

Part 573 Safety Recall Report**15V-340****Manufacturer Name :** Ford Motor Company**Submission Date :** MAY 26,2015**NHTSA Recall No. :** 15V-340**Manufacturer Recall No. :** 15S18**Manufacturer Information :**

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

Population :

Number of potentially involved : 393,623

Estimated percentage with defect : 0

Vehicle Information :

Vehicle : 2011-2012 Ford Fusion

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Vehicles equipped with all available engines except 3.5L are affected. Affected vehicles are equipped with an electric power assist steering system.

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.

Production Dates : SEP 07, 2010 - FEB 28, 2012

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2011-2012 Lincoln MKZ

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Only hybrid electric vehicles are affected. Affected vehicles are equipped with an electric power assist steering system.

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.

Production Dates : SEP 07, 2010 - FEB 28, 2012

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2011-2011 Mercury Milan

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : All vehicles built in the specified build date range are affected.

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.

Production Dates : SEP 07, 2010 - DEC 10, 2010

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2011-2013 Ford Taurus

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Only 2011 and 2012 model year vehicles equipped with the 3.5L GTDI engine are affected. All 2013 model year vehicles built in the specified build date range are affected. Affected vehicles are equipped with an electric power assist steering system.

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.

Production Dates : SEP 07, 2010 - FEB 28, 2012

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2011-2013 Ford Flex

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Only 2011 and 2012 model year vehicles equipped with the 3.5L GTDI engine are affected. All 2013 model year vehicles built in the specified build date range are affected. Affected vehicles are equipped with an electric power assist steering system.

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.

Production Dates : SEP 07, 2010 - FEB 28, 2012

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2011-2013 Lincoln MKS

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Only 2011 and 2012 model year vehicles equipped with the 3.5L GTDI engine are affected. All 2013 model year vehicles built in the specified build date range are affected. Affected vehicles are equipped with an electric power assist steering system.

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.

Production Dates : SEP 07, 2010 - FEB 28, 2012

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2011-2013 Lincoln MKT

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Only 2011 and 2012 model year vehicles equipped with the 3.5L GTDI engine are affected. All 2013 model year vehicles built in the specified build date range are affected. Affected vehicles are equipped with an electric power assist steering

system.

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.

Production Dates : SEP 07, 2010 - FEB 28, 2012

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Description of Defect :

Description of the Defect : An intermittent electrical connection caused by quality issues pertaining to conformal coat contamination and ribbon cable pin misalignment within the steering gear motor may lead to a loss of the motor position sensor signal that may result in loss of power steering assist.

Ford is aware of 16 accident allegations and three injury allegations related to this condition in the vehicles included in this field action. Most of the accident allegations report that minor vehicle damage was incurred, typically either wheel damage resulting from contact with a curb or minor body damage. The injury allegations were all reported as minor with no indication that medical attention was sought for any of the injuries.

Description of the Safety Risk : In the event of a loss of power steering assist, the mechanical linkage between the steering wheel and the road is maintained at all times. The steering system will default to manual steering mode, allowing the vehicle to be steered in a safe and controlled manner. Loss of power steering assist is unlikely to be associated with accidents at higher speeds, as the amount of assist supplied is inversely proportional to vehicle speed. Loss of power steering assist would require higher steering effort, especially at lower speeds, which may result in an increased risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : Drivers are clearly informed of a change in steering system status via an audible chime and the display of a power steering assist fault message in the instrument cluster.

Supplier Identification :

Component Manufacturer

Name : TRW Automotive

Address : 4585 W. 26 Mile Road

Washington MICHIGAN 48094

Country : United States

Chronology :

Summer, 2011: Ford and the supplier investigated quality issues with the electric power assist steering (EPAS) system due to an elevated rate of warranty reports of gear replacements on 2011 model year Ford Explorer vehicles.

September – November 2011: The supplier implemented corrective actions for quality issues pertaining to conformal coat contamination and ribbon cable pin misalignment within the EPAS motor.

March 2012 – October 2014: Ford continued to monitor warranty and field data for vehicles equipped with this EPAS system and had ongoing discussions with the Agency and Transport Canada throughout this time. Ford evaluated potential root causes, the vehicle effects for loss of steering assist, as well as the nature of the events, across various vehicle platforms during this time.

October 2014: NHTSA opened an investigation (PE14-030) regarding loss of power steering assist and increased steering efforts on 2010-2012 model year Ford Fusion, Mercury Milan and Lincoln MKZ vehicles.

December 2014: Ford responded to the Agency's Information Request.

January - May 2015: Ford continued to investigate the concern regarding the subject vehicles. Ford also reviewed other vehicle lines that were equipped with a similar EPAS system.

On May 18, 2015, Ford's Field Review Committee reviewed the concern and approved a field action.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the Power Steering Control Module (PSCM) checked for Diagnostic Trouble Codes (DTCs).

If no loss of steering assist DTCs are present, dealers will update the PSCM software. The updated PSCM software will provide steering assist for the remainder of the drive cycle if a motor position sensor encoder fault occurs, and a cluster warning and chime will be provided. Upon subsequent vehicle start-ups, if multiple faults have been verified, steering assist will be removed and a cluster warning and chime will be provided.

If any loss of steering assist DTCs are present, dealers will replace the steering gear.

If a vehicle has the PSCM software updated in accordance with this field action, and loss of power steering assist occurs at a later date, the owner will be able to return their vehicle to a Ford or Lincoln dealer to have the steering gear replaced if it occurs within a period of 10 years from the warranty start date for the vehicle or 150K miles, whichever occurs first.

There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid

for by vehicle owners prior to notification of a safety recall in February 2015. The ending date for reimbursement eligibility is December 31, 2015.

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

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers will occur on May 26, 2015. Mailing of owner notification letters will begin July 20, 2015 and is expected to be completed by July 23, 2015.

Planned Dealer Notification Date : MAY 26, 2015 - MAY 26, 2015

Planned Owner Notification Date : JUL 20, 2015 - JUL 23, 2015

* NR - Not Reported