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January 7, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 13S08 – Supplement #1**
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

REF: **Safety Recall 13S08**
Steering Column Shaft dated September 10, 2013

New! **REASON FOR THIS SUPPLEMENT**

- *Announce to dealers that the inventory level of the Lower Intermediate Steering Shaft is now sufficient to reinstate the Web Tool order process for permanent repairs. Interim repairs should no longer be required.*
- *To inform dealers that later in the 1st Quarter, 2014, Ford will re-notify by mail the owners of vehicles that have had the interim repairs performed.*
- *To inform dealers of updated replacement tool ordering instructions.*

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	

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 September 10, 2013.

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.

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

SERVICE ACTION

The steering system is comprised of multiple parts that need to be inspected to determine the correct repair.

- All vehicles will require replacement of the Lower Intermediate Shaft (Lower I-Shaft).
- All vehicles will require inspection (measurement) of the Upper Intermediate Shaft (Upper I-Shaft). Those failing the inspection will need to be extended to the correct length.
- All vehicles will require inspection of the Lower Steering Column Bearing position. Those found to be out of position will need to be reseated and will have a retainer installed.

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

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.

New! 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.

Replacement tool kits ordered through Rotunda have a different tool number than the original tool kit provided to dealers. Use tool number 211-346 when ordering replacement tools.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were mailed in October, 2013. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

The owners of vehicles that have had claims submitted for interim repairs will be re-notified by mail later in the 1st Quarter, 2014. The follow-up letter will direct them to contact their dealer and schedule an appointment to have final repairs performed.

NOTE: Dealers must submit interim repair claims as soon as possible to be sure their customers are on the re-notification list.

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.

New! 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	
Recall Reimbursement Plan	

QUESTIONS & ASSISTANCE

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

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on September 10, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on September 10, 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 recall.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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. 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.

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OWNER REFUNDS

- **This safety recall 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 recall 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, 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: 13S08
 - 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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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<u>Final Repair Labor Operations (will close the FSA):</u>		
Inspect as required and replace the Lower Intermediate Steering Shaft	13S08B	0.4 Hour(s)
Inspect as required, replace the Lower Intermediate Steering Shaft, and Install the Bearing Retainer Kit	13S08C	1.4 Hour(s)
Inspect as required, replace the Lower Intermediate Steering Shaft, and extend the Upper Intermediate Steering Shaft	13S08D	0.6 Hour(s)
Inspect as required, replace the Lower Intermediate Steering Shaft, extend the Upper Intermediate Steering Shaft, and Install the Bearing Retainer Kit	13S08E	1.5 Hour(s)

Interim Repair Labor Operations – Use only if Lower Intermediate Shaft service parts are not available via Web Tool (FSA remains open):

Inspect as required, no repairs required at this time	13S08GG	0.3 Hour(s)
Inspect as required and extend Upper Intermediate Steering Shaft	13S08HH	0.5 Hour(s)
Inspect as required and install the Bearing Retainer Kit	13S08JJ	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)

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New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

The DOR/COR number for this recall is 50520.

Lower Intermediate Steering Shafts

Inventory level of the Lower Intermediate Steering Shaft is sufficient to reinstate the Web Tool order process.

To manage part availability, dealers must use the web link below to access the 13S08 Lower I-Shaft part availability Web Tool. This link will inform dealers if Lower I-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 recall at FMCDealer.com, or go to:

<https://www.techhotline.dealerconnection.com/dealerpa/Lookup13S08Data.aspx>

Upper Intermediate Steering Shafts

The replacement of an Upper I-Shaft requires prior approval by the Special Service Support Center.

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.