



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

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

November 3, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 14S25**
Certain 2005 through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car Vehicles Repaired Under Safety Recall 13S08 or Regional Program 13R01 Upper Intermediate Steering Shaft Inspection and Replacement

REF: **Safety Recall 13S08 – Supplement #3**
Certain 2005 through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car Vehicles Originally Sold or Currently Registered in Corrosion States Steering Column Shaft

Regional Program 13R01 – Supplement #3
Certain 2005 through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car Vehicles Not Covered Under Safety Recall 13S08 Steering Column Shaft

AFFECTED VEHICLES

Certain 2005 through 2011 model year Crown Victoria, Grand Marquis, and Town Car vehicles built at the St. Thomas Assembly Plant and Wixom Assembly Plant from Job #1 through August 30, 2011 that received Upper Intermediate Steering Shaft extension repairs under Safety Recall 13S08 or Regional Program 13R01. 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 November 3, 2014.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the Upper Intermediate Steering Shaft (Upper I-Shaft) was extended during the service procedure in Safety Recall 13S08 or Regional Program 13R01 prior to September 22, 2014. If this procedure was not performed correctly by the servicing dealer, it is possible for the stages of the telescoping joint to extend unevenly, resulting in insufficient overlap in the Shaft-in-Tube. Insufficient overlap can lead to separation of the Upper I-Shaft, resulting in a loss of steering control.

SERVICE ACTION

Dealers are to inspect the Upper I-Shaft by measuring the individual stages and overall length of the telescoping joint. If any of the measurements do not meet specification, dealers are to replace the Upper I-Shaft.

Dealers are also to inspect the Steering Column Lower Bearing position. If the bearing is found to be out of position, dealers are to reseal it and install a retainer kit.

This service 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 November 17, 2014. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information – Flow Chart
Attachment IV: Technical Information – Inspection Procedures
Attachment V: Technical Information – Repair Procedures
Owner Notification Letters
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

Safety Recall 14S25

Certain 2005 through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car Vehicles
Repaired Under Safety Recall 13S08 or Regional Program 13R01
Upper Intermediate Steering Shaft

OASIS ACTIVATED?

Yes, OASIS will be activated on November 3, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on November 3, 2014. Owner names and addresses will be available by December 5, 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

Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

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

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).

Safety Recall 14S25

Certain 2005 through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car Vehicles
Repaired Under Safety Recall 13S08 or Regional Program 13R01
Upper Intermediate Steering Shaft

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 pre-approved 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 Upper I-Shaft replacement.

RENTAL VEHICLES

With proper parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique circumstance which may require a rental vehicle, please contact the Special Service Support Center at 1-800-325-5621.

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.
- Submit refunds on a separate repair line.
 - Program Code: 14S25
 - 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.

Safety Recall 14S25

Certain 2005 through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car Vehicles
 Repaired Under Safety Recall 13S08 or Regional Program 13R01
 Upper Intermediate Steering Shaft

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Upper Intermediate Steering Shaft and Steering Column Lower Bearing, no repairs needed	14S25A	0.2 Hours
Inspect Upper Intermediate Steering Shaft and Steering Column Lower Bearing, and replace Upper Intermediate Steering Shaft	14S25B	0.5 Hours
Inspect Upper Intermediate Steering Shaft and Steering Column Lower Bearing, and install Bearing Retainer	14S25C	1.2 Hours
Inspect Upper Intermediate Steering Shaft and Steering Column Lower Bearing, replace Upper Intermediate Steering Shaft, and install Bearing Retainer	14S25D	1.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
5W1Z-3B676-AB	Upper Intermediate Steering Shaft	1
5W1Z-3605-A	Bearing Retainer Kit	1
W713065-S439	Steering shaft bolts (4 per package)	2 Bolts

The DOR/COR number for this recall is 50567.

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.

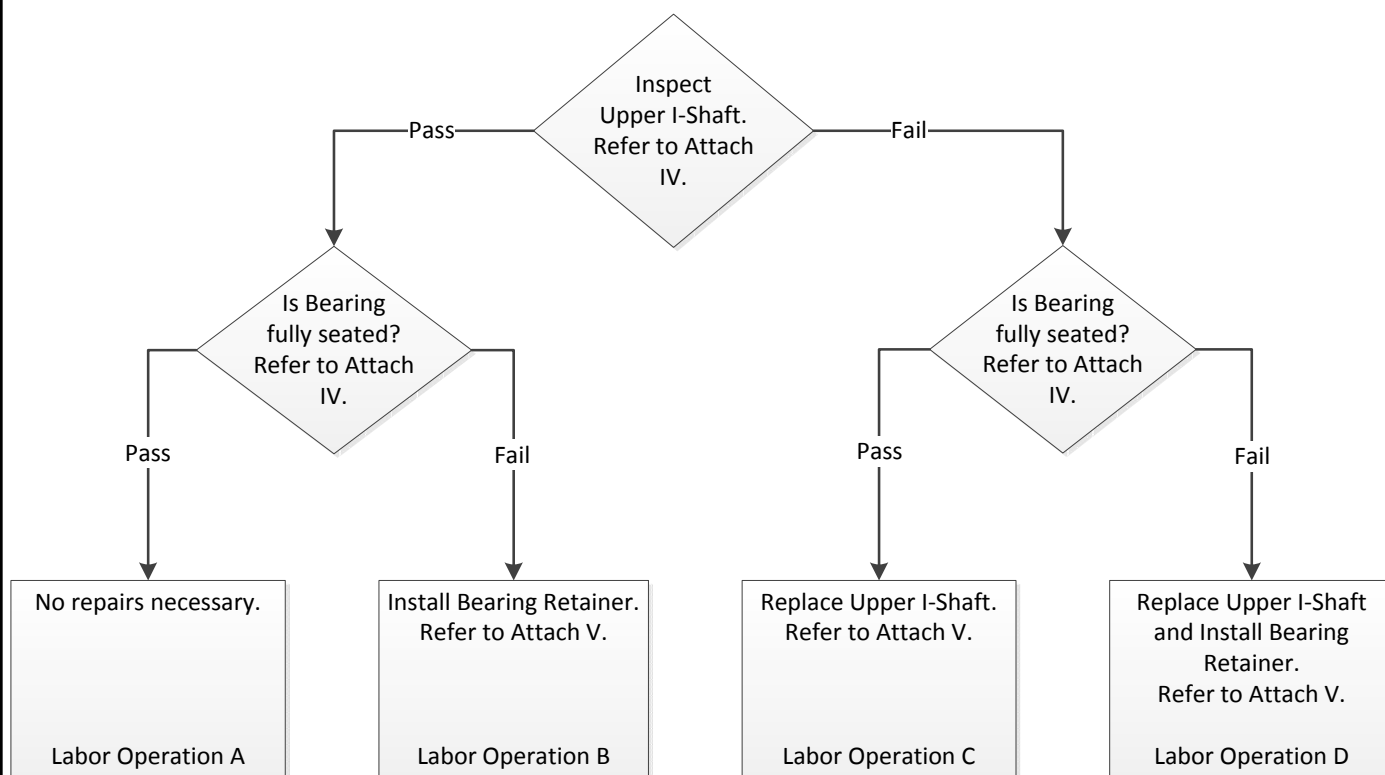
CERTAIN 2005 THROUGH 2011 MODEL YEAR CROWN VICTORIA, GRAND MARQUIS, AND TOWN CAR VEHICLES — UPPER INTERMEDIATE STEERING SHAFT INSPECTION AND REPLACEMENT

OVERVIEW

In some of the affected vehicles, the Upper Intermediate Steering Shaft (Upper I-Shaft) was extended during the service procedure in Safety Recall 13S08 or Regional Program 13R01 prior to September 22, 2014. If this procedure was not performed correctly by the servicing dealer, it is possible for the stages of the telescoping joint to extend unevenly, resulting in insufficient overlap in the Shaft-in-Tube Stage (Stage 2). Insufficient overlap can lead to separation of the Upper I-Shaft, resulting in a loss of steering control. Dealers are to inspect the Upper I-Shaft and the Steering Column Lower Bearing and repair as needed.

Refer to the following flow chart for inspection and repair criteria:

NOTE: Review all subsequent inspection areas before completing repairs.



INSPECTION PROCEDURES

Upper I-Shaft Inspection

1. Measure the length of Stage 1, Stage 2, and the overall length between the upper steering shaft end and the edge of the shaft collar. See Figures 1 and 2.
 - If Stage 1 is less than 51 mm (2") or greater than 57 mm (2 1/4"), it fails inspection.
 - If Stage 2 is less than 83 mm (3 1/4") or greater than 90 mm (3 1/2"), it fails inspection.
 - If the upper steering shaft overall measurement is less than 137 mm (5 3/8") or greater than 144 mm (5 5/8"), it fails inspection.

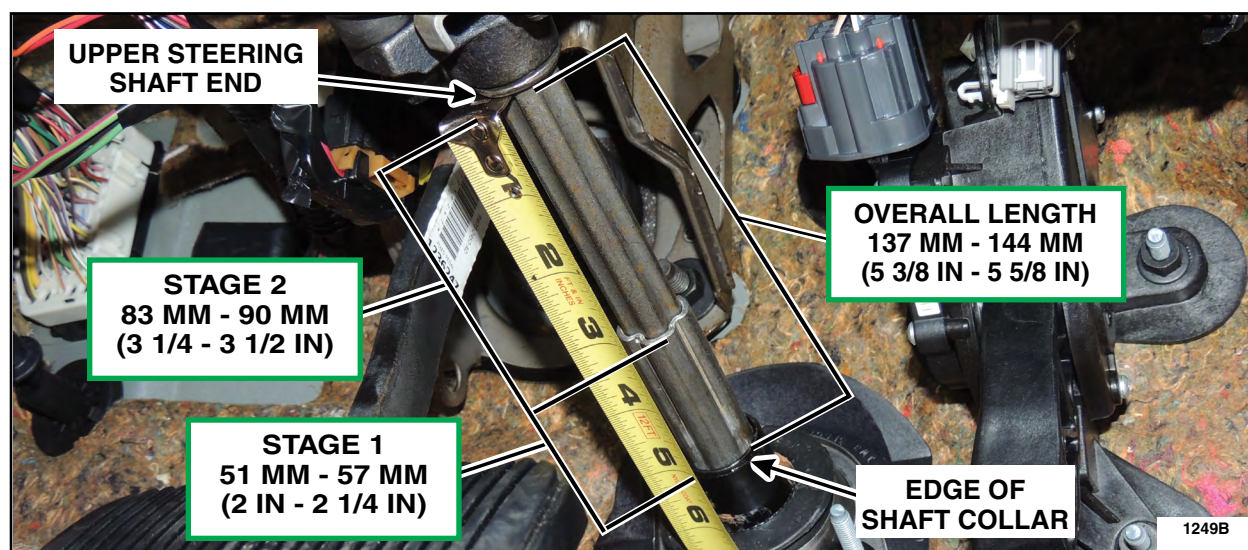


FIGURE 1

NOTE: Upper steering shaft shown out of vehicle for clarity.

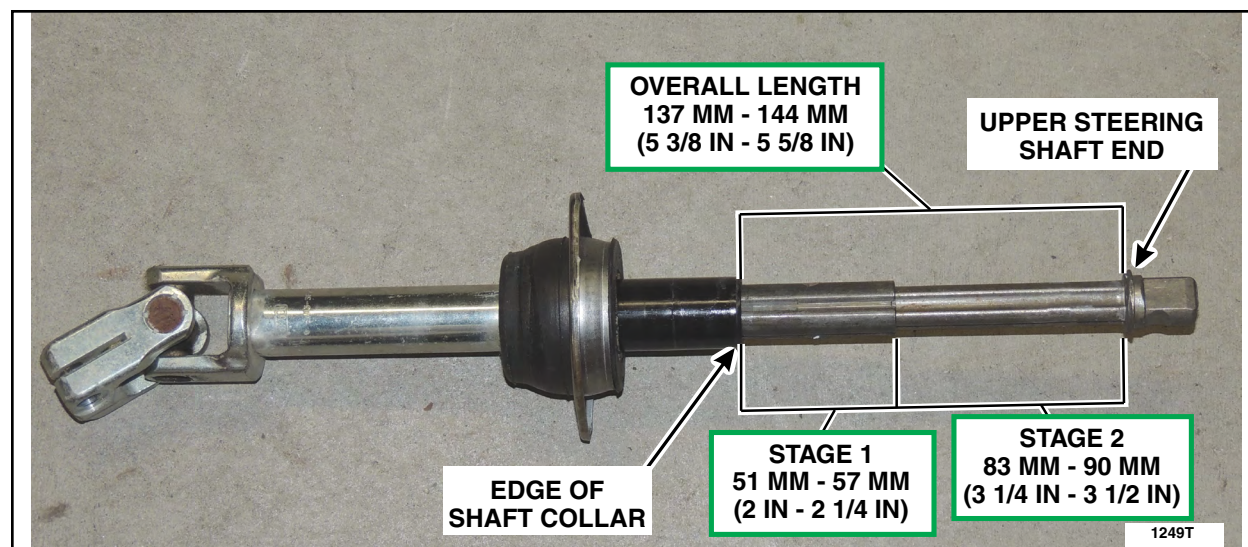


FIGURE 2



Steering Column Bearing Position Inspection

1. Inspect the steering column for an unseated steering column bearing. See Figures 3 and 4.

- If the steering column bearing is unseated, it fails inspection.

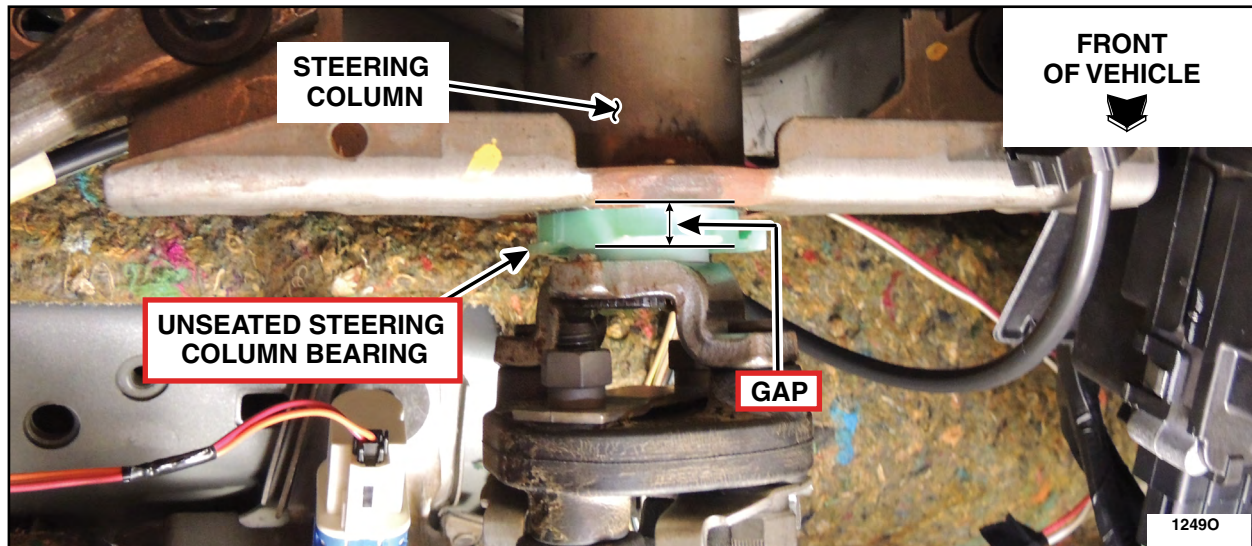


FIGURE 3

NOTE: Steering column shown out of vehicle for clarity.

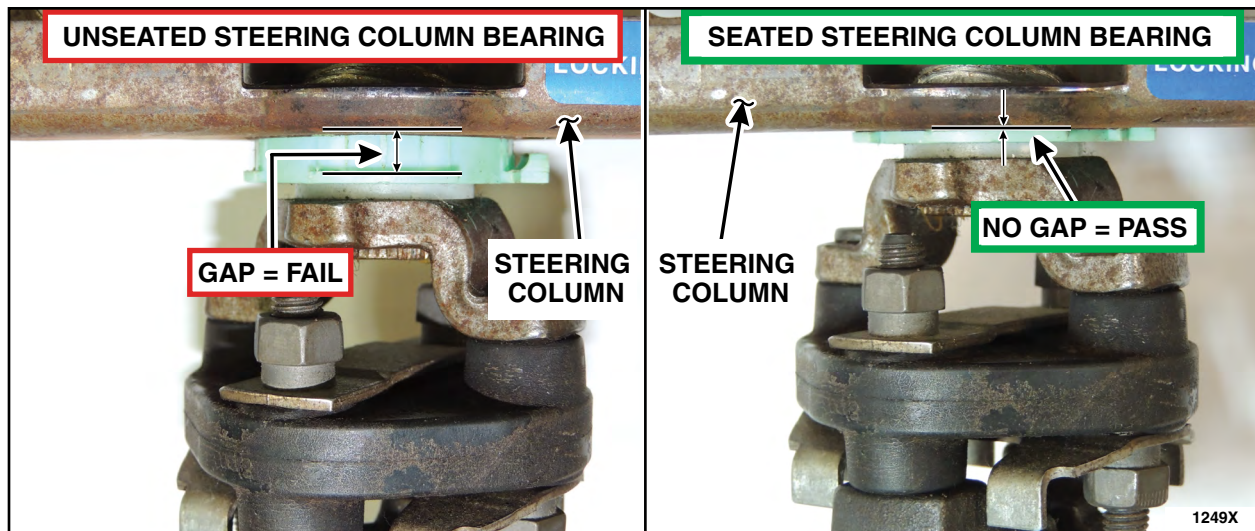


FIGURE 4



REPAIR PROCEDURES

Upper I-Shaft Replacement (Failed Inspection Only, Refer to Flowchart within Attachment III)

NOTICE: Do not allow the steering wheel to rotate while the steering shaft is disconnected or damage to the clockspring may result. If there is evidence the steering shaft has rotated, the clockspring must be removed and recentered. For additional information, refer to WSM Section 501-20B.

NOTE: To ensure proper alignment do not rotate the steering gear while removing the upper steering shaft.

1. Use a steering wheel holding device (such as Hunter® 28-75-1 or equivalent) to hold the steering wheel in the straight-ahead position.
2. Remove and discard the steering column to upper steering shaft bolt.
3. Remove the 2 upper steering shaft bearing nuts. See Figure 1.

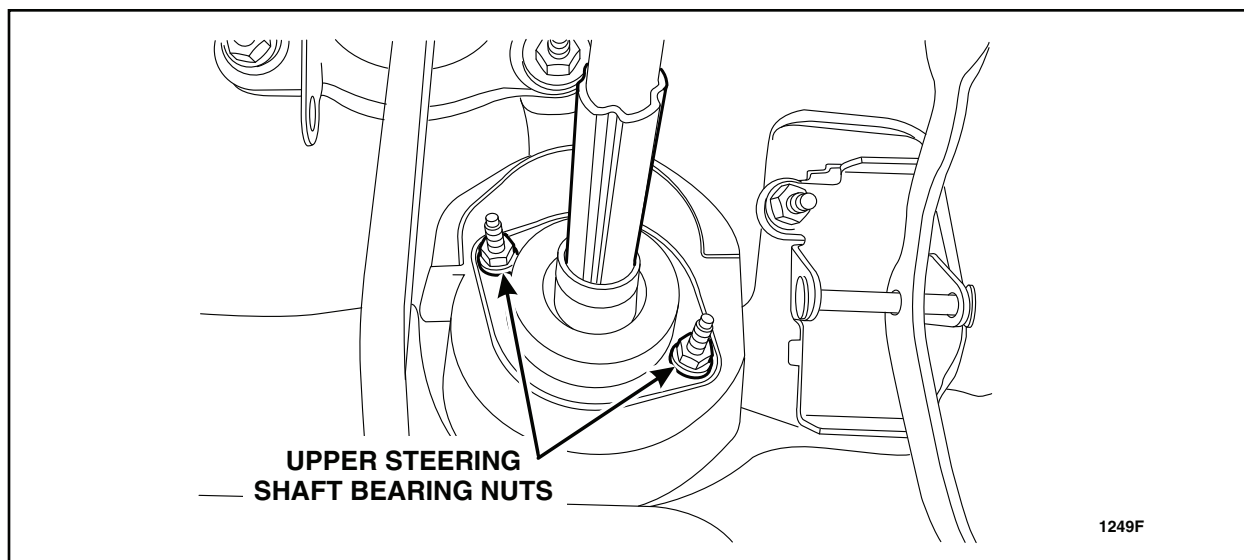


FIGURE 1



4. If not done previously, remove and discard the upper steering shaft to lower steering shaft bolt and remove the upper steering shaft. See Figure 2.

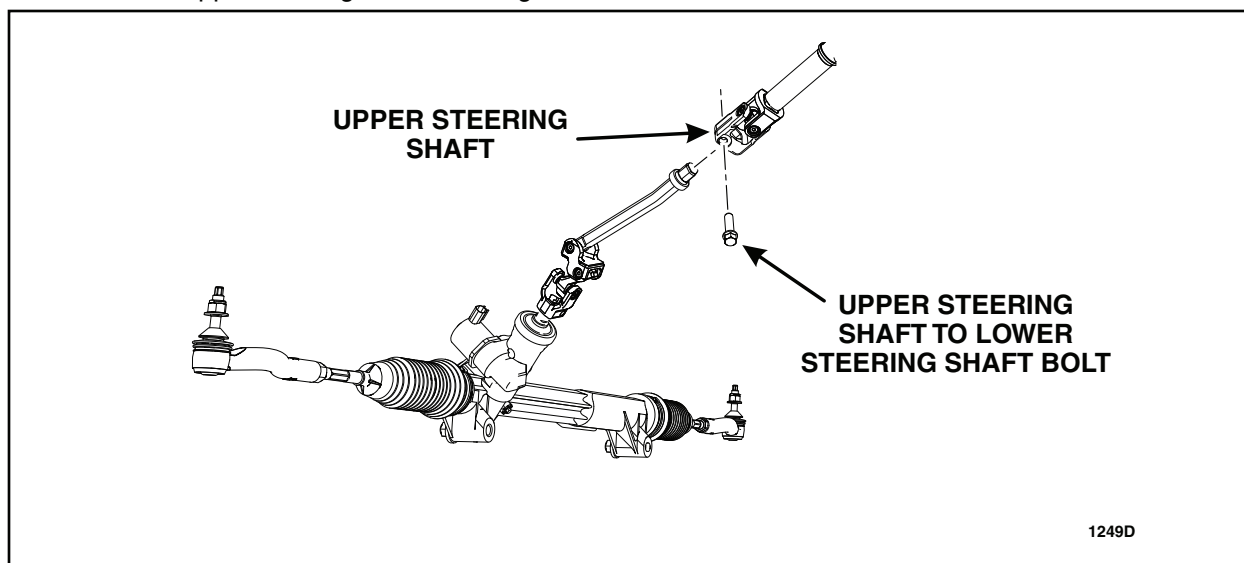


FIGURE 2

5. Remove the bearing from the upper steering shaft. See Figure 3.

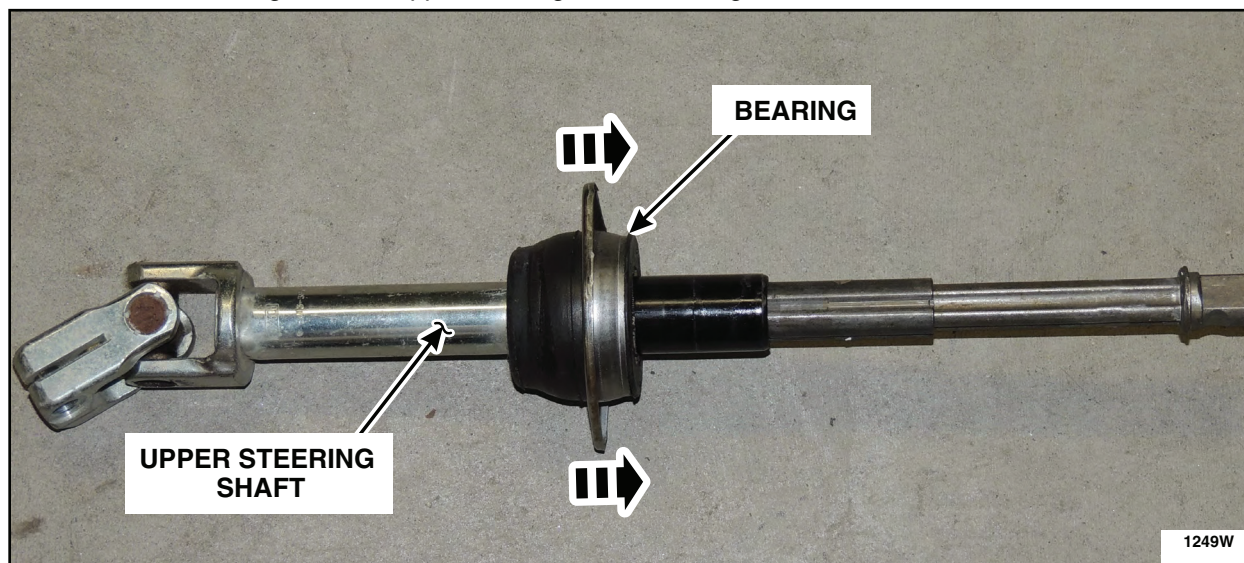


FIGURE 3



6. Install the bearing onto the *new* upper steering shaft. See Figure 3.

NOTE: The steering shaft bolts are one time use only. If applicable, do not install the upper steering shaft until service on the steering column lower bearing is completed, if required. See Attachments III and IV.

7. Install the upper steering shaft and install a *new* upper steering shaft to lower steering shaft bolt
See Figure 3.

- Tighten the new bolt to 30 Nm (22 lb-ft).

8. Install the 2 upper steering shaft bearing nuts. See Figure 1.

- Tighten to 11 Nm (97 lb-in).

9. Install a *new* upper steering column to steering shaft bolt.

- Tighten the new bolt to 30 Nm (22 lb-ft).

10. If no further repair is required remove the steering wheel holding tool.

Steering Column Bearing Orientation and Retainer Installation (Failed Inspection Only, Refer to Flowchart within Attachment III)

1. Remove the steering column from the vehicle. For additional information, refer to WSM Section 211-04.

NOTE: In some instances the steering column bearing orientation tab may have broken off. If the tab has broken off, the bearing is still usable and can be seated within the steering column in any orientation.

2. Align the bearing alignment tab with the slot in the column flange. See Figure 4.

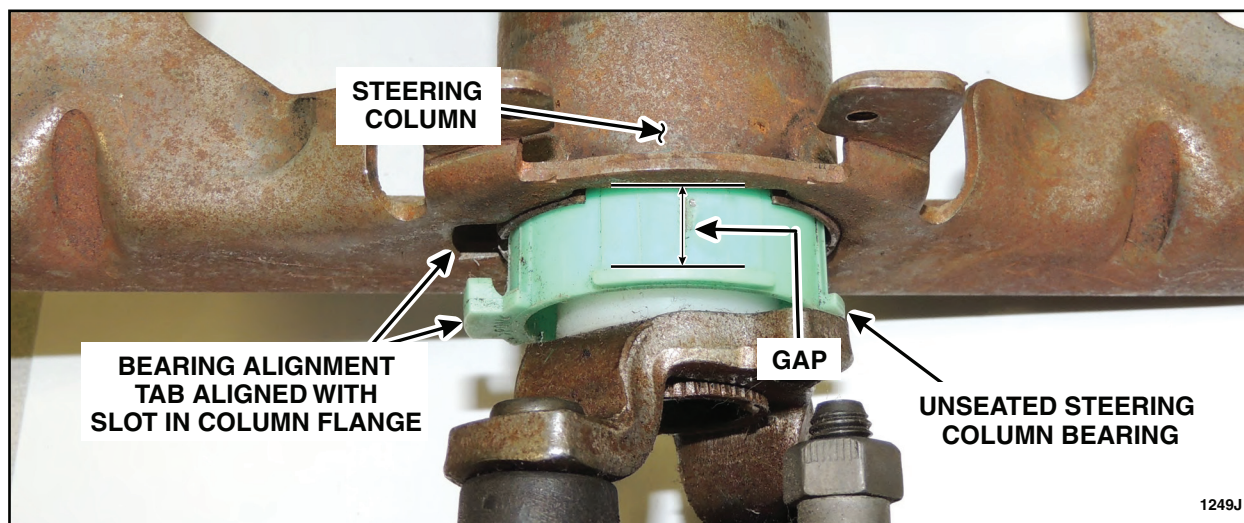


FIGURE 4



3. Using a suitable dead blow hammer, reseal the steering column bearing by lightly tapping the steering column to upper steering shaft coupling until there is no gap left. See Figure 5.

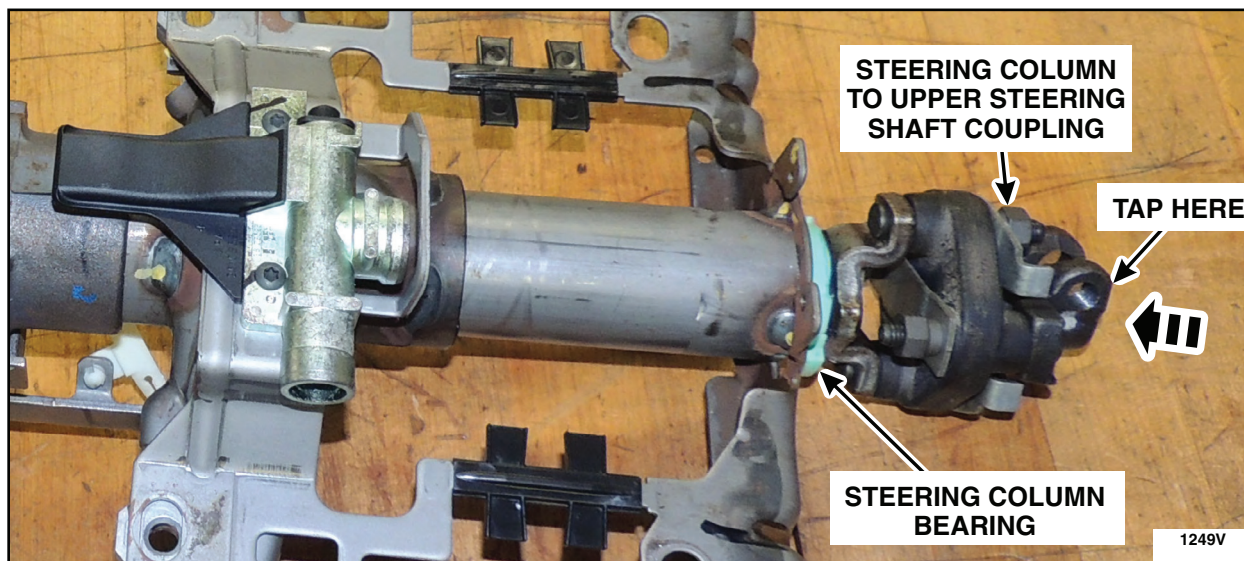


FIGURE 5

4. Locate the two tabs located at the forward end and top of the steering column. See Figure 6.

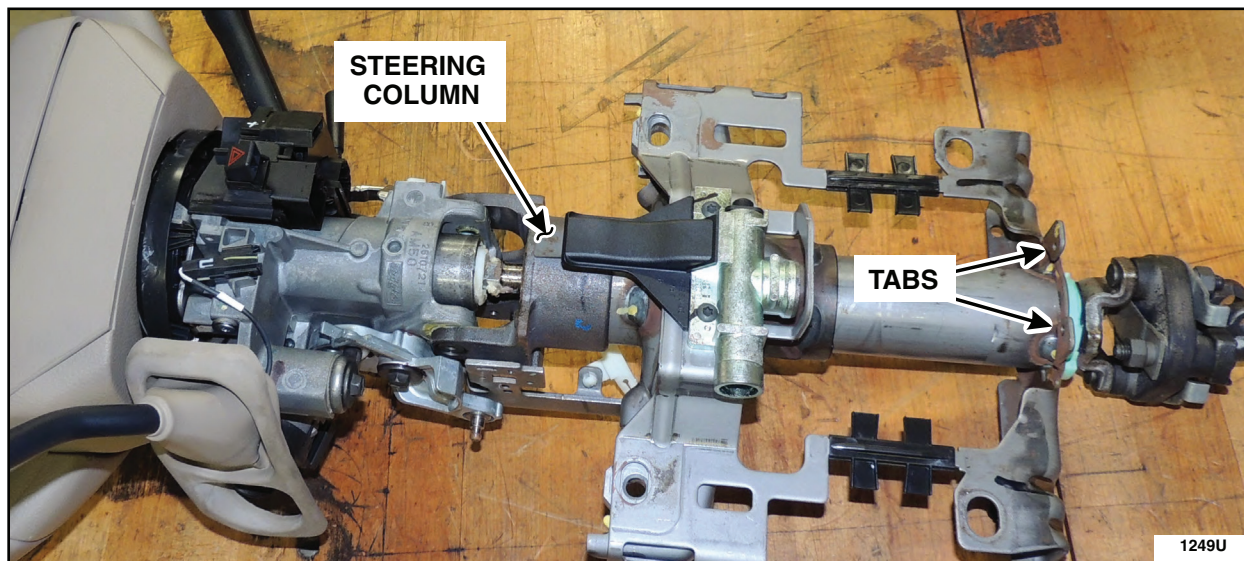


FIGURE 6



5. Install the special tool from Rotunda Special Tool Kit TKIT-2013A-FLM onto the two tabs located on the steering column, and secure with the two supplied screws. See Figure 7.

- Do not over tighten the screws.

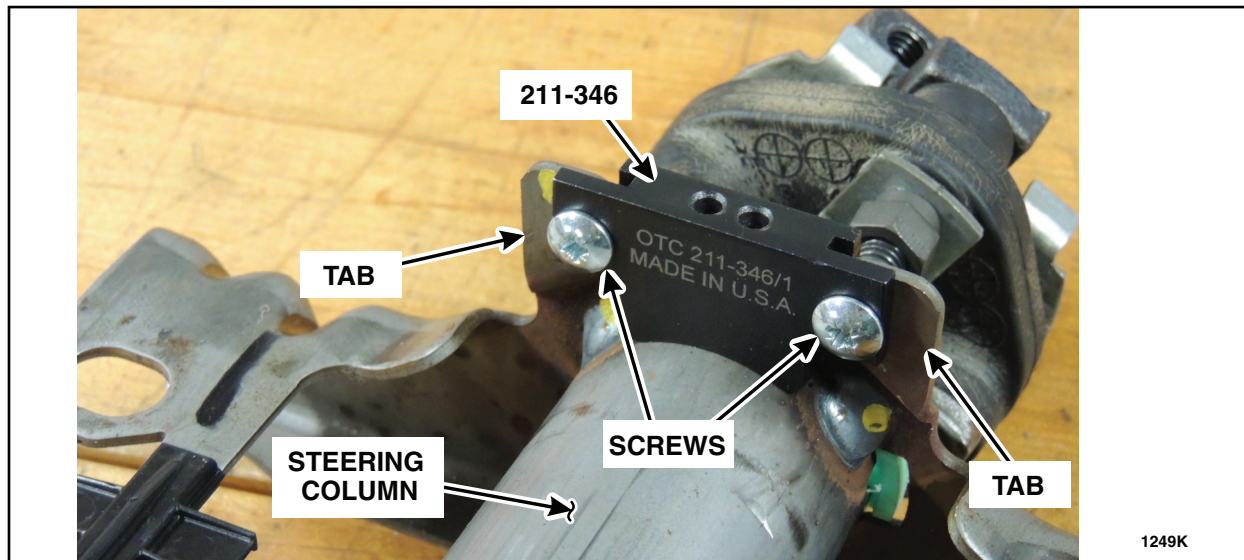


FIGURE 7

6. Drill out both hole locations using a drill and the supplied drill bit from Rotunda Special Tool Kit TKIT-2013A-FLM. Drill bit depth is critical, use the supplied drill bit only. See Figure 8.

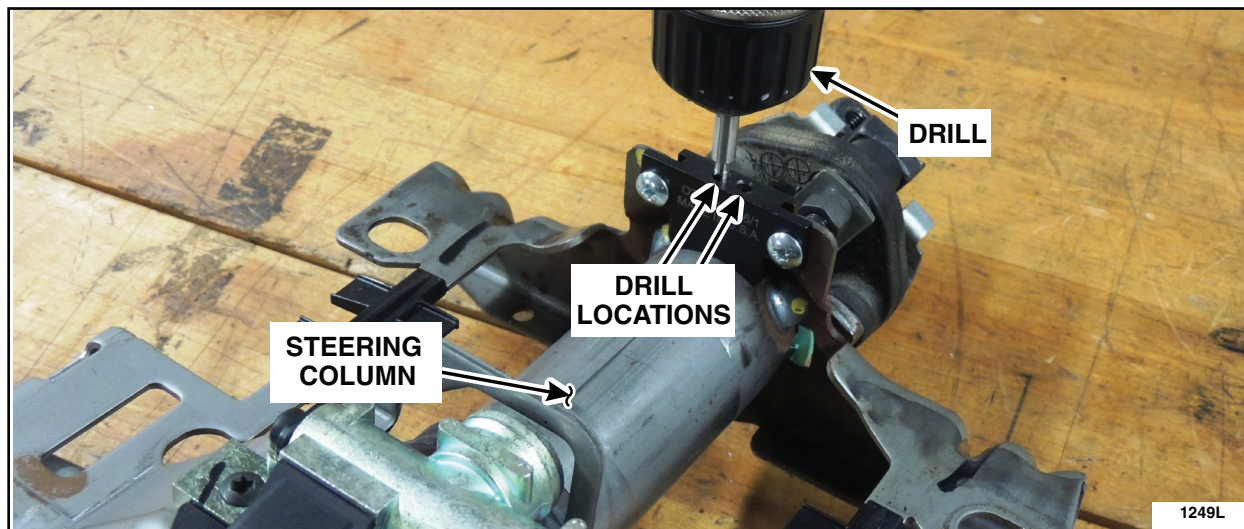


FIGURE 8



7. Remove the screws and the special tool from the steering column.
 8. Position the bearing retainer to the upper steering shaft coupling with the angled side facing the steering column. Install the bearing retainer into the two previously drilled holes and install two supplied bolts. See Figure 9.
- Tighten to 2.5 Nm (22 lb-in).

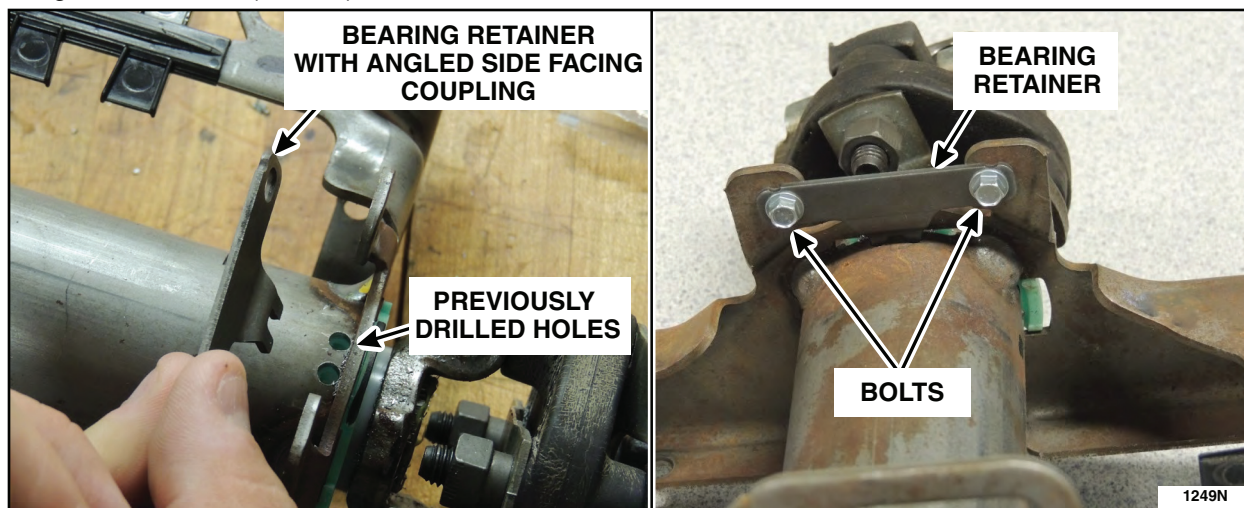


FIGURE 9

NOTE: The steering shaft bolts are one time use only. If applicable, do not install the steering column to upper steering shaft bolt until service on the upper steering shaft is completed, if required. See Attachments III and IV.

9. Install the steering column. For additional information, refer to WSM Section 211-04.



Ford Motor Company
Recall Reimbursement Plan for 14S25

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 # 14S25, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to December 6, 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.