



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121-1904



49/000025/0002



R. FILE  
330 TOWN CENTER DR  
STE 500  
DEARBORN, MI 48126-2796

October 2015

### Safety Recall Notice 10S13 / NHTSA Recall 10V-385

2003 Windstar  
Your Vehicle Identification Number (VIN):

Ford Motor Company is conducting Safety Recall 10S13 on certain 1998-2003 model year Windstar vehicles registered in corrosion states. 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.

Our records indicate that your vehicle has been registered in a corrosion state subsequent to Ford's original recall announcement. We want to inform you that your vehicle is eligible for repair under Safety Recall 10S13.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What will Ford and your dealer do?** Ford Motor Company has authorized your dealer to inspect the rear axle of your vehicle for cracks or perforations. Vehicles that pass inspection will have reinforcement brackets installed. If the rear axle does not pass inspection, technicians will install a replacement rear axle. The inspection and repair will be performed free of charge (parts and labor).

**How long will it take?** The time needed to inspect the rear axle is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if a replacement rear axle needs to be ordered.

**What should you do?** Please call your dealer without delay and request a service date for Recall 10S13. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Do you need a rental vehicle?**

If your vehicle needs to remain at the dealership overnight or longer, 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. Please see your dealer for guidelines and limitations.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com)

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 10V-385.

Thank you for your attention to this important matter.

Ford Customer Service Division