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February 3, 2011

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

**SUBJECT:** **Safety Recall 11S16 - Supplement #1**  
 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**  
 Dated February 1, 2011

**New! REASON FOR THIS SUPPLEMENT**

- Provide revised Repair Flowchart in Attachment III, Technical Information, to clarify process.
- To reinforce that pictures only need to be sent to Digital Imaging if the vehicle subframe is beyond repair (eligible for a refund offer). Dealers are empowered to "ground" the vehicles that fail the inspection, but are repairable without submitting pictures to Digital Imaging.

**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>.

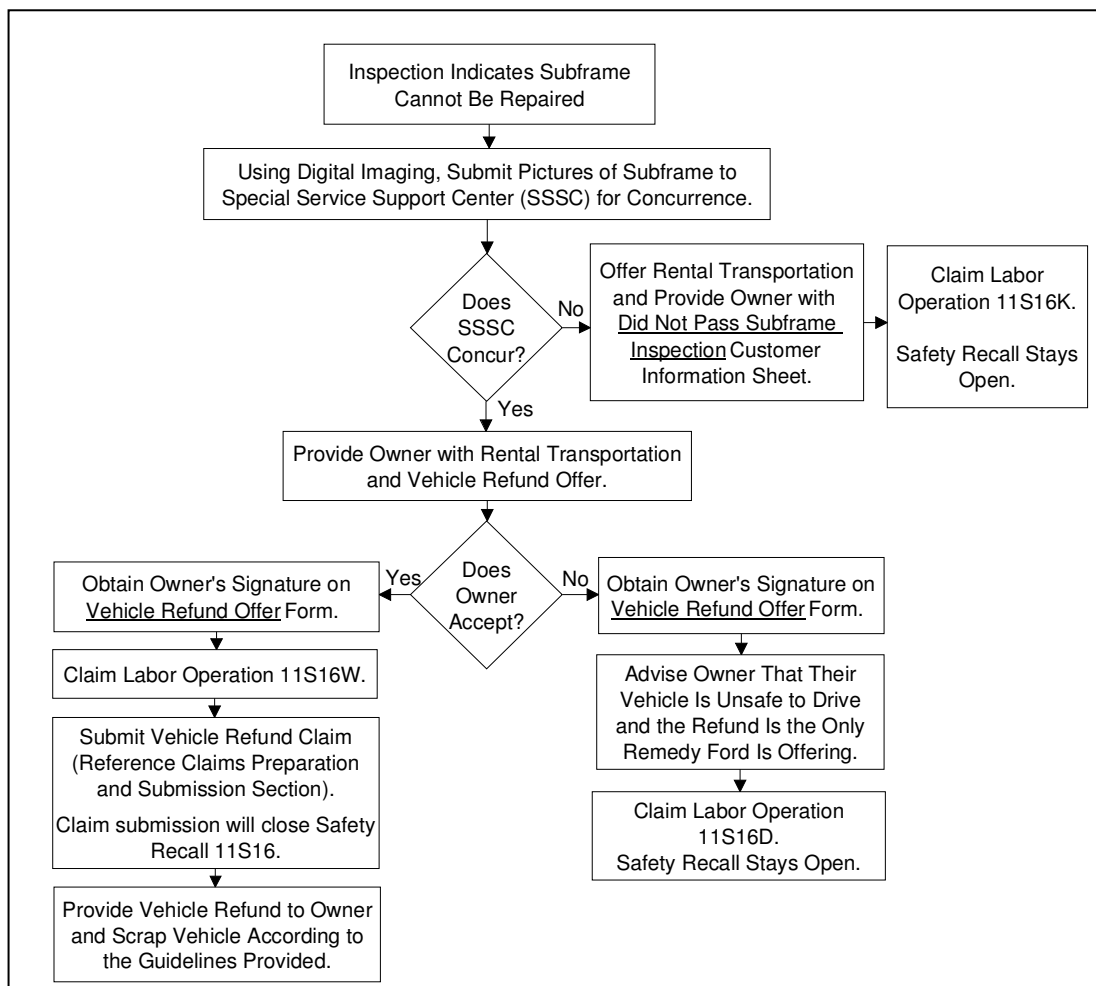
**REASON FOR THIS SAFETY RECALL**

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.

## SERVICE ACTION

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

- If the subframe passes the inspection, return the vehicle to the owner along with the Passed Subframe Inspection Customer Information Sheet.
- If the 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.
- If the subframe did not pass the inspection and 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.

**IMPORTANT NOTE**

Ford recognizes that we have placed a burden upon the dealers due to the vehicle storage requirements of this safety recall. Therefore, 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. Reference the Claims Preparation and Submission section for further instructions.

**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

**Safety Recall 11S16-S1**

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**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.

**RENTAL VEHICLES**

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

- Rentals will only 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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**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: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.

**■ 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)****■ DID NOT PASS INSPECTION - 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

**■ DID NOT PASS INSPECTION - 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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**LABOR ALLOWANCES****PASSED INSPECTION**

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

**DID NOT PASS INSPECTION**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Cleaned and inspected, subframe <b><u>did not pass</u></b> inspection but <b><u>can be repaired</u></b> , held vehicle for future repair <b>Note:</b> This is an interim repair only and will <b>NOT</b> close Safety Recall 11S16.	11S16K	0.3 Hours
Cleaned and inspected, subframe <b><u>did not pass</u></b> inspection and <b><u>cannot be repaired</u></b> , sent pictures to Digital Imaging, customer <b><u>accepted</u></b> vehicle refund offer (this includes .2 hrs to submit digital images) <b>Note:</b> This is an interim repair only and will <b>NOT</b> close Safety Recall 11S16. The recall will only be closed if a vehicle refund claim is submitted.	11S16W	0.5 Hours
Cleaned and inspected, subframe <b><u>did not pass</u></b> inspection and <b><u>cannot be repaired</u></b> , sent pictures to Digital Imaging, customer <b><u>declined</u></b> vehicle refund offer, dealer advised owner that the vehicle is unsafe to drive, returned vehicle to owner (this includes .2 hrs to submit digital images) <b>Note:</b> This is an interim repair only and will <b>NOT</b> close Safety Recall 11S16.	11S16D	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete the inspection. We anticipate service parts to reinforce the subframe will be available in early March, 2011. We will publish service procedures, labor operations, and parts information when parts are available.