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Ford Motor Company  
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July 16, 2015

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

**SUBJECT:** **DELIVERY HOLD - Safety Recall 15S14 – Supplement #3**  
Certain 2013-2015 Model Year Fusion and MKZ and 2015 Model Year Edge Vehicles  
Steering Gear Motor Bolt Corrosion

**REF:** **Regional Program 15R01 – Supplement #1**  
Dated July 10, 2015

**REASON FOR THIS SUPPLEMENT**

*Provide updated labor allowances and technical instructions.*

**AFFECTED VEHICLES**

Vehicle Line	Model Year	Assembly Plant	Build Dates
Fusion	2014-2015	Flat Rock	Job #1 2014 through March 13, 2015
Fusion	2013-2015	Hermosillo	Job #1 2013 through March 19, 2015
MKZ	2013-2015	Hermosillo	Job #1 2013 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 vehicles are identified in OASIS and FSA VIN List.

**NOTE:** Some sold vehicles were inadvertently activated in OASIS under 15S14 that should have been under 15R01. This was corrected May 31, 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 bolts may fracture due to corrosion. 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 new in-stock 2015 Edge vehicles currently in dealer inventory affected by this program.
- **All sold vehicles:**
  - *Dealers are to remove the original steering gear motor bolts, install revised bolts, and apply sealant to specified areas of the steering gear.*
  - *If any of the original steering gear motor bolts are broken, missing or break during removal, dealers will replace the steering gear assembly.*
  - *This service must be performed on affected vehicles at no charge to the vehicle owner.*

## **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.**

## **New! 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 #3**  
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**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**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).

**DELIVERY HOLD - Safety Recall 15S14 – Supplement #3**

Certain 2013-2015 Model Year Fusion and MKZ and 2015 Model Year Edge Vehicles  
Steering Gear Motor Bolt Corrosion

**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 replacement caused by corroded steering gear motor bolts.

**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

**DELIVERY HOLD - Safety Recall 15S14 – *Supplement #3***  
 Certain 2013-2015 Model Year Fusion and MKZ and 2015 Model Year Edge Vehicles  
 Steering Gear Motor Bolt Corrosion

**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
New <b>unsold</b> Fusion/MKZ - apply sealer to specific locations on steering gear	15S14B	0.9 Hours
Install three new steering gear motor bolts and apply sealer to specific locations on steering gear	15S14C	<i>Edge/Fusion/MKZ 1.0 Hrs</i> <i>MKZ 3.7L TiVCT 1.7 Hrs</i>
One of the three steering gear motor bolts broke attempting to remove - replace steering gear assembly (includes time to set toe)	15S14D	<i>Edge/Fusion 3.7 Hrs</i> <i>MKZ 4.3 Hrs</i> <i>MKZ 3.7 TiVCT 4.8 Hrs</i>
Vehicle arrives at dealer with steering gear motor bolt(s) broken - replace steering gear assembly (includes time to set toe)	15S14E	<i>Edge/Fusion 3.5 Hrs</i> <i>MKZ 4.2 Hrs</i> <i>MKZ 3.7 TiVCT 4.7 Hrs</i>

**New! PARTS REQUIREMENTS / ORDERING INFORMATION****All vehicles**

Part Number	Description	Quantity
W503298-S439	Steering Gear Motor Bolts (one package includes four bolts – three bolts required per vehicle)	1
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> )	

***MKZ with 3.7L TiVCT Engine***

Part Number	Description	Quantity
<i>W520103-S442</i>	<i>Exhaust Nut (one package includes four nuts – 8 nuts required per vehicle)</i>	<i>2</i>
<i>7T4Z-9450-AA</i>	<i>Exhaust Gasket – Exhaust Y-pipe to catalyst</i>	<i>1</i>
<i>BT4Z-9450-A</i>	<i>Exhaust Gasket – Exhaust Y-pipe to muffler assembly</i>	<i>1</i>

**DELIVERY HOLD - Safety Recall 15S14 – *Supplement #3***  
Certain 2013-2015 Model Year Fusion and MKZ and 2015 Model Year Edge Vehicles  
Steering Gear Motor Bolt Corrosion

**New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

The DOR/COR number for this recall is 50595.

**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).

**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 2013 THROUGH 2015 MODEL YEAR FUSION AND MKZ AND 2015 MODEL YEAR EDGE VEHICLES — STEERING GEAR MOTOR BOLT CORROSION

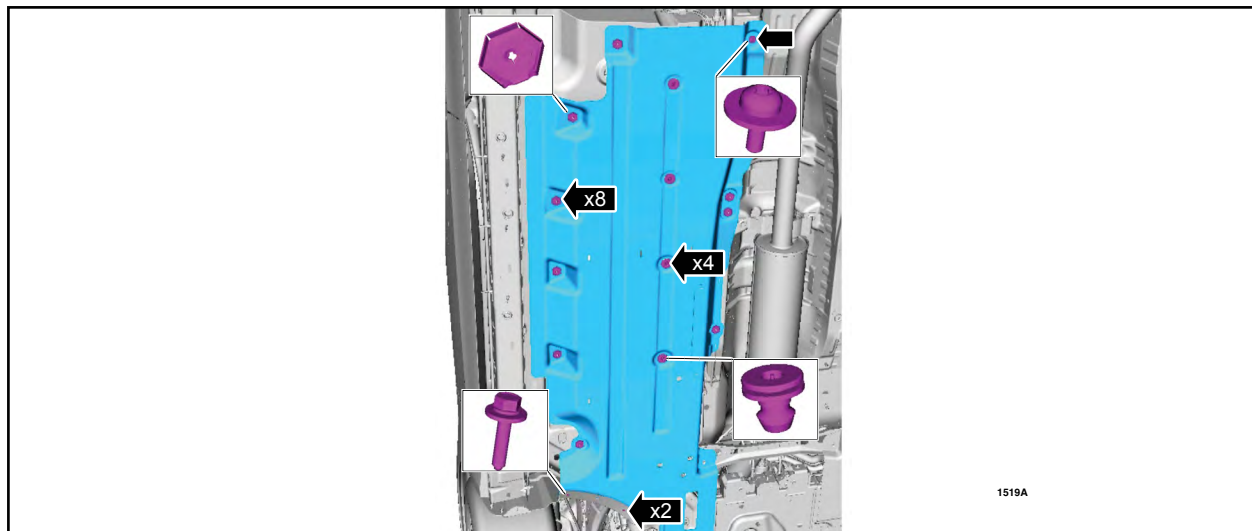
### **NEW !** SERVICE PROCEDURE

#### Remove Underbody Shields - Fusion and MKZ Vehicles

**NOTE:** For Edge vehicles, proceed to Page 2.

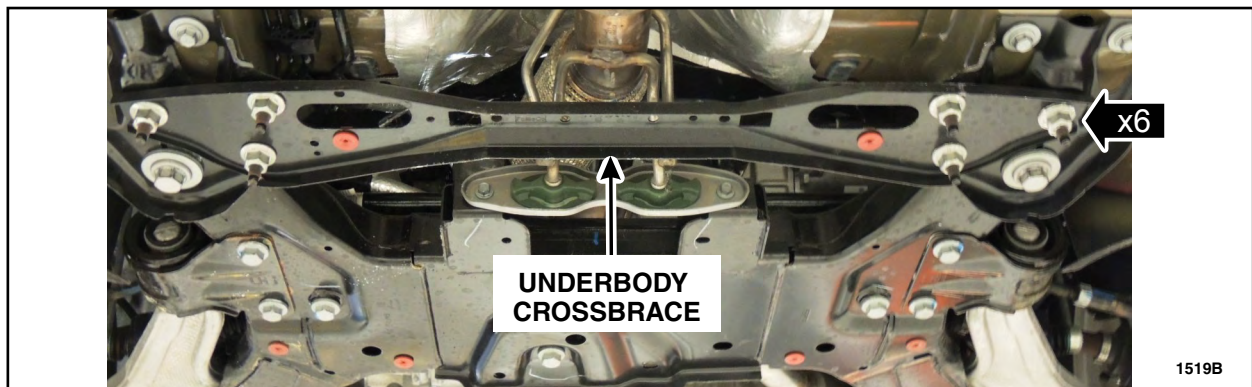
1. Remove the engine front undershield and the engine undershield. Please follow the Workshop Manual (WSM) procedures in Section 501-02.
2. Remove both underbody side shields. See Figure 1.

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



**FIGURE 1**

3. Remove the six nuts and the underbody crossbrace. See Figure 2.



**FIGURE 2**

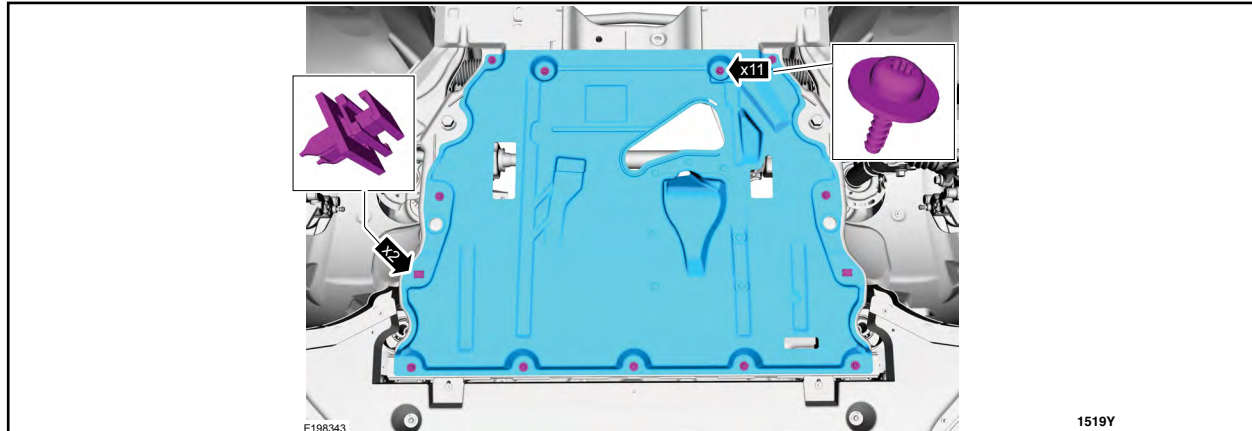




## Remove Underbody Shields - Edge Vehicles

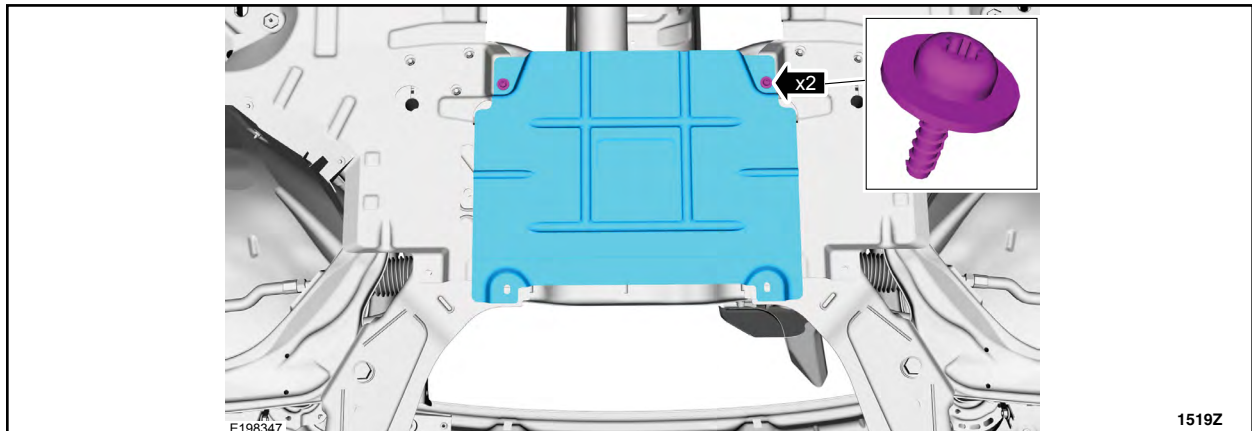
1. Remove the underbody shield. See Figure 3.

**NOTE:** One piece underbody shield shown two piece underbody shield similar.



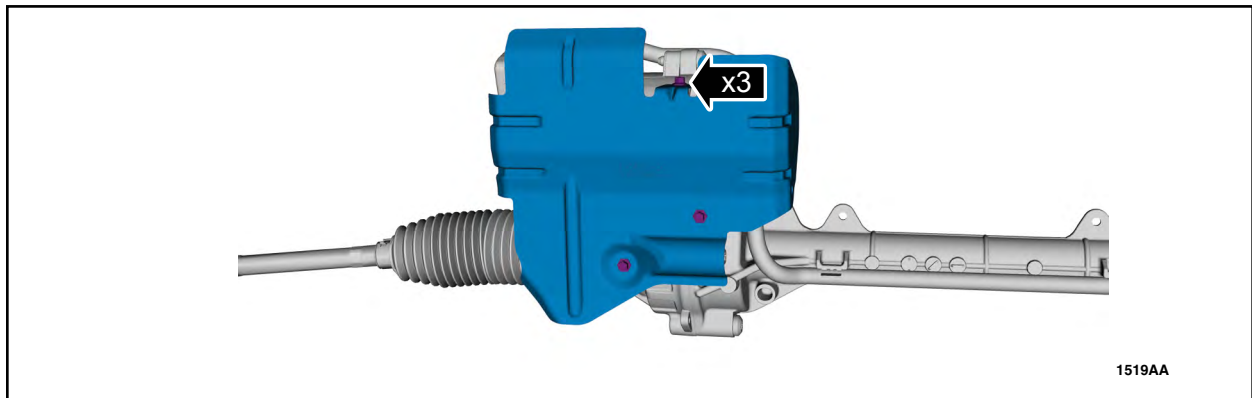
**FIGURE 3**

2. If equipped, remove the center underbody shield. See Figure 4.



**FIGURE 4**

3. If equipped, remove the steering gear motor heat shield. See Figure 5.



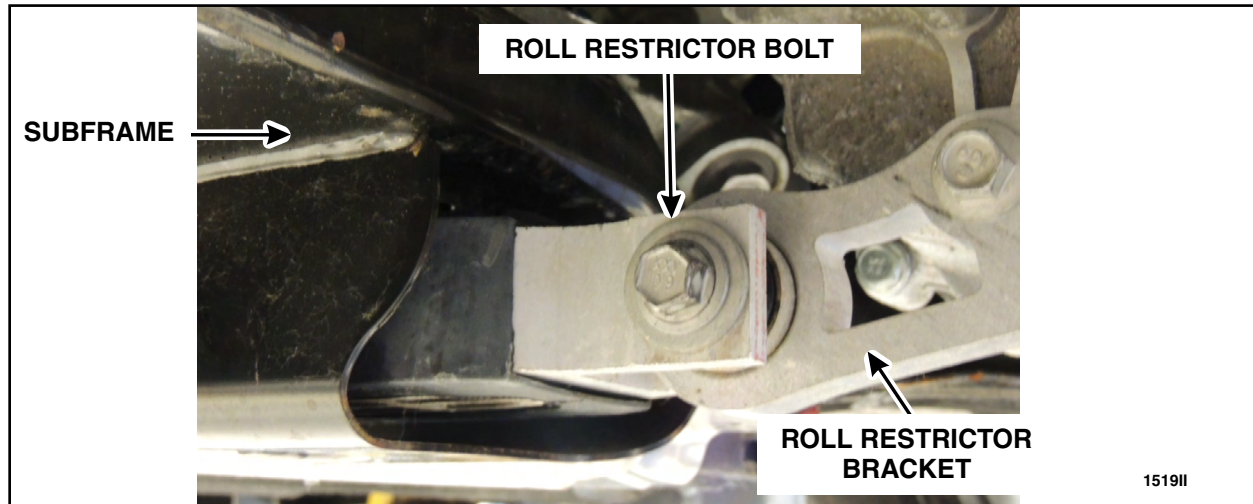
**FIGURE 5**





***MKZ Vehicles Equipped With 3.7L***

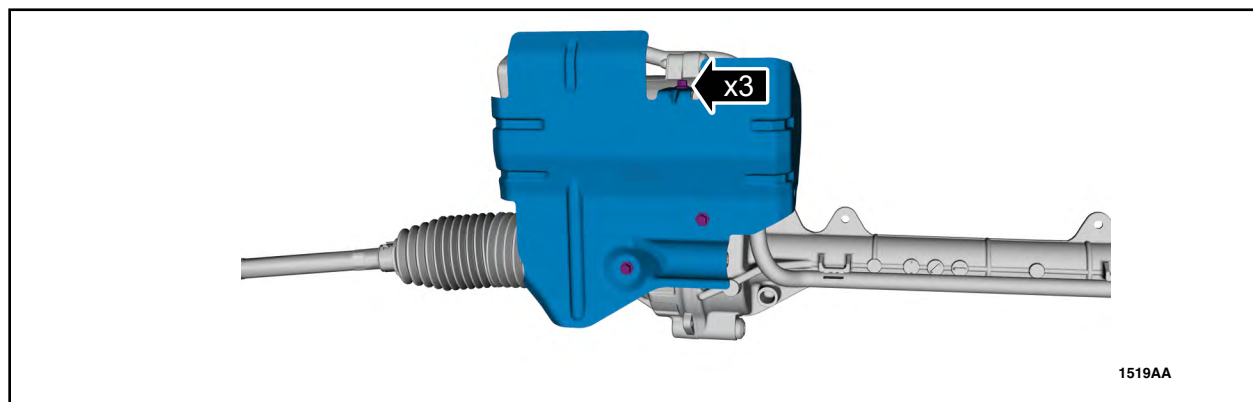
- 1. Remove the exhaust y-pipe. Please follow the WSM procedures in Section 309-00B.*
- 2. Remove the right hand (RH) roll restrictor bolt. See Figure 6.*



***FIGURE 6***

- 3. With the help of an assistant using a pry bar between the subframe and roll restrictor bracket, position the engine forward to provide clearance. Remove the steering gear motor heat shield. See Figure 7.*

***NOTE:*** Edge steering gear motor heat shield shown MKZ similar.



***FIGURE 7***



### New in-stock - Fusion and MKZ Vehicles

1. For new in-stock vehicles, proceed directly to "Apply Corrosion Protection" on Page 7.  
Application of corrosion protection is the only service required on new in-stock vehicles.

### Steering Gear Motor Inspection - Sold Vehicles Only

1. Inspect the steering gear motor for signs of separation, broken or missing bolts. See Figure 8.
2. Are any of the bolts broken or missing, or is a gap present between the motor and motor housing?

Yes – replace the steering gear. Please follow the WSM procedures in Section 211-02.

Proceed to "Apply Corrosion Protection" on Page 7.

No – proceed to "Replace Steering Gear Motor Bolts".

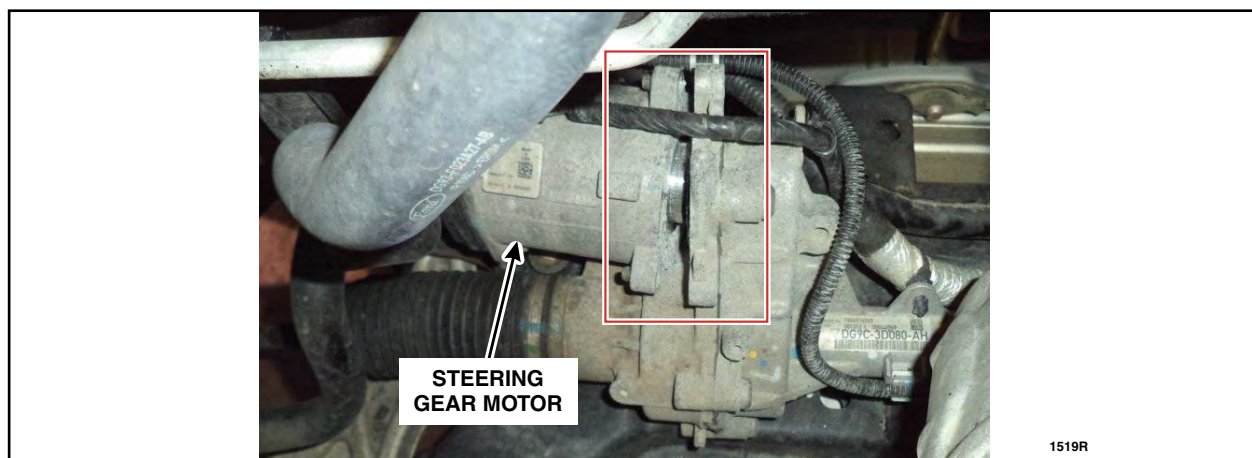


FIGURE 8

### Replace Steering Gear Motor Bolts - Sold Vehicles Only

**NOTE:** This repair involves the replacement of the three steering gear motor to steering gear housing bolts. See Figures 9, 10, 11, 12 and 13. In-stock vehicles do not require installation of new bolts because they did not have time to accumulate corrosion.

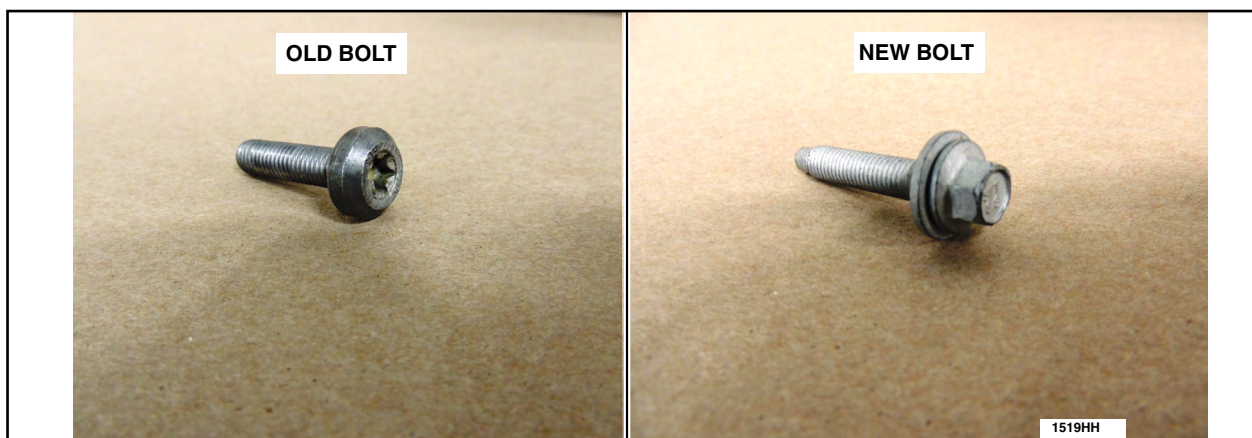


FIGURE 9



**Important:** The steering gear motor bolts must be removed and replaced one at a time to preserve belt tension. Failure to do so may result in belt damage and steering gear replacement may be required.

1. Working from the front of the subframe, first replace steering gear motor bolt one. Then replace bolt two. See Figures 10 and 11.

- Tighten to 22.5 Nm (17 lb-ft).

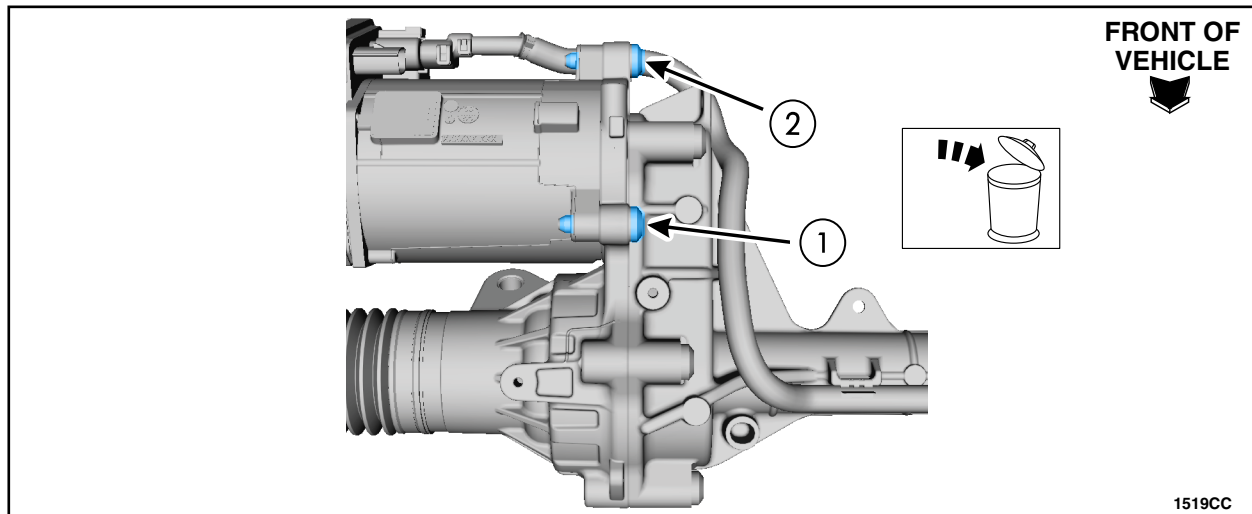


FIGURE 10

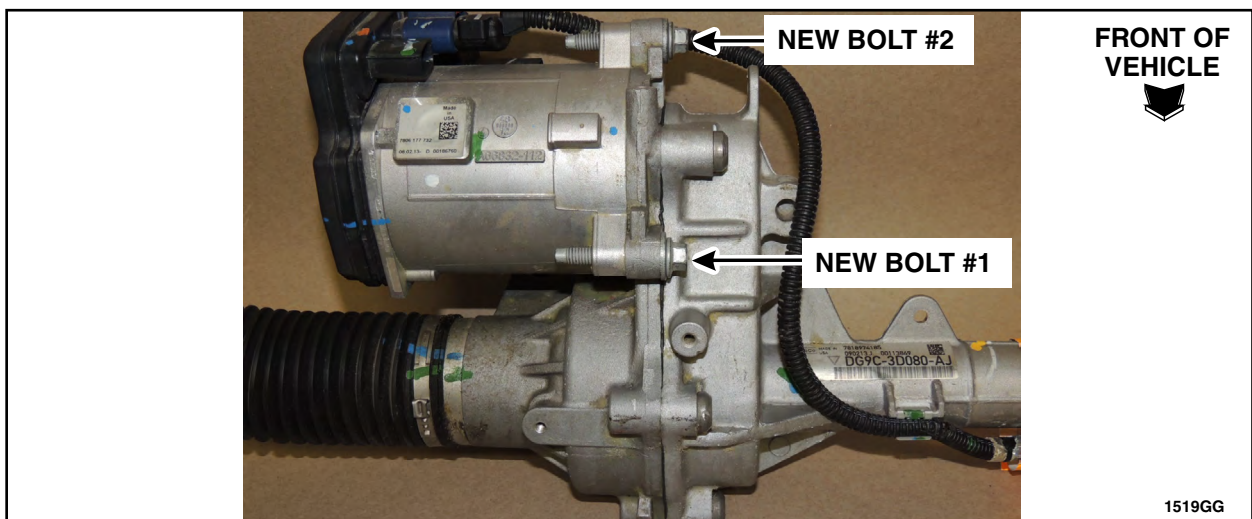


FIGURE 11



2. Working from the rear of the subframe, replace steering gear motor bolt three, then proceed to "Apply Corrosion Protection" on Page 7. See Figures 12 and 13.

- Tighten to 22.5 Nm (17 lb-ft).

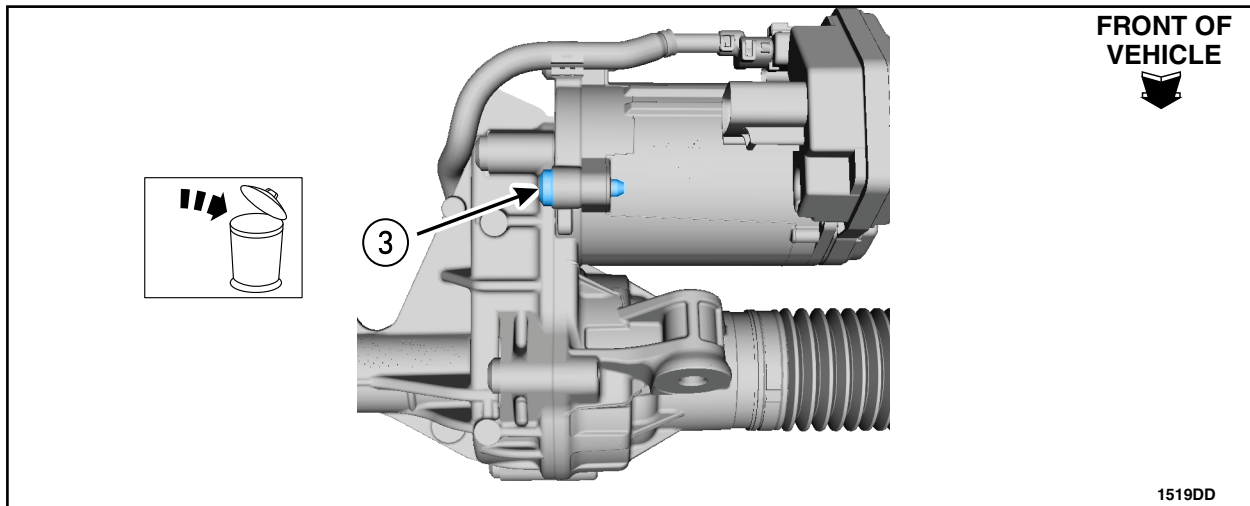


FIGURE 12

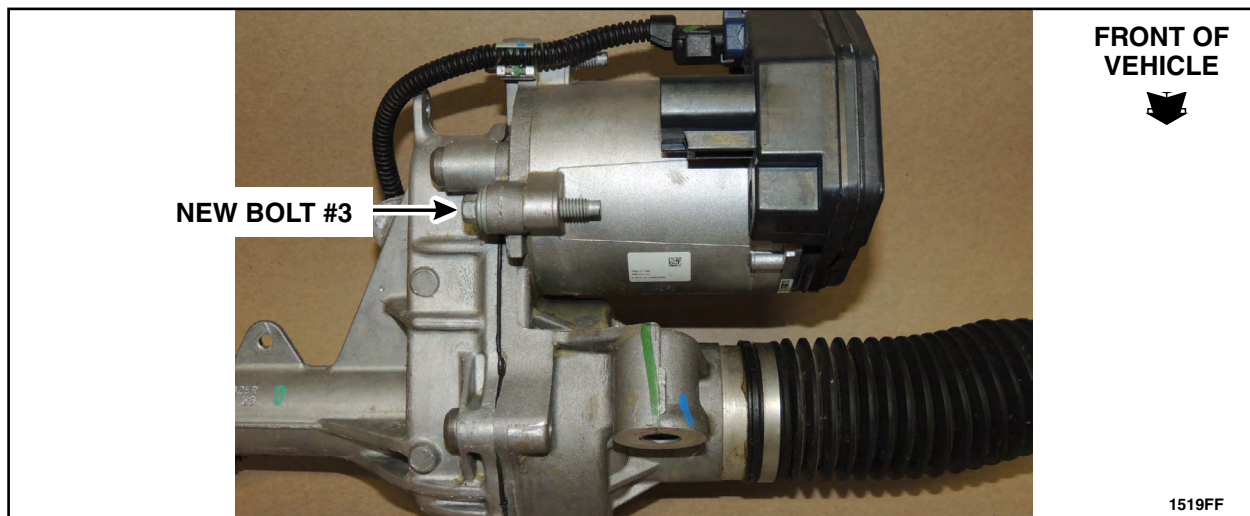


FIGURE 13





## Apply 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 14 and 15.

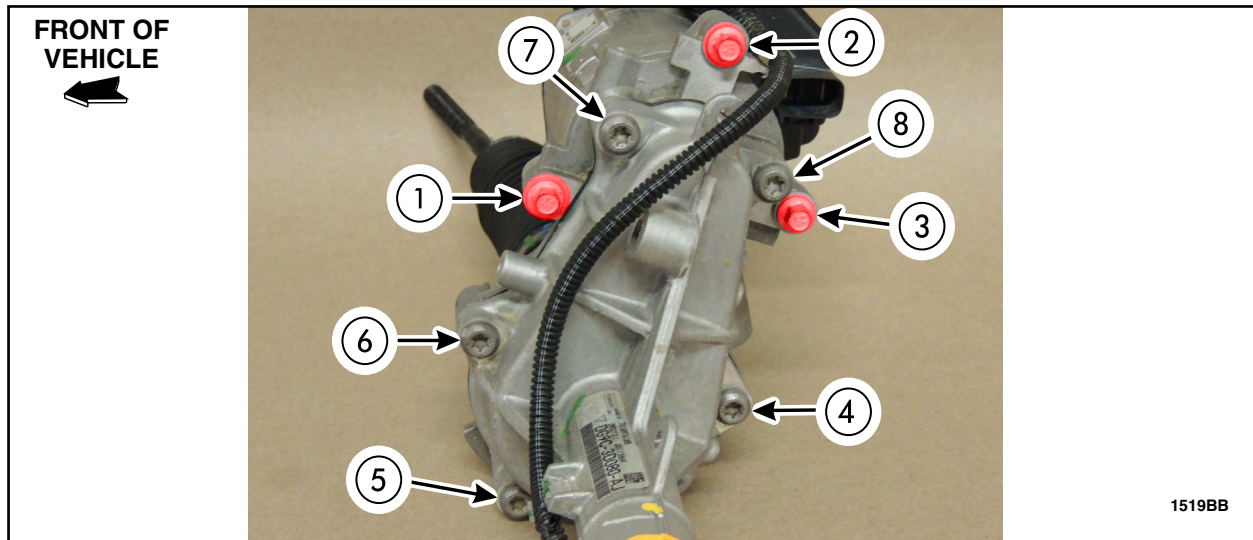


FIGURE 14

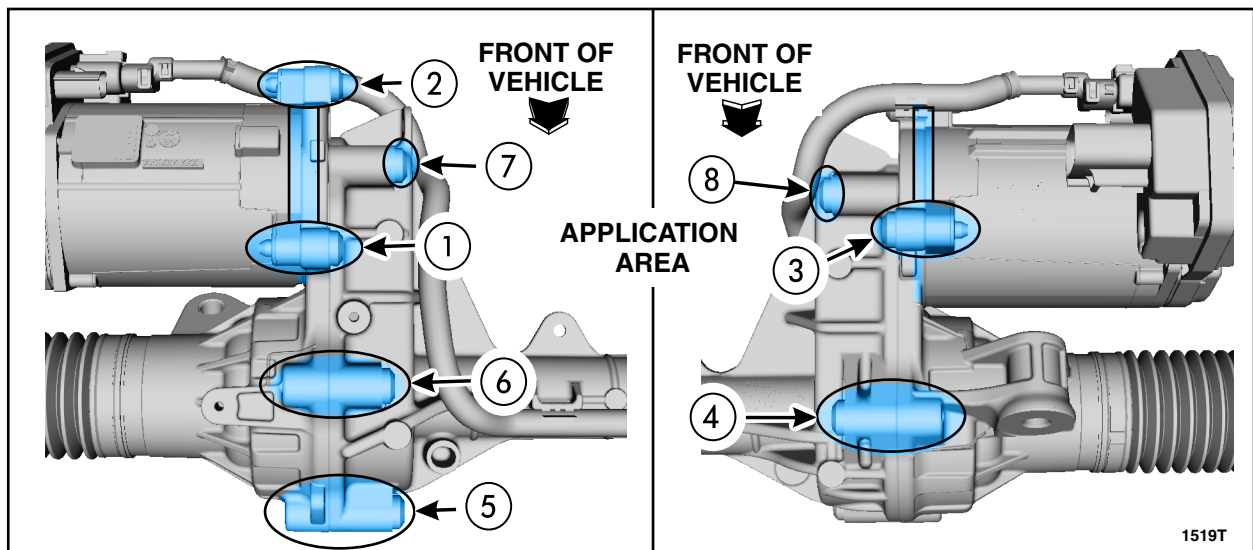


FIGURE 15



1. Remove the RH front wheel. Please follow the WSM procedures in Section 204-04A.
2. 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 bolts five and six heads, threads and thread holes. See Figures 16 and 17.

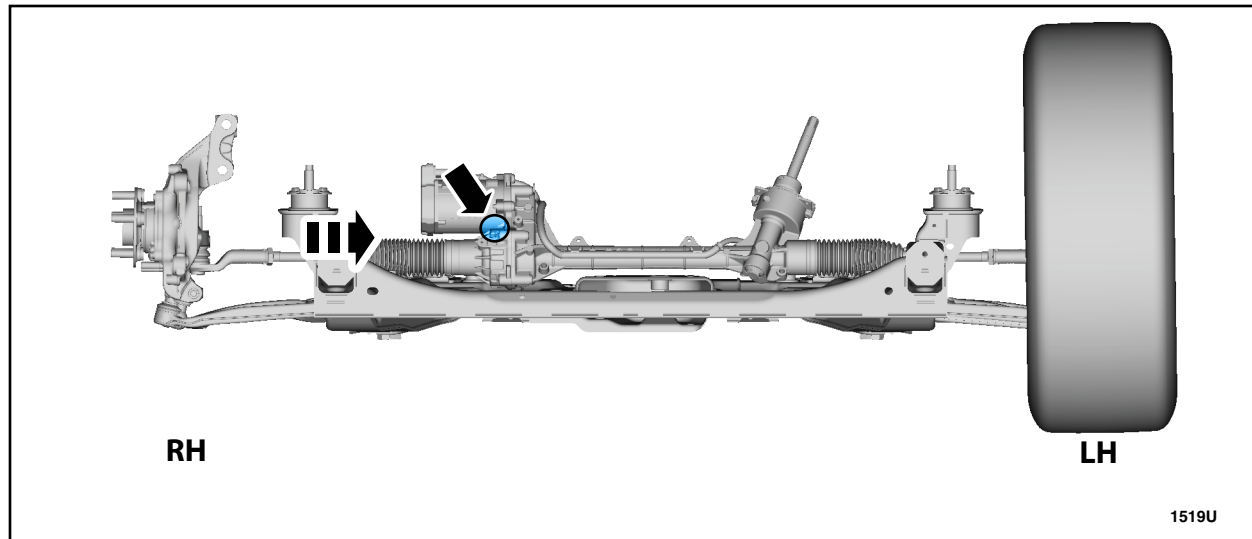


FIGURE 16

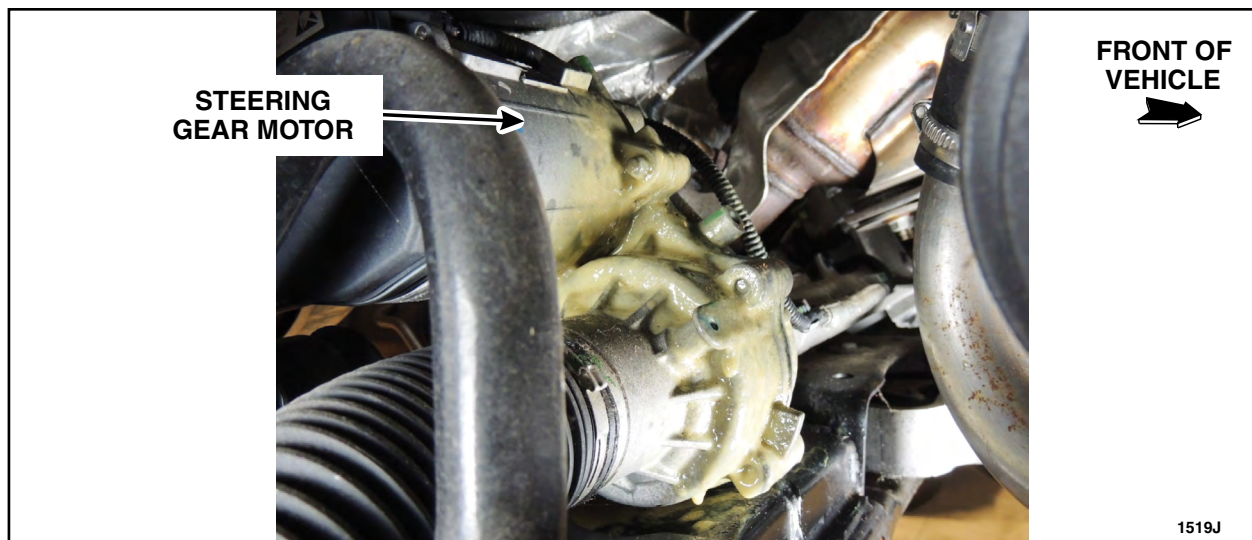


FIGURE 17





3. Working from the rear of the subframe, insert nozzle between the steering gear and subframe underneath housing seam. Apply sealant to gear motor bolt three, steering gear to housing seam and housing bolts four and eight heads, threads and thread holes. See Figures 18 and 19.

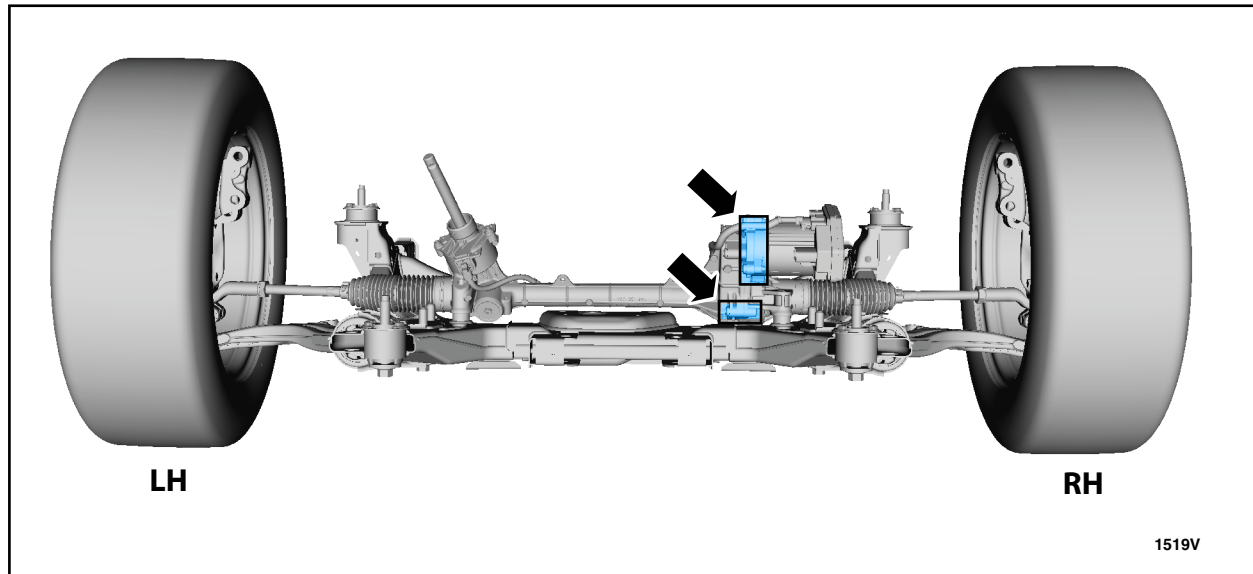


FIGURE 18

**SPRAY SEALANT INTO OR ON:**

- BENEATH WIRE GEAR MOTOR HARNESS
- BOLT HEADS
- TOP OF GEAR MOTOR TO HOUSING SEAM

GEAR MOTOR  
HARNESS

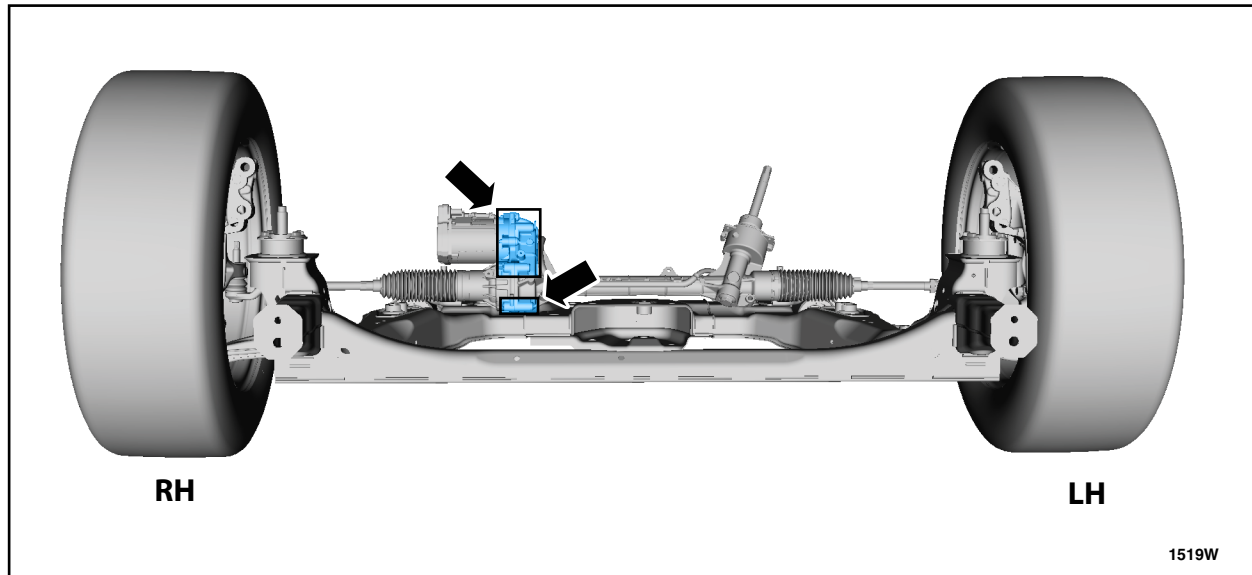


FIGURE 19



**NOTE:** Be sure the sealant coats the top of the gear motor seam and the bolt thread holes.

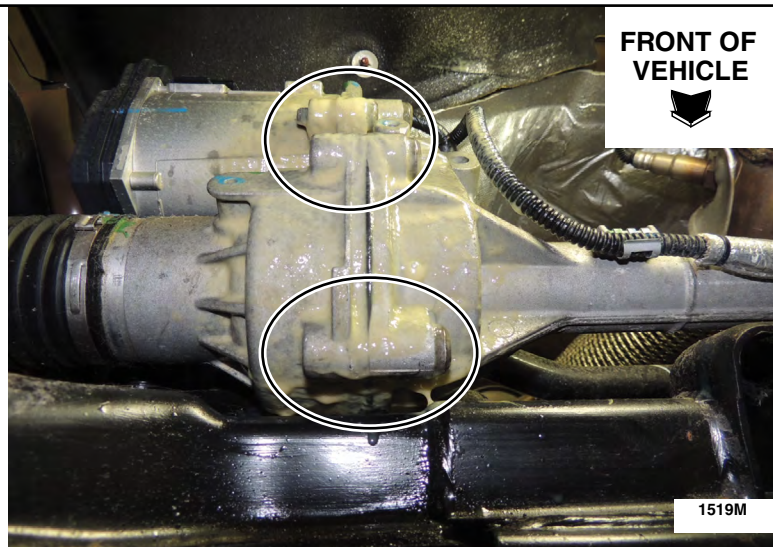
4. Working from the front of the subframe, insert nozzle between steering gear and subframe housing seam. Apply sealant to gear motor bolts one and two, steering gear to housing seam, housing bolts five, six and seven heads, threads and thread holes. See Figures 20 and 21.



**FIGURE 20**

**SPRAY SEALANT INTO OR ON:**

- BOLT THREAD HOLES
- BOLT HEADS
- GEAR MOTOR TO HOUSING SEAM



**FIGURE 21**

5. Install the RH front wheel. Please follow the WSM procedures in Section 204-04A.



### ***MKZ Vehicles Equipped With 3.7L***

1. *With the help of an assistant using a pry bar between the subframe and roll restrictor bracket, position the engine forward to provide clearance. Install the steering gear motor heat shield. See Figure 7.*
  - *Tighten to 8 Nm (71 lb-in).*
2. *Install the RH roll restrictor bolt. See Figure 6.*
  - a. *Clean the bolt threads using a suitable wire brush.*
  - b. *Apply Motorcraft Threadlock 262/TA-26 to restrictor bolt.*
  - *Tighten to 115 Nm (85 Lb-ft).*
3. *Install the exhaust y-pipe. Please follow the WSM procedures in Section 309-00B.*

### **Install Underbody Shields - Edge Vehicles**

1. If equipped, install the steering gear motor heat shield. See Figure 5.
  - Tighten to 8 Nm (71 lb-in).
2. If equipped, install the center underbody shield. See Figure 4.
3. Install the underbody shield. See Figure 3.

### **Install Underbody Shields - Fusion and MKZ Vehicles**

1. Install the underbody crossbrace and the six nuts. See Figure 2.
  - Tighten to 45 Nm (33 lb-ft).
2. Install both underbody shields. See Figure 1.
  - Tighten to 9 Nm (80 lb-in).
3. Install the engine front undershield and the engine undershield. Please follow the WSM procedures in Section 501-02.



**Ford Motor Company**  
**Recall Reimbursement Plan for 15S14**

*Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.*

*Regarding the specific reimbursement plan for Recall # 15S14, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to July 31, 2015. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2009. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 28, 2007 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.



## **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

## **Entities Authorized to Provide Reimbursement**

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

## **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

**Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.



