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May 1, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 11S16 – Supplement #8**
 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 #7**
 Dated February 6, 2012

Safety Recall 10S13 – Supplement #11
 Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States
 Rear Axle Inspection and Repair
 Dated May 1, 2012

New! REASON FOR THIS SUPPLEMENT

Announce that the vehicle population for this recall is being expanded to add Virginia as an affected state.

New! 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	Virginia
District of Columbia	Maine	Missouri	Pennsylvania	West Virginia
Illinois	Maryland	New Hampshire	Rhode Island	Wisconsin
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 on May 1, 2012.

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 mount section of 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:

1. **Subframe CAN be Repaired:** Clean and install the brackets per Attachment III – Technical Information and return the vehicle to the owner.

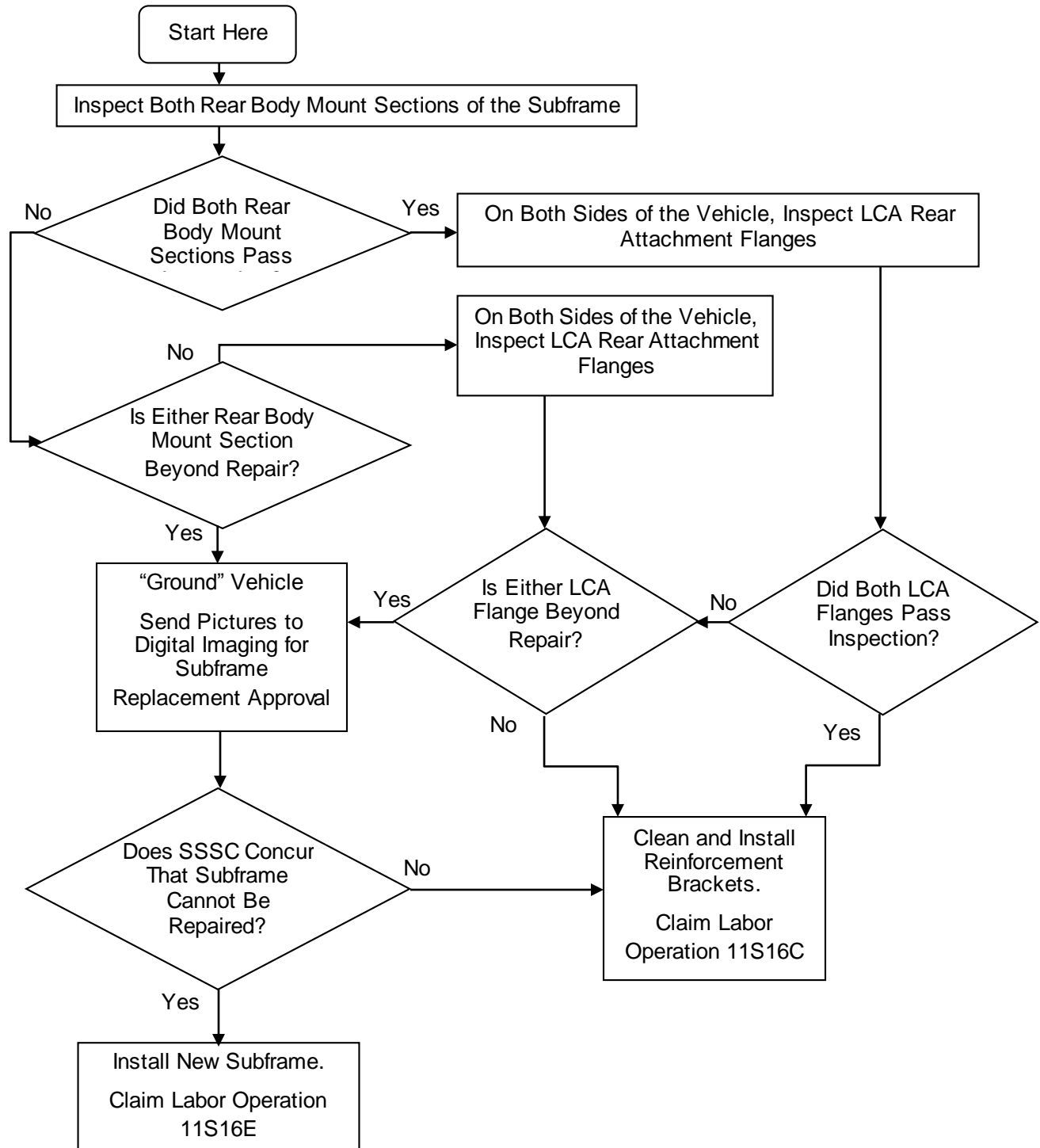
PLEASE NOTE: The vehicle can be moved from the hoist as soon as the subframe reinforcement brackets are installed (as long as the axle reinforcement brackets for Safety Recall 10S13 are not being installed at the same time). The following guidelines **must** be followed:

- **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**

2. **Subframe CANNOT be Repaired:** Send pictures to Special Service Support Center (SSSC) using Digital Imaging for vehicle subframe replacement consideration.

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

Repair Flow Chart



New! OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters for the expanded population of vehicles are expected to be mailed the week of June 18, 2012. 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: Dealer Q & A
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.

New! FSA VIN LIST ACTIVATED?

Yes, FSA VIN list is available through <https://web.fsavinlists.dealerconnection.com>. *Owner names and addresses will be added on June 29, 2012.*

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 and repair all affected units in your used vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for inspection and repair.
- 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

- Ford will pay for up to 2 days of vehicle rental if needed, except for fuel, while the vehicle is at the dealership for subframe replacement.
- Ford will pay for up to 1 day of vehicle rental if needed, except for fuel, while the vehicle is at the dealership for reinforcement bracket installation.
- Due to the unique circumstance of program 11S16, the maximum daily rental rate is \$38 a day to cover costs associated with the vehicle and insurance, when required. If you have a customer with unique transportation issues, please contact the Special Service Support Center for assistance.
- 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 LINE UNDER PROGRAM CODE 89M01.**

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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.

■ 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
- **Rental Expenses:** Must be claimed on a separate repair line under program code 89M01. Dealers must submit for rental reimbursement (up to \$38 per day) within 30 days of the repair date. Contact the SSSC if you have a customer with unique transportation issues.
 - Program Code: 89M01
 - Misc. Expense: RENTAL
 - Misc. Expense: Total amount
- **Rental Taxes and Local Surcharges:** Must be claimed on a separate repair line 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

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■ SUBFRAME CANNOT BE REPAIRED – SUBFRAME REPLACEMENT APPROVED

Once the SSSC has reviewed and concurred with the inspection results, they will place an order for the parts necessary to replace the subframe.

- **Rental Expenses:** Must be claimed on a separate repair line under program code 89M01. Dealers must submit for rental reimbursement (up to \$38 per day) within 30 days of the repair date. Contact the SSSC if you have a customer with unique transportation issues.
 - Program Code: 89M01
 - Misc. Expense: RENTAL
 - Misc. Expense: Total amount
- **Rental Taxes and Local Surcharges:** Must be claimed on a separate repair line 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

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LABOR ALLOWANCES**SUBFRAME CAN BE REPAIRED**

Description	Labor Operation	Labor Time
1999-2000 Vehicles: Performed inspection, raised transmission, cleaned replacement LCA brackets and subframe, and installed LCA and rear body mount reinforcement brackets.	11S16C	1.9 Hours
2001-2003 Vehicles: Performed inspection, cleaned replacement LCA brackets and subframe, and installed LCA and rear body mount reinforcement brackets.		
Extra time to cut one (1) or two (2) LCA flange(s). Can be claimed with operation 11S16 C.	11S16G	0.2 Hours

SUBFRAME CANNOT BE REPAIRED

Performed inspection and installed new subframe. (This includes 0.2 hrs to submit digital images.)	11S16E	3.2 Hours
Checked and adjusted toe alignment. Should be claimed with operation 11S16E.	11S16F	0.5 Hours

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.

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PARTS REQUIREMENTS / ORDERING INFORMATION**Subframe Can Be Repaired**

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

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. All parts to reinforce the subframe can be ordered through normal order processing channels.

Subframe CANNOT Be Repaired and Must Be Replaced

A small percentage of vehicles will require a subframe replacement.

Since subframe replacement requires approval from the Special Service Support Center (SSSC), orders for the following parts will be placed by the SSSC on the dealer's behalf.

Part Number	Description	Quantity
3F2Z-5C145-CA	Subframe Assembly	1
F3DZ-5E241-A	Gasket – Exhaust Pipe to Flex Pipe Flange	1
N806408-S439	Bolts – Exhaust Pipe to Flex Pipe Flange	2

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

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

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

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DEALER Q & A**Q1. What is the problem?**

A. Ford is voluntarily recalling 1999-2003 Model Year Windstar vehicles to address concerns relating to subframe corrosion. 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.

Q2. What should I do if an owner believes their vehicle has been operated in a high corrosion environment and requests their vehicle be inspected?

A. If the vehicle is not in the program, but is a 1999 through 2003 model year Windstar, contact the Special Service Support Center at 1-800-325-5621 to request approval to be covered by Safety Recall 11S16.

Q3. The 1998-model Windstar was part of the 10S13 rear axle recall. Why are they excluded?

A. 1998 model year and earlier Windstar minivans use a different subframe from the 1999-2003 model year Windstar vehicles and are not part of this Safety Recall 11S16.

Q4. Do I need prior approval to initiate a rental vehicle for a customer?

A. Dealers are empowered to initiate rentals for customers within the following guidelines:

Reinforcement Bracket Installation: Ford will pay for up to 1 day of vehicle rental if needed, except for fuel, while the vehicle is at the dealership for reinforcement bracket installation.

Subframe Replacement: Ford will pay for up to 2 days of vehicle rental if needed, except for fuel, while the vehicle is at the dealership for subframe replacement.

Any rental expenses incurred beyond these guidelines will require approval from the SSSC.

Q5. How will customers with unique transportation issues (handicap or other extenuating circumstances) be handled?

A. Dealers should contact the Special Service Support Center at 1-800-325-5621 for assistance.

Q6. After the Metal Bonding Adhesive and the Anti-Corrosion Coating is applied, can the vehicle be taken off the hoist?

A. If bracket installation for Safety Recall 10S13 Rear Axle Inspection and Repair is being performed at the same time, then the vehicle must remain on the hoist since the adhesive needs time to cure before load can be placed on the axle. If bracket installation for Safety Recall 10S13 is not being performed along with 11S16, then the vehicle can be removed from the hoist.

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- Q7. What is the consistency of the Metal Bonding Adhesive supposed to be like once it has fully cured?**
- A. The adhesive will be hard but not brittle. It will be softer than body filler. Also, if Anti-Corrosion Coating is not applied immediately, the surface of the adhesive will react with oxygen as it cures and form a tacky film over the surface of the adhesive. This tacky surface may lead a person, who is not familiar with this product, to believe that the adhesive is not curing properly.
- Q8. What is the minimum temperature (vs. time) that will allow the Metal Bonding Adhesive to cure properly?**
- A. If the shop temperature is lower than 16°C (60° F), the adhesive will need to cure overnight.
- Q9. Where can I find more information about the adhesive and the PM -13-A Anti-Corrosion Coating?**
- A. Access the following web sites and review the MSDS sheets.
- For the adhesive go to: <http://www.lord.com/Products-And-Solutions/Adhesives/Metal-Bonding.xml/143/6> and look up the MSDS sheet for metal bonding adhesive 108B.
 - For PM-13-A go to: <http://www.fcsdchemicalsandlubricants.com/main/product.asp?product=Anti-Corrosion Coating&category=Collision and Body Repair>