

Safety Recall Safety Recall 11S16

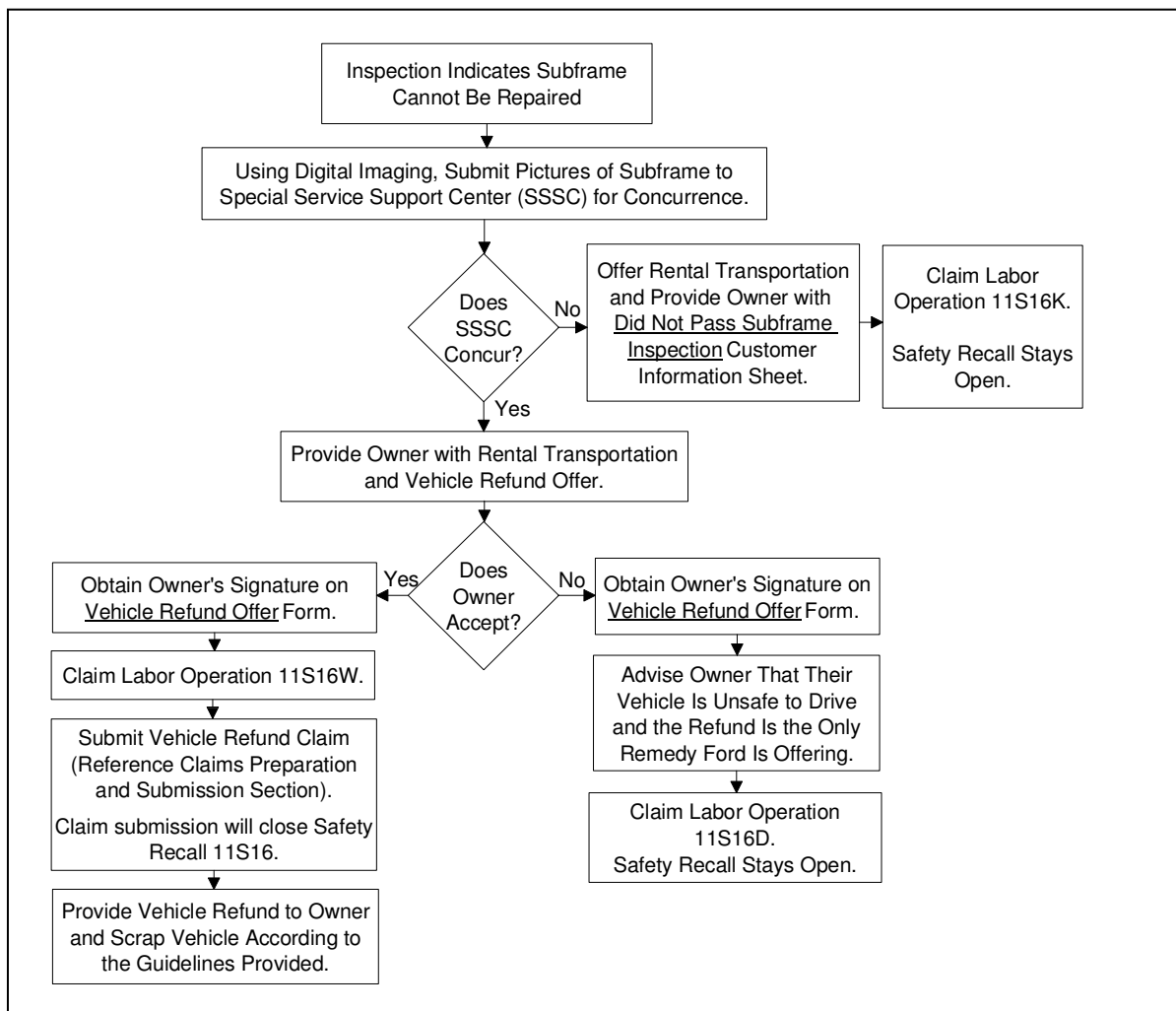
Certain 1999-2003 Model Year Windstar Vehicles Operated in Corrosion States
Subframe Front Lower Control Arm Rear Attaching Flanges and Rear Body Mount Attachments Inspection
and Repair

VEHICLE REFUND PROGRAM

Ford will not be using the RAV process that was utilized for Safety Recall 10S13 based on dealer feedback. The new process will empower dealerships to efficiently manage the transaction and to position you as the single point of contact with the owner.

Ford will provide a premium vehicle refund which exceeds the fair market value to owners of 1999-2003 Windstar vehicles when the subframe cannot be repaired. The vehicle refund for Safety Recall 11S16 is based on the vehicle model year and Trim Level using Kelley Blue Book, Private Party, Excellent Condition, and assuming 12,000 miles per year. This premium offer is approximately 150% of this value.

Ford will provide the dealer with a \$100 recycling fee per vehicle and a \$300 flat fee toward customer rental expense to complete the trade/refund process. The dealer will also retain any scrap value obtained for the vehicle and any unused portion of the \$300 rental transportation provision.

PROCESS FLOW

Safety Recall Safety Recall 11S16

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Subframe Front Lower Control Arm Rear Attaching Flanges and Rear Body Mount Attachments Inspection
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VEHICLE REFUND PROGRAM DETAILS

The dealership must submit digital images (as described in Attachment III, Technical Information) to the SSSC for review. On average, a response will be provided within two hours or less. If the SSSC concurs with the dealer's decision that the vehicle is not repairable, we will provide the VIN specific vehicle refund amount and an approval code.

- If the customer **accepts** the offer:
 - Complete Vehicle Refund Offer and ensure owner signs in the acceptance location and retain in customer file.
 - Dealers must submit a warranty claim (can submit same day) for the vehicle refund. Please reference the Claims Preparation and Submission section for further instructions.
 - Dealers are responsible for scrapping the used Windstar similar to "Cash for Clunkers." Please reference the Vehicle Scrap Process section for further instructions. Dealers are **not** required to disable the engine.
 - Complete Release and retain original in customer file. In addition, either email or fax a copy to WRCS@Renkim.com or (734) 374-1030.
 - Dealers retain any proceeds from the scrap provider.
 - Dealerships that submit warranty claims for the vehicle refund and related reimbursements release Ford Motor Company from all liability regarding the transaction and certify that the vehicle will be scrapped. Claim submission will close Safety Recall 11S16.
- If the customer **declines** the offer:
 - The customer should be strongly encouraged to accept the premium vehicle refund offer. If the customer continues to decline, request the owner sign the Vehicle Refund Offer in the decline location and retain in customer file.
 - Customers that decline the vehicle refund offer will **not** be provided rental transportation, and dealerships must advise the customer that their vehicle is unsafe to drive and the refund is the only remedy Ford is offering.
 - Dealers are eligible for a one-time rental reimbursement for up to five days if necessary to cover the time when the customer was considering the offer.

Please contact the SSSC for any additional questions regarding this process.

VEHICLE SCRAP PROCESS

When the customer accepts a vehicle refund offer:

- Dealers must scrap each vehicle through a locally recognized disposal facility. For assistance in locating a disposal facility, a list by state is located on the Cars Allowance Rebate System (Cash for Clunkers): <http://www.cars.gov/> Click on "Disposal & Salvage" and then "Disposal Facility List" or the following direct link: <http://www.cars.gov/dealersupport/disposal-and-salvage/index.html>
- Dealers are required to ready the vehicle for scrap per state and local guidelines and complete the Recall Disposal Facility Certification Form.
- Dealers must retain all documents at the dealership in the customer's file.