

FORD:

2005-2012 Crown Victoria

LINCOLN:

2005-2011 Town Car

MERCURY:

2005-2011 Grand Marquis

This article supersedes TSB **14-0195** to provide updated contact direction to the Special Service Support Center.

ISSUE

For 2005-2012 Crown Victoria, 2005-2011 Grand Marquis and Town Car vehicles, Regional Program 13R01 applies to vehicles not registered in corrosion states and not included in Safety Recall 13S08, where operation in high corrosion areas for an extended period may lead to corrosion in the lower intermediate steering shaft swing link. This may result in a compressed upper intermediate steering shaft and separation from the steering column, which can result in a loss of steering control. Vehicles covered under 13R01 that were inspected or repaired without replacement of the lower intermediate shaft, and have relocated to high corrosion areas, may experience subsequent corrosion of the lower intermediate steering shaft swing link.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. For 2005-2012 Crown Victoria, 2005-2011 Grand Marquis and Town Car vehicles that were inspected or repaired without replacement of the lower intermediate steering shaft under Regional Program 13R01 and relocated to high corrosion areas, dealers can submit a Non-Involved Vehicle type contact to the Special Service Support Center (SSSC) from the PTS website to request recall service action. Dealers should provide pictures of the VIN tag, Odometer and an image of the steering shafts on the vehicle. Dealers located in U.S. Federalized Territories (America Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands) must contact expcso@ford.com to request the vehicle be added to Safety Recall 13S08.
2. If approved by the SSSC, follow Safety Recall 13S08. Dealers are to replace the lower intermediate steering shaft and inspect the upper intermediate steering shaft and lower steering column bearing. Upper intermediate steering shafts and lower steering column bearings that fail inspection require additional repairs according to the Safety Recall.

OTHER APPLICABLE ARTICLES: 13R01

WARRANTY STATUS:

Information Only – Not Warrantable

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.