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November 21, 2019

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Safety Recall 19S26 – Supplement #1**
 Certain 2013-2016 Model Year Fusion and MKZ and 2015-2016 Model Year
 Edge and MKX Vehicles
 Steering Gear Motor Bolt Corrosion
REF: **Safety Recall 19S26**
 Dated October 11, 2019

New! REASON FOR THIS SUPPLEMENT

- *Affected Vehicles: Vehicles have been added to the population.*

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	2014-2016	Flat Rock	<i>August 21, 2013 through June 14, 2015</i>
	2013-2016	Hermosillo	August 14, 2012 through June 28, 2015
MKZ	2013-2016		October 10, 2012 through June 28, 2015
Edge	2015-2016	Oakville	<i>June 25, 2014</i> through June 26, 2015
MKX	2016		November 11, 2014 through June 26, 2015

This recall applies to the affected vehicles originally sold in, or currently registered in the following states:

Connecticut	Iowa	Minnesota	Ohio	Wisconsin
Delaware	Maine	Missouri	Pennsylvania	
District of Columbia	Maryland	New Hampshire	Rhode Island	
Illinois	Massachusetts	New Jersey	Vermont	
Indiana	Michigan	New York	West Virginia	

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, when operated in high-corrosion environments associated with road salt use, one or more of the three steering gear motor bolts may fracture due to corrosion. If this occurs, it may result in a loss of power steering assist, increasing the risk of a crash. 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.

SERVICE ACTION

Dealers are to remove the original steering gear motor bolts, install revised bolts, and apply corrosion inhibitor to specified areas of the steering gear. If any of the original steering gear motor bolts are broken, missing or break during removal, dealers will replace the steering gear assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

For vehicles added to the population, owner letters will be mailed the week of November 25, 2019. 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 Letters
Recall Reimbursement Plan

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,



David J. Johnson

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New! OASIS ACTIVATION

OASIS was activated on October 10, 2019. *For vehicles added to the population, OASIS will be activated November 21, 2019.*

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on October 10, 2019. Owner names and addresses were available before October 29, 2019. *For vehicles added to the population, owner names and addresses will be available November 21, 2019.*

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

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- 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 used vehicle inventory.

STOCK VEHICLES

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.

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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 steering gear replacement caused by corroded steering gear motor bolts.

RENTAL VEHICLES

For Lincoln vehicles that require steering gear replacement, dealers are approved for up to one (1) day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one (1) rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 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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CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 19S26 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19S26
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hours.
 - 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.
- **Provision for Locally Obtained Supplies:** Valugard™ VG-101A Rust Inhibitor Aerosol or Daubert NOX RUST® 7703-W. Submit on the same line as the repair.
 - Program Code: 19S26
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$5.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time	
Install three new steering gear motor bolts and apply sealer to specific locations on steering gear	19S26B	Edge/MKX/Fusion/MKZ	1.1 Hours
		MKZ/MKX 3.7L FWD	0.9 Hours
		MKZ/MKX 3.7L AWD	1.8 Hours
One of the three steering gear motor bolts broke attempting to remove - replace steering gear assembly (includes time to set toe)	19S26C	Edge/MKX/Fusion	3.7 Hours
		MKZ	4.4 Hours
		MKZ 3.7L/MKX 3.7 AWD	4.8 Hours
Vehicle arrives at dealer with steering gear motor bolt(s) broken - replace steering gear assembly (includes time to set toe)	19S26D	Edge/MKX/Fusion	3.6 Hours
		MKZ	4.3 Hours
		MKZ 3.7L/MKX 3.7 AWD	4.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
W503298-S439	Steering Gear Motor Bolts (4/pkg.– 3 reqd.)	1	3
VG-101A	Valugard™ Rust Inhibitor Aerosol (obtain from www.valugard.net)	Claim as MISC OTHER	
7703-W	Daubert NOX RUST® (obtain from www.daubertchemical.com)		

NOTE: Either Valugard™ or Daubert brand products can be used.

- For assistance obtaining Valugard™ products, contact Automotive International customer service at 800-543-7156 Monday – Friday 8:00AM to 5:00PM Eastern Time.
- For assistance obtaining Daubert products, contact Daubert at 800-688-0459 Monday – Friday 8:00AM to 5:00PM Central Time.

Both Valugard™ and Daubert have rust preventative product available in bulk quantities (e.g. Quarts, 5-gallons, and larger). These products are applied using commercially available spray equipment compatible with cavity wax coatings. In addition, both Valugard™ and Daubert also have spray equipment available for application.

- Valugard™ – Part Number VG-CRG
- Daubert – Part Number 3300 HSDR Pressure Pot Kit

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SSSC Web Contact Site:

To place an order for any of the parts listed in the below parts tables, please submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

MKZ vehicles with 3.7L engine – ALL REPAIRS:

Part Number	Description	Order Quantity	Claim Quantity
W520103-S442	Exhaust Nut (4/pkg. – 8 reqd.)	2	8
7T4Z-9450-AA	Exhaust Gasket – Y-pipe to catalyst	1	1
BT4Z-9450-A	Exhaust Gasket – Y-pipe to muffler assembly	1	1

MKX vehicles with 3.7L engine – ALL REPAIRS:

Part Number	Description	Order Quantity	Claim Quantity
W714265-S442	Exhaust Nut (4/pkg. – 8 reqd.)	2	8
7T4Z-9450-AA	Exhaust Gasket – Y-pipe to catalyst	1	1
F2GZ-9450-A	Exhaust Gasket – Y-pipe to muffler assembly	1	1
W709527-S439	Roll restrictor bolt (AWD only) (2/pkg. – 1 reqd.)	1	1

If steering gear replacement is needed:

Part Number	Description	Order Quantity	Claim Quantity
-3504-	Steering Gear (part number varies by vehicle – use Ford catalog to identify the specific part number by VIN)	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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 2013-2016 MODEL YEAR FUSION AND MKZ AND 2015-2016 MODEL YEAR EDGE AND MKX VEHICLES — STEERING GEAR MOTOR BOLT CORROSION

OVERVIEW

In some of the affected vehicles, when operated in high-corrosion environments associated with road salt use, one or more of the three steering gear motor bolts may fracture due to corrosion. If this occurs, it may result in a loss of power steering assist, increasing the risk of a crash. 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.

Dealers are to remove the original steering gear motor bolts, install revised bolts, and apply corrosion inhibitor to specified areas of the steering gear. If any of the original steering gear motor bolts are broken, missing or break during removal, dealers will replace the steering gear assembly.

SERVICE PROCEDURE

Remove Underbody Shields - Fusion and MKZ Vehicles

NOTE: For Edge and MKX vehicles, see below.

1. Remove the engine front undershield and the engine undershield. Please follow the Workshop Manual (WSM) procedures in Section 501-02.
2. Remove the six nuts and the underbody crossbrace. See Figure 1.

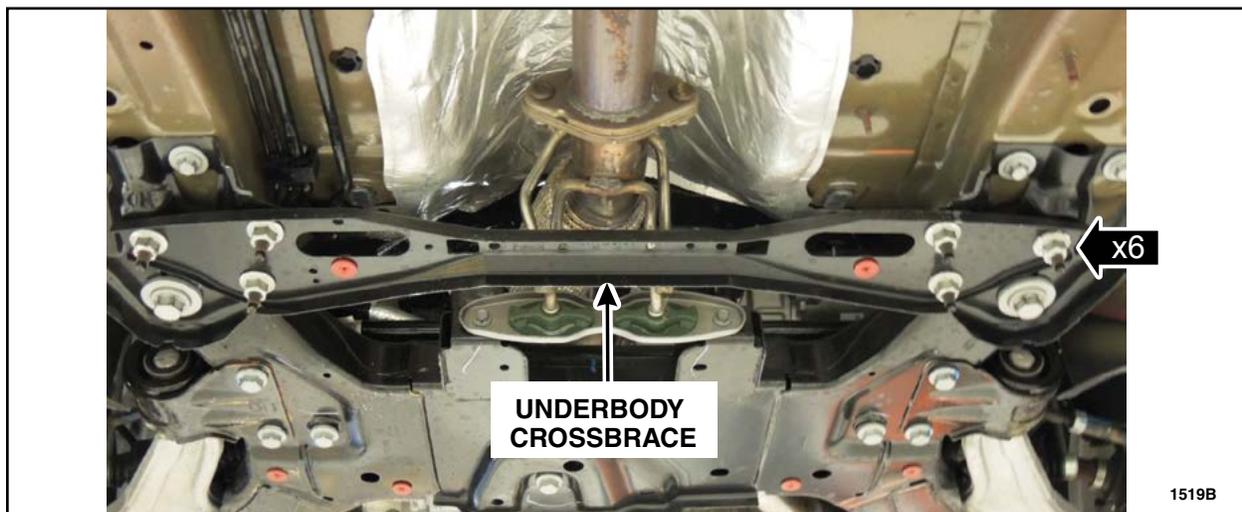


FIGURE 1

3. For MKZ 3.7L, continue on page 3. All other vehicles, continue on page 4.



Remove Underbody Shields - Edge and MKX Vehicles

1. Remove the underbody shield. See Figure 2.

NOTE: One piece underbody shield shown two piece underbody shield similar.

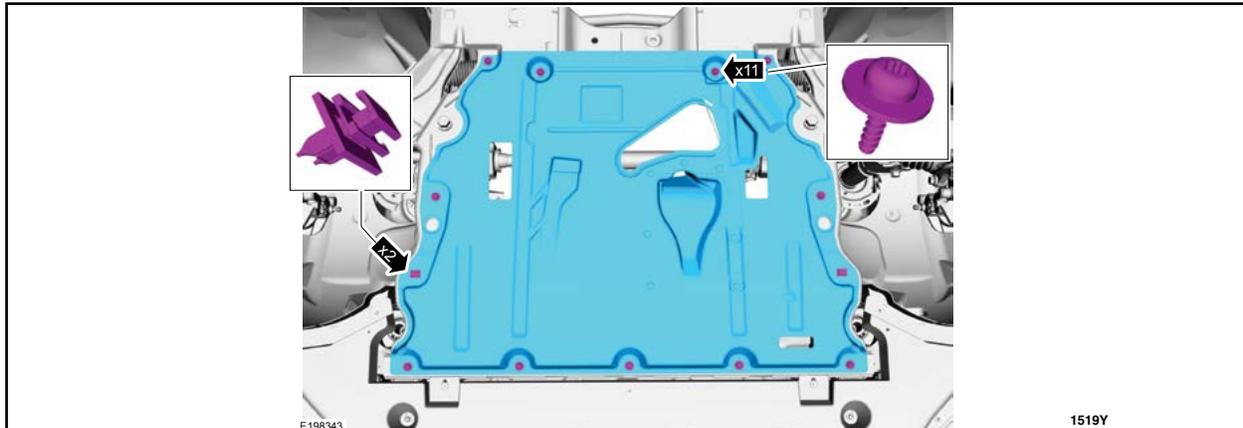


FIGURE 2

2. If equipped, remove the center underbody shield. See Figure 3.

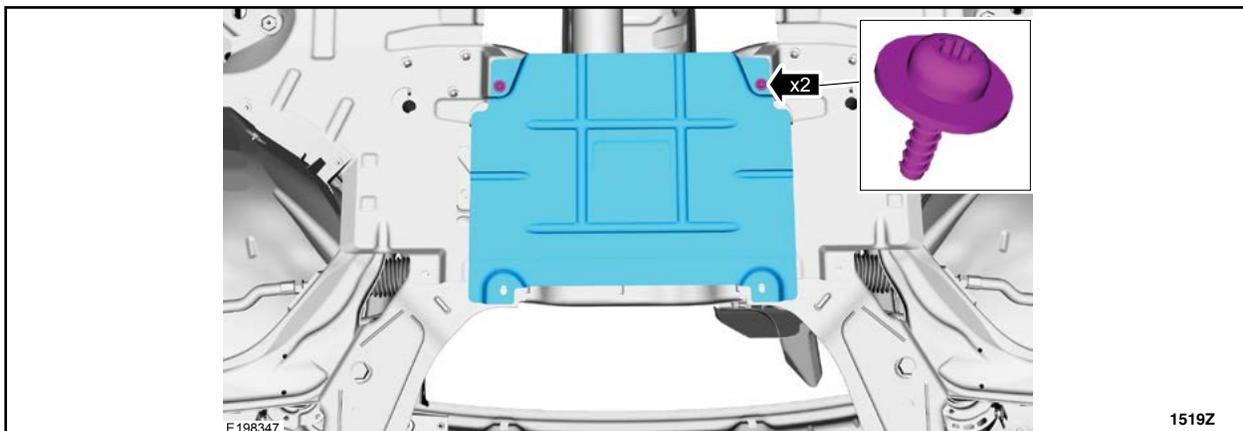


FIGURE 3

3. ALL VEHICLES EXCEPT 3.7L AWD. If equipped, remove the steering gear motor heat shield. See Figure 4.

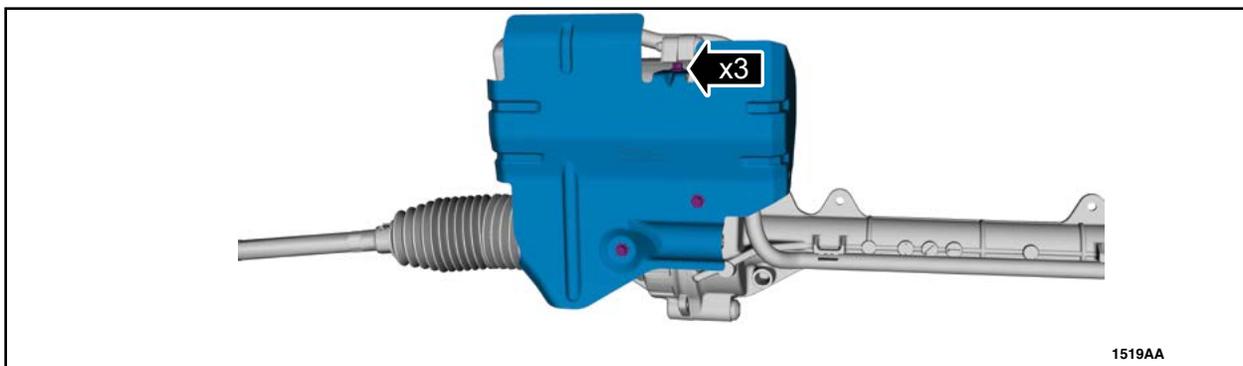


FIGURE 4

For MKX 3.7L AWD, continue on page 3. All other vehicles, continue on page 4.



MKZ 3.7L and MKX 3.7L AWD Vehicles

1. Remove the exhaust y-pipe. Please follow the WSM procedures in Section 309-00B.
2. Remove the right hand (RH) roll restrictor bolt. See Figure 5.

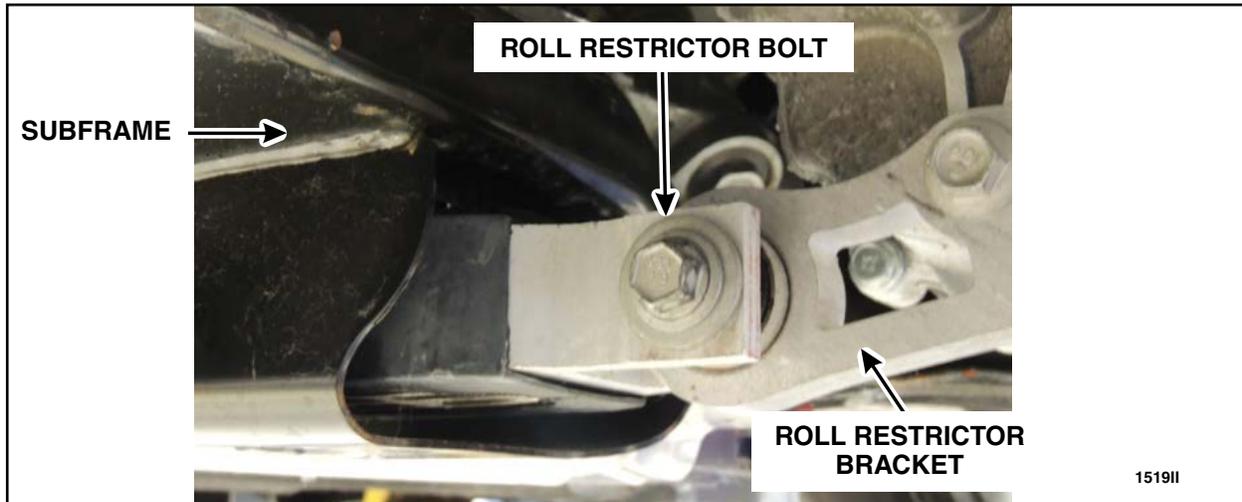


FIGURE 5

3. With the help of an assistant using a pry bar between the subframe and roll restrictor bracket, position the engine forward to provide clearance. Remove the steering gear motor heat shield. See Figure 6.

NOTE: Edge steering gear motor heat shield shown MKZ similar.

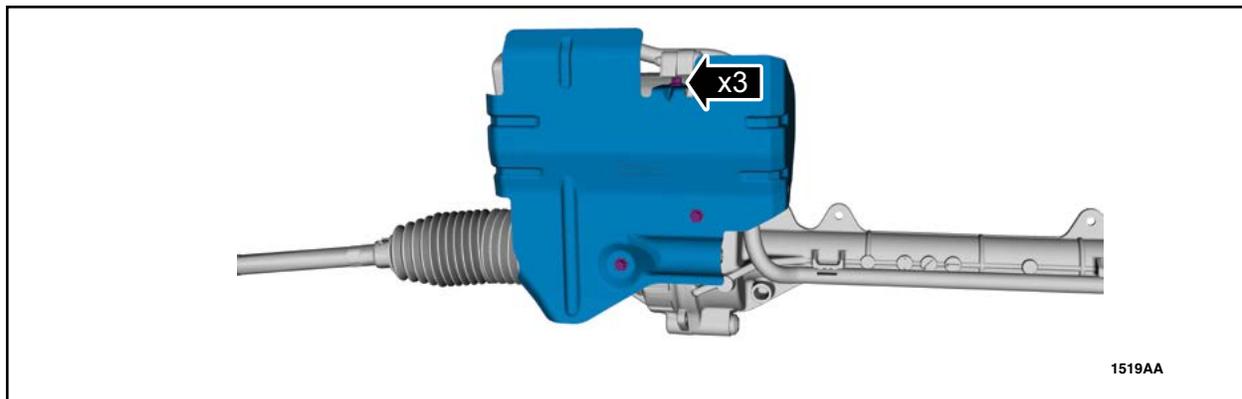


FIGURE 6



Steering Gear Motor Inspection

1. Inspect the steering gear motor for signs of separation, broken or missing bolts. See Figure 7.
2. Are any of the bolts broken or missing, or is a gap present between the motor and motor housing?

Yes – Replace the steering gear. Please follow the WSM procedures in Section 211-02.

Proceed to "Apply Corrosion Protection" on Page 7.

No – Proceed to "Replace Steering Gear Motor Bolts".

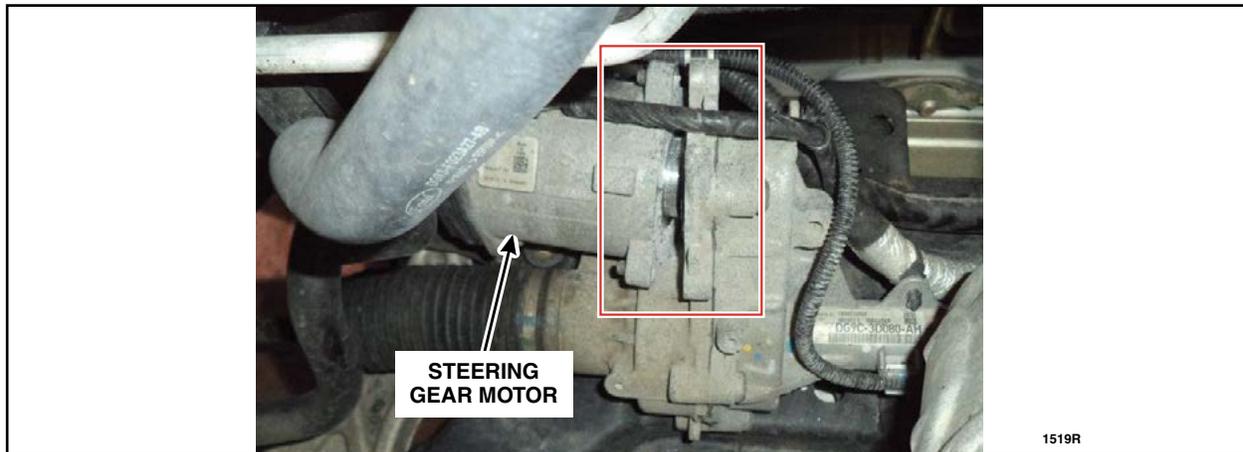


FIGURE 7

Replace Steering Gear Motor Bolts

NOTE: This repair involves the replacement of the three steering gear motor to steering gear housing bolts. See Figures 8, 9, 10, 11 and 12.

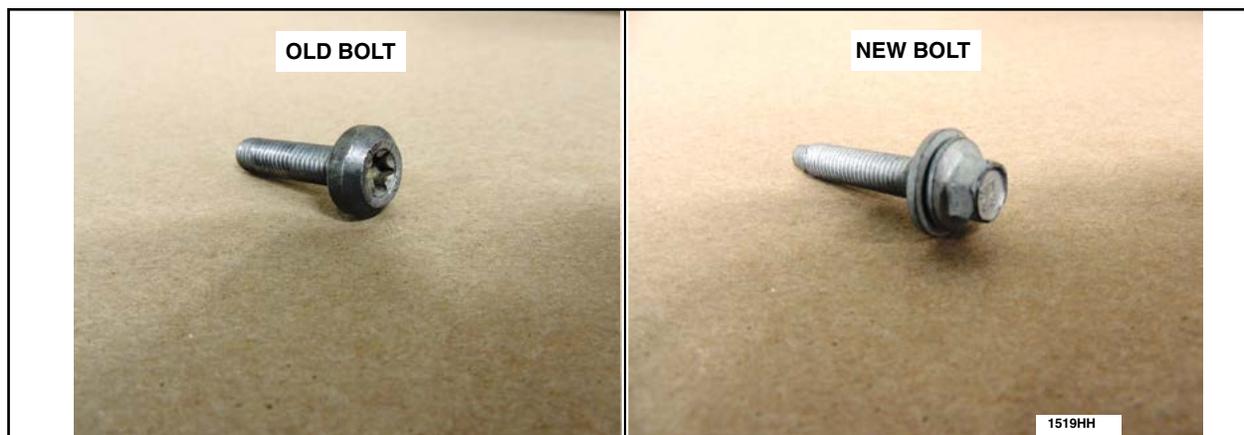


FIGURE 8



Important: The steering gear motor bolts must be removed and replaced one at a time to preserve belt tension. Failure to do so may result in belt damage and steering gear replacement may be required.

1. Working from the front of the subframe, first replace steering gear motor bolt one. Then replace bolt two. See Figures 9 and 10.

NOTE: Video is available for this Step. 

- Tighten to 22.5 Nm (17 lb-ft).

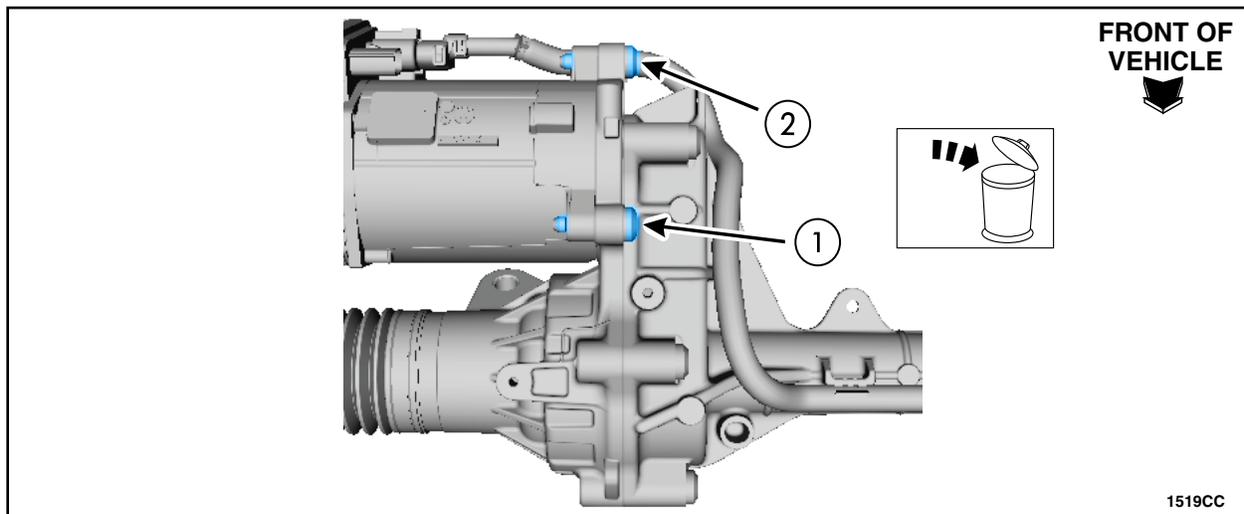


FIGURE 9

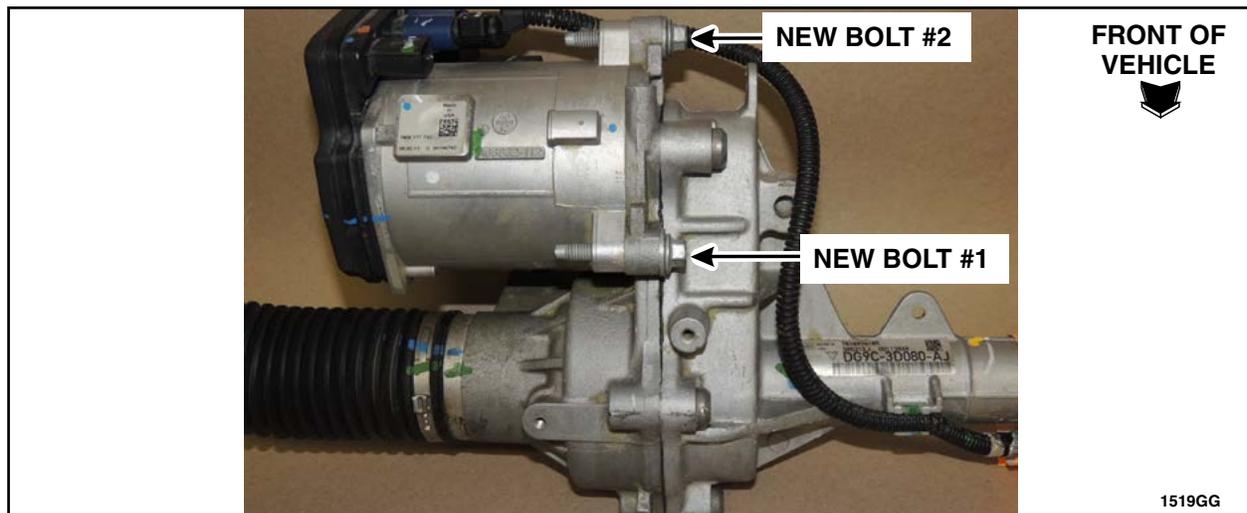


FIGURE 10



2. Working from the rear of the subframe, replace steering gear motor bolt three, then proceed to "Apply Corrosion Protection" on Page 7. See Figures 11 and 12.

- Tighten to 22.5 Nm (17 lb-ft).

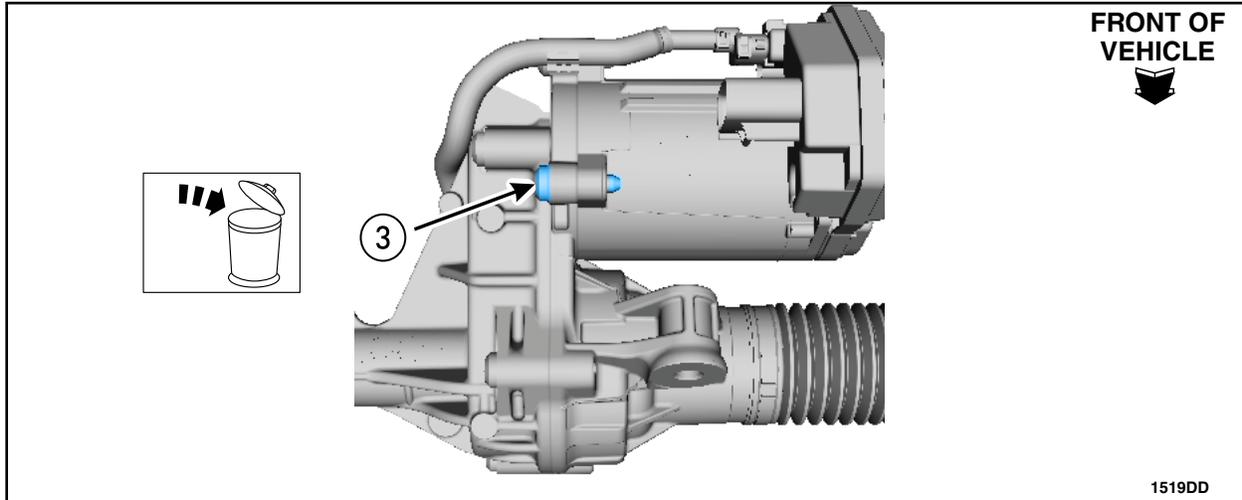


FIGURE 11

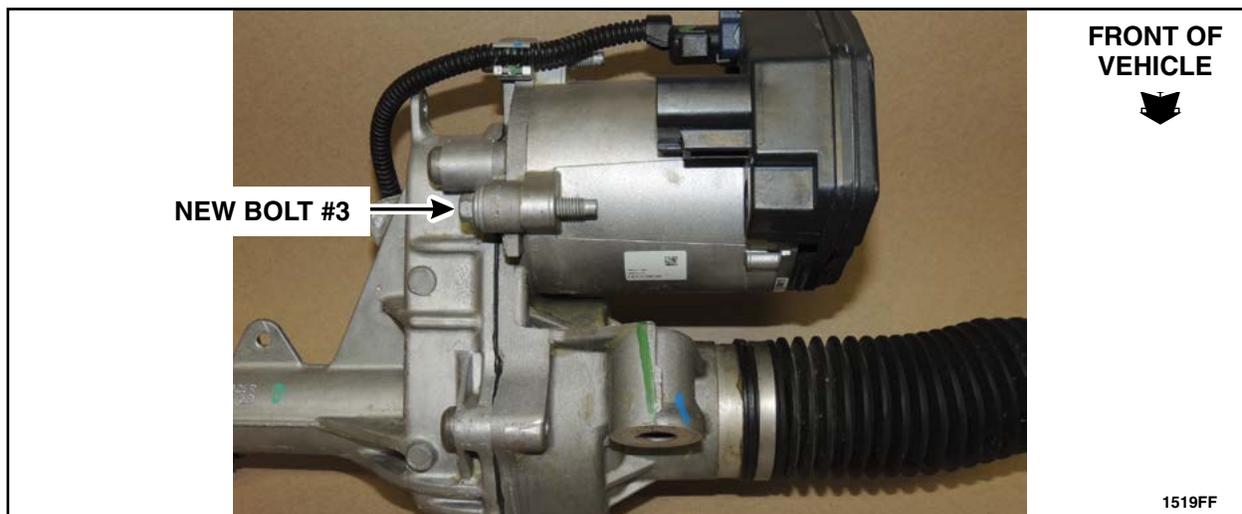


FIGURE 12



Apply Corrosion Protection

NOTE: Valugard™ Rust Inhibitor Aerosol VG-101A or Daubert NOX RUST® 7703-W Corrosion Protection must be applied to the eight steering gear bolt heads, threads, and the steering gear motor to gear housing mating seam. See Figures 13 and 14.

NOTE: The use of a black light will aid in confirming proper coverage of the rust inhibitor.

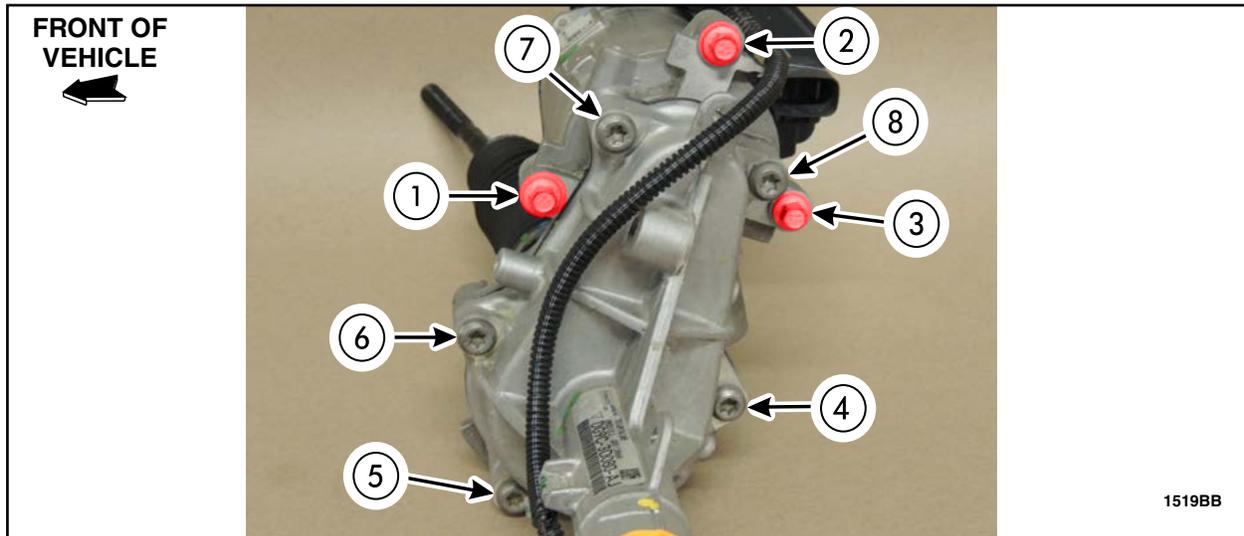


FIGURE 13

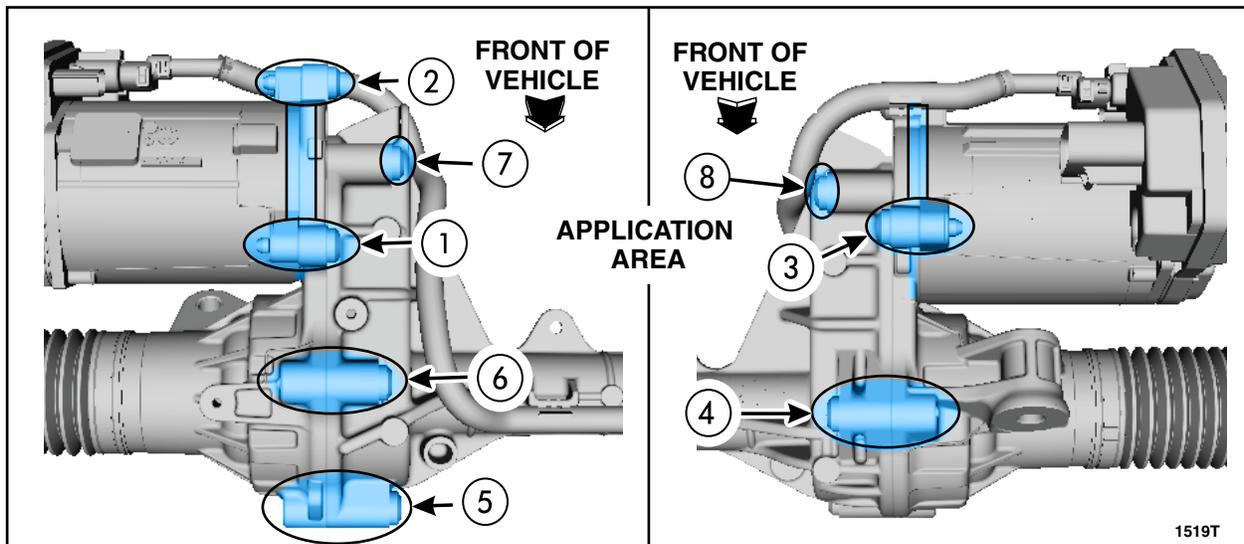


FIGURE 14



1. Remove the RH front wheel. Please follow the WSM procedures in Section 204-04A.

NOTE: Video is available for this Section. 

2. Working from inside the RH wheelwell, insert spray nozzle under motor and forward between motor and gear. Apply corrosion inhibitor to the housing and gear motor seam, gear motor and housing bolts five and six heads, threads and thread holes. See Figures 15 and 16.

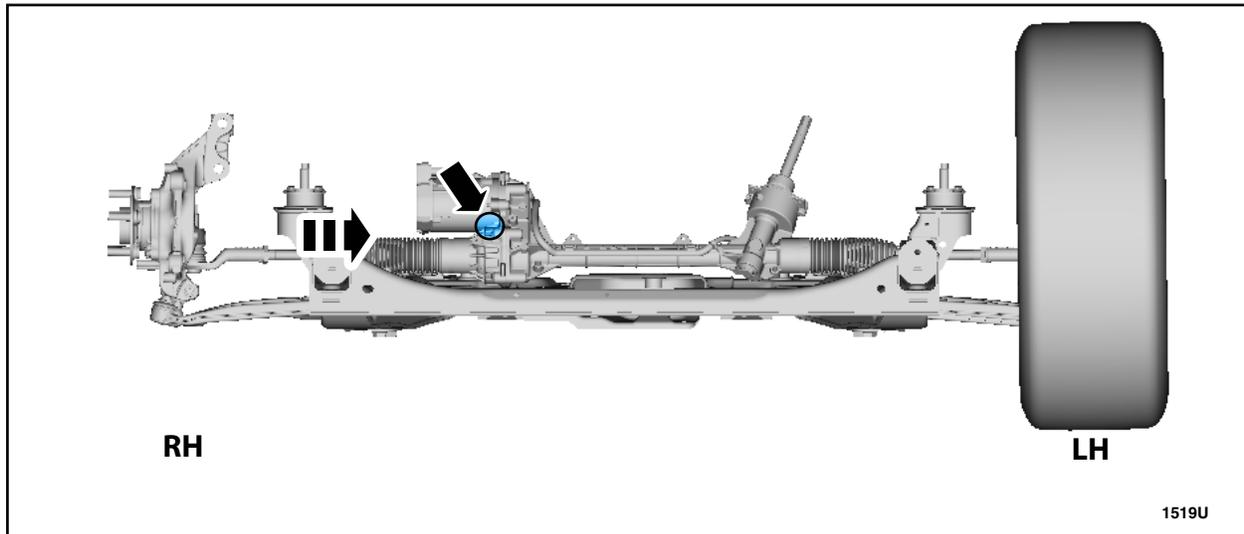


FIGURE 15

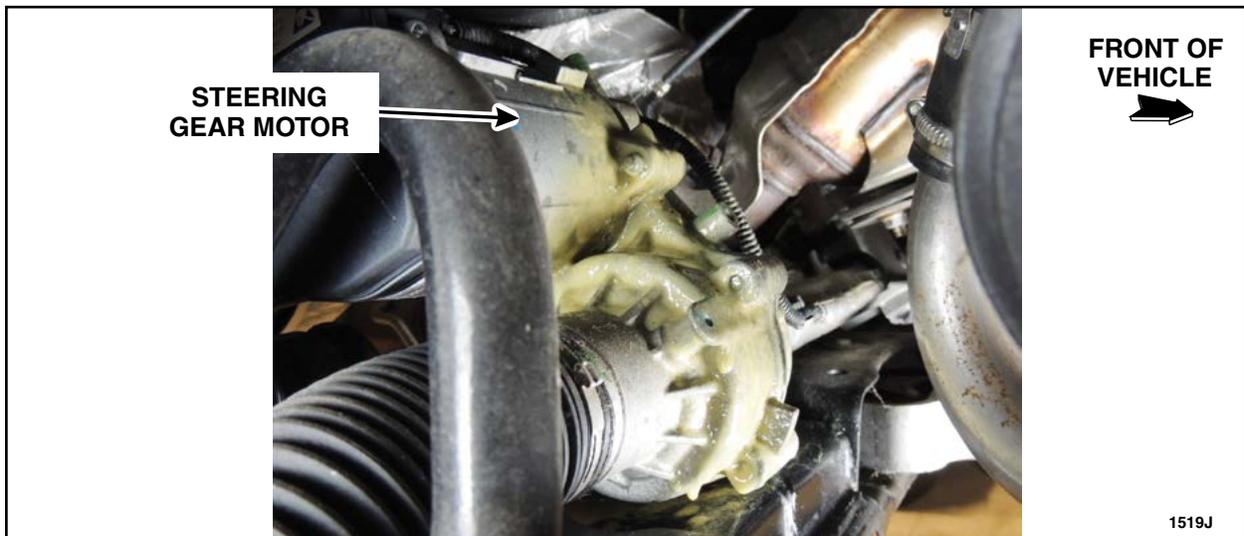


FIGURE 16



3. Working from the rear of the subframe, insert nozzle between the steering gear and subframe underneath housing seam. Apply corrosion inhibitor to gear motor bolt three, steering gear to housing seam and housing bolts four and eight heads, threads and thread holes. See Figures 17 and 18.

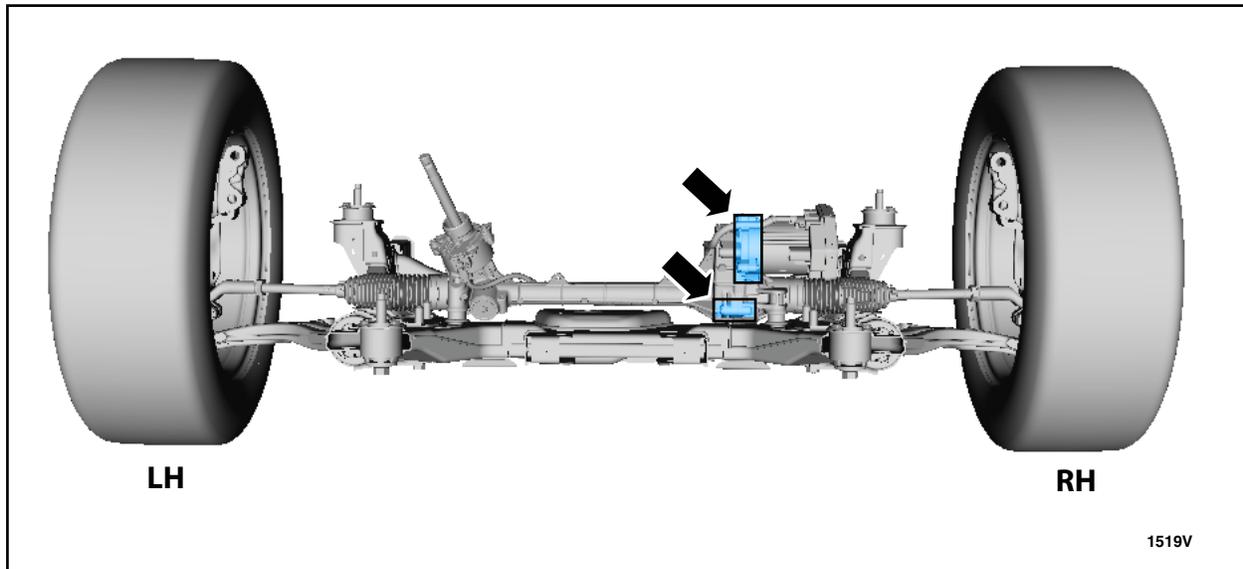


FIGURE 17

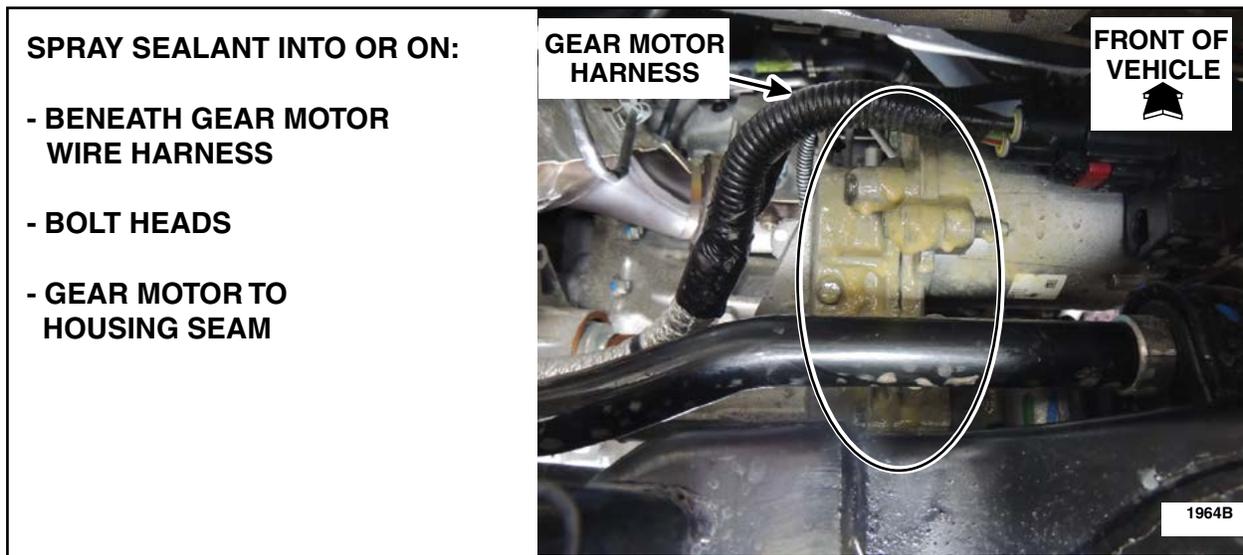


FIGURE 18



NOTE: Be sure the corrosion inhibitor coats the top of the gear motor seam and the bolt thread holes.

4. Working from the front of the subframe, insert nozzle between steering gear and subframe housing seam. Apply corrosion inhibitor to gear motor bolts one and two, steering gear to housing seam, housing bolts five, six and seven heads, threads and thread holes. See Figures 19 and 20.

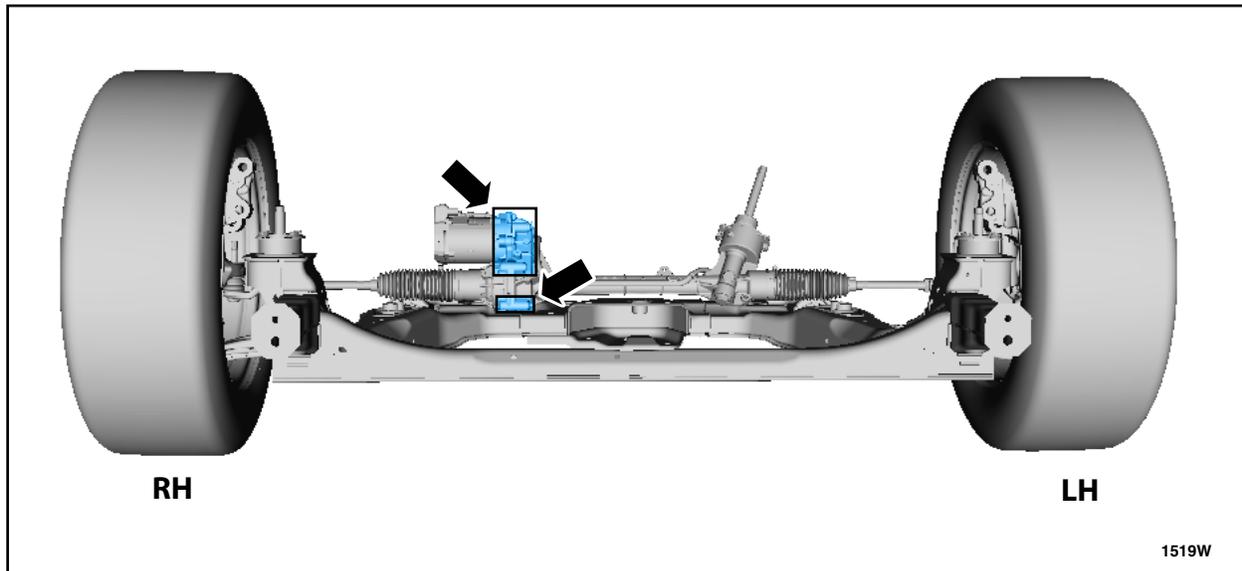


FIGURE 19

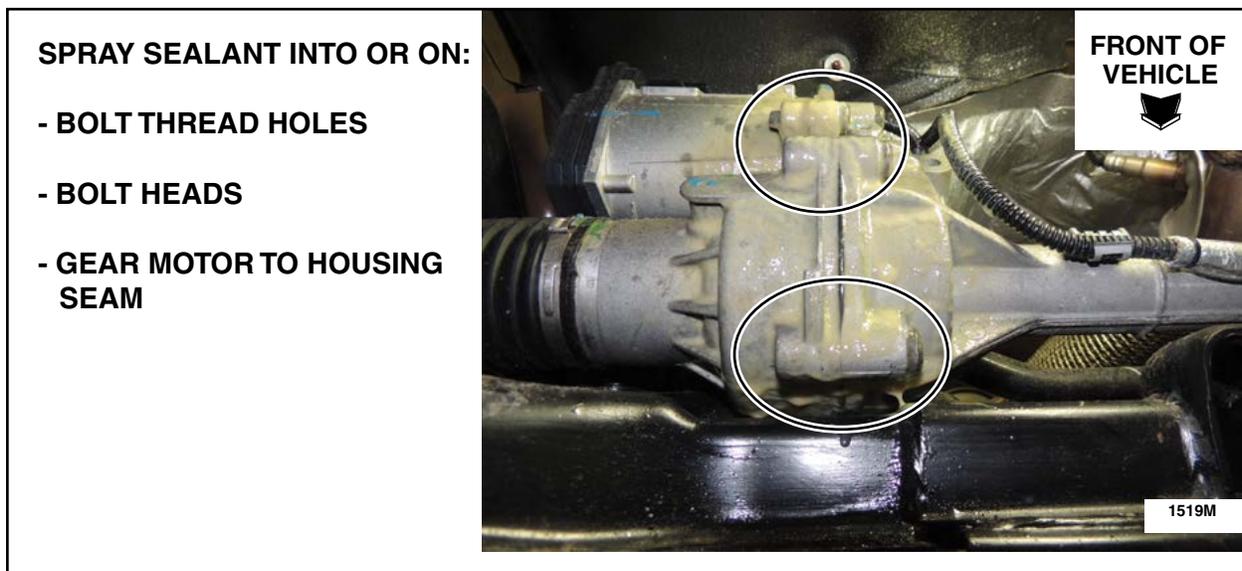


FIGURE 20



- Using a black light, ensure that the rust inhibitor coats the entire steering gear motor seam in addition to all of the bolts and threaded holes (8 total - see Figure 13). Apply additional rust inhibitor to any areas that are not fully covered. See Figure 21.

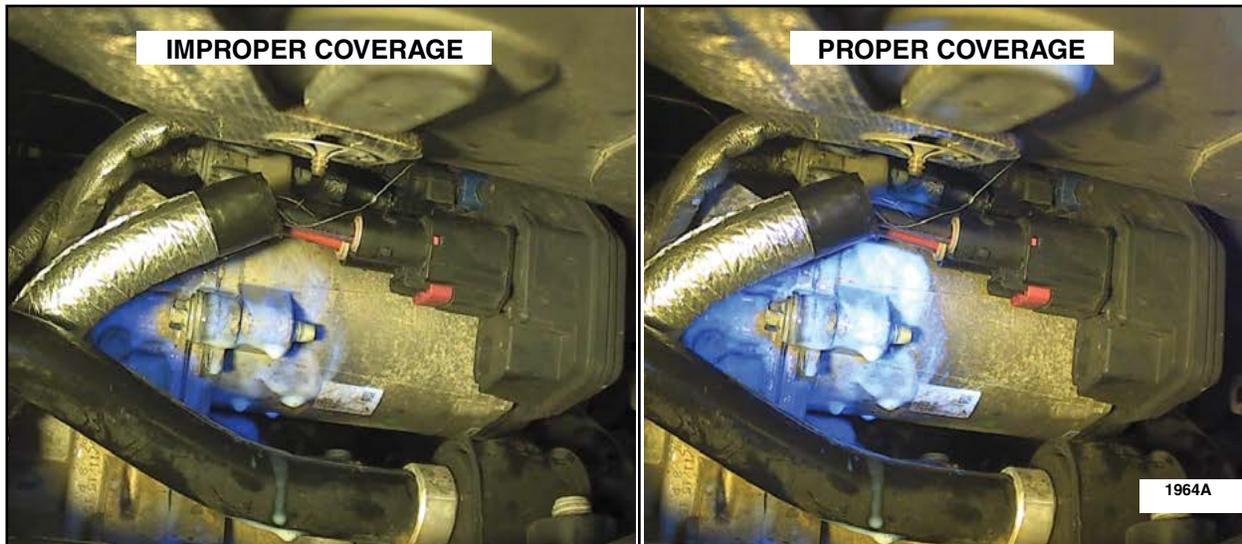


FIGURE 21

- Install the RH front wheel. Please follow the WSM procedures in Section 204-04A.

MKZ Vehicles Equipped With 3.7L

- With the help of an assistant using a pry bar between the subframe and roll restrictor bracket, position the engine forward to provide clearance. Install the steering gear motor heat shield. See Figure 6.
 - Tighten to 8 Nm (71 lb-in).
- Install the RH roll restrictor bolt. See Figure 5.
 - Clean the bolt threads using a suitable wire brush.
 - Apply Motorcraft Threadlock 262/TA-26 to restrictor bolt.
 - Tighten to 115 Nm (85 Lb-ft).
- Install the exhaust y-pipe. Please follow the WSM procedures in Section 309-00B.



MKX 3.7L AWD Vehicles

1. With the help of an assistant, using a pry bar between the subframe and roll restrictor bracket, position the engine forward to provide clearance. Install the steering gear motor heat shield. See Figure 6.
 - Tighten to 8 Nm (71 lb-in).
2. Discard the old RH roll restrictor bolt. Install a *NEW* RH roll restrictor bolt. See Figure 5.
 - Tighten to 115 Nm (85 Lb-ft).
3. Install the exhaust y-pipe. Please follow the WSM procedures in Section 309-00B.

Install Underbody Shields - Edge and MKX Vehicles

1. All VEHICLES EXCEPT 3.7L AWD. If equipped, install the steering gear motor heat shield. See Figure 4.
 - Tighten to 8 Nm (71 lb-in).
2. If equipped, install the center underbody shield. See Figure 3.
3. Install the underbody shield. See Figure 2.

Install Underbody Shields - Fusion and MKZ Vehicles

1. Install the underbody crossbrace and the six nuts. See Figure 1.
 - Tighten to 45 Nm (33 lb-ft).
2. Install both underbody shields.
 - Tighten to 9 Nm (80 lb-in).
3. Install the engine front undershield and the engine undershield. Please follow the WSM procedures in Section 501-02.

