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September 16, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Regional Program 13R01 – Supplement #3**
 Certain 2005 through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car
 Vehicles Not Covered Under Safety Recall 13S08
 Steering Column Shaft

REF: **Regional Program 13R01 – Supplement #2**
 Steering Column Shaft dated February 21, 2014

New! REASON FOR THIS SUPPLEMENT

- **Upper Intermediate Shaft Extension Repair:** *Upper Intermediate Shafts are now available in sufficient quantities that the extension repair procedure is no longer necessary. Vehicles with Upper Intermediate Shafts that fail the inspection procedure now require replacement of the Upper Intermediate Shaft. Claims for the Upper Intermediate Shaft extension repair dated September 22, 2014 and later will not be accepted.*
- **Prior Approval for Upper Intermediate Shafts:** *Replacement of the Upper Intermediate Shaft no longer requires prior approval.*

AFFECTED VEHICLES

The owners of 2005 through 2011 model year Crown Victoria, Grand Marquis, and Town Car vehicles not included in Safety Recall 13S08.

NOTE: Safety Recall 13S08 applies only to affected vehicles originally sold or currently registered in specific corrosion states. Regional Program 13R01 applies to all affected vehicles that are not covered by 13S08.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.

REASON FOR THIS REGIONAL PROGRAM

In some of the affected vehicles, corrosion of the swing link joints on the Lower Intermediate Steering Shaft, combined with a collapsed Upper Intermediate Steering Shaft, can result in steering column separation leading to a loss of steering control.

Some customers have reported a potential change in steering feel (notchy, stiff, or binding) when the corrosion is present.

Owners of vehicles not included in Safety Recall 13S08 that have operated their vehicle in a corrosive environment (e.g., where salt is used on roads in the winter months), or have concerns regarding the steering on their vehicle, are eligible for inspection and repairs under this Regional program.

New! SERVICE ACTION

The steering system is comprised of multiple parts that need to be inspected to determine the correct repair. Vehicles presented to dealers will require the following:

- Inspection of the Lower Intermediate Shaft (Lower I-Shaft). **The Lower I-Shaft will be replaced only on vehicles that fail this inspection.**
- Inspection (measurement) of the Upper Intermediate Shaft (Upper I-Shaft). *Parts that fail the inspection will need to be replaced.*
- Inspection of the Lower Steering Column Bearing position. Those found to be out of position will need to be resealed and will have a retainer installed.

ROTUNDA SPECIAL SERVICE TOOL KIT

A new Rotunda Special Service Tool Kit #TKIT-2013A-FLM, specifically developed for one element of the Steering Column repair (Column Bearing retention), was shipped to dealers on August 31, 2013. This new tool kit is provided at no cost and was shipped in a white box with an orange sticker attached that states "Attention Service Manager" and references programs 13S08 and 13R01. Additional tools can be ordered by contacting Rotunda (1-800-ROTUNDA/1-800-768-8632) and selecting option #3.

Replacement tool kits ordered through Rotunda have a different tool number than the original tool kit provided to dealers. Use tool number 211-346 when ordering replacement tools.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed in March, 2014.

New! ATTACHMENTS

- Attachment I: Administrative Information*
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information – Overview and Inspection/Repair Flowcharts*
- Attachment IV: Technical Information – Inspection Procedures
- Attachment V: Technical Information – Repair Procedures*
- Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)	1-800-325-5621
Special Service Support Center (Parts Ordering)	1-800-207-2444

Sincerely,



Michael A. Berardi

Regional Program 13R01 – Supplement #3

Certain 2005 through 2011 Model Year Crown Victoria, Grand Marquis, and Town Car Vehicles
Not Covered by Safety Recall 13S08
Steering Column Shaft

OASIS ACTIVATED?

Yes.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN is available through <https://web.fsavinlists.dealerconnection.com>.

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 FSA.

STOCK VEHICLES

New vehicles are not affected by the covered issue, so no repairs are required prior to sale.

SOLD VEHICLES

Owners of affected vehicles will be directed to contact their dealer for inspection and repair (if required), if they have operated 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 on their vehicle.

TITLE BRANDED / SALVAGED VEHICLES

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

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will 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).

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

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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 15, 2013.
- 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 a Steering Column Lower Bearing, Upper Intermediate Steering Shaft, or Lower Intermediate Steering Shaft replacement.

RENTAL VEHICLES

With proper parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique circumstance which may require a rental vehicle, Ford Motor Company will pay for 1 day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but is not allowed to exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

New! CLAIMS PREPARATION AND SUBMISSION

- *Claims with labor operations 13R01G, 13R01H, 13R01J, or 13R01K (extend Upper I-Shaft as necessary) will not be accepted with a repair order date of September 22, 2014 or later.*
- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 13R01
 - 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.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".

Regional Program 13R01 – Supplement #3

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New! LABOR ALLOWANCES

NOTE: Upper I-Shaft extension repairs have been discontinued. Replace the Upper I-Shaft if it fails inspection.

Description	Labor Operation	Labor Time
Inspect as required • No repairs necessary	13R01AA	0.3 Hour(s)
Inspect as required • Install Bearing Retainer	13R01BB	1.2 Hour(s)
Inspect as required • Replace Upper I-Shaft	13R01CC	0.5 Hour(s)
Inspect as required • Replace Upper I-Shaft • Install Bearing Retainer	13R01DD	1.4 Hour(s)
Inspect as required • Replace Lower I-Shaft	13R01EE	0.4 Hour(s)
Inspect as required • Replace Lower I-Shaft • Install Bearing Retainer	13R01FF	1.4 Hour(s)
Inspect as required • Replace Lower I-Shaft • Replace Upper I-Shaft	13R01GG	0.5 Hour(s)
Inspect as required • Replace Lower I-Shaft • Replace Upper I-Shaft • Install Bearing Retainer	13R01HH	1.5 Hour(s)

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
5W1Z-3605-A	Bearing Retainer Kit	1
5W1Z-3B676-A	Lower Intermediate Steering Shaft	1
5W1Z-3B676-AB	Upper Intermediate Steering Shaft	1
W710821-S306	Lower Intermediate Steering Shaft to Steering Gear Bolt	1 Bolt (Unit of issue = 4)
W713065-S439	Lower Intermediate Steering Shaft to Upper Intermediate Steering Shaft Bolt (required when servicing the Lower or Upper I-Shafts)	1 Bolt (Unit of issue = 3)
	Upper Intermediate Steering Shaft to Steering Column Bolt (required when servicing the Steering Column or Upper I-Shaft)	1 Bolt (Unit of issue = 3)

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New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

The DOR/COR number for this FSA is 50521.

The replacement of the Upper Intermediate Shaft no longer requires prior approval by the Special Service Support Center.

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 2005 THROUGH 2011 MODEL CAR CROWN VICTORIA, GRAND MARQUIS, AND TOWN CAR VEHICLES NOT COVERED UNDER SAFETY RECALL 13S08 — STEERING COLUMN SHAFT

NEW ! OVERVIEW

This service action requires inspection of the:

- Lower Intermediate Steering Shaft (Lower I-Shaft) for binding or seizure
- Steering Column Bearing for being out of position
- Upper Steering I-Shaft for being collapsed (compressed)

All three inspections must be performed to determine the appropriate repair action. Technicians should familiarize themselves with all aspects of the flowcharts prior to initiating repairs to avoid unnecessary disassembly/reassembly steps.

Refer to the flow chart on Page 2, for inspection and repair criteria.

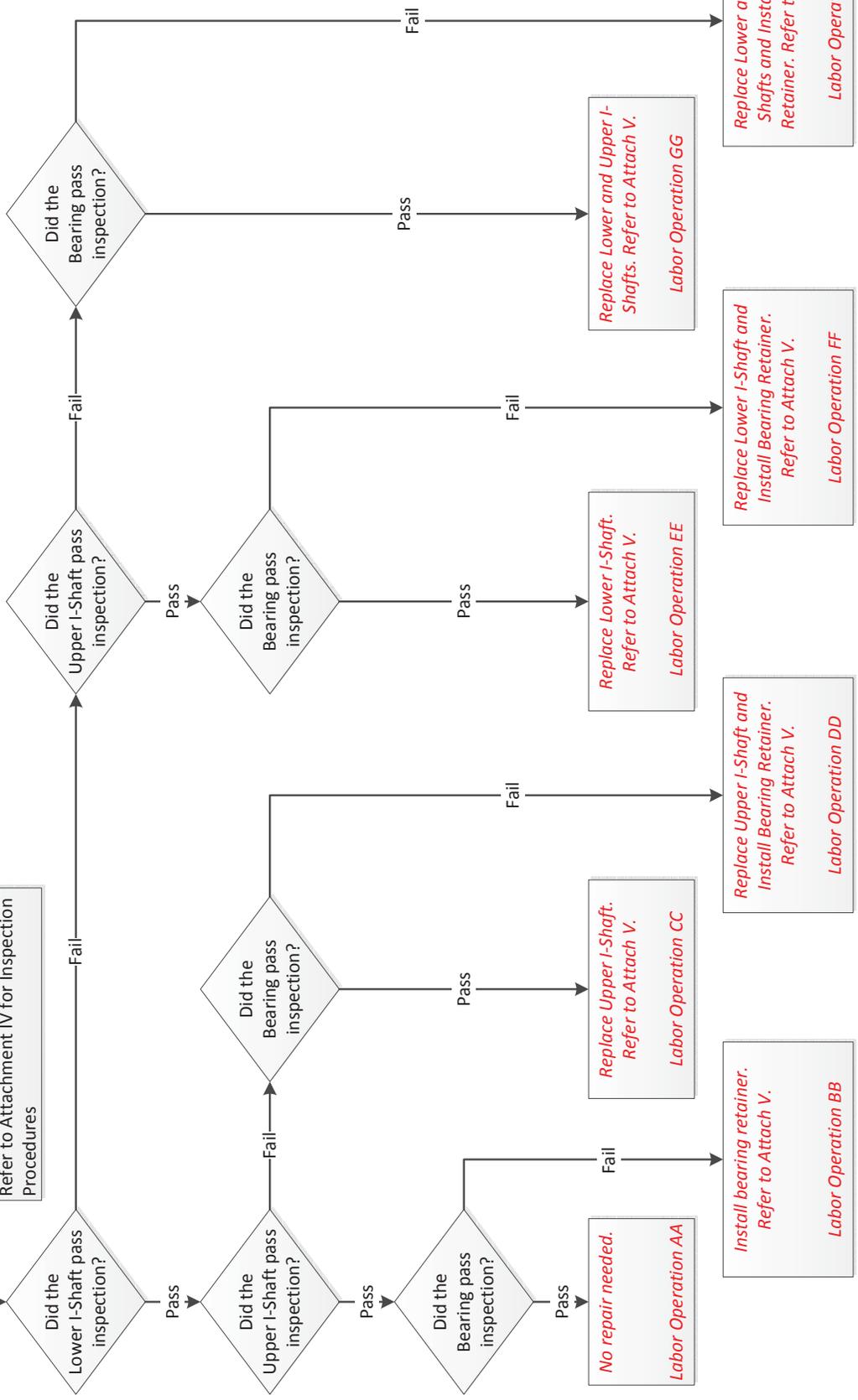
NOTE: *The Lower I-Shaft will be replaced only on vehicles that fail the inspection.*

NOTE: Review all subsequent inspection areas before completing repairs.

NOTE: *Upper I-Shaft extension repairs have been discontinued. Replace the Upper I-Shaft if it fails inspection.*



Perform the following inspections:
 - Inspect Lower I-Shaft
 - Inspect Bearing Position
 - Inspect Upper I-Shaft length
 Refer to Attachment IV for Inspection Procedures



INSPECTION PROCEDURES

NOTE: Refer to the flow chart within Attachment III for repair direction.

Lower I-Shaft Inspection

NOTICE: Do not allow the steering wheel to rotate while the steering shaft is disconnected or damage to the clockspring may result. If there is evidence the steering shaft has rotated, the clockspring must be removed and recentered. For additional information, refer to Workshop Manual (WSM) Section 501-20B.

NOTE: To ensure proper alignment do not rotate the steering gear while the lower steering shaft is disconnected.

1. Inspect the lower steering shaft joints for binding or seizure, as follows:
 - a. Use a steering wheel holding device (such as Hunter® 28-75-1 or equivalent) to hold the steering wheel in the straight-ahead position.
 - b. Remove and discard the upper steering shaft to lower steering shaft bolt and disconnect the lower steering shaft. See Figure 1.

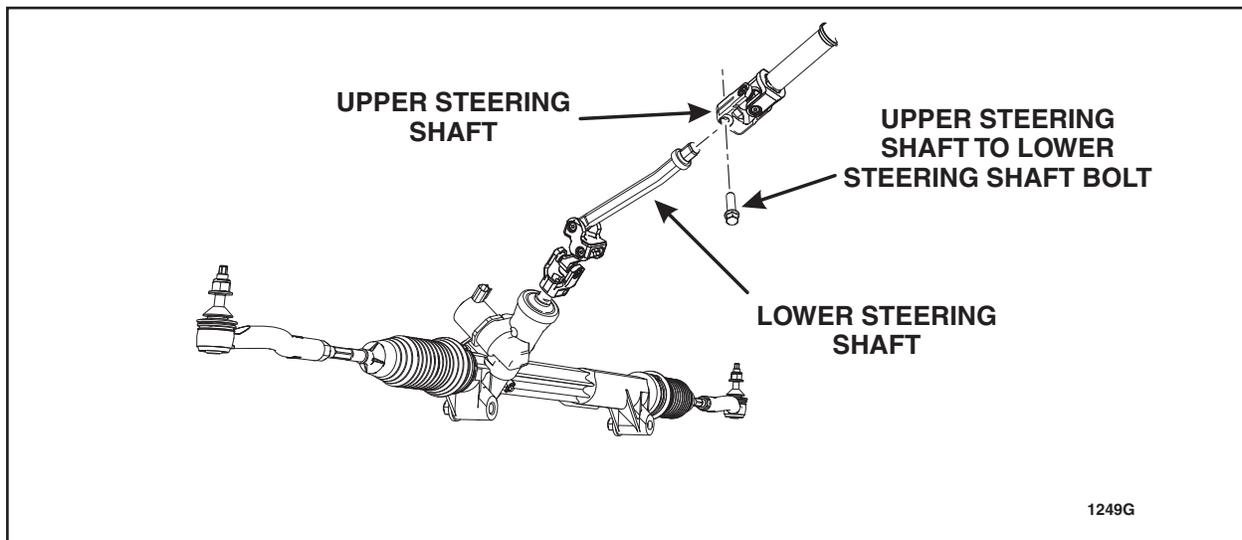


FIGURE 1

- c. Exercise the upper portion of the lower steering shaft throughout its range of motion. See Figure 2, on Page 2.
- d. If the lower steering shaft does not move freely and without binding, **it fails inspection.**



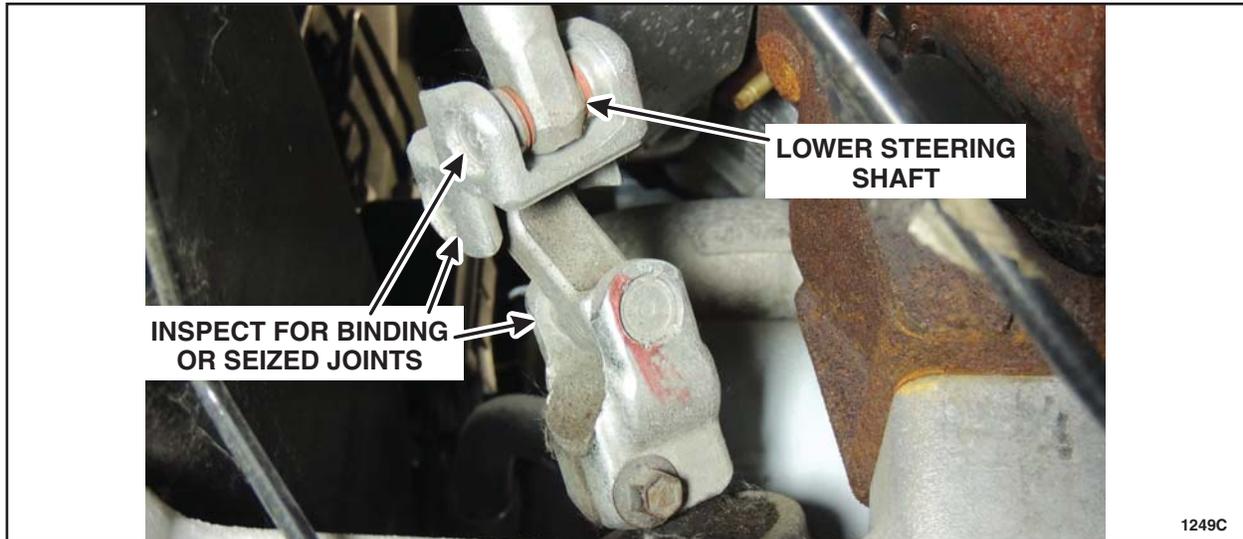


FIGURE 2

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Steering Column Bearing Position Inspection

1. Inspect the steering column for an unseated steering column bearing. See Figures 3 and 4.

- If the steering column bearing is unseated, **it fails inspection.**

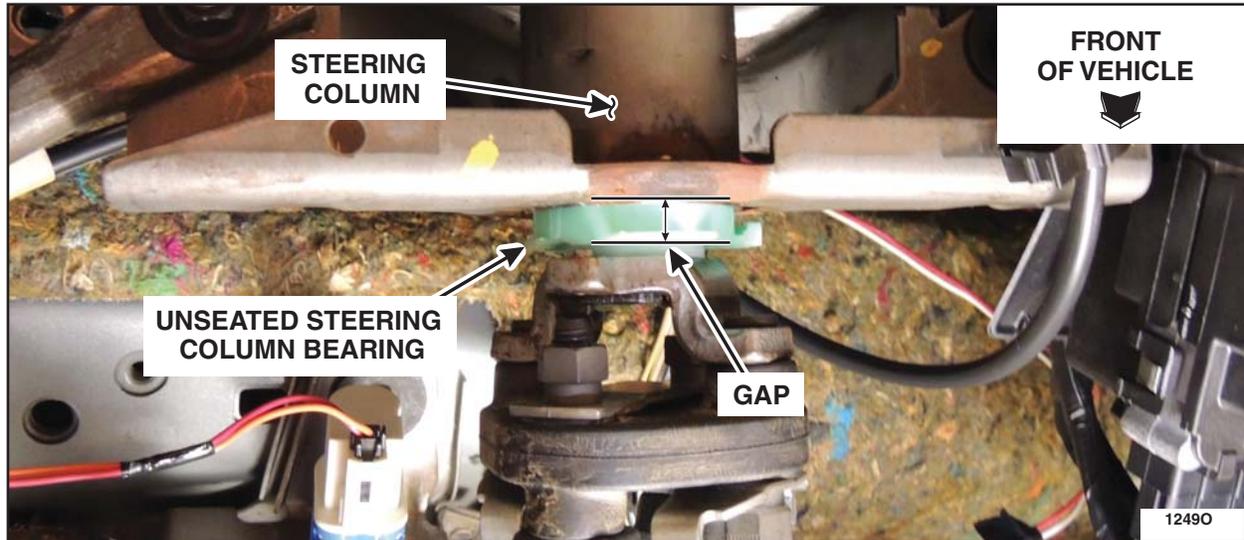


FIGURE 3

NOTE: Steering column shown out of vehicle for clarity.

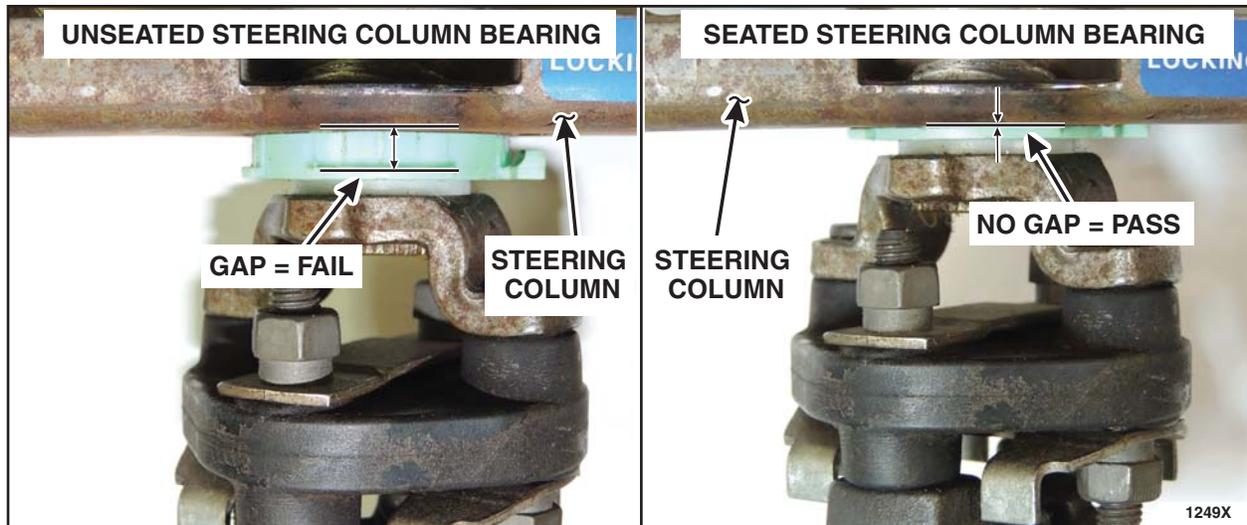


FIGURE 4



Upper I-Shaft Inspection

1. Measure the distance between upper steering shaft end and the edge of the shaft collar.
See Figures 1 and 2.

- If the upper steering shaft measurement is less than 137 mm (5 3/8 in), it fails inspection.



FIGURE 5

NOTE: Upper steering shaft shown out of vehicle for clarity.

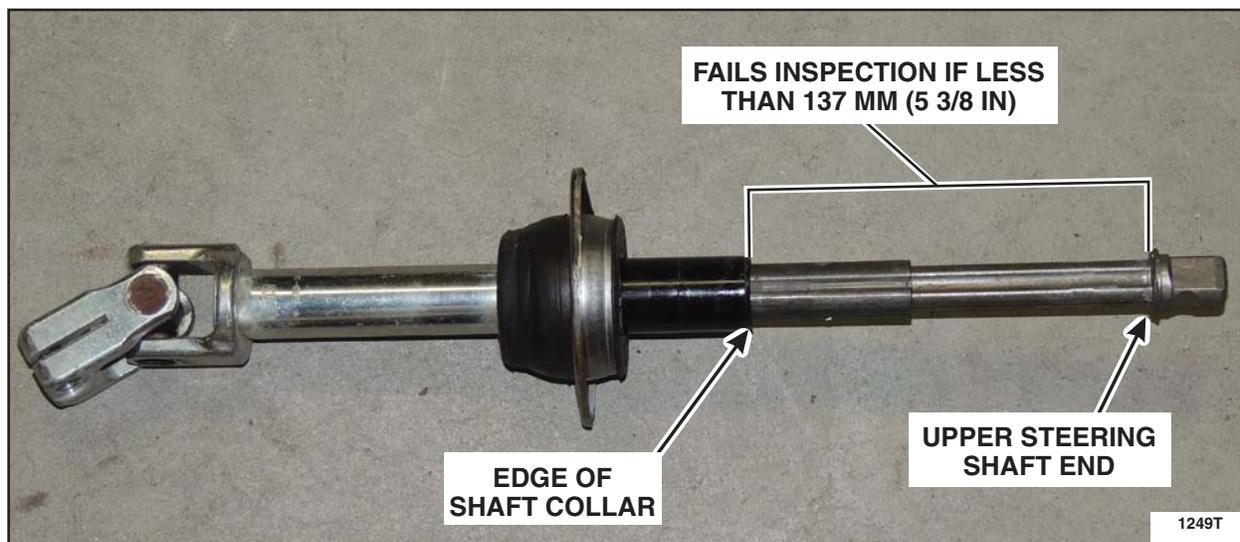


FIGURE 6

Reassemble Vehicle

1. After all inspections and repairs are completed reconnect the lower intermediate shaft, using a *new* upper steering shaft to lower steering shaft bolt.
 - Tighten the new bolt to 48 Nm (35 lb-ft).



REPAIR PROCEDURES

Lower I-Shaft Replacement (Failed Inspection Only, Refer to Flowchart within Attachment III)

NOTICE: Do not allow the steering wheel to rotate while the steering shaft is disconnected or damage to the clockspring may result. If there is evidence the steering shaft has rotated, the clockspring must be removed and recentered. For additional information, refer to Workshop Manual (WSM) Section 501-20B.

NOTE: To ensure proper alignment do not rotate the steering gear while removing the lower steering shaft.

1. If not done previously, use a steering wheel holding device (such as Hunter® 28-75-1 or equivalent) to hold the steering wheel in the straight-ahead position.
2. Remove the lower steering shaft. See Figure 1.
 - a. If not removed previously, remove and discard the upper steering shaft to lower steering shaft bolt.
 - b. Remove and discard the lower steering shaft to steering gear bolt.
 - c. Remove the lower steering shaft.

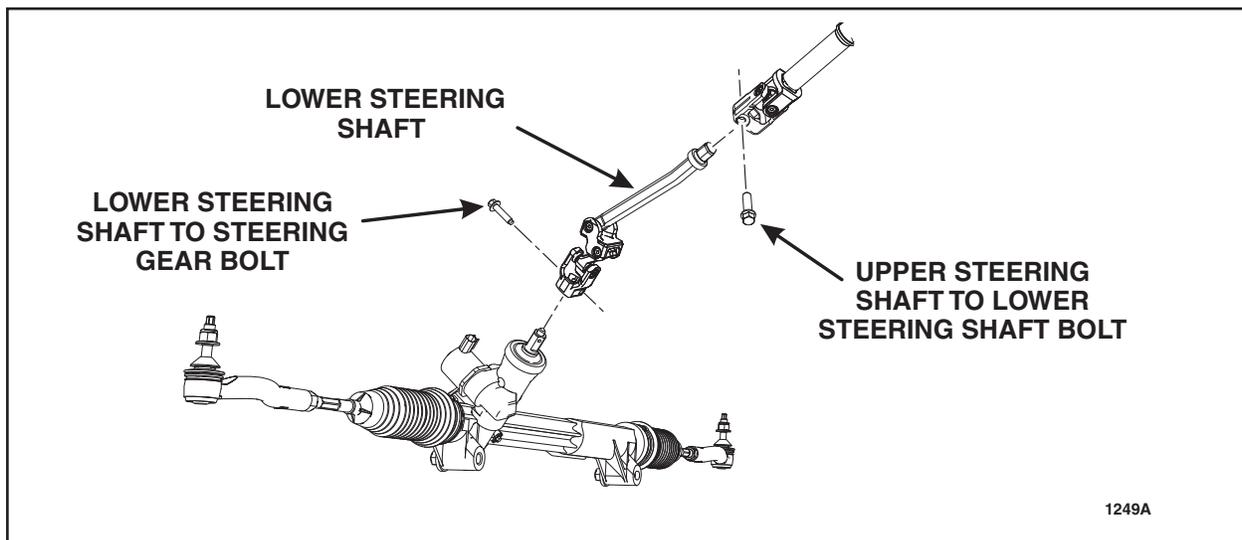


FIGURE 1



NOTE: The steering shaft bolts are one time use only. If applicable, do not install the upper steering shaft to lower steering shaft bolt until service on the steering column or upper steering shaft is completed, based on subsequent inspections - See Attachment III.

3. Install a *new* lower steering shaft. See Figure 1.
 - a. Install the *new* lower steering shaft.
 - b. Install a *new* lower steering shaft-to-steering gear bolt.
 - Tighten the *new* bolt to 30 Nm (22 lb-ft).
 - c. Install a *new* upper steering shaft to lower steering shaft bolt.
 - Tighten the *new* bolt to 48 Nm (35 lb-ft).
4. If no further repair is required, remove the steering wheel holding tool.

NEW! *Upper I-Shaft Replacement (Failed Inspection Only, Refer to Flowchart within Attachment III)*

NOTICE: Do not allow the steering wheel to rotate while the steering shaft is disconnected or damage to the clockspring may result. If there is evidence the steering shaft has rotated, the clockspring must be removed and recentered. For additional information, refer to WSM Section 501-20B.

NOTE: To ensure proper alignment do not rotate the steering gear while removing the upper steering shaft.

1. Use a steering wheel holding device (such as Hunter® 28-75-1 or equivalent) to hold the steering wheel in the straight-ahead position.
2. Remove and discard the steering column to upper steering shaft bolt.
3. Remove the 2 upper steering shaft bearing nuts. See Figure 2.

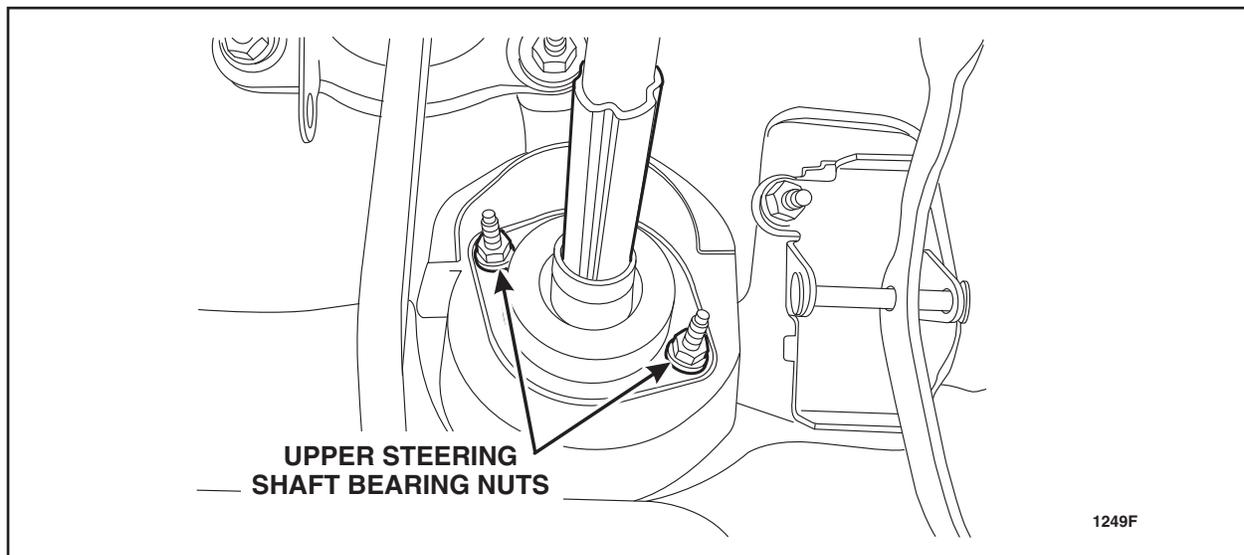


FIGURE 2



4. If not done previously, remove and discard the upper steering shaft to lower steering shaft bolt and remove the upper steering shaft. See Figure 3.

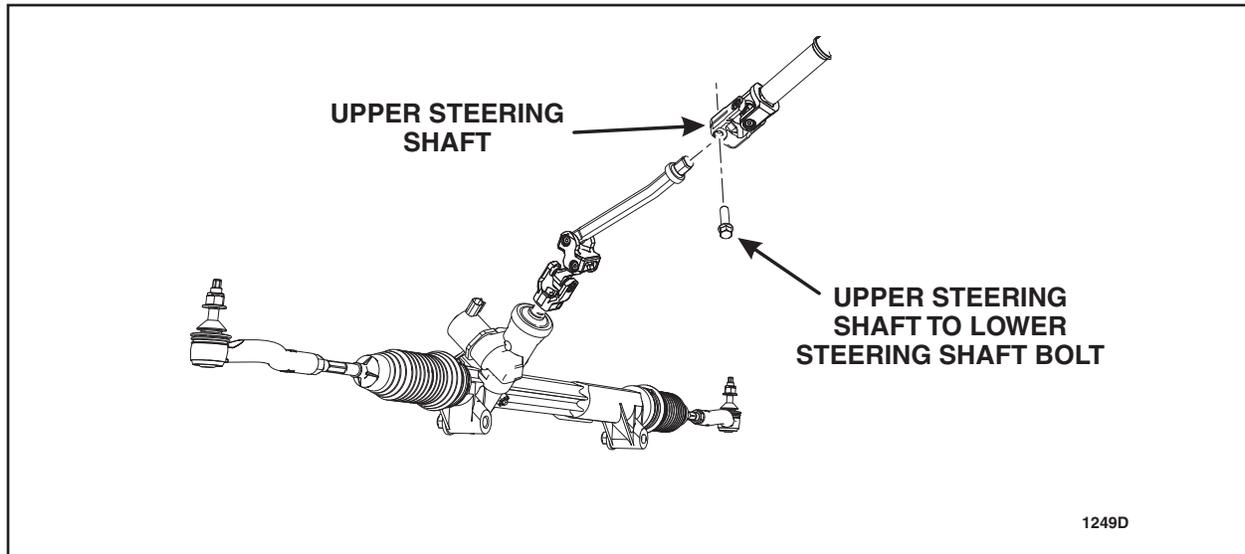


FIGURE 3

5. Remove the bearing from the upper steering shaft. See Figure 4.

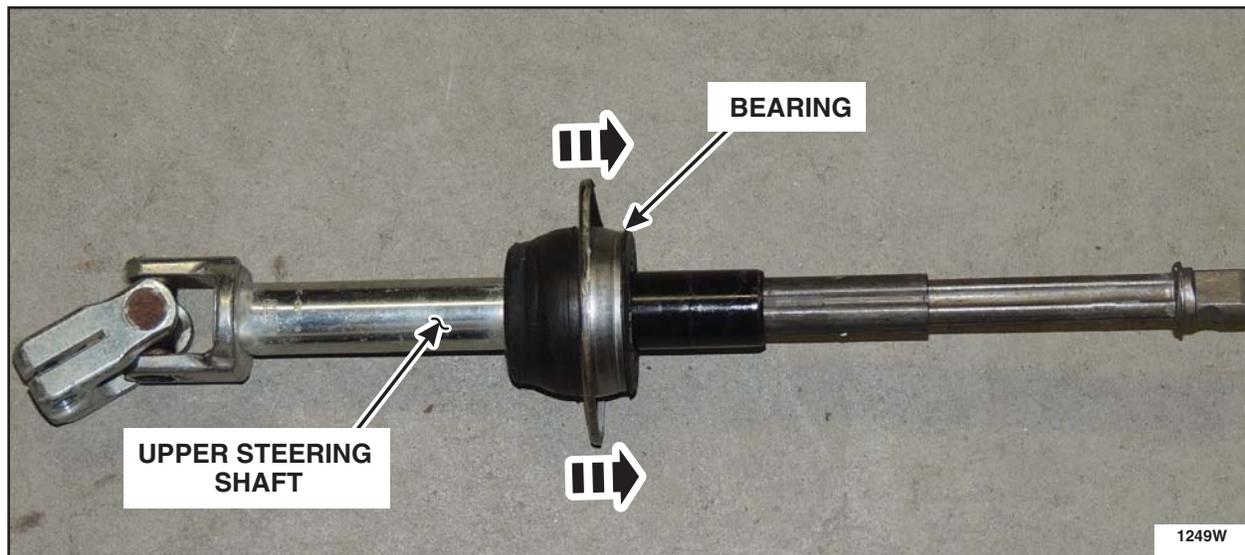


FIGURE 4



6. *Install the bearing onto the new upper steering shaft. See Figure 4.*

NOTE: The steering shaft bolts are one time use only. If applicable, do not install the upper steering shaft to lower steering shaft bolt until service on the lower steering shaft is completed, based on subsequent inspections - See Attachment III.

7. Install the upper steering shaft and install a *new* upper steering shaft to lower steering shaft bolt
See Figure 3.

- Tighten the new bolt to 30 Nm (22 lb-ft).

8. Install the 2 upper steering shaft bearing nuts. See Figure 2.

- Tighten to 11 Nm (97 lb-in).

9. Install a *new* upper steering column to steering shaft bolt.

- Tighten the new bolt to 30 Nm (22 lb-ft).

10. If no further repair is required remove the steering wheel holding tool.



Steering Column Bearing Orientation and Retainer Installation (Failed Inspection Only, Refer to Flowchart within Attachment III)

1. Remove the steering column from the vehicle. For additional information, refer to WSM Section 211-04.

NOTE: In some instances the steering column bearing orientation tab may have broken off. If the tab has broken off, the bearing is still usable and can be seated within the steering column in any orientation.

2. Align the bearing alignment tab with the slot in the column flange. See Figure 5.

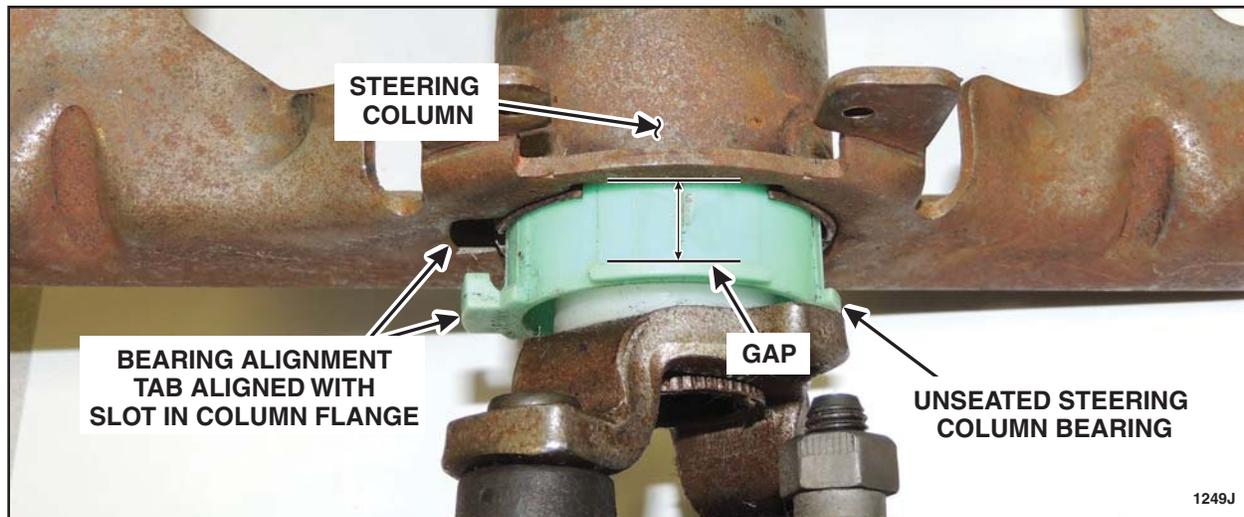


FIGURE 5

3. Use a suitable dead blow hammer to lightly tap the steering column to upper steering shaft coupling to seat the steering column bearing. See Figure 6.

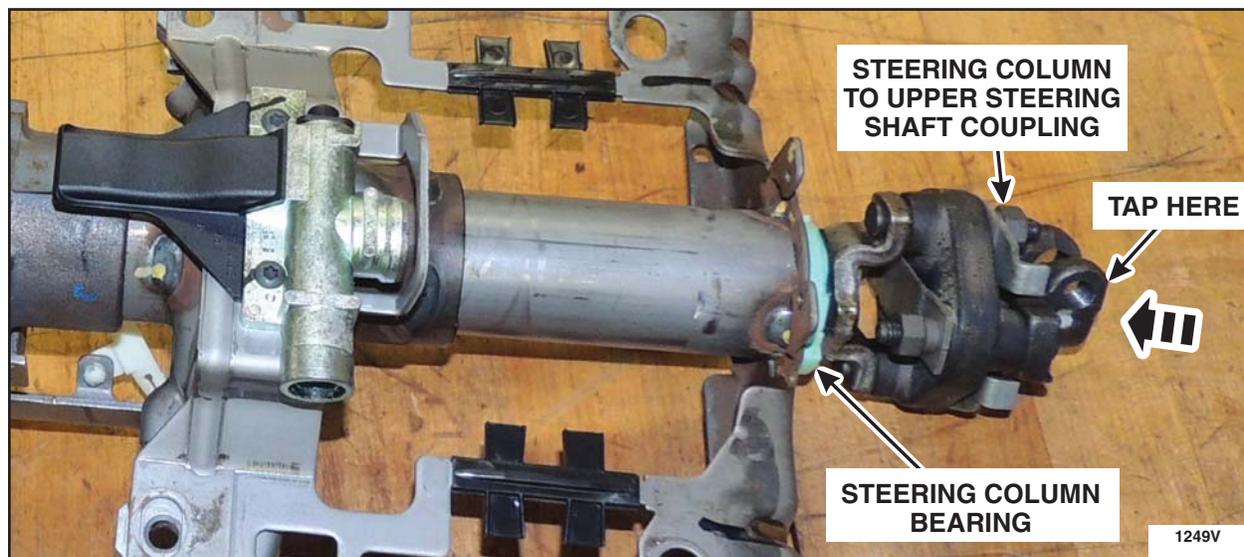


FIGURE 6



4. Locate the two tabs located at the forward end and top of the steering column. See Figure 7.

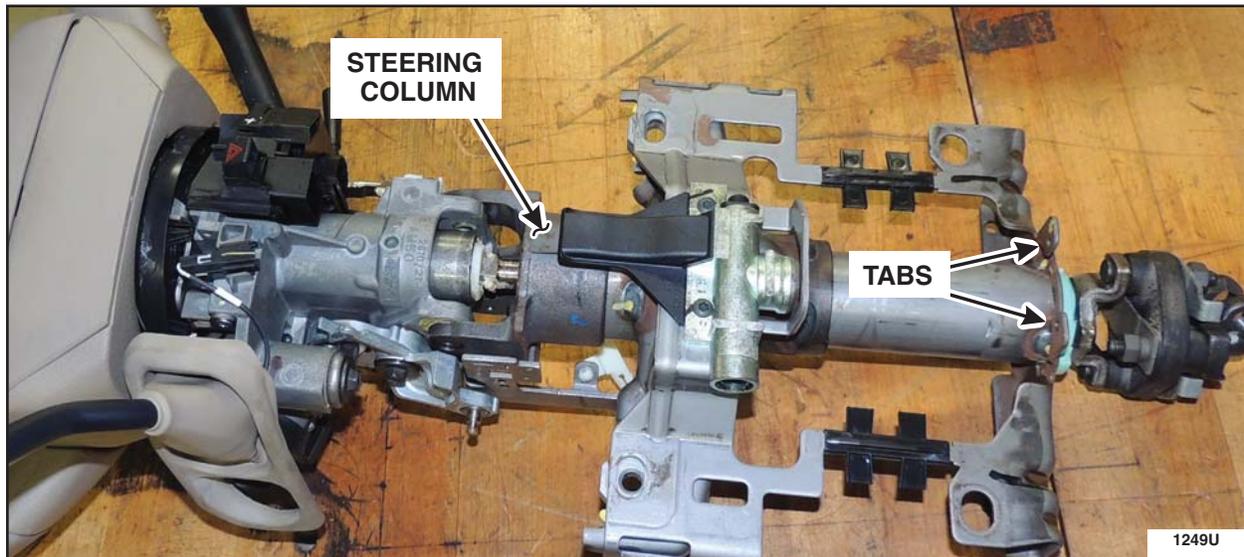


FIGURE 7

5. Install the special tool from Rotunda Special Tool Kit TKIT-2013A-FLM onto the two tabs located on the steering column, and secure with the two supplied screws. See Figure 8.

- Do not over tighten the screws.

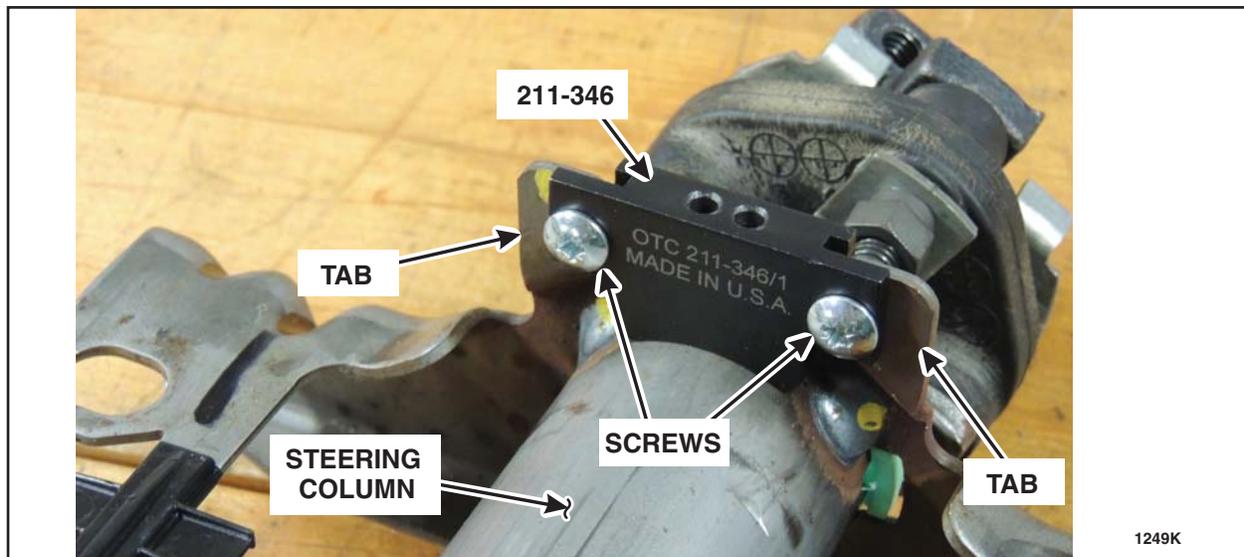


FIGURE 8



6. Drill out both hole locations using a drill and the supplied drill bit from Rotunda Special Tool Kit TKIT-2013A-FLM. Drill bit depth is critical, use the supplied drill bit only. See Figure 9.

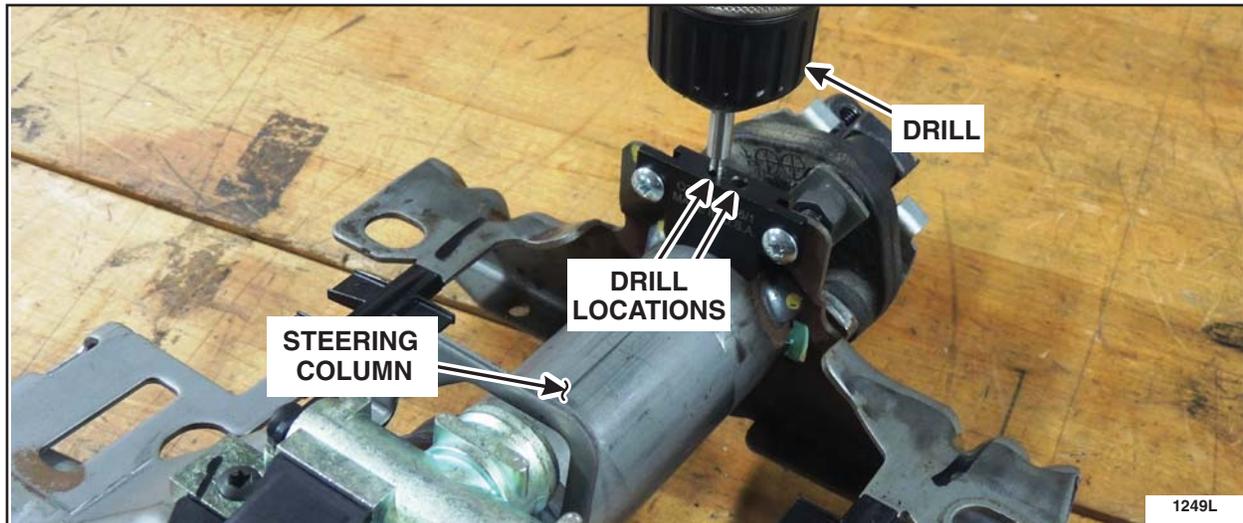


FIGURE 9

7. Remove the screws and the special tool from the steering column.
8. Position the bearing retainer to the upper steering shaft coupling with the angled side facing the steering column. Install the bearing retainer into the two previously drilled holes and install two supplied bolts. See Figure 10.

- Tighten to 2.5 Nm (22 lb-in).

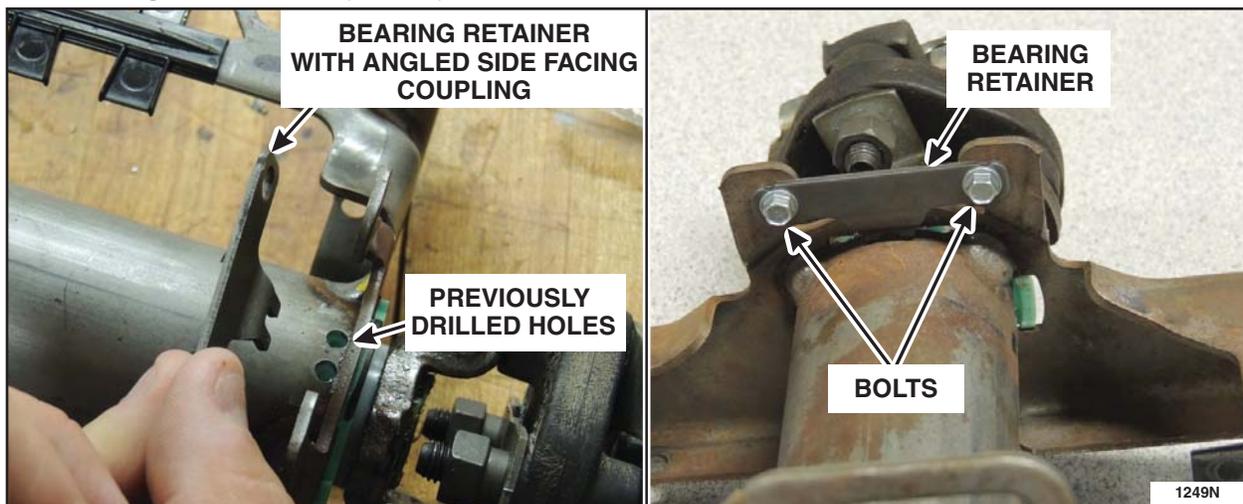


FIGURE 10

NOTE: The steering shaft bolts are one time use only. If applicable, do not install the steering column to upper steering shaft bolt until service on the upper steering shaft is completed, based on subsequent inspections - See Attachment III.

9. Install the steering column. For additional information, refer to WSM Section 211-04.

