



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

August 20, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD / DO NOT DRIVE Advance Notice - Safety Recall 14S18
Certain 2014 Model Year Focus and C-MAX Vehicles
Steering Gear Replacement

AFFECTED VEHICLES

Certain 2014 model year Focus (except Focus ST) and C-MAX vehicles built at the Michigan Assembly Plant from August 8, 2014 through August 15, 2014. 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 on August 20, 2014.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the steering gear assembly may have been built without the required number of ball bearings. This condition can result in deformation and degradation of the remaining ball bearings, which can lead to impaired steering, including the loss of steering control, increasing the risk of a crash.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the affected vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers the week of August 25, 2014 to provide ordering information and repair instructions to support this safety recall.

Note: Vehicles can be safely driven only at low speeds to facilitate repairs (e.g. towing, moving to a service bay location, etc.). If the vehicle must be moved prior to repair, do not drive it over 5 MPH.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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 \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery

QUESTIONS?

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

Sincerely,

Michael A. Berardi