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By Recall Mangement Division at 11:10 am, Jul 02, 2014



**Steve M. Kenner, Global Director**  
Automotive Safety Office  
Sustainability, Environment & Safety Engineering

**Fairlane Plaza South, Suite 400**  
330 Town Center Drive  
Dearborn, MI 48126-2738

June 30, 2014

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE, Room W45-306  
Washington, DC 20590

Dear Ms. Lewis:

Subject: Ford Motor Company (Ford) Safety Recall #14S10 – Halfshaft Disengagement on Certain 2012 through 2014 Ford Taurus, Flex, Edge and Lincoln MKS, MKT, and MKX Vehicles.

In accordance with the requirements of 49 CFR Part 573 Defect and Non-compliance Information Reports, please find the applicable information regarding Ford Motor Company's voluntary safety recall #14S10.

Sincerely,

A handwritten signature in blue ink that reads "S. M. Kenner".

for Steven M. Kenner

Attachment

49 CFR Part 573 – DEFECT INFORMATION REPORT  
14S10 – HALFSHAFT DISENGAGEMENT ON CERTAIN 2012 THROUGH 2014 FORD  
TAURUS, FLEX, EDGE AND LINCOLN MKS, MKT, AND MKX VEHICLES

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Non-Compliance Reports, Ford Motor Company submits the following information concerning a safety recall action that it is voluntarily initiating.

573.6 (c) (2) – Potentially Affected Vehicles

Vehicles potentially affected are certain 2013 and 2014 model year Ford Taurus and Lincoln MKS vehicles built at the Chicago Assembly Plant (CAP) from August 25, 2011, to November 30, 2013, certain 2012 through 2014 Ford Edge and Lincoln MKX vehicles built at the Oakville Assembly Plant (OAP) from September 2, 2010, to November 30, 2013, and certain 2013 and 2014 Ford Flex and Lincoln MKT vehicles built at OAP from September 12, 2011, to November 30, 2013.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

The information for the supplier of the halfshaft, that is the subject of this defect report, is provided below.

Halfshaft:

Supplier:	NTN Driveshaft Inc.
Address:	8251 S International Dr. Columbus, IN 47201-9329
Phone:	(812) 342-7000
Contact:	Doug Evers VP of Corporate Planning and Production Control
Country of Origin:	Japan

573.6 (c) (3) – Estimated Population of Vehicles Potentially Affected

Approximately 120,016 vehicles in the United States and federalized territories are potentially affected.

573.6 (c) (4) – Estimated Percentage of Affected Vehicles with the Defect Condition

Unknown.

573.6 (c) (5) – Description of the Defect

In some of the affected vehicles, the halfshaft retention circlip may not have been fully engaged. If the circlip is not fully engaged, the splines between the linkshaft and halfshaft may move outward over time, which can result in noise and vibration, teeth shear and/or halfshaft disengagement from the linkshaft. If the two shafts fully disengage, the halfshaft will no longer transmit torque to the wheel and the customer can experience loss of drive function.



Additionally, this condition could potentially result in unexpected vehicle movement if the gearshift is placed in the Park position without the Park Brake being activated.

Ford is not aware of any accidents or injuries attributed to this condition.

#### 573.6 (c) (6) – Chronology of Events

In November 2013, routine warranty claim monitoring identified reports of the right front halfshaft becoming disengaged from the linkshaft.

December 2013 through January 2014: Field report data was reviewed and analyzed. Based on the warranty data review, a suspect range of vehicle build dates was identified and the matter was referred to Ford's Critical Concern Review Group for investigation.

February through June 2014: Field return parts were recovered and inspected both inside and outside the suspect vehicle build date range. All parts were found to be within dimensional specifications; however, the analysis determined that the circlip had not been fully engaged between the halfshaft and linkshaft in vehicles that had the condition, potentially indicating the halfshaft may not have been fully inserted during vehicle assembly. Assembly process changes at CAP and OAP were reviewed during this subject date range and no anomalies were identified. Engineering design change history was investigated to identify any design changes that could potentially contribute to the field warranty data. No design changes were identified.

The investigation of both the components and assembly process resulted in no specific root cause for the incomplete engagement. Both the parts and the process met specifications. As a result, incremental process control measures, above and beyond the normal processes, have been implemented to ensure complete assembly of the halfshaft to linkshaft.

On June 23, 2014, Ford's Field Review Committee reviewed the concern and approved a field action.

#### 573.6 (c) (8) – Service Program

Owners will be notified by mail and instructed to take their vehicle(s) to a Ford or Lincoln dealer to have the linkshaft and halfshaft interface inspected for full retention. If full retention is not confirmed, the linkshaft will be replaced and the halfshaft will be replaced if spline damage is present. There will be no charge to owners for this service.

Mailing of owner notification letters will be completed before August 29, 2014. Notification to dealers will occur on July 1, 2014.

In accordance with Part 573.13(d)(1), Ford is excluding reimbursement for costs incurred by owners for repair of this concern because Ford's original warranty program would provide for a free repair for this concern for customers.

#### 573.6 (c) (10) – Press Statement and Dealer/Owner Letters

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued.

Ford will forward a copy of the notification letters to dealers and owners to the agency when available.

573.6 (c) (11) – Recall Number

Ford has assigned recall number 14S10 to this action.

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