



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 4, 2014

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

NVS-215SM  
14V-284

**Subject:** Loss of Electric Power Steering Assist

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/ESCAPE/2008-2011  
MERCURY/MARINER/2008-2011

**Mfr's Report Date:** May 27, 2014

**NHTSA Campaign Number:** 14V-284

**Components:**

STEERING:ELECTRIC POWER ASSIST SYSTEM

**Potential Number of Units Affected:** 740,878

**Problem Description:**

Ford Motor Company (Ford) is recalling certain model year 2008-2011 Ford Escape and Mercury Mariner vehicles manufactured August 18, 2006, through September 11, 2010. The affected vehicles have a steering torque sensor that may not be able to properly detect driver steering input. As a result, the system could remove the Electric Power Steering (EPS) assist.

**Consequence:**

If power steering assist is lost, greater driver effort would be required to steer the vehicle at low speeds, increasing the risk of a crash.

**Remedy:**

Ford will notify owners, and dealers will update the software for the power steering control module (PSCM) and the instrument cluster module, free of charge. If a vehicle shows a history of a loss of the torque sensor signal or fault codes relating to the PSCM when the vehicle is brought in for the recall remedy, the affected components will be replaced, free of charge. The recall is expected to begin by July 25, 2014. Owners may contact Ford customer service at 1-800-392-3673. Ford's number for this recall is 14S05.

**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](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

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