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January 7, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Regional Program 13R01 – Supplement #1**
Certain 2005 Through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car
Vehicles Not Covered Under Safety Recall 13S08
Steering Column Shaft

REF: **Regional Program 13R01**
Steering Column Shaft dated October 2, 2013

New! REASON FOR THIS SUPPLEMENT

- *Announce to dealers that the inventory level of the Lower Intermediate Steering Shaft is now sufficient to reinstate the Web Tool order process for permanent repairs. Interim repairs should no longer be required.*
- *To update dealers that Ford will notify owners by mail later in the 1st Quarter, 2014.*
- *To inform dealers of updated replacement tool ordering instructions.*

AFFECTED VEHICLES

The owners of 2005 through 2011 model year Crown Victoria, Grand Marquis, and Town Car vehicles not included in Safety Recall 13S08.

NOTE: Safety Recall 13S08 applies only to affected vehicles originally sold or currently registered in specific corrosion states. Regional Program 13R01 applies to all affected vehicles that are not covered by 13S08.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available October 2, 2013.

REASON FOR THIS REGIONAL PROGRAM

In some of the affected vehicles, corrosion of the swing link joints on the Lower Intermediate Steering Shaft, combined with a collapsed Upper Intermediate Steering Shaft, can result in steering column separation leading to a loss of steering control.

Some customers have reported a potential change in steering feel (notchy, stiff, or binding) when the corrosion is present.

Owners of vehicles not included in Safety Recall 13S08 that have operated their vehicle in a corrosive environment (e.g., where salt is used on roads in the winter months), or have concerns regarding the steering on their vehicle, are eligible for inspection and repairs under this Regional program.

SERVICE ACTION

The steering system is comprised of multiple parts that need to be inspected to determine the correct repair. Vehicles presented to dealers will require the following:

- Inspection of the Lower Intermediate Shaft (Lower I-Shaft). **The Lower I-Shaft will be replaced only on vehicles that fail this inspection.**
- Inspection (measurement) of the Upper Intermediate Shaft (Upper I-Shaft). Those failing the inspection will need to be extended to the correct length.
- Inspection of the Lower Steering Column Bearing position. Those found to be out of position will need to be reseated and will have a retainer installed.

Interim Repair (if Lower I-Shaft service parts are not available)

Lower I-Shafts are currently available in limited supply; therefore if a vehicle fails the Lower I-Shaft inspection, an interim repair may need to be performed.

Detailed flowcharts for both the final and interim repairs are provided in Attachment III for use in determining the necessary inspections and repairs. Technicians should familiarize themselves with all aspects of the flowcharts prior to initiating repairs to avoid unnecessary disassembly/reassembly steps.

New! ROTUNDA SPECIAL SERVICE TOOL KIT

A new Rotunda Special Service Tool Kit #TKIT-2013A-FLM, specifically developed for one element of the Steering Column repair (Column Bearing retention), was shipped to dealers on August 31, 2013. This new tool kit is provided at no cost and was shipped in a white box with an orange sticker attached that states "Attention Service Manager" and references programs 13S08 and 13R01. Additional tools can be ordered by contacting Rotunda (1-800-ROTUNDA/1-800-768-8632) and selecting option #3.

Replacement tool kits ordered through Rotunda have a different tool number than the original tool kit provided to dealers. Use tool number 211-346 when ordering replacement tools.

New! OWNER NOTIFICATION MAILING SCHEDULE

Mailing of Owner Letters has been delayed to the 1st Quarter, 2014.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information – Overview and Inspection/Repair Flowcharts
Attachment IV: Technical Information – Inspection Procedures
Attachment V: Technical Information – Repair Procedures
Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621
Special Service Support Center (Parts Ordering)1-800-207-2444

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on October 2, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on October 2, 2013. Owner names and addresses will be activated in early November, 2013.

NOTE: Your FSA VIN list 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 FSA.

STOCK VEHICLES

New vehicles are not affected by the covered issue, so no repairs are required prior to sale.

SOLD VEHICLES

Owners of affected vehicles will be directed to contact their dealer for inspection and repair (if required), if they have operated their vehicle in a corrosive environment (e.g., where salt is used on the roads in the winter months), or if they have concerns regarding the steering on their vehicle.

TITLE BRANDED / SALVAGED VEHICLES

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

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

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OWNER REFUNDS

- **This FSA 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 FSA 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 authorized 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 a Steering Column Lower Bearing, Upper Intermediate Steering Shaft, or Lower Intermediate Steering Shaft replacement.

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the Lower Intermediate Steering Shaft and it is necessary to order parts, Ford Motor Company will pay for 1 day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but is not allowed to exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 13R01
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- 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.
- 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".

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<u>Final Repair Labor Operations (will close the FSA):</u>		
Inspect as required <ul style="list-style-type: none"> No repairs necessary 	13R01F	0.3 Hour(s)
Inspect as required <ul style="list-style-type: none"> Extend Upper I-Shaft as necessary 	13R01G	0.5 Hour(s)
Inspect as required <ul style="list-style-type: none"> Install Bearing Retainer Extend Upper I-Shaft as necessary 	13R01H	1.5 Hour(s)
Inspect as required <ul style="list-style-type: none"> Replace Lower I-Shaft Extend Upper I-Shaft as necessary 	13R01J	0.6 Hour(s)
Inspect as required <ul style="list-style-type: none"> Replace Lower I-Shaft Install Bearing Retainer Extend Upper I-Shaft as necessary 	13R01K	1.5 Hour(s)

Interim Repair Labor Operation – Use only if Lower Intermediate Shaft service parts are not available via Web Tool (FSA remains open):

Inspect as required and install the Bearing Retainer Kit	13R01LL	1.2 Hour(s)
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PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
5W1Z-3605-A	Bearing Retainer Kit	1
5W1Z-3B676-A	Lower Intermediate Steering Shaft (This part must be ordered through the Web Tool)	1
W710821-S306	Lower Intermediate Steering Shaft to Steering Gear Bolt	1 Bolt (Unit of issue = 4)
W713065-S439	Lower Intermediate Steering Shaft to Upper Intermediate Steering Shaft Bolt (required when servicing the Lower or Upper I-Shafts)	1 Bolt (Unit of issue = 3)
	Upper Intermediate Steering Shaft to Steering Column Bolt (required when servicing the Steering Column or Upper I-Shaft)	1 Bolt (Unit of issue = 3)

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New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

The DOR/COR number for this FSA is 50521.

Lower Intermediate Steering Shafts

Inventory level of the Lower Intermediate Steering Shaft is sufficient to reinstate the Web Tool order process.

To manage part availability, dealers must use the web link below to access the 13R01 part availability web tool. This link will inform dealers if Lower Intermediate Steering Shafts are available and allow dealers to submit orders for these parts to the Special Service Support Center.

The VIN Specific Parts List Tool application link is located in the web index box for this FSA at FMCDealer.com, or go to:

<https://www.techhotline.dealerconnection.com/dealerpa/Lookup13R01Data.aspx>

Upper Intermediate Steering Shafts

The replacement of an Upper I-Shaft requires prior approval by the Special Service Support Center.

All other parts requirements should be ordered through normal order processing channels.

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

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.