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 Dearborn, Michigan 48121

May 1, 2015

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: DELIVERY HOLD - Safety Recall 15S14 – Supplement #1**  
 Certain 2013-2015 Model Year Fusion and MKZ and 2015 Model Year Edge Vehicles  
 Steering Gear Motor Bolt Corrosion

**New! REASON FOR THIS SUPPLEMENT**

- *Additional information provided on rust preventative coatings available in bulk quantities and equipment for application.*

**AFFECTED VEHICLES**

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

This recall applies to the affected vehicles originally sold in, or currently registered in the following states:

Connecticut	Iowa	Minnesota	Ohio	Wisconsin
Delaware	Maine	Missouri	Pennsylvania	
District of Columbia	Maryland	New Hampshire	Rhode Island	
Illinois	Massachusetts	New Jersey	Vermont	
Indiana	Michigan	New York	West Virginia	

Affected new in-stock vehicles are identified in OASIS and FSA VIN List. Sold vehicles are expected to be identified in OASIS and FSA VIN List by May 8, 2015.

**REASON FOR THIS SAFETY RECALL**

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 attachment bolts may fracture due to corrosion cracking. 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.

## **SERVICE ACTION**

Before delivering any of the vehicles involved in this recall, dealers are to perform one of the following

- **New in-stock Fusion and MKZ vehicles:** Dealers will apply either Valugard Rust Inhibitor Aerosol VG-101A or Daubert NOX RUST® 7703-W to specific locations on the steering gear.
  - This procedure should only be performed on new in-stock vehicles because these vehicles have not had the potential to accumulate corrosion damage in the steering gear motors with time in service.
  - A very limited number of 2015 Edge vehicles (11) are affected by this recall. Ford is not aware of any unsold 2015 Edge vehicles currently in dealer inventory affected by this program.
- **Sold vehicles:** Dealers will receive an updated bulletin with unique parts and repair instructions the week of June 15, 2015.
  - The repair procedure for sold vehicles will be unique as these vehicles may have already accumulated corrosion damage in their steering gear motor bolts with time in service.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owners of record will be notified via first-class mail the week of June 22, 2015, when it is expected that complete parts ordering and repair instructions will be available to support this safety recall.

## **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  
Owner Notification Letter  
Recall Reimbursement Plan

## **QUESTIONS & ASSISTANCE**

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

Sincerely,



Michael A. Berardi

**DELIVERY HOLD - Safety Recall 15S14 – Supplement #1**  
Certain 2013-2015 Model Year Fusion and MKZ and 2015 Model Year Edge Vehicles  
Steering Gear Motor Bolt Corrosion

**OASIS ACTIVATED?**

Yes, OASIS will be activated on April 29, 2015.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> April 29, 2015. Owner names and addresses will be available by July 8, 2015.

**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 recall.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

Dealers will receive an updated bulletin with unique parts and repair instructions the week of June 15, 2015.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**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 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).

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### **OWNER REFUNDS**

- **This safety recall 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 recall 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 pre-approved 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 steering gear motor bolt corrosion.

### **RENTAL VEHICLES**

The use of rental vehicles is not approved for this 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 (15S14) 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: 15S14
  - 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: 15S14
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$5.00

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
New unsold Fusion/MKZ - Apply Sealer to Specific Locations on Steering Gear	15S14B	0.9 Hours

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
VG-101A	Valugard Rust Inhibitor Aerosol (obtain from <a href="http://www.valugard.net">www.valugard.net</a> )	Claim as MISC OTHER
7703-W	Daubert NOX RUST® (obtain from <a href="http://www.daubertchemical.com">www.daubertchemical.com</a> )	

**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](mailto:Ford@Renkim.com).

## CERTAIN NEW IN-STOCK 2013-2015 MODEL YEAR FUSION AND MKZ VEHICLES — STEERING GEAR MOTOR BOLT CORROSION PROTECTION

**NOTE:** This procedure should only be performed on new in-stock vehicles because these vehicles have not had the potential to accumulate corrosion damage in the steering gear motors with time in service. For sold vehicles: Dealers will receive an updated bulletin with unique parts and repair instructions the week of June 15, 2015.

### SERVICE PROCEDURE

#### Applying 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 1 and 2.

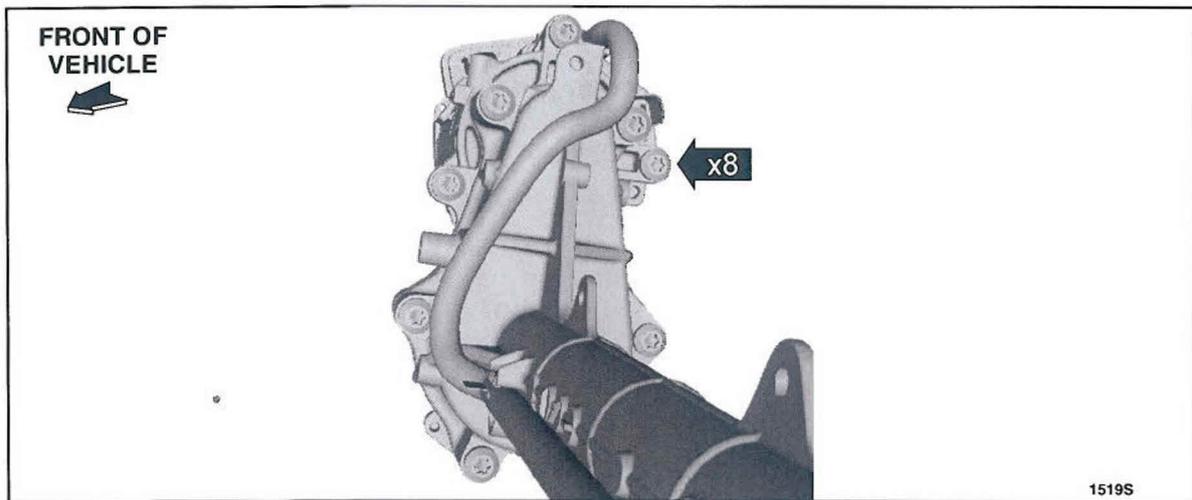


FIGURE 1

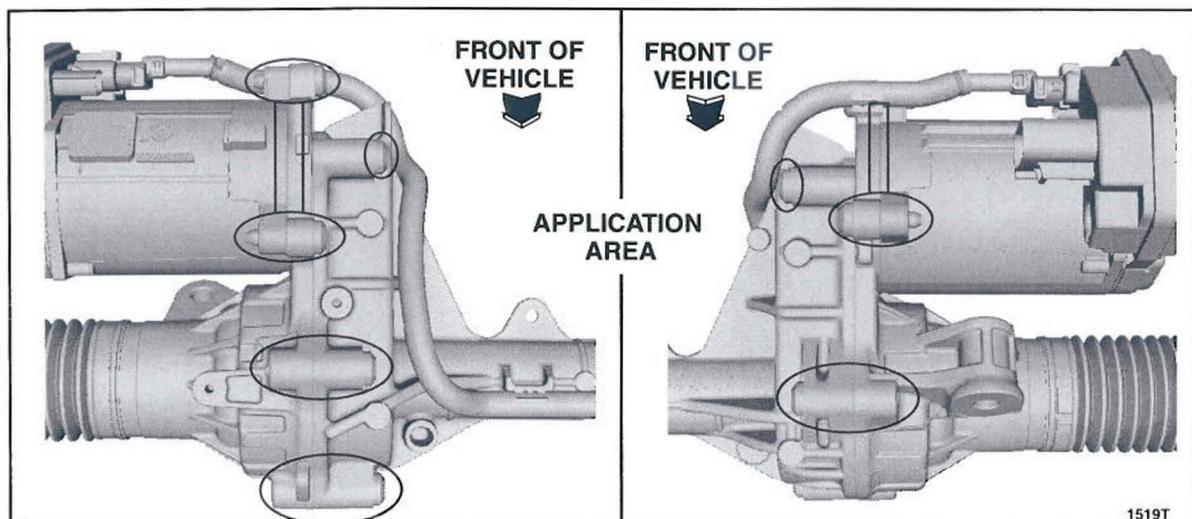
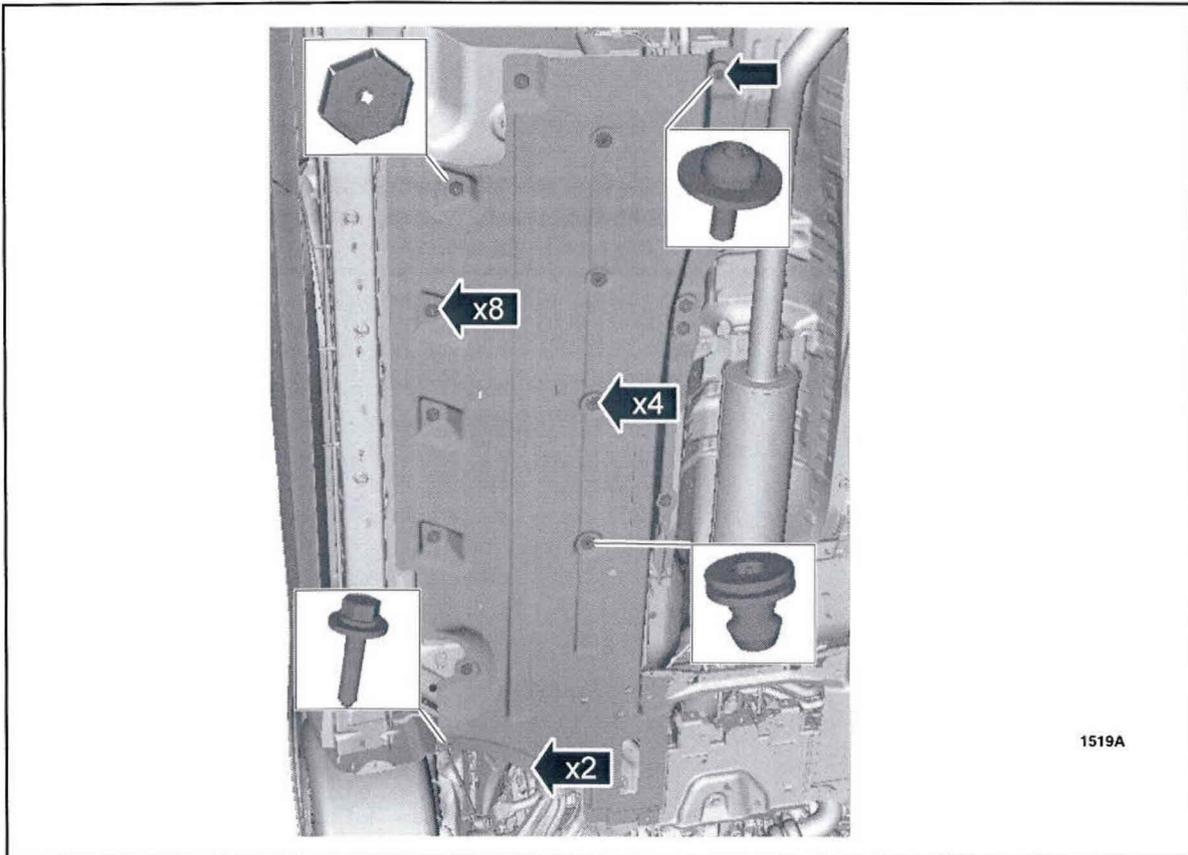


FIGURE 2



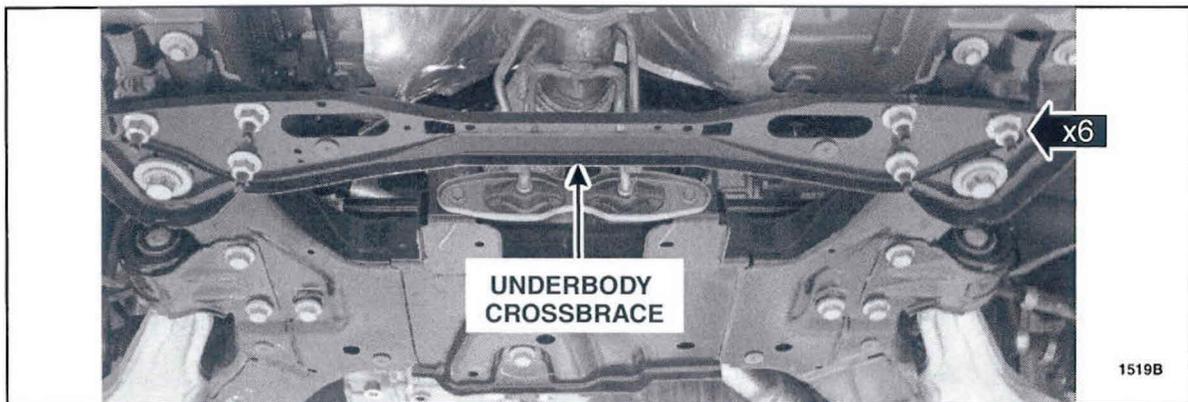
1. Remove the engine front undershield and the engine undershield. Please follow the Workshop Manual (WSM) procedures in Section 501-02.
2. Remove both underbody side shields. See Figure 3.

**NOTE:** Left side shown right side similar.



**FIGURE 3**

3. Remove the six nuts and the underbody crossbrace. See Figure 4.



**FIGURE 4**



4. Remove the RH front wheel. Please follow the WSM procedures in Section 204-04A.
5. 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 bolt heads and threads. See Figures 5 and 6.

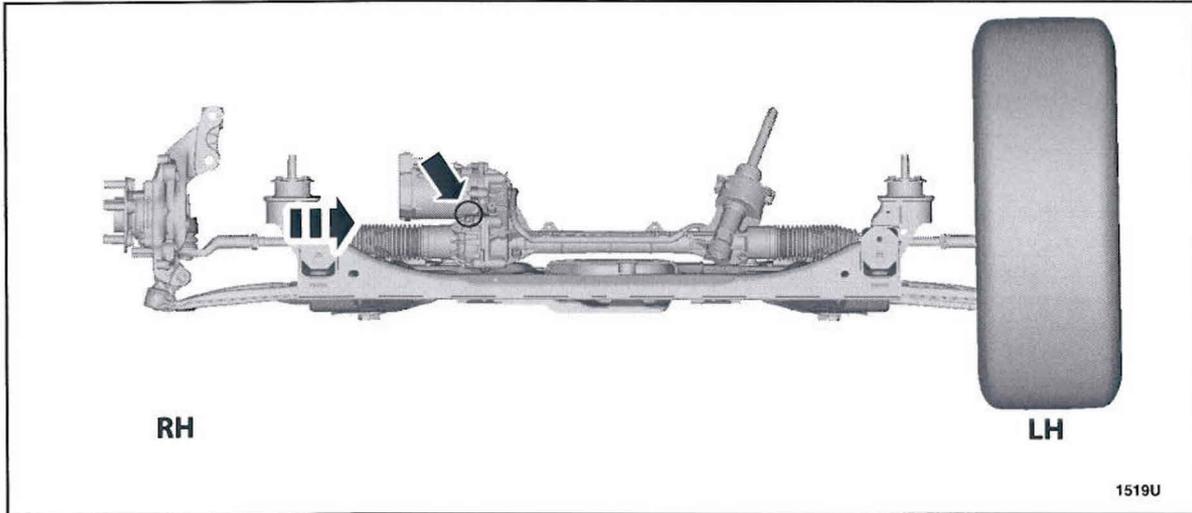


FIGURE 5

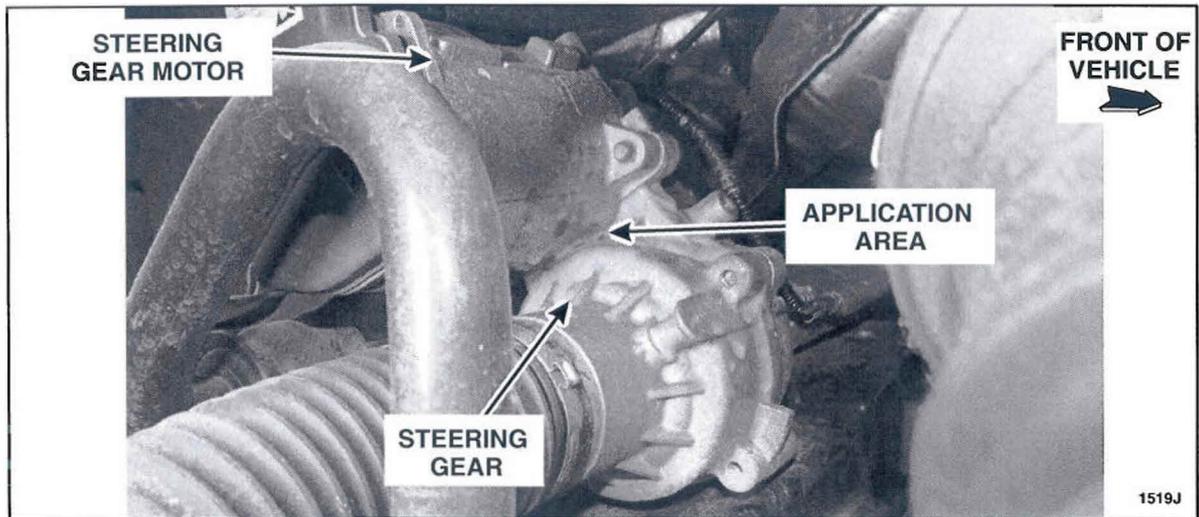


FIGURE 6



6. Working from the rear of the subframe, insert nozzle between the steering gear and subframe underneath housing seam. Apply sealant to steering gear to housing seam, housing bolt heads and threads. See Figures 7 and 8.

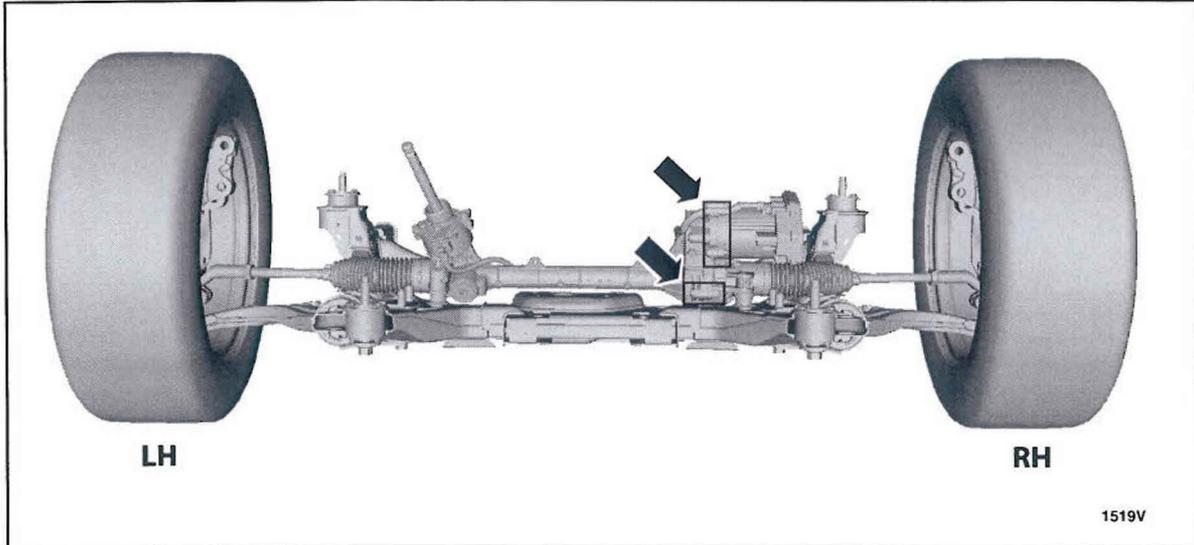


FIGURE 7

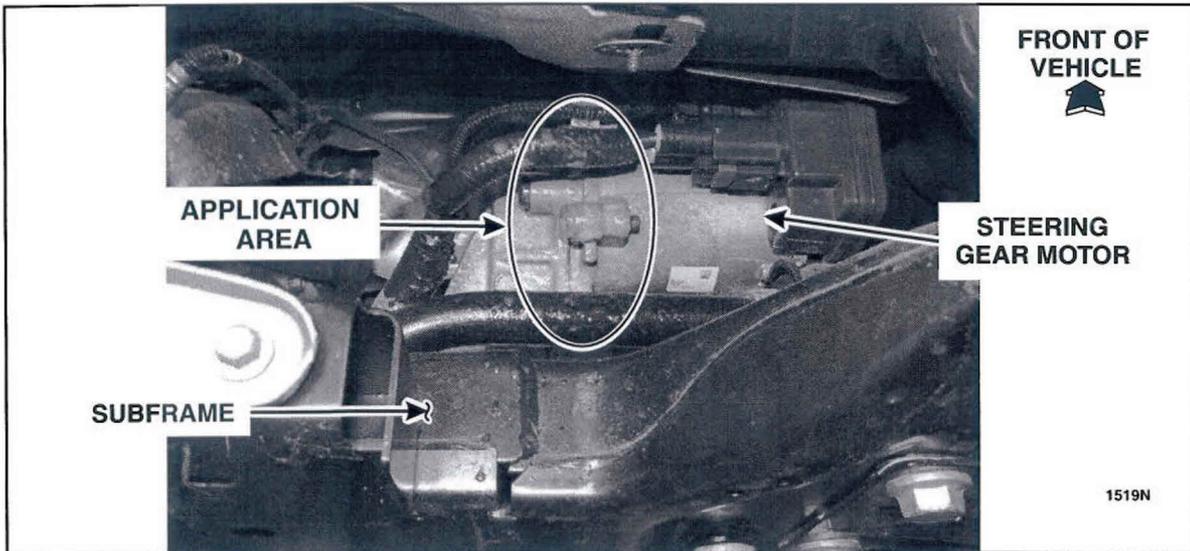


FIGURE 8



7. Working from the front of the subframe, insert nozzle between steering gear and subframe housing seam. Apply sealant to steering gear to housing seam, housing bolt heads and threads. See Figures 9 and 10.

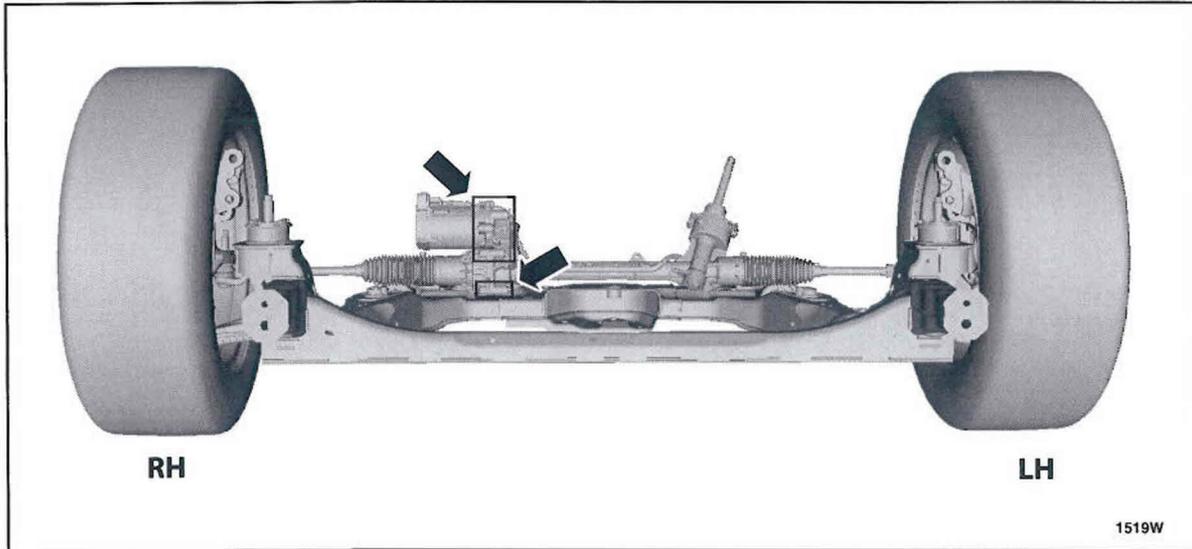


FIGURE 9

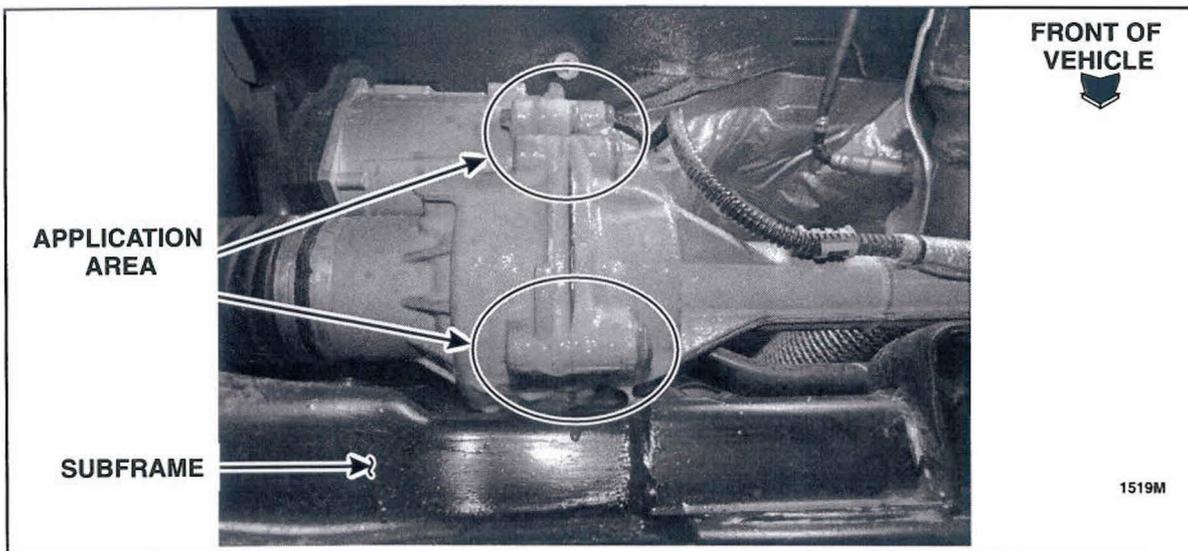


FIGURE 10



8. Install the underbody crossbrace and the six nuts. See Figure 4.
  - Tighten to 45 Nm (33 lb-ft).
9. Install the RH front wheel. Please follow the WSM procedures in Section 204-04A.
10. Install both underbody shields. See Figure 3.
  - Tighten to 9 Nm (80 lb-in).
11. Install the engine front undershield and the engine undershield. Please follow the WSM procedures in Section 501-02.

