



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

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March 2013

1999 Windstar

IMPORTANT SAFETY RECALL REMINDER

Ford Motor Company would like to remind you that your 1999 Windstar needs to have the following no charge recall(s) completed.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Recall Number 10S13 - Rear Axle Inspection/Repair
and Description:**

What is the Issue: On your vehicle, the rear axle could potentially fracture when operated in high corrosion areas (where salt is used on the roadways during winter months) for an extended period of time. If the rear axle should completely fracture, vehicle handling may be affected which could increase the risk of a crash.

**Recall Number 11S16 - Subframe Inspection/Repair
and Description:**

What is the Issue: On your vehicle, the front subframe lower control arm rear attaching flanges or both rear body mounts 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. This may result in a loss of vehicle directional control, increasing the risk of a crash.

What Are We Asking You To Do? Please contact your dealer to schedule an appointment to have these important service procedures completed. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having these service actions performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have these recalls performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance: If you have additional questions, 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). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

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

If your authorized dealer has recently completed these recall repairs, please disregard this reminder.

We apologize for any inconvenience this may cause and want to assure you that, with your assistance, we will correct these conditions. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

Thank you for your attention to these important matters.

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