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December 2, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD / DO NOT DRIVE – SAFETY RECALL
14S09 – Supplement #2**
Certain 2014 Model Year F-150 Vehicles Equipped with Electronic Power Assist
Steering
Steering Gear Replacement

REF: **DEMONSTRATION / DELIVERY HOLD / DO NOT DRIVE – SAFETY RECALL
14S09 – Supplement #1**
Dated June 24, 2014

New! **REASON FOR THIS SUPPLEMENT**

- **Affected Vehicle Update:** Additional vehicles (18 in the U.S.) have been included in this recall.
- **Parts Ordering:** Steering gear assemblies and hardware may now be ordered through normal order processing channels.

New! **AFFECTED VEHICLES**

Ford is issuing a safety recall for 2014 model year F-150 vehicles equipped with Electronic Power Assist Steering (EPAS) built at the Dearborn Assembly Plant and Kansas City Assembly Plant from May 26, 2014 through June 19, 2014. 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 was updated with additional vehicles on November 20, 2014.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the EPAS gear motor position sensor magnet may have been installed incorrectly. An incorrectly installed EPAS gear motor position sensor magnet may lead to impaired steering, including the loss of steering control, which could increase the risk of a crash.

AFFECTED VEHICLES ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED

The EPAS system must be disabled by disconnecting the EPAS power connection from the fuse block stud at the battery positive terminal. Reference Attachment III (Technical Information) for the disconnect procedure. Vehicles may then be safely driven at low speeds to facilitate repairs (e.g. towing, moving to a service bay location, etc.). If the vehicle must be moved prior to disabling the EPAS system, do not drive it over 5 MPH.

Stock Vehicles:

Dealers are to disable the EPAS system and hold all stock vehicles until repairs are performed. Repairs must be performed before demonstrating, delivering, or driving any of the affected vehicles.

Sold Vehicles:

Dealers are to provide rental transportation to owners of affected vehicles and coordinate towing of their vehicle to the dealership.

SERVICE ACTION

Dealers are to replace the steering gear assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION

Dealers are to proactively contact owners of affected vehicles to make rental and affected vehicle transportation arrangements. Ford Motor Company Customer Service Managers (CSMs) will conduct an outbound call process beginning the week of June 24, 2014. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has been notified. Dealers should arrange for alternate transportation, whether or not the customer has been notified.

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.

New! ATTACHMENTS

- Attachment I: Administrative Information*
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information*

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD / DO NOT DRIVE
SAFETY RECALL 14S09 – Supplement #2
Certain 2014 Model Year F-150 Vehicles Equipped with Electronic Power Assist Steering
Steering Gear Replacement

New! OASIS ACTIVATED?

Yes, OASIS was updated with additional vehicles on November 20, 2014.

New! FSA VIN LIST ACTIVATED?

Yes, FSA VIN list with additional vehicles was available through <https://web.fsavinlists.dealerconnection.com> on November 20, 2014. Owner names and addresses were also available November 20, 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

VEHICLES ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED

- Dealers are to disable the EPAS system and hold all stock vehicles until repairs are completed.
- Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

VEHICLES ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED

- Dealers are encouraged to proactively contact owners of affected vehicles to make rental and affected vehicle transportation arrangements. Concurrently, Ford Motor Company Customer Service Managers (CSMs) will conduct an outbound call process to contact affected owners and coordinate logistics with your dealership.
- Special Handling Instructions apply to this recall. Refer to "Special Handling Instructions" in Attachment I for details.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS.

TITLE BRANDED / SALVAGED VEHICLES

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

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ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may 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).

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES / ALTERNATE TRANSPORTATION ARRANGEMENTS

- Dealers are to provide owners of affected vehicles with rental transportation, including drop-off and pick-up service at the location of their preference.
- Ford Motor Company will provide reimbursement for rental vehicle costs of up to \$55 per day, which includes tax and damage waiver, for up to 10 days. Rental reimbursement will be provided from the time the rental vehicle is dropped off, while repairs are completed, and the owner's vehicle is returned to them. Prior approval for additional rental days is required from the Special Service Support Center (1-800-325-5621).

SPECIAL HANDLING INSTRUCTIONS

Dealers are authorized to:

- Pick-up the customer's vehicle at the location of their preference, such as their home or place of business. **VEHICLES ARE NOT TO BE DRIVEN. Affected vehicles must be transported to the dealership using a flatbed or appropriate towing procedures.**
- Deliver a comparable rental vehicle.
- Wash and vacuum the customer's vehicle.
- Top-off the fuel tank.
- Return the vehicle to the owner after repairs are completed.
- Pick-up the rental vehicle.

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SPECIAL HANDLING INSTRUCTIONS (Continued)

Dealer compensation:

Dealers are authorized to claim \$300 (in addition to rental and towing costs) to cover the following:

- Delivery and pick up of the rental vehicle to the location of the customer's preference.
- Top-off of the fuel tank.
- Wash and vacuum the vehicle.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts 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.
- For rental vehicle claiming, enter the total amount as Miscellaneous Expense code "RENTAL" on the same line as the repair.
- For claiming towing reimbursement, enter the total amount as Miscellaneous Expense code "TOW" on the same line as the repair.
- For claiming the Special Handling Allowance, enter \$300 as Miscellaneous Expense Code "SCHP" on the same line as the repair.
- For Recall repairs, use Program Code 14S09 along with appropriate labor operation from Attachment II.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Electronic Power Assist Steering Gear Assembly (Includes Check and Adjust Toe and Programmable Module Installation)	14S09B	1.6 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
EL3Z-3504-AE	Steering Gear Assembly <ul style="list-style-type: none"> • 126"/3200mm Wheelbase • 145"/3675mm Wheelbase, Regular Cab • 145"/3675mm Wheelbase, Crew Cab, With Load Leveling Trailer Towing • 145"/3675mm Wheelbase, Super Cab, With Load Leveling Trailer Towing • 157"/3989mm Wheelbase, With Load Leveling Trailer Towing 	1
EL3Z-3504-BE	Steering Gear Assembly <ul style="list-style-type: none"> • 145"/3675mm Wheelbase, Crew Cab, With Heavy Duty Trailer Towing • 145"/3675mm Wheelbase, Crew Cab, Less Trailer Towing • 145"/3675mm Wheelbase, Super Cab, With Heavy Duty Trailer Towing • 145"/3675mm Wheelbase, Super Cab, Less Trailer Towing • 157"/3989mm Wheelbase, With Heavy Duty Trailer Towing • 157"/3989mm Wheelbase, Less Trailer Towing • 163"/4140mm Wheelbase 	1
W520215-S441	Outer tie-rod end nut (all vehicles)	2
N808684-S101	Steering column shaft-to-steering gear bolt (all vehicles)	1
W713954-S439	Steering gear-to-crossmember bolt (all vehicles)	1
W715436-S439	Steering gear-to-crossmember bolt (all vehicles)	1

The DOR/COR number for this recall is 50543.

Order your required parts 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.

DEMONSTRATION / DELIVERY HOLD / DO NOT DRIVE

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Certain 2014 Model Year F-150 Vehicles Equipped with Electronic Power Assist Steering
Steering Gear Replacement

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

All Steering Gear Assemblies replaced under this recall will have a 700 tag generated for part 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 2014 MODEL YEAR F-150 VEHICLES WITH ELECTRONIC POWER ASSIST STEERING — STEERING GEAR REPLACEMENT

OVERVIEW

In some of the affected vehicles, the Electronic Power Assist Steering (EPAS) gear motor position sensor magnet may have been installed incorrectly. An incorrectly installed EPAS gear motor position sensor magnet may lead to impaired steering, including the loss of steering control, which could increase the risk of a crash. Dealers are to replace the steering gear assembly. Replacement of the steering gear requires programmable module configuration.

DRIVING VEHICLE PRIOR TO REPAIR

IMPORTANT: The EPAS system must be disabled by disconnecting the EPAS power connection from the fuse block stud at the battery positive terminal. Vehicles may then be safely driven at low speeds to facilitate repairs (e.g. towing, moving to a service bay location, etc.). If the vehicle must be moved prior to disabling the EPAS system, do not drive it over 5 MPH.

1. With the key in the OFF position, remove the EPAS harness positive terminal from the battery. See Figure 1.
 - a. Remove the nut from the EPAS harness positive terminal.
 - b. Remove the EPAS harness positive terminal from the battery.
 - c. Tape the exposed end of the EPAS harness positive terminal and secure the harness away from the battery to prevent contact with battery voltage.

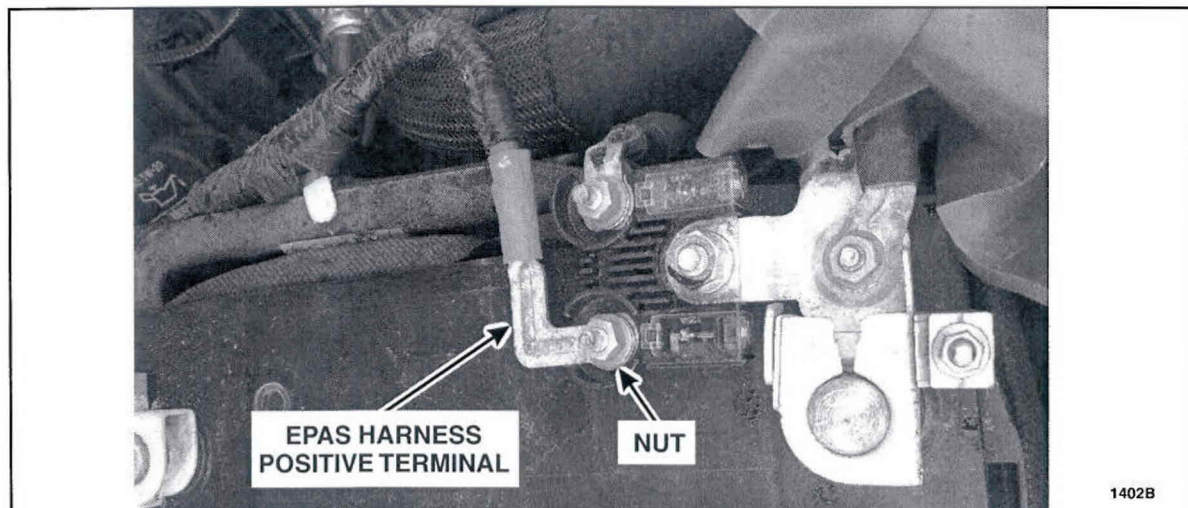


FIGURE 1



SERVICE PROCEDURE

1. Once in the service bay, reconnect the EPAS harness positive terminal to the battery prior to module configuration. See Figure 1.
 - a. With the key in the OFF position, install the EPAS harness positive terminal onto the battery.
 - b. Install the nut onto the EPAS harness positive terminal.
 - Tighten nut to 9 Nm (80 lb-in).
- 2 Replace the steering gear. For additional information, refer to Workshop Manual (WSM) Section 211-02.

