

[REDACTED]
[REDACTED]
[REDACTED]
NAPERVILLE, ILLINOIS
RESIDENCE: [REDACTED]
EMAIL ADDRESS: [REDACTED]

MONDAY JUNE 11, 2012

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC 20590

RE: NHTSA REFERENCE NO. 10458452
MAKE FORD
MODEL WINDSTAR
YEAR 1998
VIN 2FMZA514XB [REDACTED]
MILEAGE 84,000

To Whom It May Concern:

Concerning the above caption reference number 10458452, please allow this supplement to be added to this complaint:

It has been reported, discovered and noted that while in for the two (2) front spring repairs, the mechanic informed us that rear springs have fractured. The two (2) front springs have been repaired. In conversation with Ford, they indicate the recall has expired.

Please amend and add the above failure and inform of the status of the current investigation.

Should you have any further concerns or questions please contact the undersigned at the telephone number below.

VERY TRULY YOURS,

/s/

[REDACTED]

Ford Motor Company

RECEIVED
01 JUN 18 AM 7:35
OFFICE
DEFECTS INVESTIGATION

James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

June 7, 2001

Mr. Kenneth Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

01V-199 ①

Dear Mr. Weinstein:

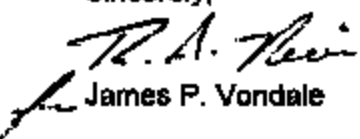
Re: Ford Recall No. 01S19 --1997 and 1998 Model Year Ford Windstar Front Suspension Coil Spring Catcher

Summary

- Ford Action – Ford is conducting a voluntary safety recall in certain high corrosion states to install spring catcher brackets on affected vehicles to prevent a fractured spring from moving past the spring seat. There have been no reported accidents or injuries attributed to this concern.
- Number of Vehicles Involved – 275,167 total vehicles including 198,583 currently registered in the states of Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin and 76,584 in the Canadian provinces of New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, and Quebec.
- Affect on Vehicle Operation – The front coil springs may fracture as a result of corrosion in high corrosion states. The potential for corrosion causing a spring fracture increases with the number of miles and years in service on the Windstar. There is a limited potential for a fractured spring to move past the spring seat and contact a front tire. Some tires have deflated due to contact with a broken spring. There have been no reported accidents or injuries attributed to this concern.
- Service Procedure – Dealers will install spring catcher brackets in the affected vehicles.

Attached is the detailed information required by the applicable portions of 49 CFR Part 573 – Defect and Non-Compliance Information Report.

Sincerely,


James P. Vondale

Attachment
01S19



ATTACHMENT

40 CFR Part 573 – DEFECT INFORMATION REPORT
01S19 – 1997 AND 1998 MODEL YEAR WINDSTAR
FRONT SUSPENSION COIL SPRINGS

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, defect and Noncompliance Reports, Ford Motor Company submits the following information concerning a safety recall action that it is voluntarily initiating.

573.5 (c) (2) – Potentially Affected Vehicles

Certain 1997 and 1998 model year Ford Windstar vehicles built at the Oakville Assembly Plant from August 28, 1996 through July 3, 1998 and currently registered in the states of Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin and in the Canadian provinces of New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, and Quebec.

Because these vehicles are not produced in VIN order, information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-800-392-3673) or contacting a local Ford dealer, who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

573.5 (c) (3) – Estimated Population of Vehicles Potentially Affected

Approximately 275,167 vehicles.

573.5 (c) (4) -- Estimated Percentage of Affected Vehicles with the Defect Condition

Projected approximate failure rates of 1.3% for 1997 MY and 4.6% for 1998 MY in high corrosion areas at 150,000 miles.

573.5 (c) (5) – Description of the Defect

The front coil springs may fracture as a result of corrosion in high corrosion states. The potential for corrosion causing a spring fracture increases with the number of miles and years in service on the Windstar. There is a limited potential for a fractured spring to move past the spring seat and contact a front tire. Some tires have deflated due to contact with a broken spring. There have been no reported accidents or injuries attributed to this concern.

573.5 (c) (6) – Chronology of Events

NHTSA opened an investigation on June 23, 2000 based on 10 reported spring fractures on 1995 through 1998 model year Windstar vehicles. Ford's September 13, 2000 response to the Agency provided 88 owner and field reports and 143 warranty reports of fractured front coil springs on 1997 and 1998 model year Windstar vehicles. On December 8, 2000, NHTSA upgraded the investigation to an Engineering Analysis. In March 2001, Ford performed a search for new reports through March 26, 2001, and located an additional 34 owner and field reports, and 82 warranty reports on 1997 and 1998 model year Windstar vehicles. Ford informed the Agency of this new information at a NHTSA Quarterly Review on May 14, 2001. None of the reports allege an accident or injury. As the Agency is aware Ford has not considered the issue to present an unreasonable risk to safety. Owners are able to safely control a vehicle that has experienced a fractured spring, even if there has been tire contact. Nonetheless, in order to

resolve the issue, we have decided to conduct a safety recall for 1997 and 1998 model year vehicles, which are expected to have a notable number of fractures in the future.

573.5 (c) (8) – Service Program

Owners of the affected vehicles will be requested to return vehicles to dealers for the installation of spring catcher brackets. There will be no charge to owners for this service. Ford anticipates that owner notification will begin the week of June 25, 2001.

573.5 (c) (9) – Press Statement and Dealer/Owner Letters

Ford does not plan to make a public statement concerning the subject matter of this action. A copy of the notification letters to dealers and owners from Ford Customer Service Division will be forwarded to the Agency when available.

573.6 (c) (11) – Recall Number

Ford has assigned campaign number 01S19 (Safety Recall) to this action. In addition, Ford will notify all 1995 through 1998 Windstar owners of a customer satisfaction program (01M03) in which Ford will provide additional warranty coverage for front coil spring replacement for 10 years from original date of sale of a vehicle, regardless of mileage.

6/7/01

**INITIAL ACKNOWLEDGMENT FAX SHEET OF RECEIPT OF DEFECT INFORMATION REPORT
SUBMITTED UNDER 49 CFR PART 573**

Assigned Recall No. 01V-199 by the
National Highway Traffic Safety Administration

JUN 28 2001

Part 573 Report Date: June 7, 2001

Manufacturer: Ford Motor Company

Manufacturer Contact: Mr. James P. Vondale, Director, Automotive Safety Office

FAX: (313) 594-2268

SUBJECT: 198,583 Ford 1997-1998 Windstar mini vans manufactured from August 28, 1996 through July 3, 1998, and currently registered in the states of Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin. The front coil springs could fracture as a result of corrosion in high corrosion states. Ford Recall No. 01S19.

This is an initial acknowledgment for this recall. A formal acknowledgment letter will be forthcoming shortly. After our review of your report and associated documents, we may have additional comments or concerns.

This recall was the subject of an Engineering Analysis, EA00-027, conducted by the Office of Defects Investigation.

We have reviewed your owner notification letter and it meets the requirements of Part 577.

As stated in Part 573.6, 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. As stated in your report, owner notification is expected to begin June 25, 2001. Since that is at the end of the quarter, the first quarterly report will be due in this office by October 30, 2001.

If you have any questions, please call:



Patricia Wallace, Recall Analyst on (202) 366-5232
or Jonathan White, Chief on (202) 366-5226
or by FAX (202) 366-7882
Defects and Recall Information Analysis Division



Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121-1904
www.fordconnection.com

June 2001

Safety Recall 01S19
Warranty Program 01M03

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle: 1997 Windstar
Your Vehicle Identification Number: 12345678910111213

Dear Mr. Sample,

Ford Motor Company is sending you this notice in accordance with the National Traffic and Motor Vehicle Safety Act.

As always, we're dedicated to your safety and the safety of your vehicle, and we ask that you please pay close attention to the following message regarding a safety-related defect in your 1997 Windstar.

What is the safety issue?

When operated in high-corrosion areas for a long period of time, the front coil springs of your vehicle may be susceptible to corrosion, which could ultimately lead to fracture. Only a small percentage of springs in affected vehicles are likely to fracture. And although it's unlikely, depending on the location of the fracture, there is the possibility of tire damage.

What Ford will do for you.

We will install protective shields around the front coil springs of your vehicle. These shields will prevent the possibility of tire puncture should the spring fracture.

Ford Motor Company will also pay for any repairs directly relating to the front coil springs of your vehicle, free of charge (parts and labor).

What should you do?

Contact your dealer as soon as possible to have the above-mentioned service performed. It is important to let your dealer know that you're calling in regard to Safety Recall 01S19. Then ask if the necessary parts are in stock to ensure they are available on your service date. If the parts are not in stock, don't worry. They can be easily ordered and delivered within about one week.

When you bring your vehicle in for service, please show this letter to your dealer. (Of course, if you misplace it, the dealer will still service your vehicle free of charge.)

How long will servicing take?

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

Is this covered by warranty?

Along with this letter, you'll find an extended coverage announcement, outlining your free extended warranty coverage. It covers the service, parts and labor for the front coil springs of your vehicle. For more details, please refer to the announcement inside.

If you've already paid to have service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delay, do not send receipts directly to Ford Motor Company.

Need more help?

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealer's service manager. If you have further concerns, please contact our Customer Relationship Center.

Call 1-888-438-7332 (or 1-800-232-5862 for persons with hearing impairments).

Office hours are Monday-Friday 8 a.m. to 11 p.m. EST, and Saturday from 8 a.m. to 6 p.m. EST.

Or visit us on-line at www.owneroconnection.com.

If you still have trouble getting your vehicle repaired and without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Quality Care service.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience that this situation may cause you, we stand committed to serving and assisting you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service throughout your ownership experience.

Once again, customer safety is our number one priority at Ford Motor Company. We take that responsibility seriously and appreciate your close attention to this matter.

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

Enclosure (1)



Sticker Back

Live Sticker

Live Sticker

Program: 01M03

VIN: 01234567891011121314

Model: 1997 Windstar

Extended Warranty Info:

The front coil springs on your Ford Windstar are now covered for 10 years from the warranty start date, regardless of mileage. This part may prematurely wear or break, especially when operated in high-corrosion areas of North America for an extended period of time. Coverage is automatically transferred to future vehicle owners.

What's the situation?

When operating in high-traffic areas for a long period of time, the risk of wear and tear on the springs is higher. The stress and strain of your vehicle may be enough to cause the springs to wear out. This could ultimately lead to spring failure. Before using your vehicle in high-traffic areas, it's important to check the condition of your springs to ensure a safe ride.

When you need to check the condition of your springs, it's important to check the condition of your vehicle's suspension system. This includes the shocks, struts, and other components that help support the vehicle's weight. If you notice any of these components are worn or damaged, it's important to have them replaced as soon as possible.

First Name

Last Name



Call to Order



We've got you covered.

Rest assured, Ford Motor Company has you covered. We've extended the warranty coverage for the drivetrain and springs of your 1993 vehicles. And because we want the driving work that your shop does to be as satisfying as possible, we'll handle your needs. Your satisfaction. Your peace of mind. Your needs.

Exactly what is covered?

Eligible transmission, Ford is providing extended warranty coverage for 50,000 miles. The warranty covers the drivetrain, including the engine, transmission, and axles. It also covers the suspension, steering, and brakes. The warranty is limited to parts and labor. It does not cover wear and tear, misuse, or accidents.

If you have already paid to have your vehicle repaired, Ford will refund the cost of your repairs. For a full refund, simply present the original paid receipt to your dealer. To avoid delays, please do not send receipts directly to Ford Motor Company.

What you should do.

Ford, since this announcement and thank the national dealer to the best of your knowledge. Please notify the dealer of your vehicle's mileage, and keep the dealer and government in your place. We will not be held responsible for any damage to your vehicle. We will not be held responsible for any damage to your vehicle. We will not be held responsible for any damage to your vehicle.

If you would like to know more about this program, visit www.ford.com. Or call 1-800-4-A-FORD. We'll be happy to help you.



If you need more assistance...

If you have trouble getting your vehicle repaired promptly and without charge, we want to get you the best service possible.

Call your local Ford representative or our Customer Satisfaction Center. We'll be happy to help you.

For toll-free 1-800-4-A-FORD (or 1-800-4-A-FORD) for general information, please call 1-800-4-A-FORD. For parts and labor, please call 1-800-4-A-FORD. For more information, please call 1-800-4-A-FORD.

Customers first.

At Ford, you're first. We're committed to the best service possible. We'll be happy to help you. We'll be happy to help you. We'll be happy to help you.

We represent the best service possible. We'll be happy to help you. We'll be happy to help you. We'll be happy to help you.





Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
www.ownersconnection.com

Your Vehicle Identification Number: 12345678901234567

June 2001

01S19-01M03
1997-1998 Owners

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in certain 1997 and 1998 model year Windstar vehicles. In addition, we are extending the front coil spring warranty coverage.

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

Safety Recall Program 01S19 -- Installation of Protective Spring Shields

What the safety issue is ...

In some of the affected vehicles, the front coil springs could potentially fracture when operated in high corrosion areas (where salt is used on the roadways for winter) for an extended period of time. Depending on the location of the fracture, there is a limited potential for a fractured spring to move past the spring seat and contact a front tire. Some tires have deflated due to contact with a broken spring. Only a small percentage of the springs in the affected vehicles are expected to experience a fracture.

What Ford Motor Company and your dealer will do for the safety program ...

Ford will install protective shields around the front coil springs of your vehicle. These shields will prevent the possibility of tire contact should the spring fracture. Ford Motor Company will repair your vehicle free of charge (parts and labor).

What we are asking you to do for the safety program ...

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 01S19.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

Owner Notification Program 01M03 – Front Coil Spring Warranty Extension

Reason for the warranty extension ...

In the interest of customer satisfaction, Ford Motor Company is extending the warranty for front coil spring replacement to a total of 10 years of service from the warranty start date, with unlimited mileage. This coverage is automatically transferred to subsequent owners at no charge.

This coverage exceeds the provisions of the original warranty coverage for your vehicle.

What Ford Motor Company and your dealer will do for the warranty extension ...

If either front coil spring fractures during the coverage period noted above, your dealer will replace both springs at no charge to you.

What we are asking you to do for the warranty extension ...

PLEASE KEEP THIS LETTER AS A REMINDER. If either of the front coil springs on your vehicle should fracture during the extended warranty coverage period, contact your dealer.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work free of charge.

How long will either program take ...

The time needed to repair your Windstar is less than one half day. However, due to service scheduling issues your dealer may need your vehicle for a longer period of time.

If you've already paid for this service ...

If you paid to have this service done before the date of this letter, Ford Motor Company is offering a refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you've changed address or sold the vehicle ...

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this additional coverage program.

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (866) 436-7332
(800) 232-2852 (TDD for the hearing impaired)

Office Hours (Eastern Time Zone)
Monday-Friday: 8AM – 11PM
Saturday: 9AM – 6PM

or you may contact us through the Internet at:
www.ownerconnection.com

If you are still having trouble getting your vehicle repaired and without charge, you may write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.



Quality Care service is there for you all year round.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. We stand committed with our Ford and Lincoln Mercury dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter and remember to save this letter just in case you need to take advantage of this additional coverage program.

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

Ford Motor Company

James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

June 28, 2001

Mr. Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Mr. Weinstein:

**Subject: Safety Recall 01V-199 NSA-11paw
(Ford Number 01S19)**

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations – Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1997 and 1998 Windstar vehicles. Specific details were forwarded to you in our letter dated June 7, 2001. Owner notification letters will be mailed on July 9, 2001.

Sincerely,


J. P. Vondale

01S19 Dealer-Owner
Enclosures





A.R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121

June 2001

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 01S19: Certain 1997 through 1998 Model Year Windstar Vehicles – Installation of Protective Spring Shields

REFERENCE: Owner Notification Program 01M03: 1995 through 1998 Model Year Windstar – Additional Warranty Coverage for Front Springs

AFFECTED VEHICLES

Certain 1997 through 1998 model year Windstar vehicles built from August 28, 1996 through July 3, 1998, originally sold in or currently registered in the following U.S. states and Canadian provinces:

U. S. States:	Connecticut	Kentucky	Minnesota	Ohio
	Delaware	Maine	Missouri	Pennsylvania
	Illinois	Maryland	New Hampshire	Rhode Island
	Indiana	Massachusetts	New Jersey	Vermont
	Iowa	Michigan	New York	West Virginia
				Wisconsin

Canadian Provinces:	New Brunswick	Newfoundland	Nova Scotia	Ontario
	Prince Edward Island	Quebec		

REASON FOR THIS PROGRAM

The original front coil springs on the affected vehicles could potentially fracture when operated in high corrosion areas for an extended period of time. Depending on the location of the fracture, there is a limited potential for a fractured spring to move past the spring seat and contact a front tire. Some tires have deflated due to contact with a broken spring. Only a small percentage of the springs in the affected vehicles are expected to experience a fracture.

SERVICE ACTION

Free of charge, dealers will install protective shields around the front coil springs. These shields will prevent the possibility of tire contact should the spring fracture.

REFERENCE - OWNER NOTIFICATION 01M03

ADDITIONAL COVERAGE: Owners of affected 1995 through 1998 model year Windstar vehicles will be provided additional warranty coverage for 10 years from vehicle warranty start date, regardless of mileage. This coverage is automatically transferred to subsequent owners.

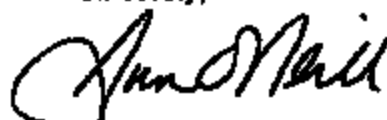
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Notification Letter

QUESTIONS?

Claims Information:.....1-800-423-8851
Other (Dealer Only) Program Questions:.....1-800-325-5621

Sincerely,

A handwritten signature in black ink, appearing to read "Ann O'Neill". The signature is fluid and cursive, with a large initial "A" and "O".

Ann O'Neill
Director
Vehicle Service and Programs

Safety Recall 01819
Certain 1997 through 1998 Model Year Windstar Vehicles
Installation of Protective Spring Shields

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

PROMPTLY CORRECT

Promptly correct all affected vehicles in your online dealer Involved Unit Listing available on QCDdealer.com. Also, correct other eligible vehicles that are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.

OWNER REFUNDS

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer). Refer to ACESII manual for refund information.

RENTAL CARS

Rental vehicles are not approved for this program.

Safety Recall 01S19
Certain 1997 through 1998 Model Year Windstar Vehicles
Installation of Protective Spring Shields

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Protective Spring Shields (includes trimming of splash shield)	01S19B	0.6 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

NOTE: If an affected vehicle has a fractured front coil spring, refer to Owner Notification Program 01M03, for replacement information. At the same time, the vehicle must have the protective shields installed using program 01S19.

PARTS REQUIREMENTS**Parts Ordering Information**

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Stock & Interim Orders	Effective immediately	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-5621
Emergency Orders	31 days after launch	Normal order process

Part Number	Description	Quantity
XF1Z-5304-AA	Protective Spring Shield Kit (Contains two shields)	1

ORDER INFORMATION

DOR/COR number 50245 identifies parts ordered for this campaign.

DEALER PRICE

For latest prices, refer to:

- DOES II
- Updated Price Book

EXCESS STOCK RETURN

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

WINDSTAR SPRING SHIELD INSTALLATION

AFFECTED VEHICLES: CERTAIN 1997-1998 MODEL YEAR WINDSTAR

SERVICE PROCEDURE

1. Raise and support the vehicle.
2. Remove both front wheel and tire assemblies.
3. **CAUTION:** To avoid damage to the stabilizer bar link boot during removal of the nut:
 - Do not use power/air tools.
 - Do not allow the ball stud to rotate (use the hex portion of the stud to prevent it from rotating).

Using hand tools, remove the stabilizer bar link from the strut assembly.

4. Position the spring shield onto the strut assembly with the mounting tab behind the strut brackets. See Figure 1.

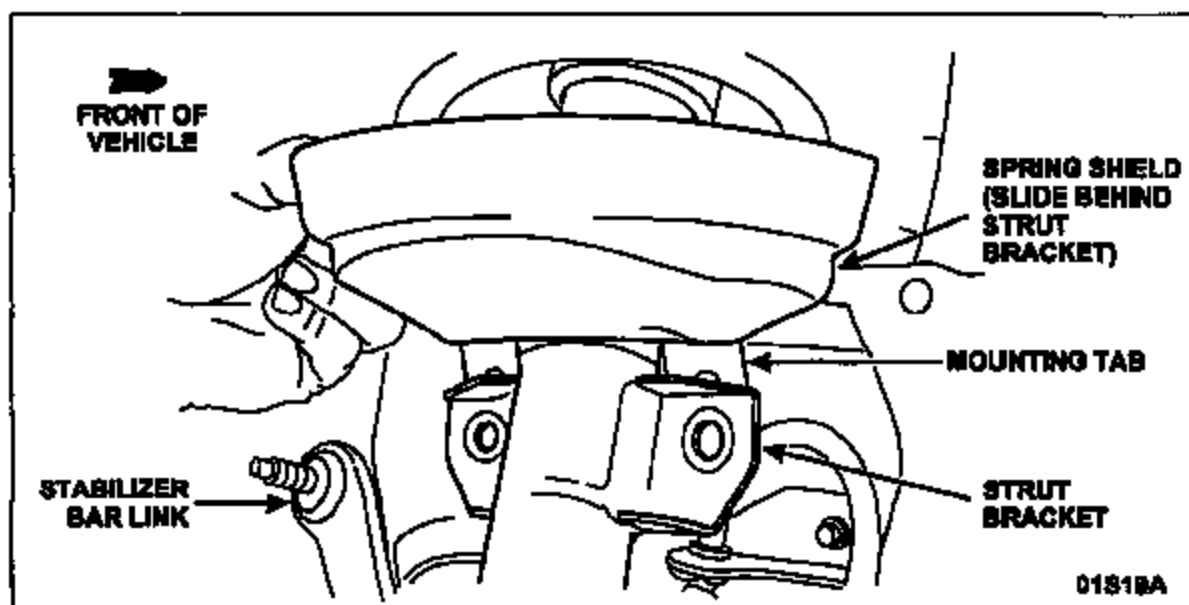


FIGURE 1

5. Install the supplied nut and bolt, from the inside, through the spring shield mounting tab and strut bracket. Tighten the nut to 90 Nm (66 lb-ft).
6. Position the stabilizer bar link and install the supplied nut. Tighten the nut to 90 Nm (66 lb-ft).

7. **NOTE:** The spring shield may contact the plastic splash shield under certain conditions. To eliminate the contact condition, the forward vertical portion of the splash shield near the strut tower must be trimmed.

Mark the forward vertical portion of the plastic splash shield as indicated in Figure 2.

- At the bottom of the affected area, place a mark approximately 25 mm (1 inch) in from the edge.
- Further up the shield, at the very beginning of the arch around the spring, place a mark approximately 12 mm (1/2 inch) in from the edge.
- Draw a line from the bottom mark, up to the top mark, then continue with a curve to about half-way to the very center of the arch.
- Using aviator snips or a similar cutting tool, cut out along the marked line.

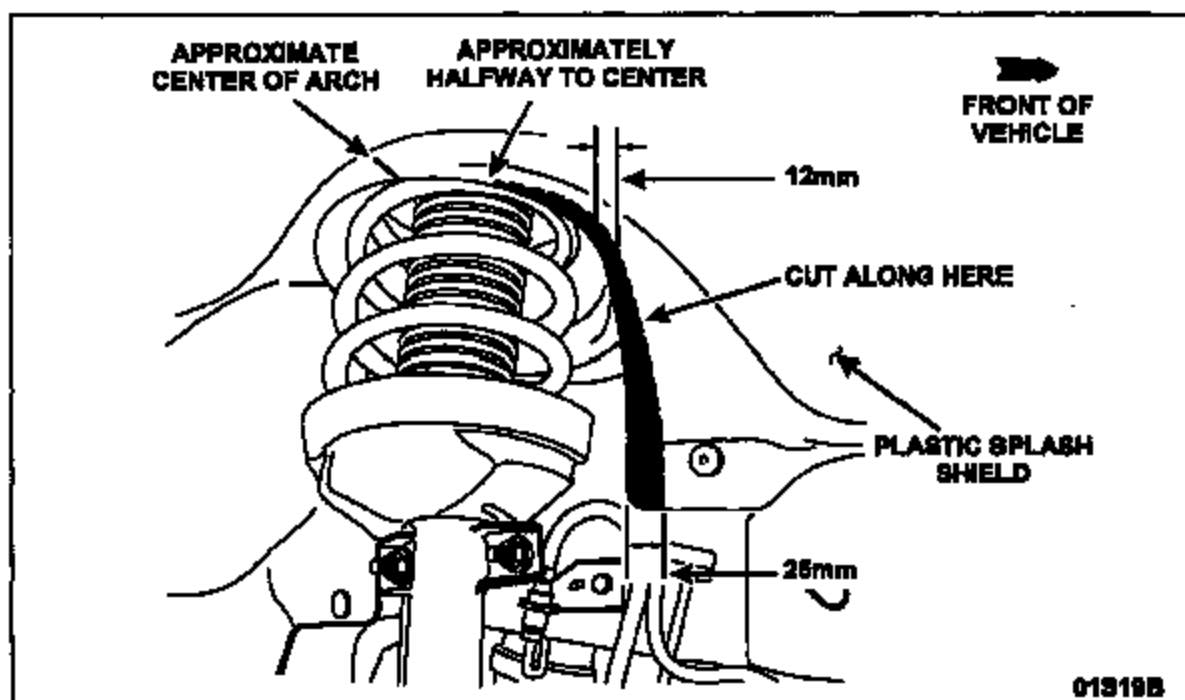


FIGURE 2

8. Repeat the procedure for the other front strut assembly.
9. Install both front wheel and tire assemblies. Tighten the lug nuts to 130 Nm (94 lb-ft).
10. Lower the vehicle.



Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
www.ownersconnection.com

Your Vehicle Identification Number: 12345678901234567

June 2001

01S19-01M03
1997-1998 Owners

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in certain 1997 and 1998 model year Windstar vehicles. In addition, we are extending the front coil spring warranty coverage.

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

Safety Recall Program 01S19 -- Installation of Protective Spring Shields

What the safety issue is ...

In some of the affected vehicles, the front coil springs could potentially fracture when operated in high corrosion areas (where salt is used on the roadways for winter) for an extended period of time. Depending on the location of the fracture, there is a limited potential for a fractured spring to move past the spring seat and contact a front tire. Some tires have deflated due to contact with a broken spring. Only a small percentage of the springs in the affected vehicles are expected to experience a fracture.

What Ford Motor Company and your dealer will do for the safety program ...

Ford will install protective shields around the front coil springs of your vehicle. These shields will prevent the possibility of tire contact should the spring fracture. Ford Motor Company will repair your vehicle free of charge (parts and labor).

What we are asking you to do for the safety program ...

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 01S19.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

Owner Notification Program 01M03 – Front Coil Spring Warranty Extension

Reason for the warranty extension ...

In the interest of customer satisfaction, Ford Motor Company is extending the warranty for front coil spring replacement to a total of 10 years of service from the warranty start date, with unlimited mileage. This coverage is automatically transferred to subsequent owners at no charge.

This coverage exceeds the provisions of the original warranty coverage for your vehicle.

What Ford Motor Company and your dealer will do for the warranty extension ...

If either front coil spring fractures during the coverage period noted above, your dealer will replace both springs at no charge to you.

What we are asking you to do for the warranty extension ...

PLEASE KEEP THIS LETTER AS A REMINDER. If either of the front coil springs on your vehicle should fracture during the extended warranty coverage period, contact your dealer.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work free of charge.

How long will either program take ...

The time needed to repair your Windstar is less than one half day. However, due to service scheduling issues your dealer may need your vehicle for a longer period of time.

If you've already paid for this service ...

If you paid to have this service done before the date of this letter, Ford Motor Company is offering a refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you've changed address or sold the vehicle ...

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this additional coverage program.

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (866) 438-7332
(800) 232-2952 (TDD for the hearing impaired)

Office Hours (Eastern Time Zone)
Monday-Friday: 8AM – 11PM
Saturday: 9AM – 6PM

or you may contact us through the Internet at:
www.ownerconnection.com

If you are still having trouble getting your vehicle repaired and without charge, you may write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

QualityCare
at your service

Quality Care service is there for you all year round.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. We stand committed with our Ford and Lincoln Mercury dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter and remember to save this letter just in case you need to take advantage of this additional coverage program.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

01V-199/01E-007

Ford Motor Company

A.R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

December 2001

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 01S19 – Supplement 1: Special Instructions for Affected Vehicles with 225-60R-16 Tires and Kit Part Number Update

REFERENCE:

1. **Safety Recall 01S19:** Certain 1997 through 1998 Model Year Windstar Vehicles – Installation of Protective Spring Shields
2. **Owner Notification Program 01M03:** 1995 through 1998 Model Year Windstar – Additional Warranty Coverage for Front Springs

REASON FOR THIS SUPPLEMENT

- A potential tire tread-to-shield contact condition exists for the affected 1997 through 1998 model year Windstar vehicles, originally equipped with 225-60R-16 tires (option may be verified by the Certification Label). In these cases dealers are instructed to replace both front coil springs under 01S19 and not to install the spring shield.
- The latest level spring shield kit for this program is part number 1F2Z-5304-AB.

AFFECTED VEHICLES

Certain 1997 through 1998 model year Windstar vehicles built from August 28, 1996 through July 3, 1998, originally sold in or currently registered in the following U.S. states and Canadian provinces:

U. S. States:	Connecticut	Kentucky	Minnesota	Ohio
	Delaware	Maine	Missouri	Pennsylvania
	Illinois	Maryland	New Hampshire	Rhode Island
	Indiana	Massachusetts	New Jersey	Vermont
	Iowa	Michigan	New York	West Virginia
				Wisconsin

Canadian Provinces:	New Brunswick	Newfoundland	Nova Scotia	Ontario
	Prince Edward Island	Quebec		

REASON FOR THIS PROGRAM

The original front coil springs on the affected vehicles could potentially fracture when operated in high corrosion areas for an extended period of time. Depending on the location of the fracture, there is a limited potential for a fractured spring to move past the spring seat and contact a front tire. Some tires have deflated due to contact with a broken spring. Only a small percentage of the springs in the affected vehicles are expected to experience a fracture.

SERVICE ACTION

Free of charge, dealers will install protective shields around the front coil springs. These shields will prevent the possibility of tire contact should the spring fracture.

REFERENCE - OWNER NOTIFICATION 01M03

ADDITIONAL COVERAGE: Owners of affected 1995 through 1998 model year Windstar vehicles will be provided additional warranty coverage for 10 years from vehicle warranty start date, regardless of mileage. This coverage is automatically transferred to subsequent owners.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Notification Letter

QUESTIONS?

Claims Information:.....1-800-423-8851
Other (Dealer Only) Program Questions:.....1-800-325-5821

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

**Safety Recall 01S19-S1
Certain 1997 through 1998 Model Year Windstar Vehicles
Installation of Protective Spring Shields**

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

PROMPTLY CORRECT

Promptly correct all affected vehicles in your online dealer Involved Unit Listing available on QCDealer.com. Also, correct other eligible vehicles that are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.

OWNER REFUNDS

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer). Refer to ACESII manual for refund information.

RENTAL CARS

Rental vehicles are not approved for this program.

Safety Recall 01S19-S1
Certain 1997 through 1998 Model Year Windstar Vehicles
Installation of Protective Spring Shields

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Protective Spring Shields (Includes trimming of splash shield)	01S19B	0.6 Hours
Install Both Front Coil Springs (applies only to vehicles built with 225-60R-16 tires, as verified by Certification Label)	01S19C	1.7 Hours **
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

** Note: Alignment is not covered under this program.

NOTE: If an affected vehicle has a fractured front coil spring, refer to Owner Notification Program 01M03, for replacement information. At the same time, the vehicle must have the protective shields installed using program 01S19.

PARTS REQUIREMENTS**Parts Ordering information**

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Stock & Interim Orders	Effective immediately	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-5621
Emergency Orders	31 days after launch	Normal order process

Part Number	Description	Quantity
1F2Z-5304-AB	Protective Spring Shield Kit (Contains two shields)	1
-5310-	Front Coil Spring (applies to vehicles built with 225-60R-16 tires only)	2

SPRING ORDERING INSTRUCTIONS: Refer to parts catalog. Springs must be ordered using the proper vehicle spring codes as identified on the vehicle certification label. Use this code to select the proper spring service part number from the application charts, which are sequenced by spring code.

**Safety Recall 01S19-S1
Certain 1997 through 1998 Model Year Windstar Vehicles
Installation of Protective Spring Shields**

ORDER INFORMATION

DOR/COR number 50245 identifies parts ordered for this campaign.

DEALER PRICE

For latest prices, refer to:

- DOES II
- Updated Price Book

EXCESS STOCK RETURN

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



Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
www.fordconnection.com

Your Vehicle Identification Number: 12345678901234567

June 2001

01S19-01M03
1997-1998 Owners

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in certain 1997 and 1998 model year Windstar vehicles. In addition, we are extending the front coil spring warranty coverage.

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

Safety Recall Program 01S19 – Installation of Protective Spring Shields

What the safety issue is ...

In some of the affected vehicles, the front coil springs could potentially fracture when operated in high corrosion areas (where salt is used on the roadways for winter) for an extended period of time. Depending on the location of the fracture, there is a limited potential for a fractured spring to move past the spring seat and contact a front tire. Some tires have deflated due to contact with a broken spring. Only a small percentage of the springs in the affected vehicles are expected to experience a fracture.

What Ford Motor Company and your dealer will do for the safety program ...

Ford will install protective shields around the front coil springs of your vehicle. These shields will prevent the possibility of tire contact should the spring fracture. Ford Motor Company will repair your vehicle free of charge (parts and labor).

What we are asking you to do for the safety program ...

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 01S19.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

Owner Notification Program 01M03 – Front Coil Spring Warranty Extension

Reason for the warranty extension ...

In the interest of customer satisfaction, Ford Motor Company is extending the warranty for front coil spring replacement to a total of 10 years of service from the warranty start date, with unlimited mileage. This coverage is automatically transferred to subsequent owners at no charge.

This coverage exceeds the provisions of the original warranty coverage for your vehicle.

What Ford Motor Company and your dealer will do for the warranty extension ...

If either front coil spring fractures during the coverage period noted above, your dealer will replace both springs at no charge to you.

What we are asking you to do for the warranty extension ...

PLEASE KEEP THIS LETTER AS A REMINDER. If either of the front coil springs on your vehicle should fracture during the extended warranty coverage period, contact your dealer.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work free of charge.

How long will either program take ...

The time needed to repair your Windstar is less than one half day. However, due to service scheduling issues your dealer may need your vehicle for a longer period of time.

If you've already paid for this service ...

If you paid to have this service done before the date of this letter, Ford Motor Company is offering a refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you've changed address or sold the vehicle ...

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this additional coverage program.

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (866) 436-7332
(800) 232-2952 (TDD for the hearing impaired)

Office Hours (Eastern Time Zone)
Monday-Friday: 8AM – 11PM
Saturday: 9AM – 6PM

or you may contact us through the Internet at:
www.ownerconnection.com

If you are still having trouble getting your vehicle repaired and without charge, you may write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-8393.

QualityCare
at your service

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Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. We stand committed with our Ford and Lincoln Mercury dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter and remember to save this letter just in case you need to take advantage of this additional coverage program.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs



Ford Motor Company

P.O. Box 1984

Dearborn, Michigan 48121-1904

www.fordconnection.com

June 2001

Safety Recall 01S19
Warranty Program 01M03

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle: 1997 Windstar
Your Vehicle Identification Number: 12345678910111213

Dear Mr. Sample,

Ford Motor Company is sending you this notice in accordance with the National Traffic and Motor Vehicle Safety Act.

As always, we're dedicated to your safety and the safety of your vehicle, and we ask that you please pay close attention to the following message regarding a safety-related defect in your 1997 Windstar.

What is the safety issue?

When operated in high-corrosion areas for a long period of time, the front coil springs of your vehicle may be susceptible to corrosion, which could ultimately lead to fracture. Only a small percentage of springs in affected vehicles are likely to fracture. And although it's unlikely, depending on the location of the fracture, there is the possibility of tire damage.

What Ford will do for you.

We will install protective shields around the front coil springs of your vehicle. These shields will prevent the possibility of tire puncture should the spring fracture.

Ford Motor Company will also pay for any repairs directly relating to the front coil springs of your vehicle, free of charge (parts and labor).

What should you do?

Contact your dealer as soon as possible to have the above-mentioned service performed. It is important to let your dealer know that you're calling in regard to Safety Recall 01S19. Then ask if the necessary parts are in stock to ensure they are available on your service date. If the parts are not in stock, don't worry. They can be easily ordered and delivered within about one week.

When you bring your vehicle in for service, please show this letter to your dealer. (Of course, if you misplace it, the dealer will still service your vehicle free of charge.)

How long will servicing take?

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

Is this covered by warranty?

Along with this letter, you'll find an extended coverage announcement, outlining your free extended warranty coverage. It covers the service, parts and labor for the front coil springs of your vehicle. For more details, please refer to the announcement inside.

If you've already paid to have service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delay, do not send receipts directly to Ford Motor Company.

Need more help?

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealer's service manager. If you have further concerns, please contact our Customer Relationship Center.

Call 1-866-436-7332 (or 1-800-232-5862 for persons with hearing impairments).

Office hours are Monday-Friday 8 a.m. to 11 p.m. EST, and Saturday from 8 a.m. to 6 p.m. EST.

Or visit us on-line at www.ownersconnection.com.

If you still have trouble getting your vehicle repaired and without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Quality Care service.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience that this situation may cause you, we stand committed to serving and assisting you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service throughout your ownership experience.

Once again, customer safety is our number one priority at Ford Motor Company. We take that responsibility seriously and appreciate your close attention to this matter.

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

Enclosure (1)



Sticker Back

Live Sticker

Live Sticker

Program: 01M03

VIN: 01234567891011121314

Model: 1997 Windstar

Extended Warranty Info:

The front coil springs on your Ford Windstar are now covered for 10 years from the warranty start date, regardless of mileage. This part may prematurely wear or break, especially when operated in high-corrosion areas of North America for an extended period of time. Coverage is automatically transferred to future vehicle owners.

What's the situation?

When suspended in high-velocity areas for a long period of time, vehicle will be used on the roadway. In addition, the front end/springs of your vehicle may be susceptible to wear — which could ultimately lead to spring failure. Only a small percentage of springs in affected vehicles are likely to experience a spring failure.

What you need to know before if your front end spring failure is that one side of your vehicle will appear to be lower than the other.



FLATSPOT

Good Hope Company



MAP



COVER

Call us today —





We've got you covered.

That means, Ford Motor Company has you covered. We've extended the warranty coverage for the frame and springs of your F150 pickup. And because we want to help you get the most out of your pickup, we've also extended the warranty coverage for the frame and springs of your F150 pickup. And because we want to help you get the most out of your pickup, we've also extended the warranty coverage for the frame and springs of your F150 pickup.

Exactly what is covered?

Basically, everything. Ford is providing extended warranty coverage for the frame and springs of your F150 pickup, regardless of whether you're a new or used owner. And because we want to help you get the most out of your pickup, we've also extended the warranty coverage for the frame and springs of your F150 pickup.

If anything should ever happen to your frame or springs, Ford will replace the entire frame or springs. For a full refund, simply present the original proof of purchase to your dealer. To avoid delays, please do not send receipts directly to Ford Motor Company.

What you should do.

First, read this document and attach the original copy to the back of your Ford Motor Company F150 pickup. If you cannot locate this guide, simply keep the original and contact us at 1-800-4-A-FORD. At Ford, we're always there for you. And because we want to help you get the most out of your pickup, we've also extended the warranty coverage for the frame and springs of your F150 pickup.

If you would like to learn more about this, visit www.fordmotor.com. And because we want to help you get the most out of your pickup, we've also extended the warranty coverage for the frame and springs of your F150 pickup.



If you need more assistance...

If you have trouble getting your vehicle repaired properly and without charge, let us know so we can help you get the most out of your pickup.

For more help, representatives at our Customer Relationship Center are happy to assist you.

Just call 1-800-4-A-FORD for general information. For more information, visit www.fordmotor.com. And because we want to help you get the most out of your pickup, we've also extended the warranty coverage for the frame and springs of your F150 pickup.

Customers First.

At Ford, we're always there for you. And because we want to help you get the most out of your pickup, we've also extended the warranty coverage for the frame and springs of your F150 pickup.

We want to help you get the most out of your pickup. And because we want to help you get the most out of your pickup, we've also extended the warranty coverage for the frame and springs of your F150 pickup.

FLAP BACK

FLAP

FLAP



ON THE ROAD

Yu, Dave (D.)

From: Yu, Dave (D.)
Sent: Thursday, June 13, 2002 2:10 PM
To: Patricia Wallace (E-mail)
Cc: Tokarsky, Michael (M.)
Subject: Recall Notifications

✓ 6/28/02

Safety recalls 98S36, 01S19, 01S23 and 02S36 were recently notified/re-notified.
I will mail 97S79, 97S80, and 97S84 Dealer Bulletins to you.

The following is the information you requested:

<u>Campaign No.</u>	<u>Last Owner Notification Date</u>
97V019/97S86	10/3/97
97V025/97S85	10/3/97
97V074/97S87	7/14/97
97V144/97S79	10/23/00
97V145/97S80	10/23/00
97V159/97S84	10/23/00
98V007/97S86	9/16/00
98V094/98S15	2/9/01
98V190/98M03	12/11/98
98V323/98S36	2/28/02
99V309/99R33	2/18/00
01V199/01S19	11/27/01 (July/Aug 2002 expected mailing)
01V255/01S23	2/22/02
02V101/02S36	5/24/02

Dave Yu <dYu@ford.com>

Senior Research Engineer
Car and Truck Safety Investigations
Automotive Safety Office

Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, MI 48126 USA

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