



Did Not Pass Rear Axle Inspection – Crack or Perforation Found Customer Information Sheet

Ford Motor Company is voluntarily recalling certain 1998-2003 model year Windstar vehicles produced between September 1, 1997 and July 3, 2003. Your dealer has completed an inspection of the rear axle and has found that your axle requires additional repair.

Parts for the permanent repair are not currently available. We apologize for any inconvenience this part shortage may cause you. We are closely working with our suppliers to accelerate part availability. Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel) while your vehicle is at the dealership. Once your vehicle is repaired and you are notified by the dealer, you will have two additional business days to return the rental vehicle without charge.

Again, we apologize for the inconvenience this situation causes and assure you that we are doing everything possible to expedite resolution.

Sincerely,

Ford Motor Company
Ford Customer Service Division