



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

May 29, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S06
Certain 2011-2013 Model Year Explorer Vehicles
Electric Power Steering

AFFECTED VEHICLES

Certain 2011-2013 model year Explorer vehicles built at the Chicago Assembly Plant from Job #1 2011 through February 28, 2012. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on May 29, 2014.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the power steering system may revert to manual steering mode due to the Power Steering Control Module (PSCM) detecting a motor position sensor failure. In manual steering mode there is still a mechanical linkage between the steering wheel and the road wheel, allowing steering control to be maintained. If this condition should occur, a message will display in the Instrument Cluster Message Center, a chime will sound to inform the driver, and the steering effort may be greater, especially at low speeds, which may increase the risk of accident.

SERVICE ACTION

NOTE: The software to reprogram the PSCM is currently not available to support Safety Recall 14S06, but is expected to be released in late July 2014.

Until the IDS release is available, customer vehicles should be repaired only if the vehicle arrives at your dealership with a customer complaint of loss of steering assist accompanied by a DTC associated with the steering gear.

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to check the PSCM for Diagnostic Trouble Codes (DTCs).

- If any loss of steering assist DTCs are present, replace the steering gear.
- If no loss of steering assist codes are present, reprogram the PSCM (when available).

One of the above services must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of July 21, 2014. When the IDS release becomes available, dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S06
Certain 2011-2013 Model Year Explorer Vehicles
Electric Power Steering

OASIS ACTIVATED?

Yes, OASIS will be activated on May 29, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 29, 2014. Owner names and addresses will be available by August 1, 2014.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

NOTE: Until the IDS release is available, customer vehicles should be repaired only if the vehicle arrives at your dealership with a customer complaint of loss of steering assist.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S06
Certain 2011-2013 Model Year Explorer Vehicles
Electric Power Steering

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with steering gear replacement for loss of steering assist.

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the steering gear and it is necessary to order parts, Ford Motor Company will pay for one day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but are not allowed to exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621). The parts order must be an emergency order (unit down) if the order is placed between 3:00 PM and 7:00 PM (your local time zone) to guarantee the shortest delivery time.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 14S06
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S06
Certain 2011-2013 Model Year Explorer Vehicles
Electric Power Steering

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Check for DTCs, replace steering gear, check and adjust toe	14S06B	2.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Steering Gear

Model Year	Part Number	Description	Quantity
2011-2012	BB5Z-3504-PE	Steering gear without automated parking	1
	BB5Z-3504-RE	Steering gear with automated parking	1
2013	DB5Z-3504-NE	Steering gear without automated parking	1
	DB5Z-3504-PE	Steering gear with automated parking	1

Related Parts

Engine	Steering column shaft-to-steering gear bolt	Stabilizer bar link upper nut	Steering gear bolt	Exhaust pipe nut	Exhaust gasket	Exhaust Y-pipe to muffler gasket
2.0L	W712961-S439 Qty 1	W713968-S440 Qty 2	W716182-S439 Qty 2	N/A	N/A	N/A
3.5L	W712961-S439 Qty 1	W713968-S440 Qty 2	W716182-S439 Qty 2	W714265-S441 Qty 4	7T4Z-9450-AA Qty 2	N/A
3.7L	W712961-S439 Qty 1	W713968-S440 Qty 2	W716182-S439 Qty 2	W714265-S441 Qty 8	7T4Z-9450-AA Qty 2	DA5Z-9450-A Qty 1

The DOR/COR number for this recall is 50540.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2011-2013 MODEL YEAR EXPLORER VEHICLES — ELECTRIC POWER STEERING

OVERVIEW

In some of the affected vehicles, the power steering system may revert to manual steering mode due to the Power Steering Control Module (PSCM) detecting a motor position sensor failure. In manual steering mode there is still a mechanical linkage between the steering wheel and the road wheel, allowing steering control to be maintained. If this condition should occur, a message will display in the Instrument Cluster Message Center, a chime will sound to inform the driver, and the steering effort may be greater, especially at low speeds, which may increase the risk of accident.

SERVICE PROCEDURE

NOTE: The software to reprogram the PSCM is currently not available to support Safety Recall 14S06, but is expected to be released in late July 2014. Until the IDS release is available, customer vehicles should be repaired only if the vehicle arrives at your dealership with a customer complaint of loss of steering assist.

1. Connect IDS and check for DTCs in the PSCM.

- If any of the following DTCs are present, continue to Step 2.

- C1B00-62
- C200B-2F
- C200B-61
- C200B-62
- C200C-2F
- C200D-49
- U0300-00
- U2011-49
- U2011-61
- U3000-46
- U3000-49
- U3000-61
- U3000-72
- U3000-96
- P07AE-09

- If none of the above codes are present, perform normal Workshop Manual (WSM) diagnosis.

2. Replace the steering gear. For additional information, refer to WSM Section 211-00.



Ford Motor Company
Recall Reimbursement Plan for 14S06

Ford and Lincoln Mercury dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 14S06, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to August 8, 2014. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2009. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 28, 2007 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.