



Michael A. Berardi
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

SB-10058251-5350

June 18, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Regional Program 15R01**
Certain 2013-2015 Model Year Fusion and MKZ and 2015 Model Year Edge Vehicles
Not Covered Under Safety Recall 15S14
Steering Gear Motor Bolt Corrosion

REF: **Safety Recall 15S14 – Supplement #2**
Dated June 18, 2015

AFFECTED VEHICLES (Not registered in corrosion states which are covered under Safety Recall 15S14)

Vehicle Line	Model Year	Assembly Plant	Build Dates
Fusion	2014-2015	Flat Rock	Job #1 2014 through March 13, 2015
Fusion	2013-2015	Hermosillo	Job #1 2013 through March 19, 2015
MKZ	2013-2015	Hermosillo	Job #1 2013 through March 20, 2015
Edge	2015	Oakville	February 26, 2015 through February 28, 2015

Affected vehicles are identified in OASIS.

REASON FOR THIS REGIONAL PROGRAM

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. Owners that have identified fractured steering gear motor bolts, operate their vehicle in a corrosive environment (e.g., where road salt is used in winter months), or have concerns regarding the steering gear motor bolts on their vehicle, are eligible for repairs under this Regional Program.

SERVICE ACTION

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters will be mailed the week of week of June 22, 2015. Owners will be instructed to schedule a service appointment without delay if any steering gear motor bolts are missing or broken. If not evident, owners may still request the remedy if they operate their vehicle in corrosive environments associated with road salt use, or have concerns regarding steering gear motor bolts on their vehicle.

ATTACHMENTS

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

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on June 18, 2015.

FSA VIN LIST ACTIVATED?

No, FSA VIN list will not be activated for this Regional Program.

STOCK VEHICLES

New in-stock vehicles are not affected by the covered issue; no repairs are required prior to sale.

SOLD VEHICLES

Owners of affected vehicles will be directed to contact their dealer for repairs if any steering gear motor bolts are missing or broken, if they operate 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 gear motor bolts on their vehicle.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Regional Program.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may 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 program performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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OWNER REFUNDS

- This FSA may still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close this Regional Program.
- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires December 31, 2015.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. 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

The use of rental vehicles is not authorized for this Regional 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 (15R01) is the sub code.
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 15R01
 - 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.
- **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: 15R01
 - 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	15R01C	1.0 Hours
One of the three steering gear motor bolts broke during removal - replace steering gear assembly (includes time to set toe)	15R01D	Fusion 3.7 Hours MKZ 4.3 Hours
Vehicle arrives at dealer with steering gear motor bolt(s) broken - replace steering gear assembly (includes time to set toe)	15R01E	Fusion 3.5 Hours MKZ 4.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
W503298-S439	Steering Gear Motor Bolts (one package includes four bolts – three bolts required per vehicle)	1
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)	

The DOR/COR number for this recall is 50604.

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

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

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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 THROUGH 2015 MODEL YEAR FUSION AND MKZ AND 2015
MODEL YEAR EDGE VEHICLES NOT COVERED UNDER SAFETY RECALL 15S14
— STEERING GEAR MOTOR BOLT CORROSION**

SERVICE PROCEDURE

Remove Underbody Shields - Fusion and MKZ Vehicles

NOTE: For Edge vehicles, proceed to Page 2.

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

NOTE: Left side shown right side similar.

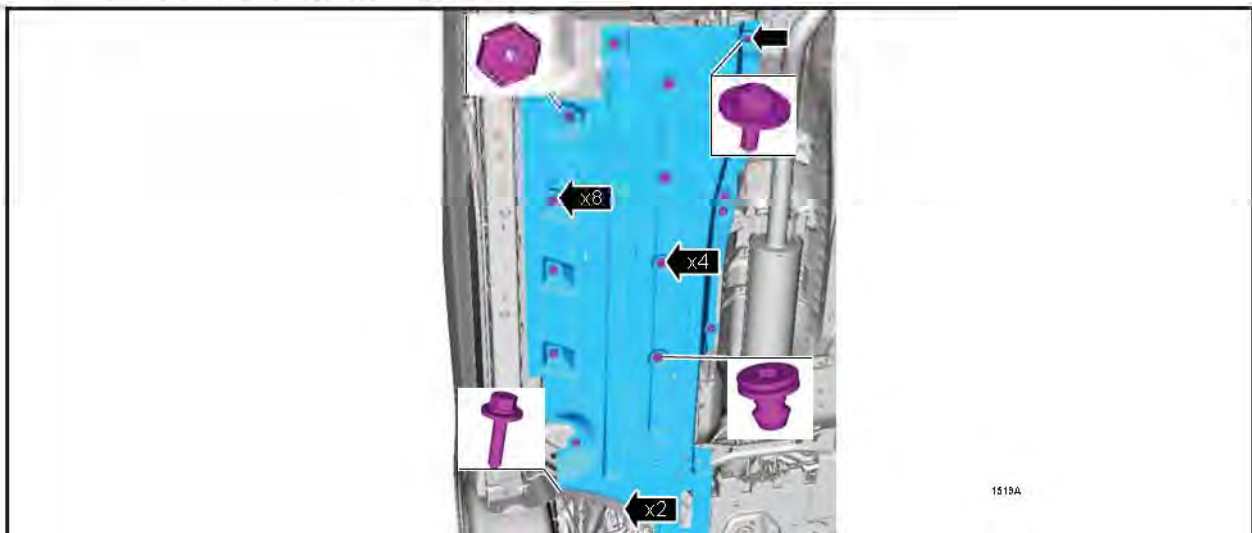


FIGURE 1

3. Remove the six nuts and the underbody crossbrace. See Figure 2.

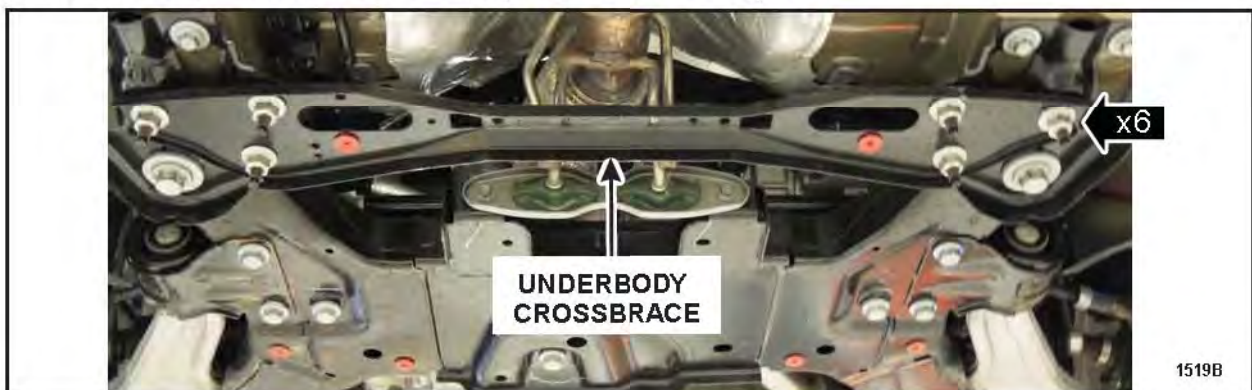


FIGURE 2



Remove Underbody Shields - Edge Vehicles

1. Remove the underbody shield. See Figure 3.

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

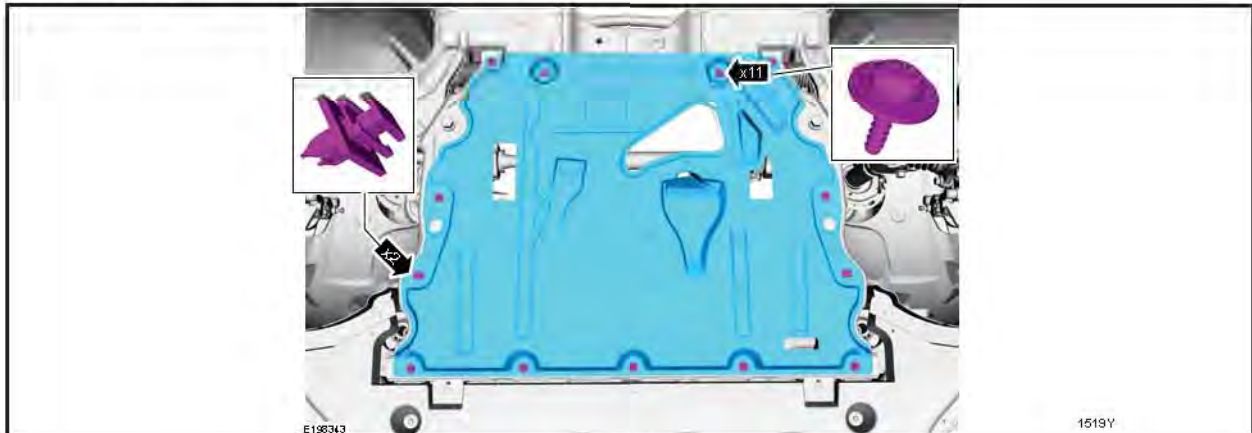


FIGURE 3

2. If equipped, remove the center underbody shield. See Figure 4.



FIGURE 4

3. If equipped, remove the steering gear motor heat shield. See Figure 5.

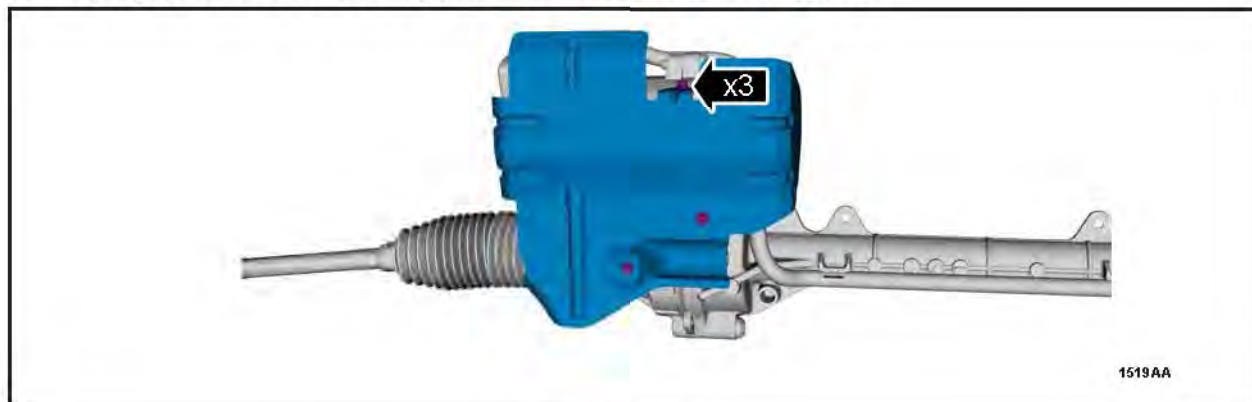


FIGURE 5



Steering Gear Motor Inspection - All Vehicles

1. Inspect the steering gear motor for signs of separation, broken or missing bolts. See Figure 6.
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 6.
No – proceed to "Replace Steering Gear Motor Bolts".

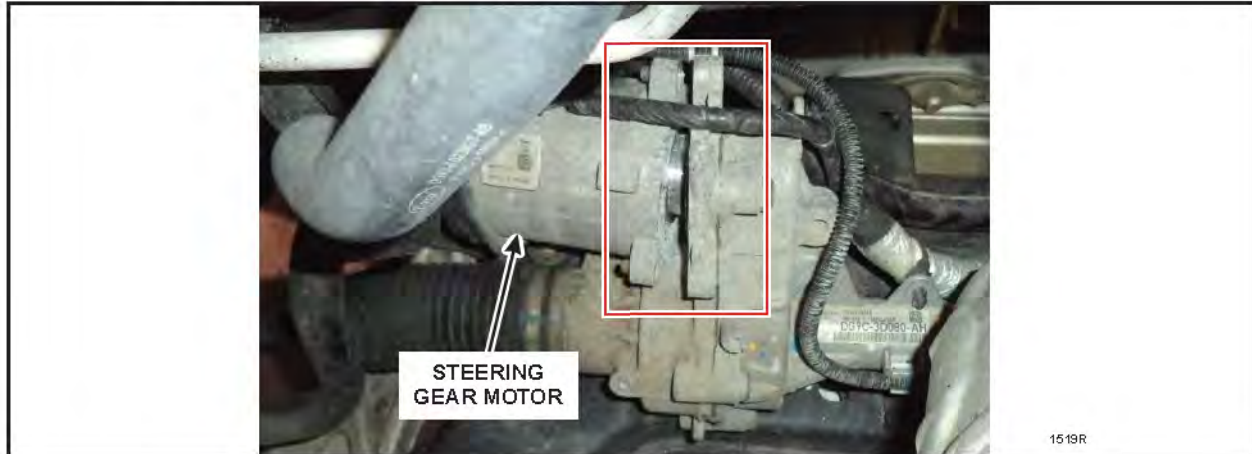


FIGURE 6

Replace Steering Gear Motor Bolts - All Vehicles

NOTE: This repair involves the replacement of the three steering gear motor to steering gear housing bolts. See Figures 7, 8, 9, 10 and 11.



FIGURE 7



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 8 and 9.

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

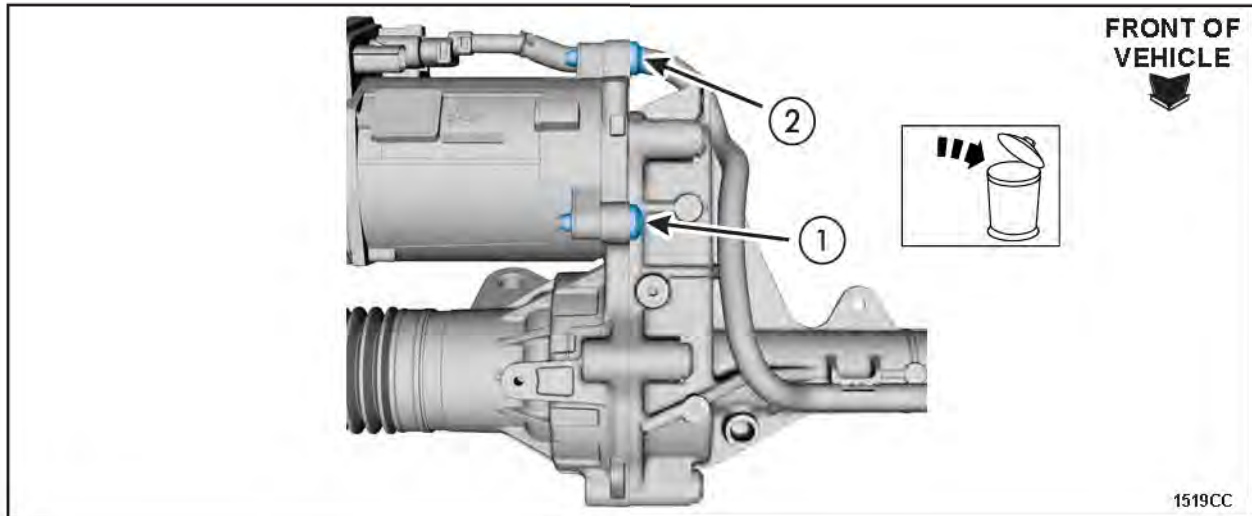


FIGURE 8

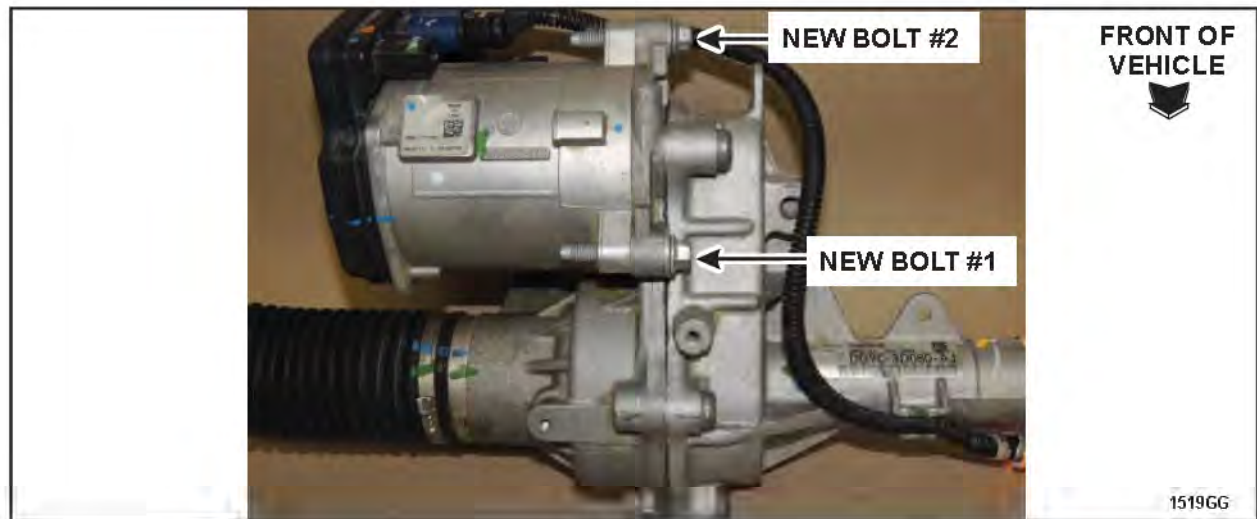


FIGURE 9



2. Working from the rear of the subframe, replace steering gear motor bolt three, then proceed to "Apply Corrosion Protection" on Page 6. See Figures 10 and 11.

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

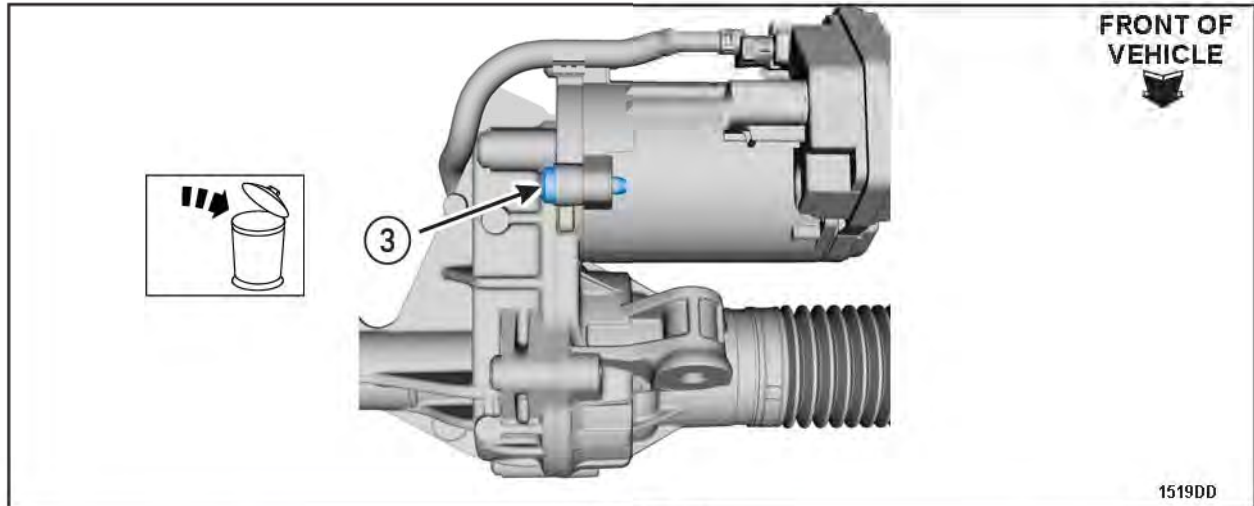


FIGURE 10

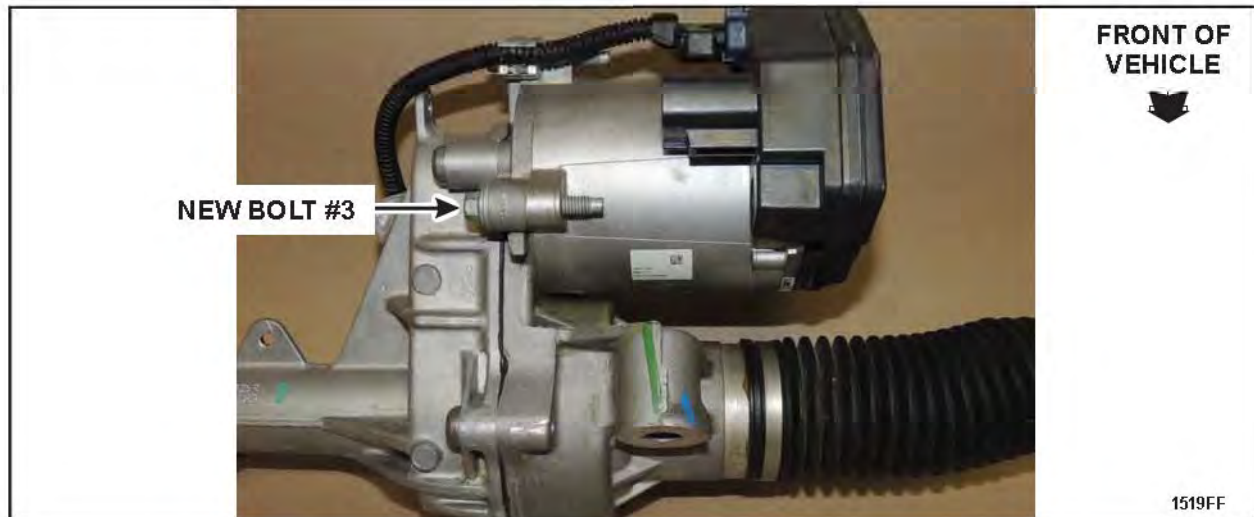


FIGURE 11



Apply Corrosion Protection

NOTE: Valugard Rust Inhibitor Aerosol VG-101A or Daubert NOX RUST® 7703-W Corrosion Protection (sealant) must be applied to the eight steering gear bolt heads, threads, and the steering gear motor to gear housing mating seam. See Figures 12 and 13.

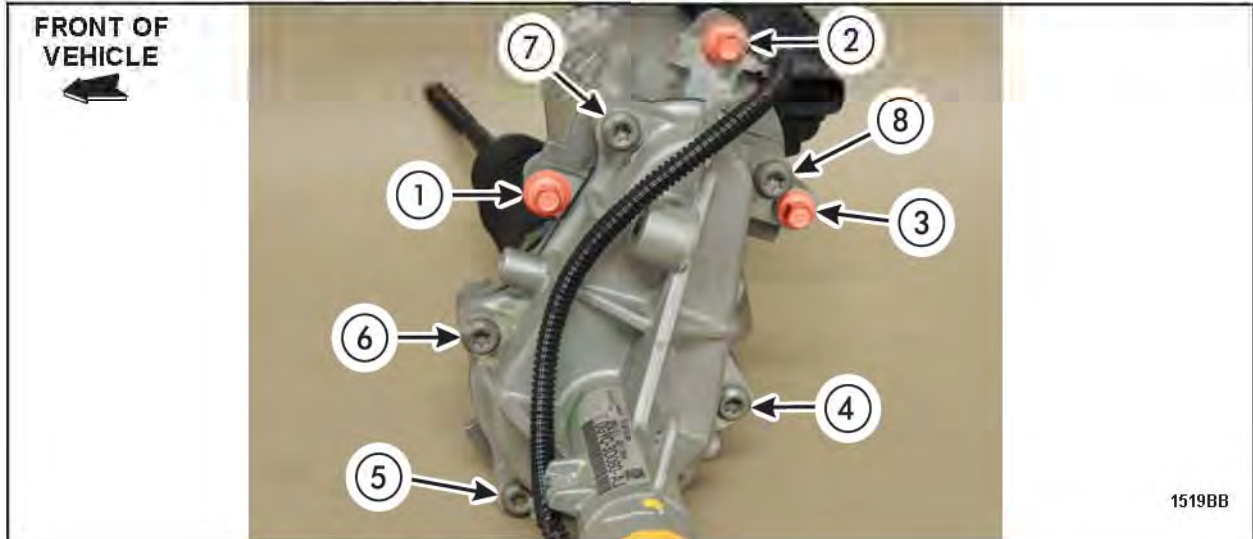


FIGURE 12

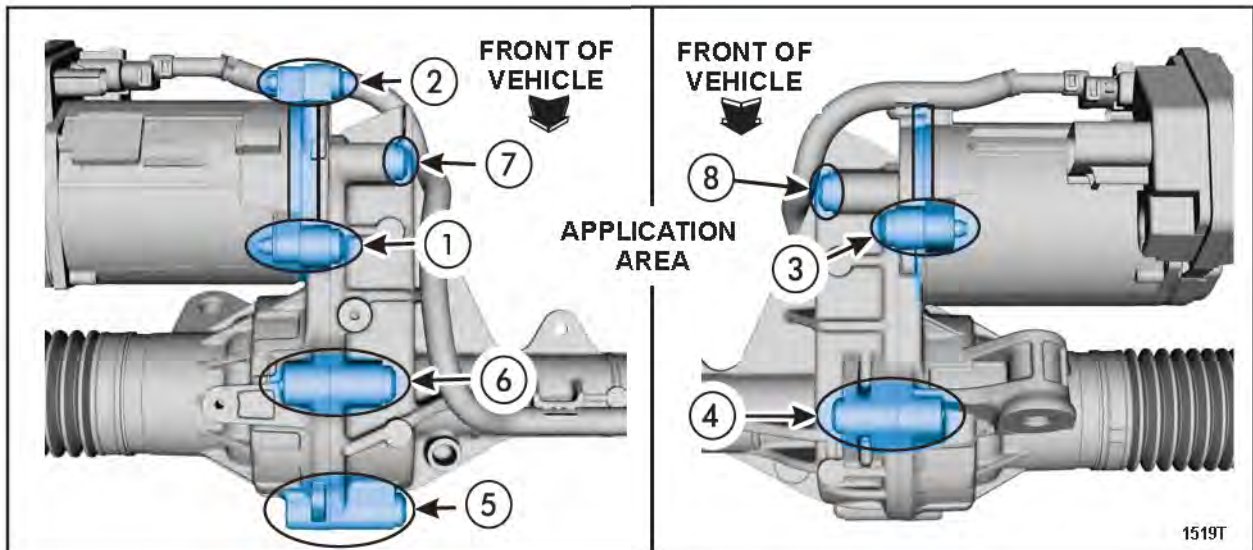


FIGURE 13



1. Remove the RH front wheel. Please follow the WSM procedures in Section 204-04A.
2. Working from inside the RH wheelwell, insert spray nozzle under motor and forward between motor and gear. Apply sealant to housing and gear motor seam, gear motor and housing bolts five and six heads, threads and thread holes. See Figures 14 and 15.

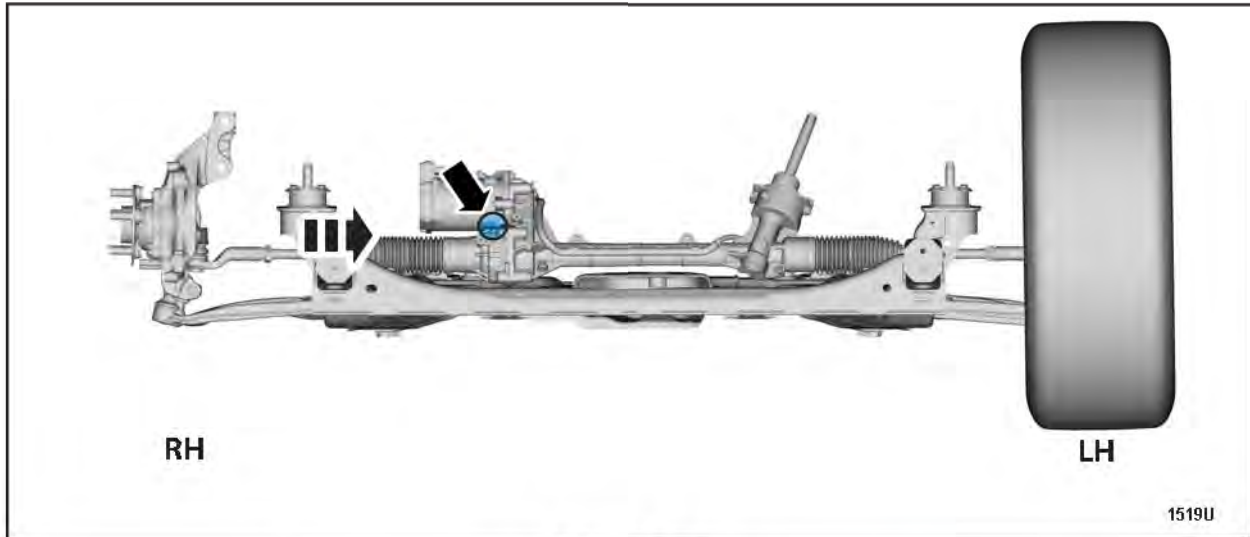


FIGURE 14

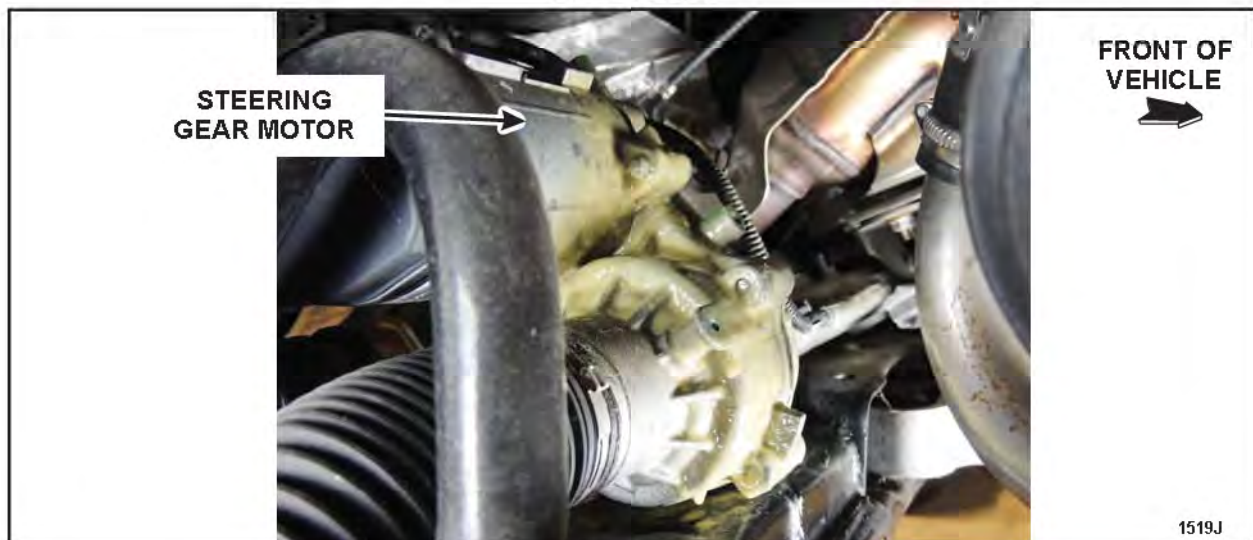


FIGURE 15



3. Working from the rear of the subframe, insert nozzle between the steering gear and subframe underneath housing seam. Apply sealant to gear motor bolt three, steering gear to housing seam and housing bolts four and eight heads, threads and thread holes. See Figures 16 and 17.

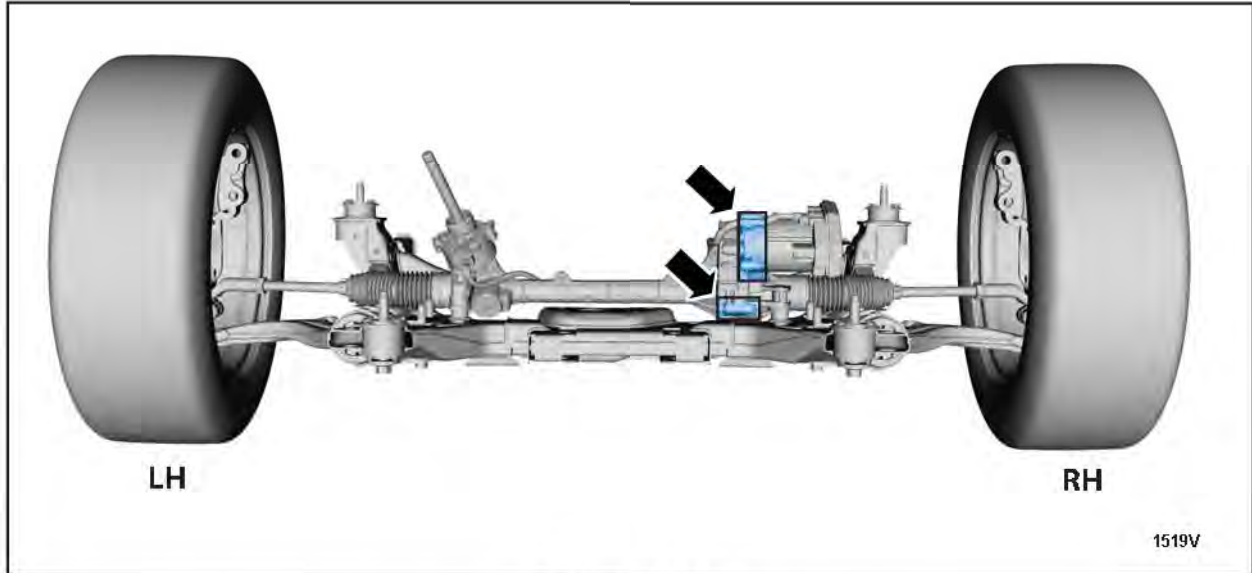


FIGURE 16

SPRAY SEALANT INTO OR ON:

- BENEATH WIRE GEAR MOTOR HARNESS
- BOLT HEADS
- TOP OF GEAR MOTOR TO HOUSING SEAM

GEAR MOTOR HARNESS



FIGURE 17



NOTE: Be sure the sealant 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 sealant 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 18 and 19.

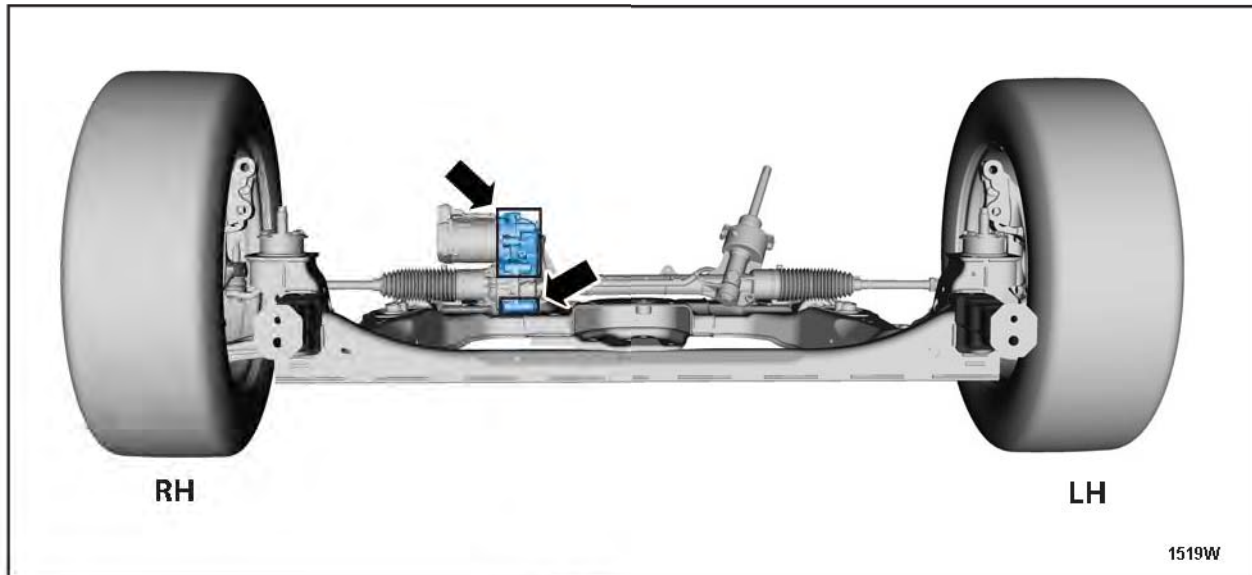


FIGURE 18

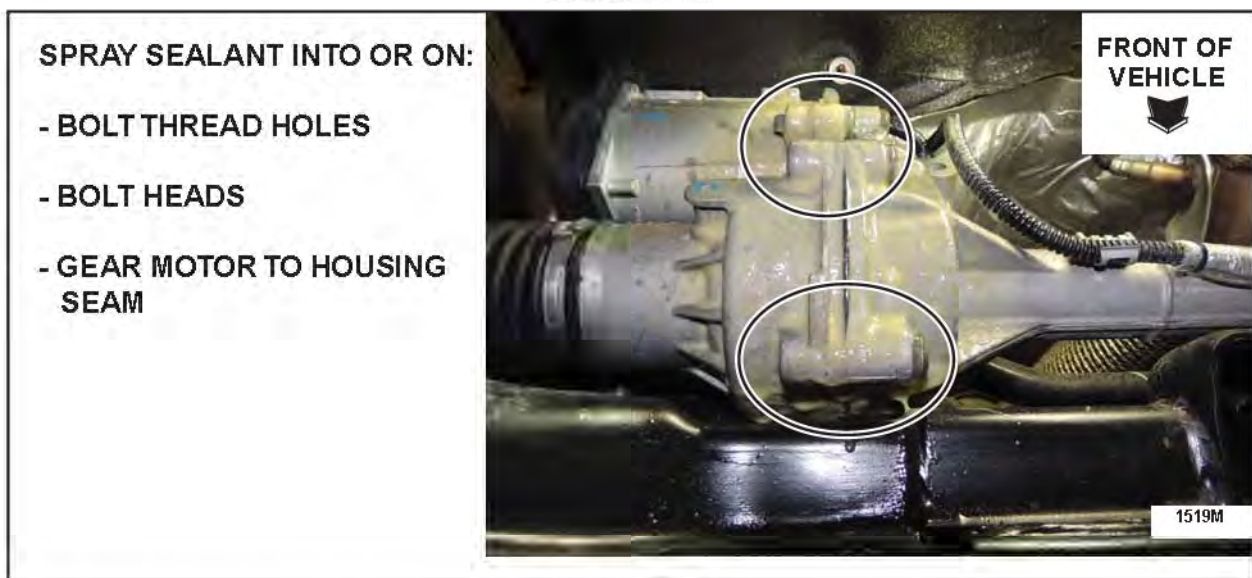


FIGURE 19

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



Install Underbody Shields - Edge Vehicles

1. If equipped, install the steering gear motor heat shield. See Figure 5.
 - Tighten to 8 Nm (71 lb-in).
2. If equipped, install the center underbody shield. See Figure 4.
3. Install the underbody shield. See Figure 3.

Install Underbody Shields - Fusion and MKZ Vehicles

1. Install the underbody crossbrace and the six nuts. See Figure 2.
 - Tighten to 45 Nm (33 lb-ft).
2. Install both underbody shields. See Figure 1.
 - 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.





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

July 2015

Regional Program 15R01
Programa Regional 15R01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice applies to your vehicle, 12345678901234567.

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Regional Customer Satisfaction Program for your vehicle with the VIN shown above.

What is the issue? Ford Motor Company is conducting a safety recall (15S14) on certain 2013-2015 Fusion and MKZ vehicles, and 2015 Edge vehicles registered in corrosion states. In these states, where road salt is frequently used in the winter months, it may be possible for the steering gear motor attachment bolts to fracture due to corrosion. If the steering gear motor becomes loose or detaches from the gear housing, it may result in a loss of power steering assist. The steering system would default to manual steering mode, requiring higher steering efforts at lower vehicle speeds, which may increase the risk of a crash.

Our records indicate that your vehicle is not registered in a state where road salt is frequently used, and therefore is not subject to the safety recall. However, we want to inform you that your vehicle is eligible for a free, one time repair of the power steering gear under this Regional Customer Satisfaction Program (15R01).

What will Ford and your dealer do? If at any time your vehicle experiences a loss of power steering assist because of condition described above, Ford Motor Company has authorized your dealer to replace the power steering gear free of charge (parts and labor).

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

- What should you do?** If you have concerns regarding the power steering gear in your vehicle, please contact your dealer and reference Regional Customer Satisfaction Program 15R01. Otherwise, no action is required. If you do contact your dealer, please be prepared to provide the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
- Have you previously paid for this repair?** If you have previously paid for a repair that addresses the issue described in this letter, you may still have this Regional Customer Satisfaction Program performed to ensure the correct parts were used.
You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to replace the steering gear. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.
You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.
- Can we assist you further?** If you require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.
RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at www.Fordowner.com.
For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.
FLEET OWNERS: If you have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
Or you can contact us at www.fleet.ford.com.

Thank you for your attention to this important matter.

Ford Customer Service Division