



Ford Motor Company
Ford Customer Service Division
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***** IMPORTANT SAFETY RECALL ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 15S27 / NHTSA Recall 15V-608
Aviso de Revisión de Seguridad 15S27**

2002 Windstar
Your Vehicle Identification Number (VIN):

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety may exist in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, our records indicate that rear axle reinforcement brackets were installed under Safety Recall 10S13. It may be possible that the rear axle reinforcement brackets were improperly installed. Improperly installed rear axle reinforcement brackets may increase the risk of complete rear axle beam fracture, which may increase the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to inspect the rear axle reinforcement brackets that were previously installed. If the rear axle reinforcement brackets were installed improperly, your dealer will replace the rear axle free of charge (parts and labor) if necessary.

If the rear axle reinforcement brackets were installed properly during the previous repair visit, Ford Motor Company is offering a discount on the replacement of the rear axle for one year. If you wish to have the rear axle replaced for any reason, your dealer will replace the rear axle assembly for \$300 until October 31, 2016, regardless of vehicle mileage. This discounted repair is covered under Customer Satisfaction Program 15N02.

How long will it take?

The time needed for this inspection or repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Safety Recall 15S27. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

In addition, please keep this letter as a reminder of the extended warranty coverage for your rear axle. If the rear axle requires replacement before October 31, 2016, contact your dealer for a service date.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you paid to have the rear axle replaced before the date of this letter, you may be eligible for a partial refund. Refunds will only be provided for the cost exceeding \$300 for rear axle replacement. To verify eligibility and receive a partial refund, give your paid original receipt to your dealer before December 31, 2015. Refunds can only be processed by your Ford dealer. Do not send receipts to Ford Motor Company.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 15V-608.

Thank you for your attention to this important matter.

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