

Michael A. Berardi Director Service Engineering Operations Ford Customer Service Division Ford Motor Company P. O. Box 1904 Dearborn, Michigan 48121

May 18, 2011

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 10S13 – Supplement #10

Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States

Rear Axle Inspection and Repair

REF: Safety Recall 10S13 – Supplement #9

Dated May 13, 2011

Safety Recall 11S16 - Supplement #4

Certain 1999-2003 Model Year Windstar Vehicles Operated in Corrosion States Subframe Front Lower Control Arm Rear Attaching Flanges and Rear Body Mount

Attachments Inspection and Repair

Dated April 12, 2011

New! REASON FOR THIS SUPPLEMENT

- Notify dealers that performing interim repairs (Labor Operations 10S13J and 10S13K) will no longer be authorized for repairs performed after May 23, 2011.
- Provide dealers with revised service procedures, parts tables, and labor operations to reflect the fact that sufficient quantities of all service parts are available.
- Provide details on rental policy changes and claiming procedures.
- Update Dealer Q&A.
- Eliminate Customer Information Sheets. (No longer applicable.)

AFFECTED VEHICLES

Certain 1998 through 2003 model year Windstar vehicles built at the Oakville Assembly Plant from September 1, 1997 through Job Last and originally sold in, or currently registered in the following states:

Connecticut	lowa	Michigan	New York	Vermont
Delaware	Kentucky	Minnesota	Ohio	West Virginia
District of Columbia	Maine	Missouri	Pennsylvania	Wisconsin
Illinois	Maryland	New Hampshire	Rhode Island	
Indiana	Massachusetts	New Jersey	Utah	

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit https://web.fsavinlists.dealerconnection.com.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, 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.

New! SERVICE ACTION

Dealers are to clean and inspect the rear axle beam for cracks or perforations (holes). Based on the results of the inspection, dealers will perform one of the following service actions:

Rear Axle Beam <u>PASSED</u> the Inspection: Install axle reinforcement parts per Attachment III

 Technical Information and return the vehicle to the owner.

PLEASE NOTE: In order for the bracket to properly bond to the rear axle, the vehicle <u>must</u> <u>remain</u> on the hoist until the axle reinforcement adhesive has cured. The following guidelines **must** be followed:

- 2 hour cure time at 21°C (70° F) or higher shop temperature
- 3 hour and 15 minute cure time at 16°C (60° F) shop temperature
- If the shop temperature is lower than 16°C (60° F), the adhesive will need to cure overnight
- DO NOT USE HEAT LAMPS TO REDUCE CURE TIME AS EXCESSIVE TEMPERATURES WILL AFFECT BOND STRENGTH OF THE ADHESIVE

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.

• Rear Axle Beam <u>DID NOT PASS</u> the Inspection: Install replacement axle per Attachment III – Technical Information and return the vehicle to the owner.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! *IMPORTANT NOTES*

- To order a replacement axle, dealers <u>must</u> contact the Special Service Support Center Parts (SSSC) Order Line at 1-800-207-2444. When calling to place an order for an axle, please be prepared to provide dealer P&A code.
- Taxes and local surcharges associated with rental vehicles are now eligible for reimbursement by Ford for Safety Recall 10S13. This is a very specific exception to apply only to 10S13.
- Since axles are available in sufficient supply, claims for new long term rentals will not be paid for repair orders opened after May 23, 2011. Ford Motor Company will only pay for a one day vehicle rental, except for fuel, which will be at the owner's expense. Rentals will only be reimbursed for the day the vehicle is at the dealership for axle or bracket reinforcement installation. Prior approval for more than one rental day is required from the SSSC (1-800-325-5621). If you have a customer with unique transportation issues, please continue to contact the SSSC for assistance.
- Reinforce that all dealers must contact any remaining Windstar owners who are still driving a rental vehicle paid for by Ford and advise them that Ford will not pay for any rental expenses incurred after May 23, 2011.
 - If the customer has a unique condition that will prohibit them from returning the rental vehicle by May 23, 2011, the dealer should call the Special Service Support Center at 1-800-325-5621 to request approval for additional days.
 - Dealers will still be allowed the 30 days for claim submission, but expenses will not be reimbursed for any days the owner was still in the rental vehicle after May 23, 2011.

New! IMPORTANT NOTES (Continued)

- Claims for long term rental reimbursement will not be paid if submitted after June 22, 2011.
 - Long term rental is only eligible for payment on RO's dated May 23, 2011 or prior.
 - Claim submission time limits have been returned to normal (30 days for most dealers) for ALL 79M01 rental claims.
 - It may be necessary to proactively obtain the invoice from the rental agency in order to reconcile the rental expense and meet the claim submission time limits.
- If a vehicle is not included in OASIS, and an owner believes it should be included in the recall (due to evidence of a crack, perforation, or having been operated in a corrosion environment), contact the SSSC at 1-800-325-5621 to request approval of coverage by Safety Recall 10S13.
- Rental vehicles will be claimed under a separate program (79M01).

OWNER NOTIFICATION MAILING SCHEDULE

Letters to owners of the expanded population (Utah and remaining 2003 model year vehicles) are expected to be mailed the week of December 6, 2010. Dealers should perform an inspection on any affected vehicles identified in OASIS that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information

Attachment IV: Dealer Q & A

Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621 Special Service Support Center (Parts Ordering) 1-800-207-2444

Sincerely,

Michael A. Berardi

Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States Rear Axle Inspection and Repair

OASIS ACTIVATED?

Yes, OASIS will be activated on November 30, 2010.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list is available through https://web.fsavinlists.dealerconnection.com. Owner names and addresses will be added on November 30, 2010.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

Inspect and repair all affected units in your used vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States Rear Axle Inspection and Repair

OWNER REFUNDS

- This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the
 repair was performed prior to the date indicated in the reimbursement plan, which is posted
 with this bulletin. Owners are directed to seek reimbursement through authorized dealers or,
 at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 481216251.
- Dealers are also authorized to refund owner-paid <u>emergency</u> repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the repair or replacement of a cracked or perforated rear axle.

New! RENTAL VEHICLES

Since axles and reinforcement brackets are available in sufficient supply, the rental guidelines have been revised as follows:

- Long term rentals will no longer be available for 10S13 after May 23, 2011. Ford Motor Company will pay for a one day vehicle rental, except for fuel, which will be at the owner's expense. Rentals will only be reimbursed for day the vehicle is at the dealership for axle or bracket reinforcement installation. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).
- Due to the previous long term rental needs unique to 10S13, the maximum daily rental rate was increased to \$38 a day to cover costs associated with the vehicle and insurance, when required. Ford will pay for a *one day* vehicle rental, except for fuel, which will be at the owner's expense. Taxes and local surcharges associated with rental vehicles are eligible for reimbursement by Ford. This is a very specific exception to apply <u>only to 10S13</u>. These enhancements are also retroactive for previously approved rental vehicles.
- ALL RENTAL EXPENSES, TAXES, AND LOCAL SURCHARGES MUST BE CLAIMED ON A SEPARATE REPAIR ORDER FROM 10S13 UNDER PROGRAM CODE 79M01.
- Claims for rental reimbursement should continue to be submitted under 79M01 and must be submitted within 30 days of the repair date.
- The rental vehicle claim (under 79M01) submission time limit has been reduced to the normal 30 days, so now all10S13 claims are subject to normal submission time limits and should be submitted as soon as possible.

Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States Rear Axle Inspection and Repair

New! <u>CLAIMS PREPARATION AND SUBMISSION</u>

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Component Issues Due To Long Term Storage:
 - On or Before May 15, 2011, must be claimed on a repair line that is separate from the repair line on which the FSA is claimed with the related damage flag checked. If the parts and labor total is \$200 or less, prior approval is not required. If the parts and labor total is more than \$200, prior approval from the Special Service Support Center is required. Component issues can only be claimed if the vehicle was stored for 30 days or more and in combination with labor operation 10S13C Replace Rear Axle.
 - After May 15, 2011, all damage related to vehicle storage <u>will require</u> prior approval from the Special Service Support Center (SSSC).
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Refund Claiming Information (Submit on separate repair line.)

Program Code: 10S13
 Misc. Expense: ADMIN
 Misc. Expense: 0.2 Hrs.

Rental Expenses: Must be claimed on a separate repair order from 10S13 under program code 79M01. Dealers must submit for rental reimbursement (up to \$38 per day) within 30 days of the repair date. Contact the SSSC if you have a customer with unique transportation

issues. - Program Code: 79M01 - Misc. Expense: RENTAL - Misc. Expense: Total amount

 Rental Taxes and Local Surcharges: Must be claimed on a separate repair order from 10S13 under program code 79M01. (When possible, these expenses should be claimed on a different line of the same repair order that the Rental Expense was claimed.)

Program Code: 79M01Misc. Expense: RTAXESMisc. Expense: Total amount

• Vehicle Storage Maintenance and Cleaning: This allowance can only be claimed if the axle replacement date is on or before May 15, 2011, the vehicle was stored for 30 days or more, and in combination with labor operation 10S13C - Replace Rear Axle. (Submit on same repair line as the repair.)

Program Code: 10S13Misc. Expense: CLEANMisc. Expense: \$150.00

Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States Rear Axle Inspection and Repair

New! <u>CLAIMS PREPARATION AND SUBMISSION (Continued)</u>

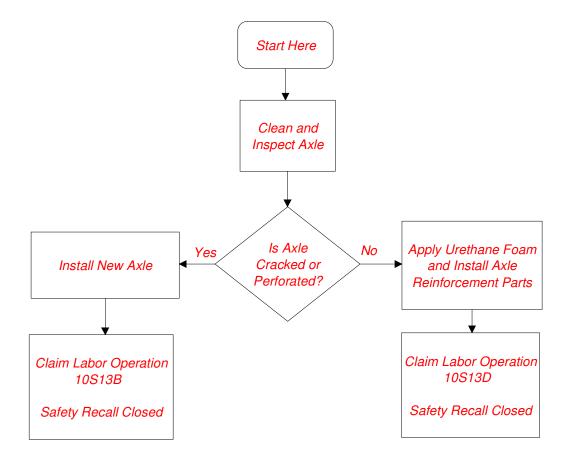
Rear Axle Cleaning and Inspection: Claiming information for cleaning and application tools – applies to Labor Operation 10S13J. (Submit on same repair line as repair.) This labor operation will only be eligible for claims with a repair date of May 23, 2011 or prior.

Program Code: 10S13Misc. Expense: OTHERMisc. Expense: \$6.25

• Axle Reinforcement Repair: Claiming information for cleaning and application tools – applies to Labor Operation 10S13D. (Submit on same repair line as repair.)

Program Code: 10S13Misc. Expense: OTHERMisc. Expense: \$10.00

New! PROCESS OVERVIEW



Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States Rear Axle Inspection and Repair

New! LABOR ALLOWANCES

PASSED INSPECTION

Description	Labor Operation	Labor Time
Clean and inspect, apply Great Stuff™ Gaps & Cracks and Anti- Corrosion Coating, and return vehicle to owner		
Note: This is an interim repair only and will NOT close Safety Recall 10S13. This labor operation will only be eligible for claims with a repair date of May 23, 2011 or prior.	10S13J	0.5 Hours
Clean and inspect, apply Great Stuff™ Gaps & Cracks, install axle reinforcement parts, apply Anti-Corrosion Coating, and return vehicle to owner	10S13D	1.8 Hours

DID NOT PASS INSPECTION

Description	Labor Operation	Labor Time
Clean and inspect, hold vehicle for future repair		
Note: This is an interim repair only and will NOT close Safety Recall 10S13. This labor operation will only be eligible for claims with a repair date of May 23, 2011 or prior.	10S13K	0.5 Hours
Replace rear axle (previously inspected)		
Note: This labor operation is to be used for vehicles that were being stored while waiting for an axle. <i>This labor operation will only be eligible for claims with a repair date of May 23, 2011 or prior.</i>	10S13C	1.1 Hours
Clean and inspect, axle cracked or perforated, replace rear axle	10S13B	1.5 Hours

TOOL REQUIREMENTS

TA-10, Dual Cartridge Applicator Gun, is required to install the axle reinforcement brackets. Each dealer will be provided one applicator gun at no charge. Applicator guns will be shipped in two phases. The first phase has already been shipped and should have arrived at all dealerships with eight or more affected vehicles on their FSA VIN List. The second phase will be shipped to all remaining dealerships by December 7, 2010. The box will be labeled with the Motorcraft part number (TA-10 Dual Cartridge Applicator Gun) and a yellow label that states "ATTENTION SERVICE MANAGER - Special Tools for Safety Recall 10S13."

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 7, 2010.

Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States Rear Axle Inspection and Repair

A Preval ® Spray Gun is required to apply PM-13-A Anti-Corrosion Coating. One spray gun cartridge will either complete four axle reinforcement repairs or complete 15 rear axle cleaning and inspections. Obtain from local hardware stores, home centers, etc. Research indicates spray gun is available at most Sherwin-Williams stores and some Home Depot stores. Reimbursement for spray gun is included in both Rear Axle Cleaning and Inspection and Axle Reinforcement Repair allowance. See Attachment I, Claims Preparation and Submission section.

PARTS REQUIREMENTS / ORDERING INFORMATION

Axle Not Cracked or Perforated – Axle Reinforcement Parts

Part Number	Description	Claim Quantity
3F2Z-5F057-A	Bracket and Fastener Kit	1
PM-28-W	Adhesive and Anti-Corrosion Coating Kit Note: One package contains four cartridges of adhesive and one bottle of PM-13-A Anti-Corrosion Coating. • One cartridge of adhesive is needed per repair • 1/4 bottle of corrosion protection is needed per repair	1
Great Stuff™ - Gaps & Cracks	Urethane Foam made by Dow Chemical Company (Obtain from local hardware stores, home centers, etc.)	Claim as MISC OTHER

Note: Four (4) kits of 5F5057 and one (1) kit of PM-28-W will repair four (4) vehicles.

We expect that the majority of the vehicles will not have a cracked or perforated axle and can be reinforced. Axle reinforcement parts can be ordered through normal order processing channels.

Axle Cracked or Perforated

A small percentage of vehicles will require an axle replacement.

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444 to order an axle. Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels. When calling to place an order, please be prepared to provide dealer P&A code.

Part Number	Description	Quantity
2F2Z-4B435-AB	Rear Axle	1

The DOR/COR number for this recall is 50423.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: Ford@Renkim.com.

Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States Rear Axle Inspection and Repair

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Affected axles are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

EXCESS STOCK RETURN

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

Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States Rear Axle Inspection and Repair

New! DEALER Q & A

- Q1. 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. Since axle availability has increased and we no longer anticipate delays in fulfilling axle orders, the allowances related to long term storage are being modified as follows:
 - The allowance for "Vehicle Storage Maintenance and Cleaning" will only be paid for axle replacements performed on or before May 15, 2011.
 - Vehicle component issues due to storage <u>will require</u> prior approval from the Special Service Support Center (SSSC) for axle replacements performed after May 15, 2011.
- Q2. Does Ford have any recommendations on how technicians can reduce their exposure to the adhesive fumes?
- A. In addition to special handling as indicated on product packaging, to reduce exposure to the fumes released while using the adhesive, we suggest that technicians consider the following tips:
 - Since the majority of fumes are released while applying and spreading adhesive on reinforcement brackets, position shop exhaust vent hose(s) next to the work area to remove these fumes.
 - After installing the reinforcement brackets on the axle, position shop exhaust vent hose(s) next to the installed axle brackets to remove fumes while the adhesive is curing.
 - If possible, slightly open a shop door to increase air circulation or perform the repair in an area of the shop that is well ventilated.
 - During the repair, clean up excess adhesive that may have dripped on the floor. Also, discard used mixing tips and brushes immediately or wrap them so fumes are contained.
- Q3. Should I perform Safety Recall 11S16 on a vehicle affected by the axle recall (Safety Recall 10S13)?
- A. Yes, the subframe should be inspected prior to performing any repairs associated with Safety Recall 10S13, Axle Inspection and Repair.

If the subframe can be repaired, proceed with axle replacement or reinforcement bracket installation as appropriate.

Refer to Safety Recall 11S16 for additional information including direction if the subframe is not repairable.

Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States Rear Axle Inspection and Repair

- Q4. Do you have an estimate of when axles will be available?
- A. **Replacement axles are available.** To order a replacement axle, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-244.
- 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. Do I need prior approval to initiate a rental vehicle for a customer?
- A. Long term rentals will no longer be available for 10S13 after May 23, 2011. Ford Motor Company will pay for a one day vehicle rental, except for fuel, which will be at the owner's expense. Rentals will only be reimbursed for day the vehicle is at the dealership for axle or bracket reinforcement installation. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).
- 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.
- Q9. 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.
- Q10. 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.

Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States
Rear Axle Inspection and Repair

Q11. 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.

Q12. 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.

Q13. 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.

Q14. 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."

Q15. 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.

Q16. 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.

Q17. 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.

Q18. 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.

Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States Rear Axle Inspection and Repair

Q19. 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.

Q20. 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.