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June 3, 2011

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 11S16 – Supplement #5**
Certain 1999-2003 Model Year Windstar Vehicles Operated in Corrosion States
Subframe Front Lower Control Arm Rear Attaching Flanges and Rear Body Mount
Attachments Inspection and Repair

REF: **Safety Recall 11S16 – Supplement #4**
Dated April 12, 2011

Safety Recall 10S13 – Supplement #10
Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States
Rear Axle Inspection and Repair
Dated May 18, 2011

New! REASON FOR THIS SUPPLEMENT

- *Announce that reinforcement brackets are available through normal order processing channels as of May 31, 2011. Since reinforcement brackets are available in sufficient supply, incoming Windstar owners arriving after June 3, 2011 will not be authorized for long term rentals.*
- *All dealers must contact any remaining Windstar owners who are still driving a rental vehicle paid for by Ford and advise them that Ford will not pay for any rental expenses under program code 89M01 incurred after June 10, 2011.*
- *Notify dealers that interim repairs (Labor Operations 11S16J and 11S16K) will no longer be authorized for repairs performed after June 3, 2011.*
- *Provide dealers with revised service procedures, parts tables, and labor operations to reflect the fact that sufficient quantities of all service parts are available.*
- *Provide details on rental policy changes and claiming procedures.*
- *Update Dealer Q&A.*
- *Eliminate Customer Information Sheets. (No longer applicable.)*

AFFECTED VEHICLES

Certain 1999 through 2003 model year Windstar vehicles built at the Oakville Assembly Plant from Job #1 1999 through Job Last 2003 and originally sold in, or currently registered in the following states:

Connecticut	Iowa	Michigan	New York	Vermont
Delaware	Kentucky	Minnesota	Ohio	West Virginia
District of Columbia	Maine	Missouri	Pennsylvania	Wisconsin
Illinois	Maryland	New Hampshire	Rhode Island	
Indiana	Massachusetts	New Jersey	Utah	

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 SAFETY RECALL

In some of the affected vehicles, a front subframe Lower Control Arm (LCA) rear attaching flange or rear body mount could separate from the vehicle subframe after operating in high corrosion areas (where salt is used on the roadways during winter months) for an extended period of time. Separation of one LCA attachment or both rear body mounts may result in a loss of vehicle directional control, increasing the risk of a crash.

New! SERVICE ACTION

Dealers are to clean and inspect the LCA rear attaching flanges and rear body mount section of the subframe for cracks, perforations (holes), or significant material loss. Based on the results of the inspection, dealers will perform one of the following service actions:

- **Subframe CAN be Repaired:** *Install the brackets per Attachment III – Technical Information and return the vehicle to the owner.*

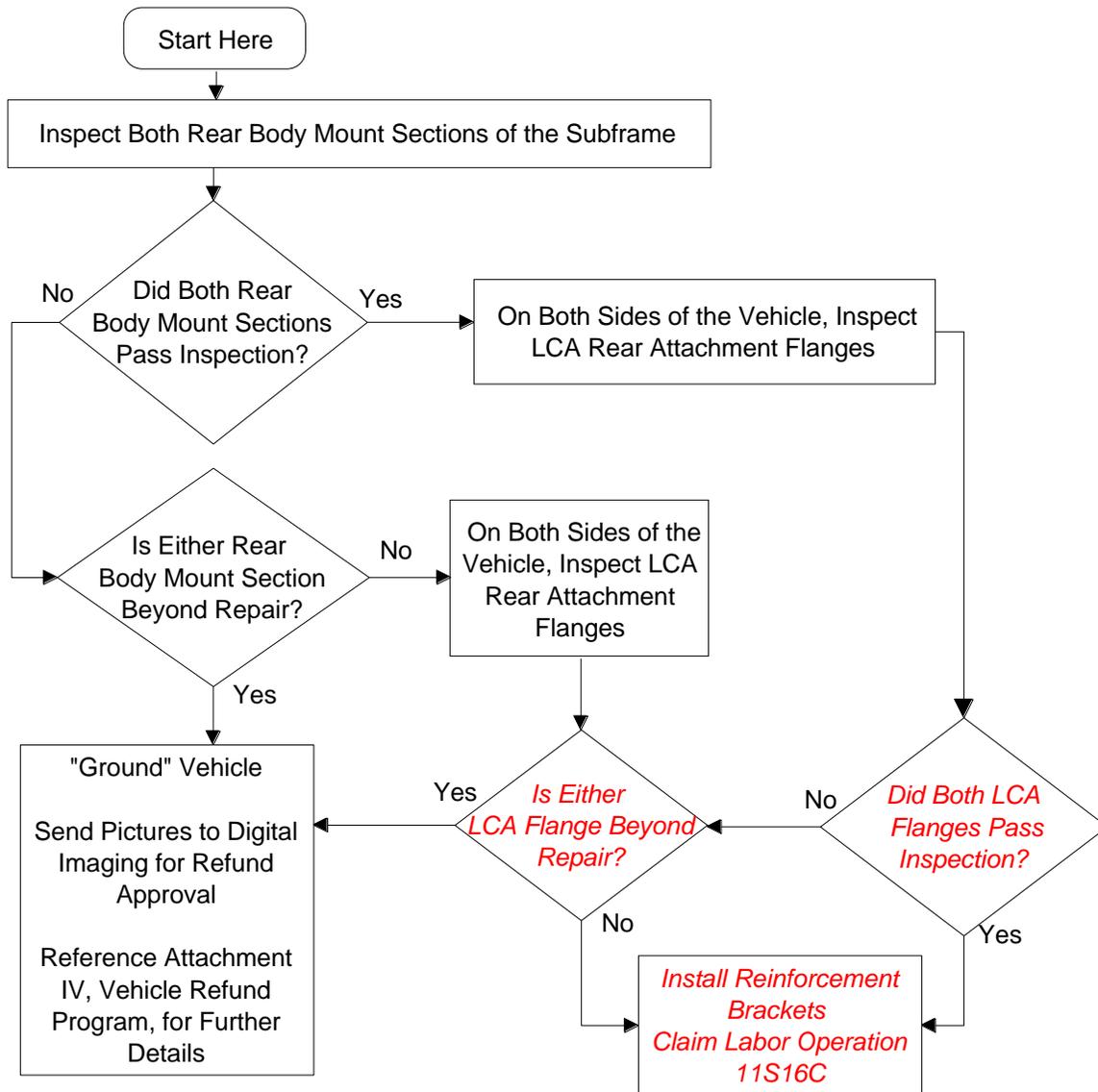
PLEASE NOTE: The vehicle can be moved from the hoist as soon as the subframe reinforcement brackets are installed (as long as the axle reinforcement brackets for Safety Recall 10S13 are not being installed at the same time). The following guidelines **must** be followed:

- **2 hour cure time at 21°C (70° F) or higher shop temperature**
 - **3 hour and 15 minute cure time at 16°C (60° F) shop temperature**
 - **If the shop temperature is lower than 16°C (60° F), the adhesive will need to cure overnight**
 - **DO NOT USE HEAT LAMPS TO REDUCE CURE TIME AS EXCESSIVE TEMPERATURES WILL AFFECT BOND STRENGTH OF THE ADHESIVE**
- **Subframe CANNOT be Repaired since Subframes are not Available:** Send pictures to Special Service Support Center (SSSC) using Digital Imaging for vehicle refund consideration. Reference flow chart below for overview and Attachment IV, Vehicle Refund Program, for detailed instructions.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

Many of the vehicles affected by Safety Recall 11S16, Windstar Subframe Inspection and Repair, are also part of Safety Recall 10S13, Rear Axle Inspection and Repair. *If the subframe CAN be repaired, proceed with axle replacement or reinforcement bracket installation as appropriate. If the subframe CANNOT be repaired, send pictures to the Special Service Support Center (SSSC) using Digital Imaging for vehicle refund consideration before performing any axle related repairs.*

New! Repair Flow Chart



New! IMPORTANT NOTES

- *Ford will not pay for any long term rental expenses incurred under program code 89M01 after June 10, 2011.*
 - *If the customer has a unique condition that will prohibit them from returning the rental vehicle by June 10, 2011, the dealer should call the Special Service Support Center at 1-800-325-5621 to request approval for additional days.*
 - *Dealers will still be allowed the 30 days for claim submission, but expenses will not be reimbursed for any days the owner was still in the rental vehicle after June 10, 2011.*
- *Short term (up to 1 day) rentals will continue to be available for bracket installation repairs if needed.*

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of February 14, 2011. Dealers should perform an inspection on any affected vehicles identified in OASIS that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

- Attachment I: Administrative Information*
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information*
- Attachment IV: Vehicle Refund Program*
- Attachment V: Dealer Q & A*

Recall Disposal Facility Certification Form
Release
Vehicle Refund Offer
Owner Notification Letter
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

Safety Recall 11S16 - Supplement #5

Certain 1999-2003 Model Year Windstar Vehicles Operated in Corrosion States
Subframe Front Lower Control Arm Rear Attaching Flanges and Rear Body Mount Attachments
Inspection and Repair

OASIS ACTIVATED?

Yes, OASIS was activated on January 26, 2011.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list is available through <https://web.fsavinlists.dealerconnection.com>. Owner names and addresses will be available by February 28, 2011.

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

Inspect and repair all affected units in your used vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for inspection and repair.
- 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.

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 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 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 authorized 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 the repair or replacement of a cracked or perforated subframe.

New! RENTAL VEHICLES

Since reinforcement brackets are available in sufficient supply, the rental guidelines have been revised as follows:

- Customers are eligible for a rental vehicle if needed (one day) while the vehicle is at the dealership for reinforcement bracket installation.
- *Long term rentals will no longer be available under program code 89M01 after June 10, 2011. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).*
- *Due to the unique circumstance of program 11S16, the maximum daily rental rate is \$38 a day to cover costs associated with the vehicle and insurance, when required. If you have a customer with unique transportation issues, please contact the Special Service Support Center for assistance.*
- Since the affected vehicles for Safety Recall 11S16 are generally within the population of 10S13, taxes and local surcharges associated with rental vehicles are eligible for reimbursement. Please note this is a unique exception being made to prevent customer confusion and be consistent with 10S13 Windstar Rear Axle Inspection and Repair.
- **ALL RENTAL EXPENSES, TAXES, AND LOCAL SURCHARGES MUST BE CLAIMED ON A SEPARATE REPAIR ORDER FROM 11S16 UNDER PROGRAM CODE 89M01.**
- The rental vehicle claim (under 89M01) submission time limit *has been reduced to the normal 30 days*, so now all 11S16 claims are subject to normal submission time limits and should be submitted as soon as possible.

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New! CLAIMS PREPARATION AND SUBMISSION**■ RELATED DAMAGE, "MT" LABOR, AND REFUND**

- 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 (SSSC).
- "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.
- Refund Claiming Information (Submit on separate repair line.)
 - Program Code: 11S16
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.

■ SUBFRAME CAN BE REPAIRED

- **Provision for Subframe Reinforcement Repair:** Includes power steering hose convolute, Roloc™ disc, acid brush, Preval® sprayer and PM-13-A. Submit on same repair line as repair. Applies to Labor Operation 11S16C.
 - Program Code: 11S16
 - Misc. Expense: OTHER
 - Misc. Expense: \$4.75
- **Rental Expenses:** Must be claimed on a separate repair order from 11S16 under program code 89M01. *Dealers must submit for rental reimbursement (up to \$38 per day) within 30 days of the repair date.* Contact the SSSC if you have a customer with unique transportation issues.
 - Program Code: 89M01
 - Misc. Expense: RENTAL
 - Misc. Expense: Total amount
- **Rental Taxes and Local Surcharges:** Must be claimed on a separate repair order from 11S16 under program code 89M01. (When possible, these expenses should be claimed on a different line of the same repair order than the Rental Expense was claimed.)
 - Program Code: 89M01
 - Misc. Expense Code: RTAXES
 - Misc. Expense Amount: Total amount

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■ SUBFRAME CANNOT BE REPAIRED - VEHICLE REFUND OFFER ACCEPTED

Once the SSSC has reviewed and concurred with the inspection results, they will provide an approval code allowing the dealer to be reimbursed via a unique recall claim (Program Code 69B01) containing the three miscellaneous expense codes below. These expenses must be claimed on a separate repair order line from 11S16.

- **Vehicle Refund for Vehicles with Subframes that Cannot be Repaired:** By claiming this settlement, the dealer releases Ford Motor Company from all liability regarding the transaction and certifies that the vehicle will be scrapped.
 - Program Code: 69B01
 - Misc. Expense Code: DLRTRD
 - Misc. Expense Amount: Vehicle refund amount provided by SSSC
- **Dealer Recycling Fee for Vehicles where the Vehicle Refund Offer was Accepted:** Please note the dealer will retain any scrap value obtained for the vehicle. (This expense must be claimed on the same repair line as the vehicle refund.)
 - Program Code: 69B01
 - Misc. Expense Code : OTHER
 - Misc. Expense Amount: \$100
- **Dealer Rental Allowance for Vehicles where the Vehicle Refund Offer was Accepted:** Please note the dealer will retain any unused portion of the \$300 rental transportation provision. (This expense must be claimed on the same repair line as the vehicle refund.)
 - Program Code: 69B01
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: \$300

■ SUBFRAME CANNOT BE REPAIRED - VEHICLE REFUND OFFER DECLINED

- **Rental Expenses while Offer was being Considered:** Must be claimed on a separate repair order from 11S16 under program code 89M01. Customer is **only** eligible for up to five days of rental transportation (up to \$38 per day).
 - Program Code: 89M01
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Total amount
- **Rental Taxes and Local Surcharges while Offer was being Considered :** Must be claimed on a separate repair order from 11S16 under program code 89M01. Customer is **only** eligible for up to five days of rental transportation (up to \$38 per day). (When possible, these expenses should be claimed on a different line of the same repair order than the Rental Expense was claimed.)
 - Program Code: 89M01
 - Misc. Expense Code: RTAXES
 - Misc. Expense Amount: Total amount

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New! LABOR ALLOWANCES**SUBFRAME CAN BE REPAIRED**

Description	Labor Operation	Labor Time
1999-2000 Vehicles: Cleaned and inspected, raised transmission, installed LCA and rear body mount reinforcement brackets.	11S16C	1.8 Hours
2001-2003 Vehicles: Cleaned and inspected, installed LCA and rear body mount reinforcement brackets.		1.7 Hours
Extra time to cut one (1) or two (2) LCA flange(s). Can be claimed with operation 11S16 C.	11S16G	0.2 Hours

PARTS WERE NOT AVAILABLE AND SUBFRAME CAN BE REPAIRED:**SUBFRAME PASSED THE INSPECTION**

Description	Labor Operation	Labor Time
Cleaned and inspected, subframe <u>passed</u> inspection, returned vehicle to owner. <i>This labor operation will only be eligible for claims with a repair date of June 3, 2011 or prior.</i>	11S16J	0.3 Hours

SUBFRAME DID NOT PASS INSPECTION

Description	Labor Operation	Labor Time
Cleaned and inspected, subframe <u>did not pass</u> inspection but <u>can be repaired</u> , held vehicle for future repair. <i>This labor operation will only be eligible for claims with a repair date of June 3, 2011 or prior.</i>	11S16K	0.3 Hours

Note: Labor Operations 11S16J and 11S16K are interim repairs only and will NOT close Safety Recall 11S16.

SUBFRAME CANNOT BE REPAIRED

Customer <u>Accepted</u> Vehicle Refund Offer Cleaned and inspected, subframe <u>did not pass</u> inspection and <u>cannot be repaired</u> . (This includes 0.2 hrs to submit digital images.) Note: This is an interim repair only and will NOT close Safety Recall 11S16. The recall will only be closed if a vehicle refund claim is submitted.	11S16W	0.5 Hours
Customer <u>Declined</u> Vehicle Refund Offer Cleaned and inspected, subframe <u>did not pass</u> inspection and <u>cannot be repaired</u> . (This includes 0.2 hrs to submit digital images.) Dealer advised owner that the vehicle is unsafe to drive, returned vehicle to owner. Note: This is an interim repair only and will NOT close Safety Recall 11S16.	11S16D	0.5 Hours

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TOOL REQUIREMENTS

TA-10, Dual Cartridge Applicator Gun, is required to install the subframe reinforcement brackets. This tool was provided to support Safety Recall 10S13. If your dealership wishes to order additional applicator guns at the dealer's expense, you should place an order for TA-10 using the DOES II system.

A Preval® Spray Gun is required to apply PM-13-A Anti-Corrosion Coating. One spray gun cartridge will complete approximately 32 LCA reinforcement repairs. Obtain from local hardware stores, home centers, etc. Research indicates spray gun is available at most Sherwin-Williams stores and some Home Depot stores. Reimbursement for spray gun is included in Provision for Subframe Reinforcement Repair allowance. See Attachment I, Claims Preparation and Submission section.

New! PARTS REQUIREMENTS / ORDERING INFORMATION (SUBFRAME CAN BE REPAIRED)

Part Number	Description	Claim Quantity
3F2Z-3B095-A	LCA Reinforcement Bracket and Fastener Kit	1
3F2Z-5L005-A	Rear Body Mount Reinforcement Bracket and Fastener Kit	1
TA-1-B	Metal Bonding Adhesive Notes: 1. One package contains six cartridges of adhesive 2. One cartridge of adhesive is needed per repair	1
PM-13-A	Anti-Corrosion Coating Note: One 16 oz. container will repair approximately 32 vehicles	Claim as MISC OTHER See Attachment I (CLAIMS PREPARATION AND SUBMISSION)
Obtain Locally	Power Steering Hose Convolute <ul style="list-style-type: none"> • Length: 20 cm (8 in) • Diameter: 19 mm (3/4 inch) 	

Note: Six (6) kits of 3B095 and 5L005 and one (1) kit of TA-1-B will repair six (6) vehicles.

We expect that the majority of the subframes can be repaired. *All parts to reinforce the subframe can be ordered through normal order processing channels as of May 31, 2011.*

The DOR/COR number for this recall is 50432.

Questions regarding parts should be directed to the SSSC (1-800-325-5621) or E-mailed to:

Ford@Renkim.com

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.