



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 9, 2012

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

NVS-215et
12V-195

SUBJECT: REAR AXLE CRACKING PUERTO RICO

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-195

Mfg's Report Date: April 30, 2012

Components: SUSPENSION: REAR: AXLE: NON-POWERED AXLE ASSEMBLY

Potential Number of Units Affected: 9,400

Summary:

FORD IS RECALLING CERTAIN MODEL YEAR 1998-2003 WINDSTAR VEHICLES MANUFACTURED FROM SEPTEMBER 1, 1997, THROUGH JULY 3, 2003, REGISTERED IN PUERTO RICO. DUE TO INCREASED STRESSES CAUSED BY HIGH CYCLES OF TORSIONAL LOADING, SPECIFIC TO THIS MARKET, THE REAR AXLE CAN CRACK.

Consequence:

A FRACTURED AXLE MAY RESULT IN A LOSS OF VEHICLE CONTROL, INCREASING THE RISK OF A CRASH.

Remedy:

FORD WILL NOTIFY OWNERS, AND DEALERS WILL INSPECT AND INSTALL A REINFORCEMENT BRACKET ON THE REAR AXLE OR REPLACE THE AXLES, AS NECESSARY. THIS SERVICE WILL BE PROVIDED FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON OR ABOUT MAY 21, 2012. OWNERS MAY CONTACT THE FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER AT 1-866-436-7332.

Notes:

FORD'S SAFETY RECALL CAMPAIGN NUMBER IS 12S30. 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 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 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports 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, or by email at Edison.Thompson@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a 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 long horizontal stroke at the end.

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