



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

May 8, 2012

MR. STEVEN M. KENNER  
GLOBAL DIRECTOR, AUTOMOTIVE SAFETY OFFICE  
ENVIRONMENTAL & SAFETY ENGINEERING  
FORD MOTOR COMPANY  
330 TOWN CENTER DRIVE SUITE 400  
DEARBORN, MI 48126-2738

NVS-2151rd  
12V-193

SUBJECT: REAR AXLE CRACKING

DEAR MR. KENNER:

This letter serves to acknowledge Ford Motor Company's (Ford) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
FORD/WINDSTAR/1998-2003

**NHTSA Campaign Number:** 12V-193

**Mfg's Report Date:** April 30, 2012

**Components:** POWER TRAIN: AXLE ASSEMBLY

**Potential Number of Units Affected:** 27,000

**Summary:**

FORD IS RECALLING CERTAIN MODEL YEAR 1998-2003 WINDSTAR VEHICLES MANUFACTURED FROM SEPTEMBER 1, 1997, THROUGH JULY 3, 2003, AND CURRENTLY REGISTERED OR ORIGINALLY SOLD IN VIRGINIA. OVER TIME, CORROSION CAN WEAKEN THE REAR AXLE MAKING IT SUSCEPTIBLE TO TORSIONAL STRESS. CORROSION AND STRESS CAN LEAD TO CRACKS WHICH, IF UNDETECTED, CAN INCREASE AND RESULT IN A COMPLETE FRACTURE OF THE AXLE.

**Consequence:**

A FRACTURED AXLE CAN AFFECT VEHICLE HANDLING AND INCREASE THE RISK OF A CRASH.

**Remedy:**

FORD WILL NOTIFY OWNERS, AND DEALERS WILL INSPECT AND INSTALL REAR AXLE REINFORCEMENT BRACKETS, OR REPLACE THE AXLES, AS NECESSARY. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON OR ABOUT JUNE 18, 2012. OWNERS MAY CONTACT FORD AT 1-866-436-7332.

**Notes:**

FORD'S RECALL CAMPAIGN NUMBER IS 10S13. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We have received Ford's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please provide the following additional information and be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Edison Thompson, who may be reached by phone at 1-202-366-9525, by email at [Edison.Thompson@dot.gov](mailto:Edison.Thompson@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large loop at the end of the last name.

*For*

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement