

Safety Recall 10S13 - Supplement #5
Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States
Rear Axle Inspection and Repair

New! DEALER Q & A

- Q1. Do I need prior approval to initiate a rental vehicle for a customer?**
- A. No, we understand that the unique challenges of Safety Recall 10S13 are placing an excessive administrative burden on the dealerships. As such, prior approval for rental vehicles is no longer required.
- Q2. What is Ford's plan to address concerns associated with limited physical storage space for grounded Windstar vehicles at some dealers?**
- A. Ford acknowledges that physical storage space for grounded Windstar vehicles may be an issue in certain geographic areas. We are committed to helping the dealers with this concern. Dealers should contact their Regional Management Team if assistance is needed.
- Q3. Do you have an estimate of when axles will be available?**
- A. Replacement rear axles are expected to be available beginning January of 2011. Ford will publish another supplement with parts ordering information in January.
- Q4. When will Ford notify owners of previously inspected vehicles to return to have the axle reinforcement bracket installed?**
- A. Ford plans to begin mailing a follow-up communication to affected owners in January containing:
- Notification that axle reinforcement parts are now available for the permanent repair.
 - Direction for owners to contact dealers to schedule service appointments to have the permanent repair performed.
- Q5. How does Ford plan to address hoist availability concerns since the vehicle must remain on the hoist for several hours until the adhesive has cured?**
- A. We recommend dealers schedule late afternoon repairs if hoist availability will be a concern. By installing the brackets at the end of the day, dealers will have the flexibility to allow the adhesive to properly cure overnight while the vehicle is on the hoist. Customers are eligible for a rental vehicle if needed. Refer to "Rental Vehicles" in Attachment I.
- Q6. Can I order more adhesive applicator guns?**
- A. 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. Additional guns will be available beginning December 6, 2010.
- Q7. When will Ford notify owners who live in Utah, or have a 2003 model year Windstar built 3/1/2003 through Job Last?**
- A. Owner Letters are expected to be mailed the week of December 6, 2010.
- Q8. What if a customer has already paid for rental taxes and local surcharges out of their own pocket?**
- A. To process a customer refund, the dealer should submit a claim under 79M01 per the instructions in the "Claims Preparation and Submission" section. See Attachment I, page 3 of 4.

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- Q9. Can I submit for rental reimbursement while the customer is still in a rental?**
- A. Yes, in the interest of meeting the diverse needs of our dealerships, claims for rental reimbursement can either be submitted on a monthly basis to assist with cash flow or once when the customer no longer needs the rental.
- Q10. How will customers with unique transportation issues (handicap or other extenuating circumstances) be handled?**
- A. Dealers should contact the Special Service Support Center at 1-800-325-5621 for assistance.
- Q11. Are you offering to repurchase vehicles? How much will you pay customers?**
- A. *Effective December 30th, 2010 Ford will no longer extend vehicle repurchase offers to 1998 – 2000 model year Windstar owners whose vehicle is "grounded" with a cracked axle (rental vehicles will still be provided). Axle assemblies will be available in early January to repair these vehicles, so repurchase offers will be discontinued.*
- All vehicle repurchase offers that have been extended by Ford to the owner through December 30th, 2010 must be processed and completed by January 21st, 2011.*
- Q12. After a customer accepts the formal RAV offer, how long does it take for the transaction to be completed?**
- A. Once the necessary paperwork has been completed and returned to RAV headquarters, it takes approximately seven to ten business days.
- Q13. Does the customer need to sign the documents that were mailed to their house as well as the documents the dealer has?**
- A. Yes, the customer information sent to their home must be signed and returned in the FedEx envelope provided. In addition, the customer will need to sign all the documents sent to the dealership.
- Q14. If an owner declines the RAV offer, what happens next?**
- A. The owner may remain in the rental vehicle at Ford's expense until axles are available to complete the repair.
- Q15. Is the Owner Loyalty Direct Offer (FDCI-05240) available to all owners regardless of whether or not Ford extends a repurchase offer?**
- A. Yes, the Owner Loyalty Direct Offer (FDCI-05240) is available to all owners whose vehicles are in the program at this time.

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Q16. What is Ford's plan to address concerns such as dead batteries and tire flat spotting that may occur on the vehicles that are grounded for an extended period of time?

A. Ford recognizes that we have placed a burden upon the dealers due to the unique long term vehicle storage requirements of this safety recall. Therefore, we will provide an allowance to ensure the vehicle is returned to the owner in good, operable condition after the axle is replaced. At least once per month, dealers are requested to perform the following maintenance items:

- Start and run the engine for approximately 15 minutes to keep the battery charged.
- If possible, move the vehicle to avoid tire flat spots and apply the brakes several times to minimize brake rotor corrosion.

After the axle has been replaced, please thoroughly clean the interior and exterior of the vehicle before returning to the owner. Ford will provide an allowance of \$150 per vehicle to complete the maintenance and cleaning requested. Please reference the Claims Preparation and Submission section for further instructions.

Q17. Is the maintenance and cleaning compensation amount fixed or will it vary depending on how long the vehicle was stored?

A. Ford realizes that it may be difficult for the dealerships to determine just how long each vehicle was stored. As such, the maintenance and cleaning compensation amount is fixed and should be claimed once for all vehicles stored for at least 30 days.

Q18. What is the problem?

A. Ford is voluntarily recalling 1998-2003 Model Year Windstar vehicles produced between September 1, 1997 through Job Last to address concerns relating to rear axle corrosion. In some of the affected vehicles, the rear axle could potentially fracture when operated in high corrosion areas for an extended period of time. If the rear axle should fracture, vehicle handling may be affected which could increase the risk of a crash.

Q19. Why are you only recalling vehicles in corrosion states?

A. The affected vehicles have been on the road for a number of years and, in many cases, have been driven well over a 100,000 miles. The overwhelming majority of reports of cracks are from high-corrosion states. Corrosion may weaken the axle making it susceptible to torsional stress. We will continue to monitor the performance of vehicles in all states as we always do.

Q20. How many axles does Ford expect to replace?

A. We believe the vast majority of vehicles will not have cracked axles and can be reinforced when parts are available.

Q21. What should I do if an owner believes their vehicle has been operated in a high corrosion environment and requests their vehicle be inspected?

A. If the vehicle is not in the program, but is a 1998 through 2003 model year Windstar produced between September 1, 1997 and Job Last, contact the Special Service Support Center at 1-800-325-5621 to request approval to be covered by Safety Recall 10S13.

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- Q22. Are the vehicles with a crack or perforation safe to drive? Can people continue to drive the vehicle if the dealer cannot provide a permanent repair soon?**
- A. Ford is recommending customers accept our offer of alternative transportation until their vehicle can be repaired. There is a small risk that the rear axle may fracture and potentially affect vehicle handling, which increases the risk of a crash.
- Q23. What if the customer refuses to leave their vehicle at the dealership even though they have been advised a crack was found in the rear axle?**
- A. The dealer should document on the repair order with a statement that reads: "Customer advised eligible for rental vehicle but the customer declined the offer and elected to remain in their own vehicle."
- Q24. After the Metal Bonding Adhesive and the Anti-Corrosion Coating is applied, can the vehicle be taken off the hoist?**
- A. *No. The adhesive needs time to cure before load can be placed on the axle. See "Adhesive Cure Time" in Attachment III.*
- Q25. Why do we have to leave the vehicle on the hoist until the Metal Bonding Adhesive has fully cured?**
- A. *If the weight of the vehicle is placed on the axle, the axle may twist (as it is designed to do) and cause movement in the bonding area. If this movement occurs before the adhesive is fully cured, it may affect the strength of the axle reinforcement repair.*
- Q26. What is the consistency of the Metal Bonding Adhesive supposed to be like once it has fully cured?**
- A. *The adhesive will be hard but not brittle. It will be softer than body filler. Also, if Anti-Corrosion Coating is not applied immediately, the surface of the adhesive will react with oxygen as it cures and form a tacky film over the surface of the adhesive. This tacky surface may lead a person, who is not familiar with this product, to believe that the adhesive is not curing properly.*
- Q27. What is the minimum temperature (vs. time) that will allow the Metal Bonding Adhesive to cure properly?**
- A. *If the shop temperature is lower than 16 °C (60 °F), the adhesive will need to cure overnight.*
- Q28. Why is the application of urethane foam being added to the repair?**
- A. *The application of urethane foam inside the ends of the axle housing is intended to form a barrier against water intrusion.*
- Q29. Where can I find more information about the adhesive and the PM-13-A Anti-Corrosion Coating?**
- A. *Access the following web sites and review the MSDS sheets.*
- *For the adhesive in the PM-28-W kit, go to <http://www.lord.com/Products-And-Solutions/Adhesives/Metal-Bonding.xml/143/6> and look up the MSDS sheet for metal bonding adhesive 108B.*
 - *For PM-A-13, go to FMCDealer/Motorcraft Distributors/Parts Information/Material Safety Data Sheets (MSDS). The MSDS sheet is located under the Collision and Body section.*