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August 30, 2017

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S23**  
Certain 2017 Explorer, Taurus, Police Interceptor Utility and Sedan Vehicles  
Electronic Power Assist Steering Heat Shield Fastener Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2017	Chicago	May 7, 2017 through May 10, 2017
Taurus	2017	Chicago	May 7, 2017 through May 8, 2017
Police Interceptor Utility	2017	Chicago	May 7, 2017 through May 8, 2017
Police Interceptor Sedan	2017	Chicago	May 7, 2017 through May 8, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the fasteners used to secure the electronic power assist steering (EPAS) heat shield may not have sufficient corrosion protection. If the fasteners do not have sufficient corrosion protection, they may not retain the heat shield over time, exposing the steering gear to higher than expected temperatures. If the steering gear connectors melt, the driver may experience loss of assist accompanied by the fault message "SERVICE POWER STEERING NOW" in the instrument cluster. Loss of power steering assist while driving would result in higher steering efforts, especially at lower speeds.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect and, if necessary, replace the EPAS heat shield fasteners following the dealer bulletin technical information. 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 September 11, 2017. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S23**

Certain 2017 Explorer, Taurus, Police Interceptor Utility and Sedan Vehicles  
Electronic Power Assist Steering Heat Shield Fastener Inspection

**OASIS ACTIVATION**

OASIS will be activated on August 30, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 30, 2017. Owner names and addresses will be available by September 22, 2017.

**NOTE:** Your FSA VIN Lists 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.

**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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 17S23 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect EPAS heat shield fasteners – no repair required	17S23A	0.3 Hours
Inspect EPAS heat shield fasteners – replace one to three of the heat shield fasteners	17S23B	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
W505252-S439	Heat shield fasteners (1 package of 4 fasteners, up to 3 fasteners may be required)	1	1

The DOR/COR number for this recall is 51091.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**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 2017 EXPLORER, TAURUS, POLICE INTERCEPTOR UTILITY AND SEDAN VEHICLES — ELECTRONIC POWER ASSIST STEERING HEAT SHIELD FASTENER INSPECTION

### OVERVIEW

In some of the affected vehicles, the fasteners used to secure the Electronic Power Assist Steering (EPAS) heat shield may not have sufficient corrosion protection. If the fasteners do not have sufficient corrosion protection, they may not retain the heat shield over time, exposing the steering gear to higher than expected temperatures. If the steering gear connectors melt, the driver may experience loss of assist accompanied by the fault message “SERVICE POWER STEERING NOW” in the instrument cluster. Loss of power steering assist while driving would result in higher steering efforts, especially at lower speeds. Dealers are to inspect and replace, if necessary, the EPAS heat shield fasteners following the Service Procedure below.

### SERVICE PROCEDURE

#### Recommended Tool List:

Flex Head Ratchet Wrench 8mm
1/4" Drive Short and Deep Well Socket 8mm
1/4" Drive Universal Joint Socket 8mm
1/4" Air Ratchet
1/4" Flex Head Ratchet
1/4" Drive Torque Wrench
1/4" Drive Extension 12 in (304 mm)
Adjustable Torque Wrench Adapter
1/2" Drive Deep Well Socket 19mm
1/2" Drive Torque Stick 19mm
1/2" Drive Impact Gun

1. Remove the right front wheel and tire. Please follow the Workshop Manual (WSM) procedure in Section 204-04A.



2. Inspect all three steering gear heat shield fasteners. Are all three fasteners gray in color?  
See Figure 1.

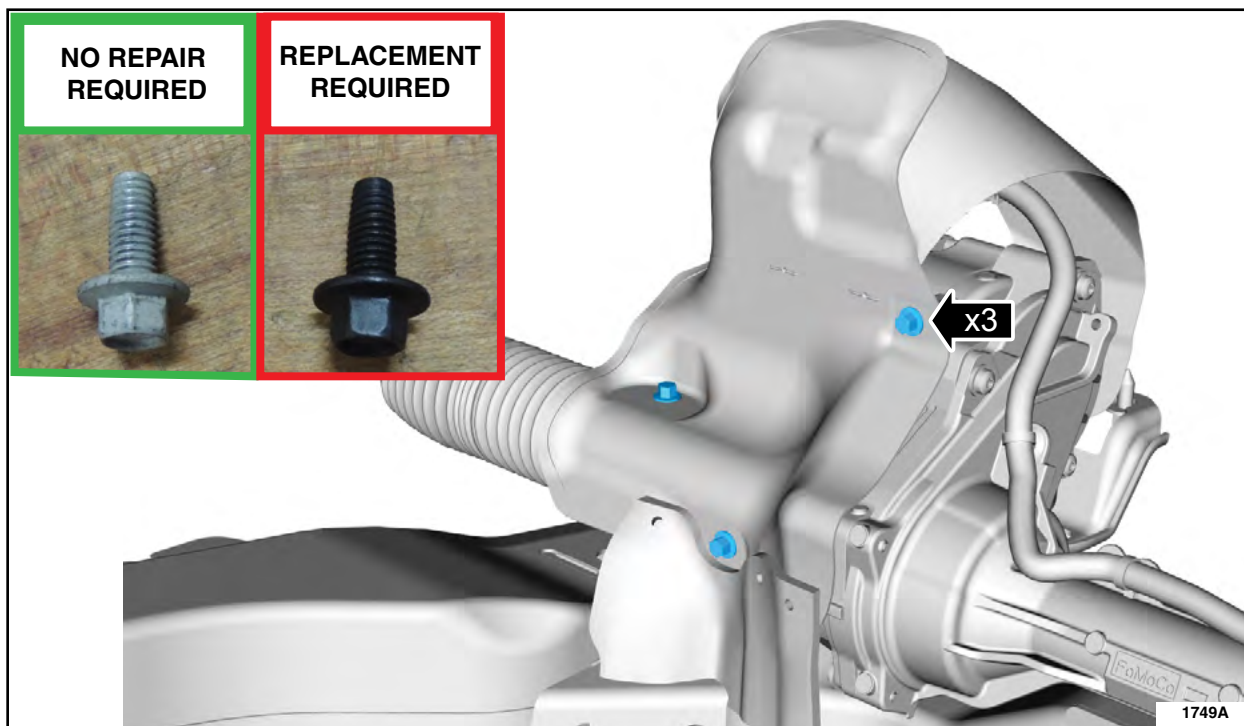
Yes - No repair required. Re-install the right front wheel and tire. Please follow the WSM procedure in Section 204-04A.

No - Proceed to Step 3.

3. If equipped, remove the under body shield retainers and the under body shield.
4. Replace each of the three highlighted fasteners that are not gray in color. See Figure 1.

- Tighten the *new* steering gear heat shield fasteners to 9 Nm (80 lb-in).

**NOTE:** Access to the fasteners on some vehicles may be limited, depending on engine configuration. Use of a universal joint socket and flex head wrench are recommended.



**FIGURE 1**

5. If necessary, re-install the under body shield.
6. Re-install the right front wheel and tire. Please follow the WSM procedure in Section 204-04A.

