

## **Did Not Pass Rear Axle Inspection – Crack Found Customer Information Sheet**

Ford Motor Company is voluntarily recalling certain 1998-2003 model year Windstar vehicles produced between September 1, 1997 and February 28, 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, tax, and insurance) while your vehicle is at the dealership. You will be notified of any changes or when the final repair of your vehicle has been completed.

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