



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 26, 2010

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

NVS-215dgl
10V-385

SUBJECT: REAR AXLE CRACKING

DEAR MR. VONDALE:

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: 10V-385

Mfg's Report Date: August 26, 2010

Components: POWER TRAIN: AXLE ASSEMBLY

Potential Number of Units Affected: 462,750

Summary:

FORD IS RECALLING CERTAIN MODEL YEAR 1998-2003 WINDSTAR VEHICLES MANUFACTURED FROM SEPTEMBER 1, 1997 THROUGH FEBRUARY 28, 2003 AND CURRENTLY REGISTERED OR ORIGINALLY SOLD IN CONNECTICUT, DELAWARE, DISTRICT OF COLUMBIA, ILLINOIS, INDIANA, IOWA, KENTUCKY, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, WEST VIRGINIA, AND WISCONSIN. AFTER MANY YEARS OF VEHICLE SERVICE IN THESE AREAS, CORROSION CAN WEAKEN THE REAR AXLE, MAKING IT SUSCEPTIBLE TO TORSIONAL STRESS. CORROSION AND STRESS CAN LEAD TO CRACKS WHICH IF UNDETECTED CAN PROPAGATE 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:

AS PARTS BECOME AVAILABLE, DEALERS WILL INSPECT AND IF NECESSARY INSTALL THE REAR AXLE REINFORCEMENT BRACKETS FREE OF CHARGE. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE SEPTEMBER 27, 2010. 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).

This recall was the subject of a Preliminary Evaluation, PE10-016, conducted by the Office of Defects Investigation.

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

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

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@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
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement