



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 16, 2014

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

NVS-215KS
14E-001

Subject: Replacement Steering Gears may Lock Steering

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/EXPLORER/2011-2012
FORD/SERVICE STEERING GEAR/9999

Mfr's Report Date: January 2, 2014

NHTSA Campaign Number: 14E-001

Components:

STEERING

Potential Number of Units Affected: 300

Problem Description:

Ford Motor Company (Ford) is recalling certain replacement steering gears installed on model year 2011-2012 Explorer's as service parts in September 2013 and October 2013. The affected gears may lock, preventing the driver from being able to steer the vehicle.

Consequence:

The inability to steer the vehicle increases the risk of a crash.

Remedy:

Ford will notify owners and dealers will replace the suspect steering gears with new steering gears, free of charge. The recall is expected to begin on January 24, 2014. Customers may contact Ford at 1-800-392-3673. Ford's number for this recall is 13S14.

Notes:

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.

We have received Ford's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

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.

On August 20, 2013, NHTSA announced new changes to the requirements governing safety recalls. Some of these requirements are already in effect. Please ensure your company will be in compliance with each requirement on, or before, its respective effective date. For a summary of the requirements and their effective dates please click on the "New!" link at <http://www.safercar.gov/Vehicle+Manufacturers>.

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 or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

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