



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 25, 2015

Mr. Todd Fronckowiak
Assistant Director, Global Automotive Safety Compliance
Ford Motor Company
Fairlane Plaza South, Suite #500
330 Town Center Drive
Dearborn, MI 48126-2738

NVS-215SM
15V-340

Subject: Loss of Electric Power Steering Assist

Dear Mr. Fronckowiak:

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/FLEX/2011-2013
FORD/FUSION/2011-2012
FORD/TAURUS/2011-2013
LINCOLN/MKS/2011-2013
LINCOLN/MKT/2011-2013
LINCOLN/MKZ/2011-2012
MERCURY/MILAN/2011

Mfr's Report Date: May 26, 2015

NHTSA Campaign Number: 15V-340

Components:

STEERING:ELECTRIC POWER ASSIST SYSTEM

Potential Number of Units Affected: 393,623

Problem Description:

Ford Motor Company (Ford) is recalling certain model year 2011-2012 Ford Fusion vehicles without a 3.5L engine and Lincoln MKZ hybrid electric vehicles, 2011 Mercury Milan vehicles, 2011-2012 Ford Taurus, Ford Flex, Lincoln MKS, and Lincoln MKT vehicles equipped with a 3.5L GTDI engine and 2013 Ford Taurus, Ford Flex, Lincoln MKS, and Lincoln MKT vehicles equipped with any available engine. The affected vehicles may experience a steering motor sensor fault which would remove the electric power steering assist from the steering system.

Consequence:

If the vehicle experiences a loss of power steering assist, extra steering effort will be required at lower speeds, increasing the risk of a vehicle crash.

Remedy:

Ford will notify owners, and dealers will check the Power Steering Control Module (PSCM) for Diagnostic Trouble Codes (DTC).



If dealers find any loss of steering assist DTCs, the steering gear will be replaced, free of charge. If, no codes are found during the PSCM inspection, the PSCM software will be updated, free of charge. The recall is expected to begin July 20, 2015. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 15S18.

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.

This recall was the subject of a preliminary evaluation, PE14-030, conducted by the Office of Defects Investigation.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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,



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