



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 28, 2014

Todd Fronckowiak  
Global Automotive Safety Compliance Office  
Ford Motor Company  
330 Town Center Drive, Suite 500  
Dearborn, MI 48126-2738

NVS-215SM  
14V-514

**Subject:** Steering Gears Missing Ball Bearings

Dear Todd Fronckowiak:

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/C-MAX/2014  
FORD/FOCUS/2014

**Mfr's Report Date:** August 21, 2014

**NHTSA Campaign Number:** 14V-514

**Components:**

STEERING

**Potential Number of Units Affected:** 508

**Problem Description:**

Ford Motor Company (Ford) is recalling certain model year 2014 Focus and C-Max vehicles manufactured August 8, 2014, to August 15, 2014. The affected vehicles may have steering gears that were incorrectly assembled.

**Consequence:**

The incorrectly manufactured steering gears may cause impaired steering, including the loss of steering control, increasing the risk of a crash.

**Remedy:**

Ford will notify owners, and dealers will replace the steering gears, free of charge. The recall is expected to begin on September 8, 2014. Owners may contact Ford customer service at 1-800-392-3673. Ford's number for this recall is 14S18.

**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).

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.

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,

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