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March 15, 2011

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

SUBJECT: **Safety Recall 11S16 – Supplement #2**
 Certain 1999-2003 Model Year Windstar Vehicles Operated in Corrosion States
 Subframe Front Lower Control Arm Rear Attaching Flanges and Rear Body Mount
 Attachments Inspection and Repair

REF: **Safety Recall 11S16 – Supplement #1**
 Dated February 3, 2011

New! REASON FOR THIS SUPPLEMENT

- *Announce that service parts to reinforce the subframe for all grounded vehicles will be shipped to the dealers the week of March 21, 2011 (based on paid warranty claims).*
- *Provide details of the service part seed stock plan which will begin the week of March 28, 2011.*
- *Provide service procedure and associated labor operations for subframe reinforcement repair.*
- *Inform dealers that since reinforcement brackets will be available through normal order processing channels the second week of May; the \$90 allowance for vehicle storage maintenance and cleaning will be disabled for repair dates initiated after April 30, 2011.*
- *Expanded Dealer Q & A.*

AFFECTED VEHICLES

Certain 1999 through 2003 model year Windstar vehicles built at the Oakville Assembly Plant from Job #1 1999 through Job Last 2003 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>.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, a front subframe Lower Control Arm (LCA) rear attaching flange or rear body mount could separate from the vehicle subframe after operating in high corrosion areas (where salt is used on the roadways during winter months) for an extended period of time. Separation of one LCA attachment or both rear body mounts may result in a loss of vehicle directional control, increasing the risk of a crash.

New! SERVICE ACTION

Dealers are to clean and inspect the LCA rear attaching flanges and rear body mount section of the subframe for cracks, perforations (holes), or significant material loss. Based on the results of the inspection *and the availability of subframe reinforcement brackets*, dealers will perform one of the following service actions:

- **Parts ARE Available and Subframe CAN be Repaired:** *Install the brackets per Attachment III – Technical Information and return the vehicle to the owner.*

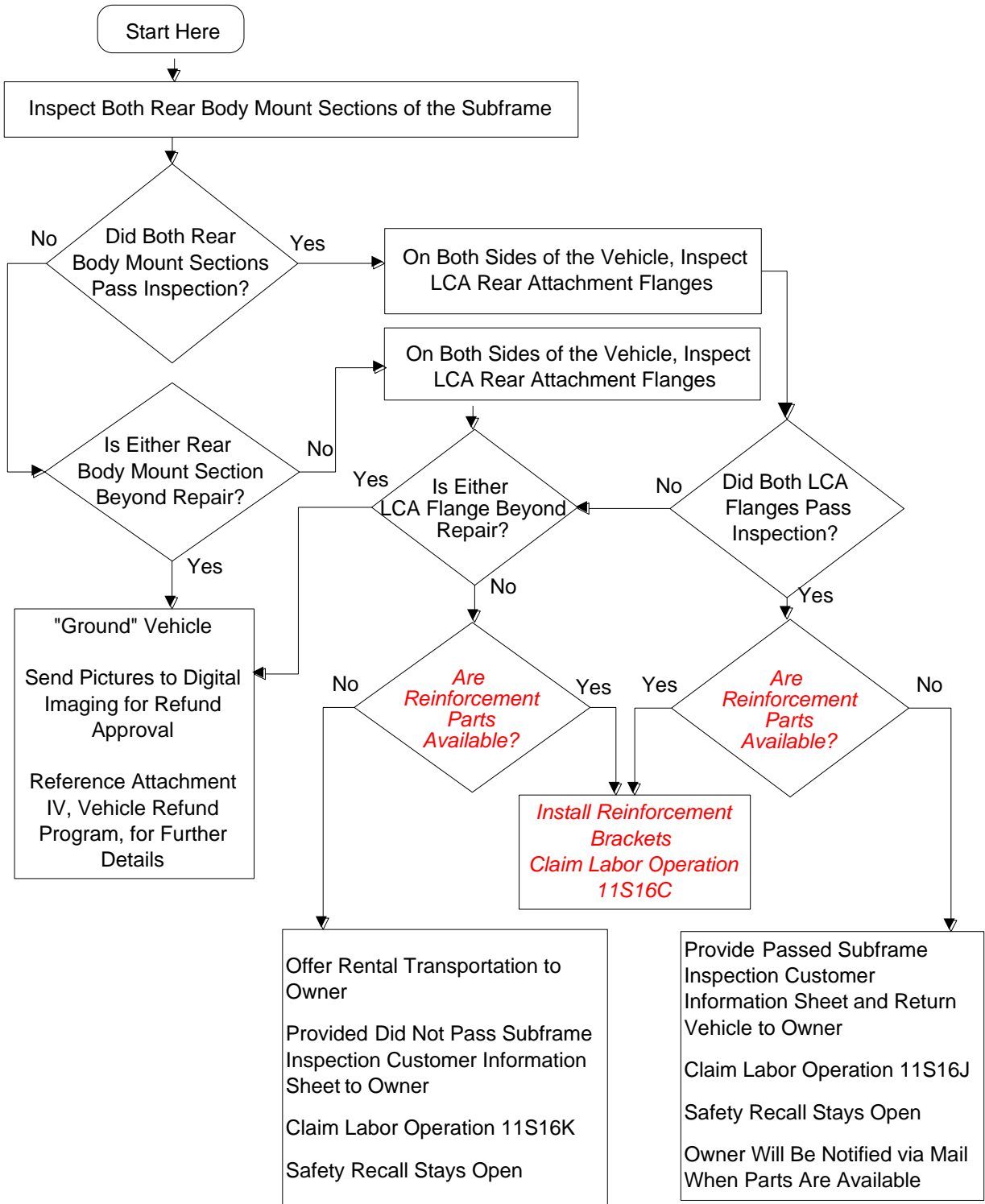
PLEASE NOTE: *The vehicle can be moved from the hoist as soon as the subframe reinforcement brackets are installed (as long as the axle reinforcement brackets for Safety Recall 10S13 are not being installed at the same time). The following guidelines **must** be followed:*

- **2 hour cure time at 21°C (70° F) or higher shop temperature**
 - **3 hour and 15 minute cure time at 16°C (60° F) shop temperature**
 - **If the shop temperature is lower than 16°C (60° F), the adhesive will need to cure overnight**
 - **DO NOT USE HEAT LAMPS TO REDUCE CURE TIME AS EXCESSIVE TEMPERATURES WILL AFFECT BOND STRENGTH OF THE ADHESIVE**
- **Parts ARE NOT Available and Subframe PASSED the Inspection:** *Return the vehicle to the owner along with the Passed Subframe Inspection Customer Information Sheet.*
 - **Parts ARE NOT Available and Subframe DID NOT PASS the Inspection but CAN be Repaired with Reinforcement Brackets:** *Offer the owner rental transportation and provide them with a copy of the Did Not Pass Subframe Inspection Customer Information Sheet.*
 - **Subframe CANNOT be Repaired since Subframes are not Available:** Send pictures to Special Service Support Center (SSSC) using Digital Imaging for vehicle refund consideration. Reference flow chart below for overview and Attachment IV, Vehicle Refund Program, for detailed instructions.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

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. 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 brackets 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.

New! *Repair Flow Chart*



New! IMPORTANT NOTES

Ford recognizes that we have placed a burden upon the dealers due to the vehicle storage requirements of this safety recall. Therefore, for vehicles held longer than 30 days, we will provide an allowance to ensure the vehicle is returned to the owner in good, operable condition after the subframe reinforcement brackets are installed. At least once per month, dealers are requested to perform the following maintenance items:

- Start and run the engine for approximately 15 minutes to keep the battery charged.
- If possible, move the vehicle to avoid tire flat spots and apply the brakes several times to minimize brake rotor corrosion.

After the subframe has been repaired, please thoroughly clean the interior and exterior of the vehicle before returning to the owner. Ford will provide an allowance of \$90 per vehicle to complete the maintenance and cleaning requested. Please note this allowance is in addition to the \$150 provided for Safety Recall 10S13, Rear Axle Inspection and Repair. *This allowance will be disabled for repair dates after April 30, 2011.* Reference the Claims Preparation and Submission section for further instructions.

Based on paid warranty claims, LCA and Rear Body Mount Reinforcement Bracket and Fastener Kits to repair all grounded vehicles will be shipped to dealerships the week of March 21, 2011. Starting March 28, 2011, repair kits will be seed stocked to dealers.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of February 14, 2011. Dealers should perform an inspection on any affected vehicles identified in OASIS that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

- Attachment I: Administrative Information*
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information*
- Attachment IV: Vehicle Refund Program*
- Attachment V: Dealer Q & A*

- Recall Disposal Facility Certification Form
- Release
- Vehicle Refund Offer
- Customer Information Sheet: Passed Subframe Inspection
- Customer Information Sheet: Did Not Pass Subframe Inspection
- Owner Notification Letter
- Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

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Subframe Front Lower Control Arm Rear Attaching Flanges and Rear Body Mount Attachments
Inspection and Repair

OASIS ACTIVATED?

Yes, OASIS was activated on January 26, 2011.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list is available through <https://web.fsavinlists.dealerconnection.com>. Owner names and addresses will be available by February 28, 2011.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

Inspect all affected units in your used vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for inspection.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

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OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the repair or replacement of a cracked or perforated subframe.

New! RENTAL VEHICLES

Based on the unique conditions of this recall, the following rental guidelines have been enhanced:

- *Customers are eligible for a rental vehicle if needed (one day) while the vehicle is at the dealership for reinforcement bracket installation.*
- *If reinforcement brackets are not available, long term rentals will be provided for vehicles that did not pass the subframe inspection but are repairable as described in Attachment III, Technical Information. Prior approval will **not** be required.*
- Due to the unique circumstances of 11S16, the maximum daily rental rate is \$38 a day to cover costs associated with the vehicle and insurance, when required. Ford will pay for up to 60 days of vehicle rental, except for fuel, which will be at the owner's expense. If you have a customer with unique transportation issues, please contact the Special Service Support Center for assistance.
- Enterprise Rent-A-Car is offering a discount on rental rates, along with a reduced Collision Damage Waiver daily rate of \$8. Please reference source code "WINDSTR" with your local Enterprise office to procure these rates.
- Since the affected vehicles for Safety Recall 11S16 are generally within the population of 10S13, taxes and local surcharges associated with rental vehicles are eligible for reimbursement. Please note this is a unique exception being made to prevent customer confusion and be consistent with 10S13 Windstar Rear Axle Inspection and Repair.
- **ALL RENTAL EXPENSES, TAXES, AND LOCAL SURCHARGES MUST BE CLAIMED ON A SEPARATE REPAIR ORDER FROM 11S16 UNDER PROGRAM CODE 89M01.**
- Unlike Safety Recall 10S13, claims for rental reimbursement may be submitted on a monthly basis but must not exceed 30 days of expense per claim.
- The rental vehicle claim (under 89M01) submission time limit is 60 days.
- 11S16 claims are still subject to normal submission time limits and should be submitted as soon as possible.

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New! CLAIMS PREPARATION AND SUBMISSION**■ RELATED DAMAGE, "MT" LABOR, AND REFUND**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center (SSSC).
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Refund Claiming Information (Submit on separate repair line.)
 - Program Code: 11S16
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.

■ PARTS ARE AVAILABLE AND SUBFRAME CAN BE REPAIRED

- **Provision for Subframe Reinforcement Repair:** *Includes power steering hose convolute, Roloc™ disc, acid brush, Preval® sprayer and PM-13-A. Submit on same repair line as repair. Applies to Labor Operation 11S16C.*
 - Program Code: 11S16
 - Misc. Expense: OTHER
 - Misc. Expense: \$4.75

■ PARTS ARE NOT AVAILABLE AND SUBFRAME DID NOT PASS INSPECTION BUT CAN BE REPAIRED

- **Rental Expenses for Vehicles Awaiting Subframe Reinforcement Brackets:** Must be claimed on a separate repair order from 11S16 under program code 89M01. Dealers **must** submit for rental reimbursement (up to \$38 per day) on a monthly basis. Contact the SSSC if you have a customer with unique transportation issues. The submission time limit for 89M01 claims (not 11S16 claims) is 60 days.
 - Program Code: 89M01
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Total amount
- **Rental Taxes and Local Surcharges:** Must be claimed on a separate repair order from 11S16 under program code 89M01. (When possible, these expenses should be claimed on a different line of the same repair order than the Rental Expense was claimed.)
 - Program Code: 89M01
 - Misc. Expense Code: RTAXES
 - Misc. Expense Amount: Total amount
- **Vehicle Storage Maintenance and Cleaning:** This allowance can only be claimed if the vehicle was stored for 30 days or more and in combination with labor operation 11S16K - Did Not Pass Inspection but is Repairable. (Submit on same repair line as the repair.)
 - Program Code: 11S16
 - Misc. Expense Code: CLEAN
 - Misc. Expense Amount: \$90.00

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CLAIMS PREPARATION AND SUBMISSION (Continued)**■ SUBFRAME CANNOT BE REPAIRED - VEHICLE REFUND OFFER ACCEPTED**

Once the SSSC has reviewed and concurred with the inspection results, they will provide an approval code allowing the dealer to be reimbursed via a unique recall claim (Program Code 69B01) containing the three miscellaneous expense codes below. These expenses must be claimed on a separate repair order line from 11S16.

- **Vehicle Refund for Vehicles with Subframes that Cannot be Repaired:** By claiming this settlement, the dealer releases Ford Motor Company from all liability regarding the transaction and certifies that the vehicle will be scrapped.
 - Program Code: 69B01
 - Misc. Expense Code: DLRTRD
 - Misc. Expense Amount: Vehicle refund amount provided by SSSC
- **Dealer Recycling Fee for Vehicles where the Vehicle Refund Offer was Accepted:** Please note the dealer will retain any scrap value obtained for the vehicle. (This expense must be claimed on the same repair line as the vehicle refund.)
 - Program Code: 69B01
 - Misc. Expense Code : OTHER
 - Misc. Expense Amount: \$100
- **Dealer Rental Allowance for Vehicles where the Vehicle Refund Offer was Accepted:** Please note the dealer will retain any unused portion of the \$300 rental transportation provision. (This expense must be claimed on the same repair line as the vehicle refund.)
 - Program Code: 69B01
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: \$300

■ SUBFRAME CANNOT BE REPAIRED - VEHICLE REFUND OFFER DECLINED

- **Rental Expenses while Offer was being Considered:** Must be claimed on a separate repair order from 11S16 under program code 89M01. Customer is **only** eligible for up to five days of rental transportation (up to \$38 per day).
 - Program Code: 89M01
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Total amount
- **Rental Taxes and Local Surcharges while Offer was being Considered :** Must be claimed on a separate repair order from 11S16 under program code 89M01. Customer is **only** eligible for up to five days of rental transportation (up to \$38 per day). (When possible, these expenses should be claimed on a different line of the same repair order than the Rental Expense was claimed.)
 - Program Code: 89M01
 - Misc. Expense Code: RTAXES
 - Misc. Expense Amount: Total amount

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New! LABOR ALLOWANCES**PARTS ARE AVAILABLE AND SUBFRAME CAN BE REPAIRED**

Description	Labor Operation	Labor Time
1999-2000 Vehicles: Cleaned and inspected, raised transmission, installed LCA and rear body mount reinforcement brackets.	11S16C	1.8 Hours
2001-2003 Vehicles: Cleaned and inspected, installed LCA and rear body mount reinforcement brackets.		1.7 Hours
Extra time to cut one (1) or two (2) LCA flange(s). Can be claimed with operation 11S16 C.	11S16G	0.2 Hours

PARTS ARE NOT AVAILABLE AND SUBFRAME CAN BE REPAIRED:**SUBFRAME PASSED THE INSPECTION**

Description	Labor Operation	Labor Time
Cleaned and inspected, subframe passed inspection, returned vehicle to owner. Note: This is an interim repair only and will NOT close Safety Recall 11S16.	11S16J	0.3 Hours

SUBFRAME DID NOT PASS INSPECTION

Description	Labor Operation	Labor Time
Cleaned and inspected, subframe did not pass inspection but can be repaired , held vehicle for future repair. Note: This is an interim repair only and will NOT close Safety Recall 11S16.	11S16K	0.3 Hours

SUBFRAME CANNOT BE REPAIRED

Customer <u>Accepted</u> Vehicle Refund Offer Cleaned and inspected, subframe did not pass inspection and cannot be repaired . (This includes 0.2 hrs to submit digital images.) Note: This is an interim repair only and will NOT close Safety Recall 11S16. The recall will only be closed if a vehicle refund claim is submitted.	11S16W	0.5 Hours
Customer <u>Declined</u> Vehicle Refund Offer Cleaned and inspected, subframe did not pass inspection and cannot be repaired . (This includes 0.2 hrs to submit digital images.) Dealer advised owner that the vehicle is unsafe to drive, returned vehicle to owner. Note: This is an interim repair only and will NOT close Safety Recall 11S16.	11S16D	0.5 Hours

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New! TOOL REQUIREMENTS

TA-10, Dual Cartridge Applicator Gun, is required to install the subframe reinforcement brackets. This tool was provided to support Safety Recall 10S13. 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.

A Preval® Spray Gun is required to apply PM-13-A Anti-Corrosion Coating. One spray gun cartridge will complete approximately 32 LCA reinforcement repairs. Obtain from local hardware stores, home centers, etc. Research indicates spray gun is available at most Sherwin-Williams stores and some Home Depot stores. Reimbursement for spray gun is included in Provision for Subframe Reinforcement Repair allowance. See Attachment I, Claims Preparation and Submission section.

New! PARTS REQUIREMENTS / ORDERING INFORMATION (SUBFRAME CAN BE REPAIRED)

Part Number	Description	Claim Quantity
<i>3F2Z-3B095-A</i>	<i>LCA Reinforcement Bracket and Fastener Kit</i>	<i>1</i>
<i>3F2Z-5L005-A</i>	<i>Rear Body Mount Reinforcement Bracket and Fastener Kit</i>	<i>1</i>
<i>TA-1-B</i>	<i>Metal Bonding Adhesive</i> <i>Notes: 1. One package contains six cartridges of adhesive</i> <i>2. One cartridge of adhesive is needed per repair</i>	<i>1</i>
<i>PM-13-A</i>	<i>Anti-Corrosion Coating</i> <i>Note: One 16 oz. container will repair approximately 32 vehicles</i>	<i>Claim as MISC OTHER</i>
<i>Obtain Locally</i>	<i>Power Steering Hose Convolute</i> <ul style="list-style-type: none"> <i>• Length: 20 cm (8 in)</i> <i>• Diameter: 19 mm (3/4 inch)</i> 	<i>See Attachment I (CLAIMS PREPARATION AND SUBMISSION)</i>

Note: Six (6) kits of 3B095 and 5L005 and one (1) kit of TA-1-B will repair six (6) vehicles.

We expect that the majority of the subframes can be repaired. PM-13-A should be ordered through normal order processing channels. LCA and Rear Body Mount Reinforcement Bracket and Fastener Kits are available in limited supply. Reinforcement bracket kits will be shipped to dealerships to repair all grounded vehicles the week of March 21, 2011. These shipments will be based on paid claims as of March 18, 2011 and will only occur the week of March 21, 2011. Starting March 28, 2011, these kits will be seed stocked to dealers according to the chart below.

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Note: Six (6) kits of 3B095 and 5L005 and one (1) kit of TA-1-B will repair six (6) vehicles.

<u>3F2Z-3B095-A, 3F2Z-5L005-A (Reinforcement Kits) and TA-1-B (Metal Bonding Adhesive)</u>						
Dealer Involved Vehicles*	Seed 1 Week of 3/28/11	Seed 2 Week of 4/4/11	Seed 3 Week of 4/11/11	Seed 4 Week of 4/18/11	Seed 5 Week of 4/25/11	Seed 6 Week of 5/2/11
18 to 29	None	6 of 3B095 & 5L005 1 of TA-1-B	None	None	None	None
30 to 199	6 of 3B095 & 5L005 1 of TA-1-B	6 of 3B095 & 5L005 1 of TA-1-B	None	6 of 3B095 & 5L005 1 of TA-1-B	6 of 3B095 & 5L005 1 of TA-1-B	None
200 to 599	6 of 3B095 & 5L005 1 of TA-1-B	12 of 3B095 & 5L005 2 of TA-1-B	12 of 3B095 & 5L005 2 of TA-1-B	12 of 3B095 & 5L005 2 of TA-1-B	12 of 3B095 & 5L005 2 of TA-1-B	12 of 3B095 & 5L005 2 of TA-1-B
600 to 999	6 of 3B095 & 5L005 1 of TA-1-B	12 of 3B095 & 5L005 2 of TA-1-B	24 of 3B095 & 5L005 4 of TA-1-B	36 of 3B095 & 5L005 6 of TA-1-B	36 of 3B095 & 5L005 6 of TA-1-B	36 of 3B095 & 5L005 6 of TA-1-B
1000 & up	24 of 3B095 & 5L005 4 of TA-1-B	24 of 3B095 & 5L005 4 of TA-1-B	48 of 3B095 & 5L005 8 of TA-1-B	48 of 3B095 & 5L005 8 of TA-1-B	48 of 3B095 & 5L005 8 of TA-1-B	48 of 3B095 & 5L005 8 of TA-1-B

* This column indicates the number of affected vehicles assigned to each dealer. Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts they will receive under the Seed Stock Program.

NOTE: If a dealership wishes to discontinue their seed stock, contact the Special Service Support Center (1-800-325-5621). Please note that removing a dealership P&A Code from this seed stock program is a permanent action.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy or when open ordering resumes.

The DOR/COR number for this recall is 50432.

Questions regarding parts should be directed to the SSSC (1-800-325-5621) or E-mailed to: Ford@Renkim.com

New! DEALER PRICE

For latest prices, refer to DOES II.

New! EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.