

April 27, 2015 – Ford Motor Company (Ford) Recall No. 15S14 – Certain 2013-2015 model year Ford Fusion and Lincoln MKZ and 2015 model year Ford Edge vehicles in corrosion states - Steering Gear Motor Attachment

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.

January - February 2015: Ford conducted analysis of steering gear motor separation from the gear housing after receiving reports from the field. Visual inspection of returned parts found evidence of corrosion on the bolts that provide motor attachment to the gear housing. Based on these findings and an increase in warranty claims, the issue was opened in Ford's Critical Concern Review Group for further investigation. Engineering reviewed reports from Ford's field data systems to further understand the customer symptoms, nature, and frequency of the concern. Customer-reported symptoms included motor whine, clunking noise, MIL illumination, and loss of steering assist. Parts from various regions of the country were gathered for analysis, and a local vehicle survey was conducted.

March 2015: Ford and the steering gear supplier conducted laboratory analyses of fractured steering gear motor attachment bolts. These analyses found evidence of stress corrosion cracking on the motor attachment bolts. Initial findings were that the bolts, which are made of aluminum, are susceptible to corrosion when the vehicle is operated in a high corrosion environment.

April 2015: Additional microscopy analysis of field return bolts conducted by both Ford and the supplier continued to identify indications of corrosion-related bolt degradation.

An increasing number of reports were received from the field, all pertaining to vehicles from high-corrosion regions of North America. As of April 6, 2015, Ford had identified 158 unique reports that may relate to steering gear motor attachment bolt failures. Analysis of these reports substantiated that this is a corrosion area concern. No reports alleging accidents or injuries were identified.

On April 20, 2015, Ford's Field Review Committee reviewed this concern and approved a field action for vehicles currently registered or originally sold in corrosion areas. Although this condition is not expected to exist in non-corrosion areas, on April 20, 2015, Ford's Field Review Committee also approved an extended warranty program (15R01) for vehicles in non-corrosion areas to address potential customer concerns.

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