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Ford Motor Company  
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January 26, 2011

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** **Advance Notice - Safety Recall 11S16**  
Certain 1999-2003 Model Year Windstar Vehicles Operated in Corrosion States  
Subframe Inspection and Repair

**AFFECTED VEHICLES**

Certain 1999 through 2003 model year Windstar vehicles built at the Oakville Assembly Plant from Job #1 through Job Last and originally sold in, or currently registered in the following states:

Connecticut	Iowa	Michigan	New York	Vermont
Delaware	Kentucky	Minnesota	Ohio	West Virginia
District of Columbia	Maine	Missouri	Pennsylvania	Wisconsin
Illinois	Maryland	New Hampshire	Rhode Island	
Indiana	Massachusetts	New Jersey	Utah	

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available by January 26, 2011.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, a lower control arm bracket or both subframe rear mounts could separate from the vehicle subframe when operated in high corrosion areas (where salt is used on the roadways during winter months) for an extended period of time. This may result in a loss of vehicle directional control, increasing the risk of a crash.

**SERVICE ACTION**

A complete Dealer Bulletin will be provided to Dealers the week of January 31, 2011 when vehicle inspection instructions will be available to support this safety recall. Based on initial vehicle inspection results, it may be required that some of these vehicles be "grounded" until service parts to reinforce the subframe are available in early March, 2011.

Many of the vehicles affected by Safety Recall 11S16, Windstar Subframe Inspection and Repair, are also part of Safety Recall 10S13, Rear Axle Inspection and Repair. We ask that until repair instructions and service parts are available, please consider the condition of the front subframe before installing an axle on a "grounded" 1999-2003 Windstar. If cracks or perforations are present on the subframe, please do not install an axle on that vehicle. Advise the owner that they may remain in their current rental vehicle until we provide additional repair information.

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after inspection instructions have been provided to dealers.

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621

Sincerely,

Michael A. Berardi