



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 8, 2014

Donna Baker
Ford Motor Company
330 Town Center
Ste. 500
Dearborn, MI 48126

NVS-215SM
14V-704

Subject: Improper Repair of Upper Intermediate Shaft

Dear Donna Baker:

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/CROWN VICTORIA/2005-2011
LINCOLN/TOWN CAR/2005-2011
MERCURY/GRAND MARQUIS/2005-2011

Mfr's Report Date: November 3, 2014

NHTSA Campaign Number: 14V-704

Components:

STEERING:RACK AND PINION:PINION SHAFT

Potential Number of Units Affected: 36,888

Problem Description:

Ford Motor Company (Ford) is recalling certain model year 2005-2011 Ford Crown Victoria, 2005-2011 Mercury Grand Marquis vehicles manufactured March 23, 2004, to August 30, 2011, and 2005-2011 Lincoln Town Car vehicles manufactured March 8, 2004, to August 30, 2011, and on which the upper intermediate shaft was serviced during the course of safety recall 13V-385. The prior repairs may not have been correctly performed.

Consequence:

Improper servicing of the upper intermediate shaft could cause the shaft to separate, which can then result in a loss of steering control, and increasing the risk of a crash.

Remedy:

Ford will notify the owners of vehicles whose repair records reflect that the upper intermediate steering shaft was repaired during the course of the prior recall 13V-385. Dealers will inspect and replace the upper immediate shaft if necessary free of charge. If the steering column lower bearing has separated, a retainer clip will be installed. The recall began November 17, 2014. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 14S25.

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.

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 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 large initial "J" and "T".

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