



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

January 26, 2011

MR. JAMES VONDALE  
DIRECTOR, AUTOMOTIVE SAFETY OFFICE  
ENVIRONMENTAL & SAFETY ENGINEERING  
FORD MOTOR COMPANY  
330 TOWN CENTER DRIVE SUITE 400  
DEARBORN, MI 48126-2738

NVS-215dgl  
11V-030

**SUBJECT: CORROSION FRACTURES OF FRONT LOWER CONTROL ARM**

DEAR MR. VONDALE:

This letter serves to acknowledge Ford Motor Company's (Ford) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
FORD/WINDSTAR/1999-2003

**NHTSA Campaign Number:** 11V-030

**Mfg's Report Date:** January 26, 2011

**Components:** STRUCTURE: FRAME AND MEMBERS

**Potential Number of Units Affected:** 425,288

**Summary:**

FORD IS RECALLING CERTAIN MODEL YEAR 1999-2003 WINDSTAR VEHICLES ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN THE STATES OF CONNECTICUT, DELAWARE, THE DISTRICT OF COLUMBIA, ILLINOIS, INDIANA, IOWA, KENTUCKY, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, UTAH, VERMONT, WEST VIRGINIA, AND WISCONSIN. A SEPARATION OF A FRONT LOWER CONTROL ARM REAR ATTACHING BRACKET MAY RESULT IN A LOWER CONTROL ARM SEPARATION. A SEPARATION OF BOTH FRONT SUBFRAME REAR BODY MOUNTS MAY RESULT IN SEPARATION OF THE STEERING INTERMEDIATE SHAFT.

**Consequence:**

THIS COULD RESULT IN REDUCED STEERING CONTROL INCREASING THE RISK OF A CRASH.

**Remedy:**

DEALERS WILL INSPECT BOTH FRONT LOWER CONTROL ARM REAR ATTACHING BRACKETS AND BOTH BODY MOUNT ATTACHMENTS AT THE REAR OF THE FRONT SUBFRAME AND MAKE THE NECESSARY REPAIRS FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE FEBRUARY 14, 2011. OWNERS MAY CONTACT FORD AT 1-866-436-7332.

**Notes:**

FORD'S RECALL CAMPAIGN NUMBER IS 10S16. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

This recall was the subject of a Preliminary Evaluation, PE10-026, conducted by the Office of Defects Investigation.

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

Please provide the following additional information and be reminded of the following requirements:

Please provide us with the beginning and ending dates for the build date range of vehicles affected by this recall.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement