

Safety Recall 10S13 - Supplement #9

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

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 significant 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 will require 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 passes inspection, proceed with axle replacement or reinforcement bracket installation as appropriate.

If the subframe does not pass inspection and can be repaired, please do not install an axle or reinforcement brackets on that vehicle until subframe reinforcement parts are also available. Offer the owner rental transportation or advise them that they may remain in their current rental vehicle until all parts necessary to repair their vehicle are available. Refer to Safety Recall 11S16 for additional information including direction if the subframe is not repairable.

Safety Recall 10S13 - Supplement #9

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

Q4. What should Dealers do about inspecting the subframe of vehicles on their lots that were previously "grounded" waiting for replacement axles?

A. Basically, this is up to the Dealer's discretion on how to best satisfy their customers and maximize dealership efficiency. Ford has implemented changes to assist in the logistical burden of 11S16. To accelerate reduction in "grounded" vehicle inventory based on 10S13, you may want to consider:

- 1998 MY vehicles are unaffected by 11S16, so these vehicle axles can be replaced and the vehicles returned immediately without 11S16 inspection.
- When logistically possible, "grounded" 1999-2003 MY vehicles should be brought in for 11S16 subframe LCA rear attachment flange and rear body mount inspection.
 - i. If the vehicle **Passes inspection**, replacement axles (when available) can be installed and the vehicle returned to the owner immediately.
 - ii. If the vehicle **Does Not Pass inspection and CAN be repaired**, it should be returned to storage until subframe LCA and rear body mount reinforcement brackets are available. Do not install an axle on this vehicle at this time.
 - iii. If the vehicle **Does Not Pass inspection and CANNOT be repaired**, a refund offer can be requested. Refer to Safety Recall 11S16 Attachment IV, Vehicle Refund Offer, for detailed instructions. Vehicle will be scrapped so no replacement axles or subframe reinforcement brackets are needed.
- Dealers could consider inspecting "grounded" 10S13 vehicles primarily as replacement axles become available.
- Replacement axles for 10S13 will continue to be distributed based on a "First In, First Out" (FIFO) basis, but Dealers may use discretion regarding actual VINs repaired.
- Dealers could consider scheduling "grounded" vehicle 11S16 inspections as part of regular monthly maintenance moves of 10S13 vehicles.

Vehicles stored offsite may need a prescreening of subframe LCA and rear body mount condition to avoid multiple transfers.

Q5. Do you have an estimate of when axles will be available?

A. Effective April 18, 2011, to order a replacement axle, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444 with a VIN and P&A code.

Q6. 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.

Safety Recall 10S13 - Supplement #9Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States
Rear Axle Inspection and Repair**Q7. 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.

Q8. 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.

Q9. 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.

Q10. 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.

Q11. 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.

Q12. 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.

Q13. What if vehicles are "grounded" longer as a result of Safety Recall 11S16?

A. Safety Recall 11S16 also has a maintenance allowance.

Q14. 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.

Safety Recall 10S13 - Supplement #9Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States
Rear Axle Inspection and Repair**Q15. 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.

Q16. 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.

Q17. 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.

Q18. 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.

Q19. 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."

Q20. 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.

Q21. 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.

Safety Recall 10S13 - Supplement #9

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

- Q22. 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.
- Q23. 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.
- Q24. 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.
- Q25. 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.