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13V-535
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Steve M. Kenner, Global Director
Automotive Safety Office
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Dearborn, MI 48126-2738

October 28, 2013

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

Subject: Part 573 Defect Information Report for Ford Motor Company Recall #13S10 –
Certain 2011-2012 Model Year F-350/450/550 Ambulance Package Vehicles
with 6.7L Diesel Engines

In accordance with the requirements of 49 CFR Part 573 Defect and Noncompliance Information Reports, please find the applicable information regarding Ford Motor Company's voluntary safety recall #13S10 to address potential uncommanded engine shutdowns on certain 2011-12 model year F-350/450/550 ambulance package vehicles with 6.7L diesel engines.

Sincerely,


for Steven M. Kenner

Attachment

49 CFR Part 573 – DEFECT INFORMATION REPORT
13S10 – CERTAIN 2011-12 F-350/450/550 AMBULANCE PACKAGE VEHICLES WITH 6.7L
DIESEL ENGINES – EXHAUST GAS TEMPERATURE SENSOR

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Non-Compliance Reports, Ford Motor Company submits the following information concerning a safety recall action that it is voluntarily initiating.

573.6 (c) (2) – Potentially Affected Vehicles

Vehicles potentially affected are certain 2011-2012 model year F-350/450/550 Ambulance Package vehicles with 6.7L diesel engines built at Kentucky Truck Plant (KTP) from February 22, 2010, to October 19, 2012.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

The information for the supplier of exhaust gas temperature (EGT) sensor, that is the subject of this defect report, is provided below.

Corporate Name of Supplier: Hi-Stat, A Division of Stoneridge Inc.
Supplier Address: 345 S. Mill St,
Lexington, OH 44904
Supplier Phone Number: 248-469-9942
Point of Contact at Supplier: Jeff Philbin
Country of Origin for the component: U.S.A.

573.6 (c) (3) – Estimated Population of Vehicles Potentially Affected

Approximately 2,951 vehicles in the United States and federalized territories are potentially affected.

573.6 (c) (4) – Estimated Percentage of Affected Vehicles with the Defect Condition

Unknown.

573.6 (c) (5) – Description of the Defect

Certain 2011-2012 model year F-350/450/550 Ambulance Package vehicles with 6.7L diesel engines may experience a "Stop Safely Now" warning message and 5 audible chimes while the vehicle experiences a controlled power reduction mode, which eventually leads to an uncommanded engine shutdown when the vehicle speed falls below 4 mph. This is due to a loss of sensing function of the EGT sensor located directly behind the diesel particulate filter (DPF). The controlled power reduction mode, which stretches over approximately 45 seconds, allows the operator to safely move the vehicle off the roadway. If this were to occur when the ambulance is transporting a patient, the eventual engine shutdown with no ability to immediately restart may delay medical treatment and increase the risk of injury to the patient.

Ford is not aware of any reports of accidents, injuries or patient complications related to this condition on the subject vehicles.

573.6 (c) (6) – Chronology of Events

Through late June 2013, Ford's Commercial Vehicle Operations team received 6 reports from ambulance fleet operators that they had encountered a reduction in engine power followed by an uncommanded engine shutdown with no immediate restart.

Subsequent investigation found that an EGT sensor fault in the sensor directly behind the DPF could result in a commanded reduction in engine power followed by an engine shut down and delayed restart. This design strategy prevents exhaust system overheat conditions.

Evaluation of EGT sensors returned from the field identified that the sensing element could cause a short or open circuit due to improper welding during the manufacturing operation or differential expansion properties of the element and the housing.

While investigating this issue, Ford received some additional reports of the uncommanded shutdown condition, and by September 25, 2013, had received 13 total reports from ambulance fleet operators.

On October 21, 2013, Ford's Field Review Committee reviewed the concern and approved a field action.

573.6 (c) (8) – Service Program

Owners will be notified by mail and instructed to take their vehicle(s) to a Ford or Lincoln dealer to have the EGT sensor located downstream of the DPF replaced. There will be no charge to owners for this service.

Mailing of owner notification letters will begin November 11, 2013, and is expected to be completed by November 14, 2013. Notification to dealers will occur on October 29, 2013.

Ford's general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall was provided to the agency on February 20, 2013.

573.6 (c) (10) – Press Statement and Dealer/Owner Letters

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued.

Ford will forward a copy of the notification letters to dealers and owners to the agency when available.

573.6 (c) (11) – Recall Number

Ford has assigned recall number 13S10 to this action.

573.13 (c) (2) – Ending Date for Reimbursement Eligibility

The ending date for reimbursement eligibility for the cost of remedies paid for by vehicle owners per Ford's general reimbursement plan is December 4, 2013.

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