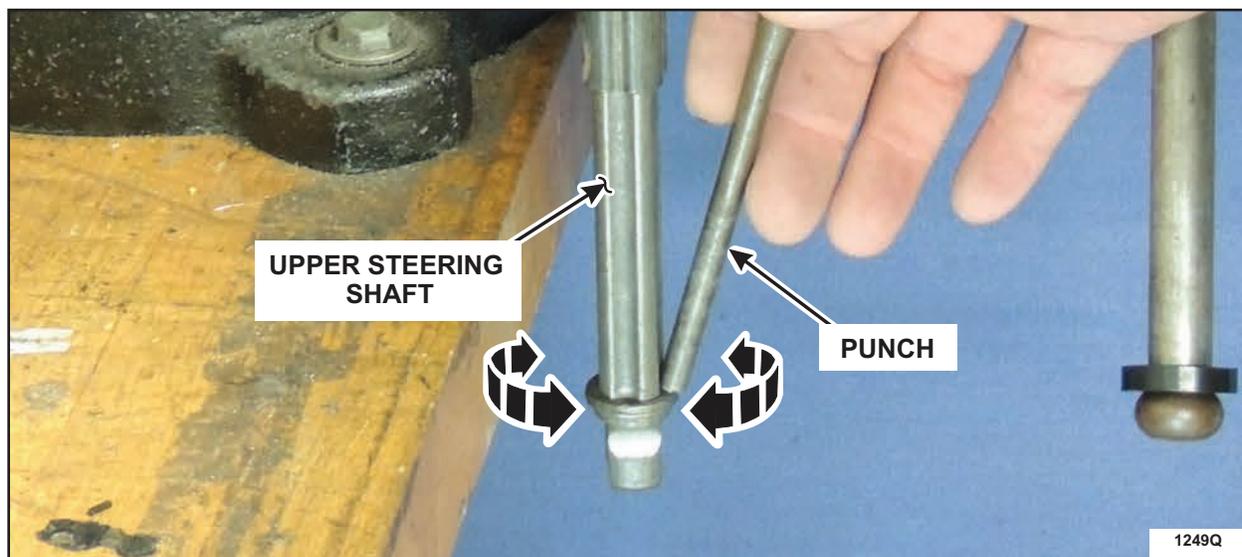
**NOTICE:** While placing the upper steering shaft in a vise, close the vise just enough to hold the shaft in position. It is important not to mar or collapse the steering shaft or the integrity of the part may become compromised.

6. Loosely position the upper steering shaft into a vise, with the U-joint facing upwards and resting on top of the vise. See Figure 5.



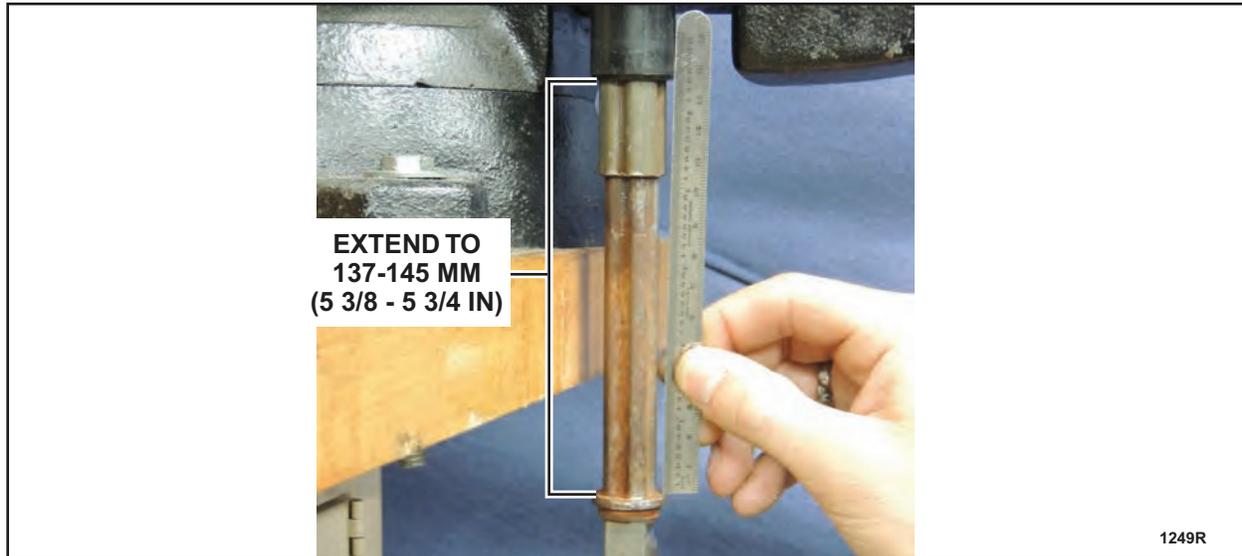
**FIGURE 5**

7. Using a suitable punch and 16 ounce hammer, lightly tap around the steering shaft lip to evenly extend the shaft to 137-145 mm (5 3/8 - 5 3/4 in). See Figures 6 and 7.
  - Ensure that you tap around the entire steering shaft lip while performing this step to ensure that the steering shaft does not become misaligned within the shaft collar.



**FIGURE 6**





**FIGURE 7**

8. Remove the upper steering shaft from the vice.
9. Install the bearing onto the upper steering shaft. See Figure 4.

**NOTE:** The steering shaft bolts are one time use only. If applicable, do not install the upper steering shaft to lower steering shaft bolt until service on the lower steering shaft is completed, based on subsequent inspections - See Attachment III.

10. Install the upper steering shaft and install a *new* upper steering shaft to lower steering shaft bolt  
See Figure 3.
  - Tighten the new bolt to 30 Nm (22 lb-ft).
11. Install the 2 upper steering shaft bearing nuts. See Figure 2.
  - Tighten to 11 Nm (97 lb-in).
12. Install a *new* upper steering column to steering shaft bolt.
  - Tighten the new bolt to 30 Nm (22 lb-ft).
13. If no further repair is required remove the steering wheel holding tool.



## Steering Column Bearing Orientation and Retainer Installation (Failed Inspection Only, Refer to Flowchart within Attachment III)

1. Remove the steering column from the vehicle. For additional information, refer to WSM Section 211-04.

**NOTE:** In some instances the steering column bearing orientation tab may have broken off. If the tab has broken off, the bearing is still usable and can be seated within the steering column in any orientation.

2. Align the bearing alignment tab with the slot in the column flange. See Figure 8.

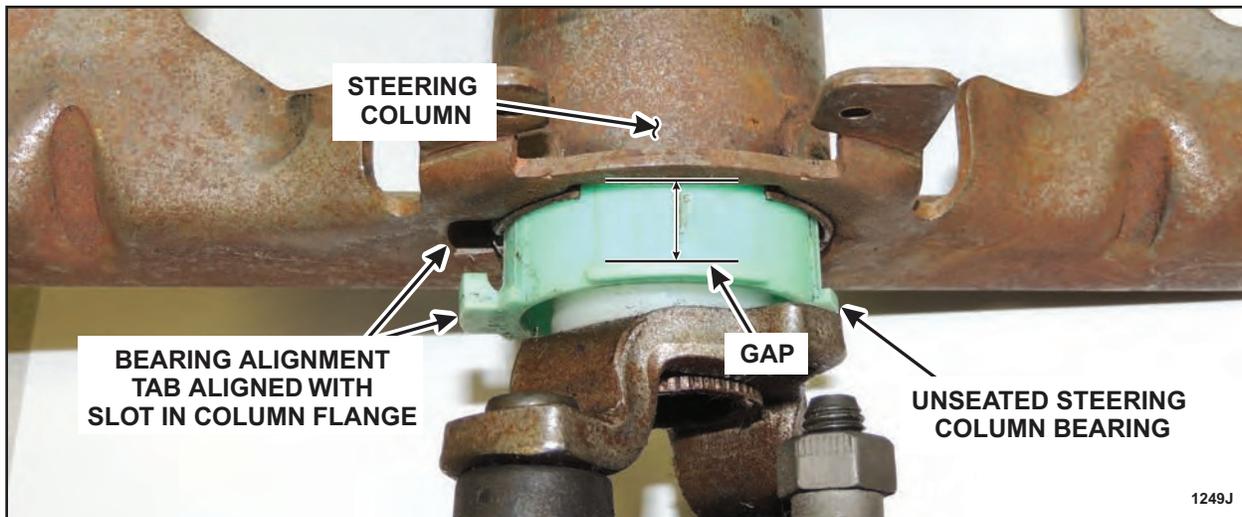


FIGURE 8

3. Use a suitable dead blow hammer to lightly tap the steering column to upper steering shaft coupling to seat the steering column bearing. See Figure 9.

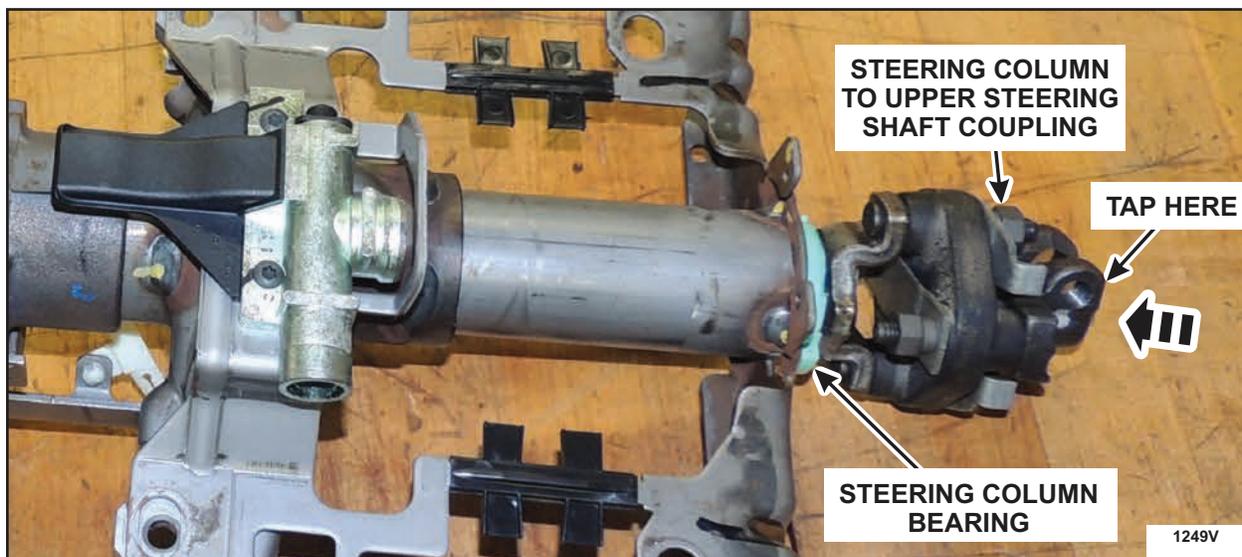
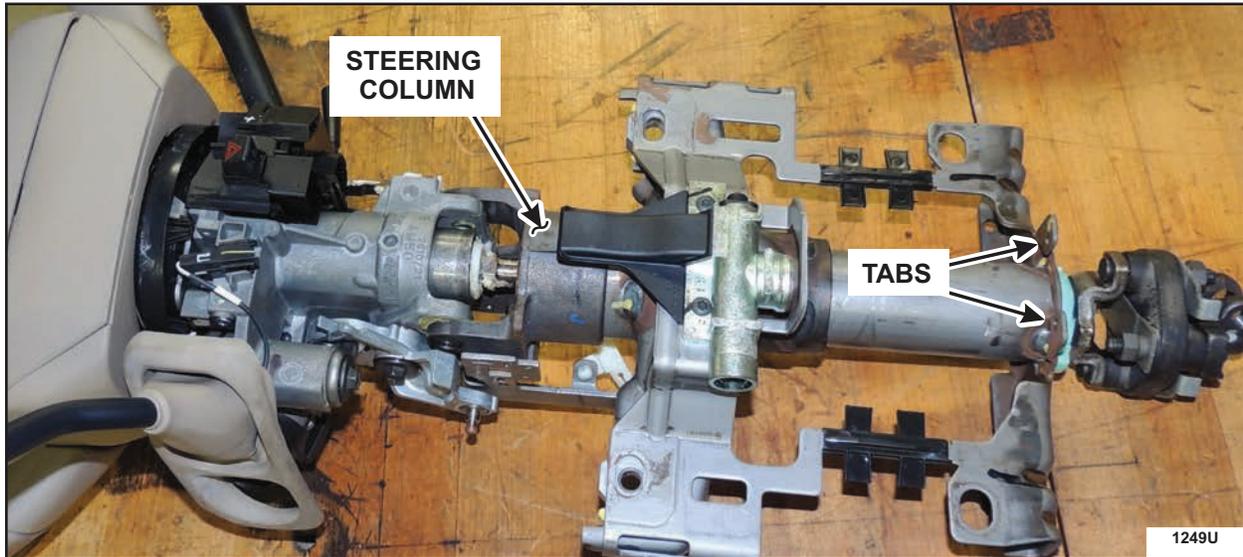


FIGURE 9

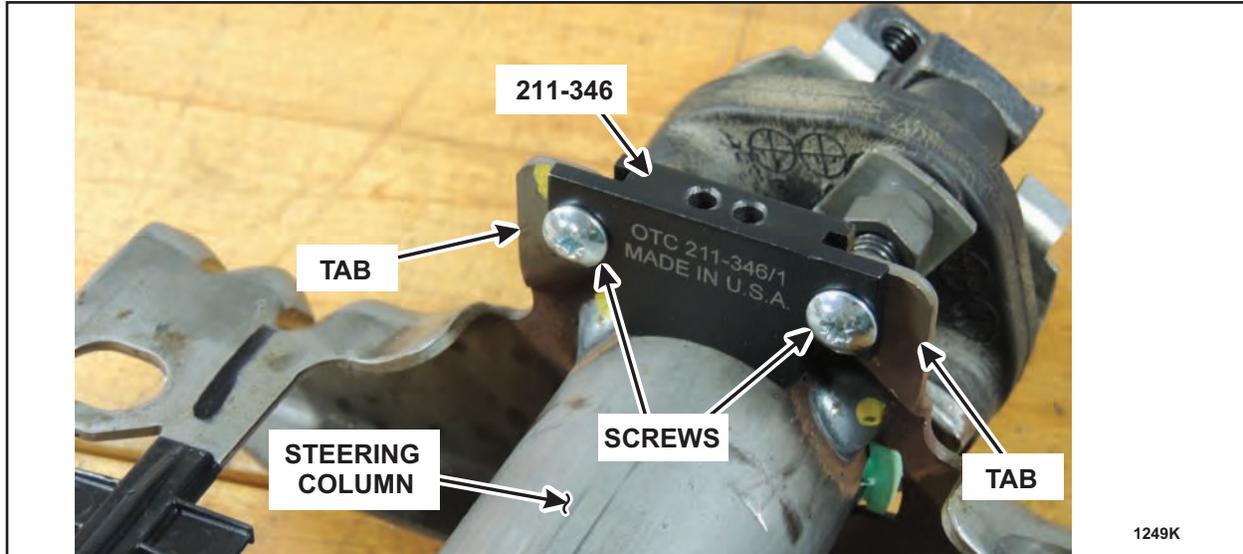
4. Locate the two tabs located at the forward end and top of the steering column. See Figure 10.



**FIGURE 10**

5. Install the special tool from Rotunda Special Tool Kit TKIT-2013A-FLM onto the two tabs located on the steering column, and secure with the two supplied screws. See Figure 11.

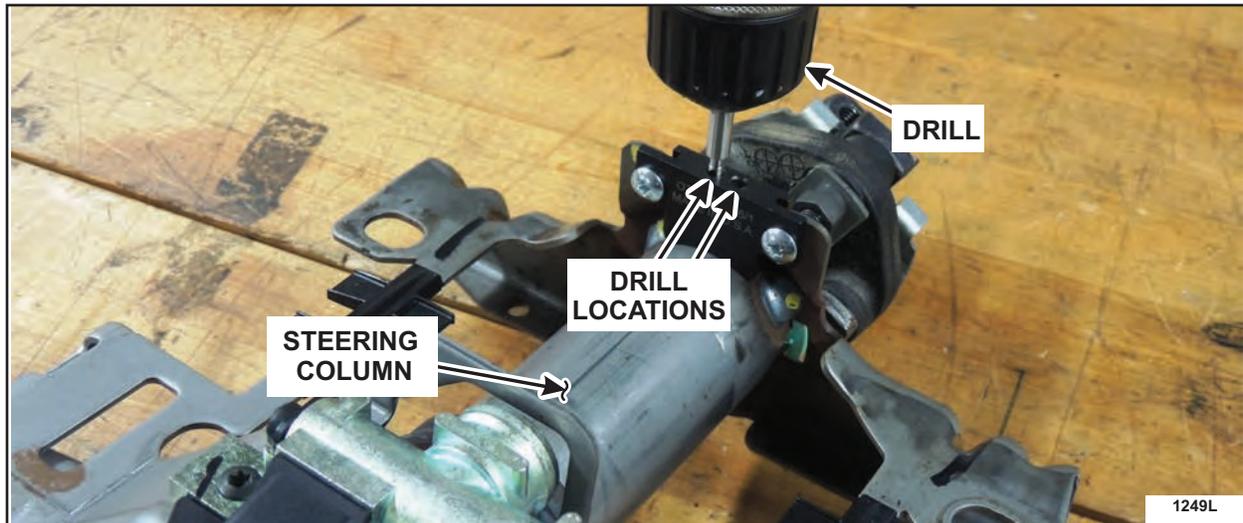
- Do not over tighten the screws.



**FIGURE 11**



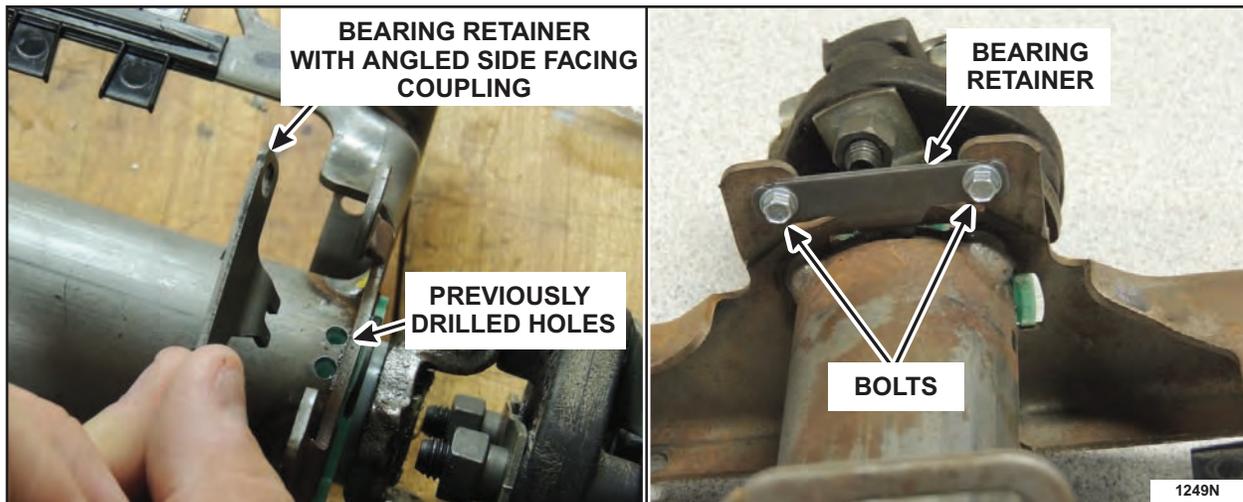
6. Drill out both hole locations using a drill and the supplied drill bit from Rotunda Special Tool Kit TKIT-2013A-FLM. Drill bit depth is critical, use the supplied drill bit only. See Figure 12.



**FIGURE 12**

7. Remove the screws and the special tool from the steering column.
8. Position the bearing retainer to the upper steering shaft coupling with the angled side facing the steering column. Install the bearing retainer into the two previously drilled holes and install two supplied bolts. See Figure 13.

- Tighten to 2.5 Nm (22 lb-in).



**FIGURE 13**

**NOTE:** The steering shaft bolts are one time use only. If applicable, do not install the steering column to upper steering shaft bolt until service on the upper steering shaft is completed, based on subsequent inspections - See Attachment III.

9. Install the steering column. For additional information, refer to WSM Section 211-04.





**THE LINCOLN MOTOR COMPANY**

Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

November 2013

Regional Program 13R01  
*Programa Regional 13R01*

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

**This notice applies to your vehicle:**

2010 Town Car  
Vehicle ID#: 12345678901234567.

At Lincoln Motor Company, it has been our goal to provide customers with high-quality, dependable products. In order to maintain these standards, Lincoln Motor Company is providing a no-charge Regional Customer Satisfaction Program (13R01) for your vehicle, with the Vehicle Identification Number shown above.

Lincoln has determined that in states where heavy road salt is used, severe corrosion of the joints on the Lower Intermediate Steering Shaft can result in a steering column separation, leading to a loss of steering control, increasing the risk of a crash.

Lincoln recently announced a Safety Recall to address a corrosion issue on the Lower Steering Intermediate Shaft of 2005 through 2011 model year Crown Victoria, Grand Marquis, and Town Car vehicles registered in the following states, where road salt is frequently applied to road surfaces in the wintertime.

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	

According to our records, your vehicle is not registered in one of the listed states and is not subject to the Safety Recall. However, as part of the customer satisfaction program (13R01), your vehicle is eligible for a free, one-time inspection and repair (if necessary) of the affected steering system components if you operate your vehicle in a corrosive environment, or if you have concerns regarding the steering on your vehicle.

- What will Lincoln and your dealer do?** Lincoln has authorized your dealer to provide a one-time inspection (and repair as required), of the Lower Intermediate Steering Shaft, Upper Intermediate Steering Shaft, and Steering Column Lower Bearing, free of charge (parts and labor).  
If your vehicle requires repair and the required service parts are not available to your dealer at the time of the repair, an interim repair may need to be performed. The owners of vehicles that have the interim repairs performed will be re-notified by mail when parts are available.
- How long will it take?** The time needed for this inspection and repair (if necessary) is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** If you operate your vehicle in, or relocate to, a corrosive environment, or if you have concerns with the steering on your vehicle, please call your dealer and request a service date for Regional Program 13R01. 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.  
If you do not already have a servicing dealer, you can access [www.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions. For your convenience, you can also have this service performed at a Ford dealership.
- Do you need a rental vehicle?** If parts need to be ordered for your vehicle, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while parts are on order. Please see your dealer for guidelines and limitations.
- Have you previously paid for this repair?** You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to a Lower Intermediate Steering Shaft, Upper Intermediate Steering Shaft, or Steering Column Lower Bearing. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.  
Refund requests may also be sent directly to Lincoln Motor Company. To request your refund from Lincoln, send the refund request with all required documentation, including your original repair receipt (no photocopies), to The Lincoln Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.  
Detailed information regarding eligibility for Lincoln's reimbursement program and documentation requirements may be obtained by contacting our Customer Relationship Center at 1-866-436-7332.
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

**Can we assist you further?**

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

**RETAIL OWNERS:** If you still have concerns, please contact our Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:  
[www.Lincolnowner.com](http://www.Lincolnowner.com).

*Para asistencia en Español:*

*Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.*

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter.

Lincoln Motor Company



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

November 2013

Regional Program 13R01  
*Programa Regional 13R01*

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

**This notice applies to your vehicle:**

2010 Crown Victoria  
Vehicle ID#: 12345678901234567.

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Regional Customer Satisfaction Program (13R01) for your vehicle, with the Vehicle Identification Number shown above.

Ford has determined that in states where heavy road salt is used, severe corrosion of the joints on the Lower Intermediate Steering Shaft can result in a steering column separation, leading to a loss of steering control, increasing the risk of a crash.

Ford recently announced a Safety Recall to address a corrosion issue on the Lower Steering Intermediate Shaft of 2005 through 2011 model year Crown Victoria, Grand Marquis, and Town Car vehicles registered in the following states, where road salt is frequently applied to road surfaces in the wintertime.

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	

According to our records, your vehicle is not registered in one of the listed states and is not subject to the Safety Recall. However, as part of the customer satisfaction program (13R01), your vehicle is eligible for a free, one-time inspection and repair (if necessary) of the affected steering system components if you operate your vehicle in a corrosive environment, or if you have concerns regarding the steering on your vehicle.

**What will Ford and your dealer do?**

Ford has authorized your dealer to provide a one-time inspection (and repair as required), of the Lower Intermediate Steering Shaft, Upper Intermediate Steering Shaft, and Steering Column Lower Bearing, free of charge (parts and labor).

If your vehicle requires repair and the required service parts are not available to your dealer at the time of the repair, an interim repair may need to be performed. The owners of vehicles that have the interim repairs performed will be re-notified by mail when parts are available.

**How long will it take?**

The time needed for this inspection and repair (if necessary) is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

If you operate your vehicle in, or relocate to, a corrosive environment, or if you have concerns with the steering on your vehicle, please call your dealer and request a service date for Regional Program 13R01. 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.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

**Do you need a rental vehicle?**

If parts need to be ordered for your vehicle, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while parts are on order. Please see your dealer for guidelines and limitations.

**Have you previously paid for this repair?**

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Thank you for your attention to this important matter.

Ford Customer Service Division