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Ford Motor Company
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August 25, 2014

TO: All U.S. Ford and Lincoln Dealers

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

REF : **DEMONSTRATION / DELIVERY HOLD / DO NOT DRIVE Advance Notice - Safety Recall 14S18**
Dated August 20, 2014

AFFECTED VEHICLES

Ford is issuing a safety recall for a small number of 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 was 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.

AFFECTED VEHICLES ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED

Do not drive vehicles over 5 MPH to facilitate repairs (e.g. towing, moving to a service bay location, etc.).

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the steering gear assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

As of this date, Ford is not aware that any customers have taken possession of any of the affected vehicles. Should owner mailing be necessary, it will occur the week of September 8, 2014.

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 before delivery.

ATTACHMENTS

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

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 was activated on August 20, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list is available through <https://web.fsavinlists.dealerconnection.com> as of August 20, 2014.

STOCK VEHICLES

- **VEHICLES ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED.**
- Correct all affected units in your new vehicle inventory before delivery.

Note: There were affected vehicles in-transit at the time of this announcement.

SOLD VEHICLES

If any of the affected vehicles have been sold and delivered to owners, immediately contact the Special Service Support Center at 1-800-325-5621.

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. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

OWNER REFUNDS

Refunds are not approved for this program.

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RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- 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 requires prior approval from the Special Service Support Center.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Focus: Replace the steering gear assembly (Includes time to set toe)	14S18B	2.3 Hours
C-MAX: Replace the steering gear assembly (Includes time to set toe)	14S18C	3.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
CV6Z-3504-C	Steering Gear Assembly - All Vehicles with 18" Alloy Wheels	1
CV6Z-3504-F	Steering Gear Assembly - All Vehicles except those with 18" Alloy Wheels	1
W714807-S900	Steering Gear Bolts	3
W520203-S442	Tie Rod Nuts	2
W520113-S442	Stabilizer Bar Link Nuts	2
W711137-S442	Steering Gear to Column Bolt	1
CV6Z-5D035-A	Subframe Bolts	2
CV6Z-00812-A	Subframe Bolts	2
W715491-S442	Lower Control Arm Pinch Bolts	2
W520415-S442	Lower Control Arm Pinch Bolt Nuts	2

The DOR/COR number for this recall is 50554.

Order your parts requirements through normal order processing channels.

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

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 2014 MODEL YEAR FOCUS AND C-MAX VEHICLES — STEERING GEAR REPLACEMENT

OVERVIEW

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SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the steering gear assembly.

AFFECTED VEHICLES ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED

Do not drive vehicles over 5 MPH to facilitate repairs (e.g. towing, moving to a service bay location, etc.).

SERVICE PROCEDURE

1. Replace the steering gear. For additional information, refer to Workshop Manual (WSM) Section 211-02.

