



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

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18043/000056332/000000292



R. FILE  
330 TOWN CENTER DR  
STE 500  
DEARBORN, MI 48126-2796

2003 Windstar  
Vehicle ID #: 11S16

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

On your vehicle, the front subframe lower control arm rear attaching flanges or both rear body mounts 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. This may result in a loss of vehicle directional control, increasing the risk of a crash.

**What will Ford and your dealer do?**

Ford Motor Company has authorized your dealer to inspect the front lower control arm rear attaching flanges and rear body mount attachments on the subframe of your vehicle for cracks or perforations free of charge (parts and labor).

If your vehicle passes inspection, the dealer is authorized to complete a reinforcement repair. Parts are expected to be available in March 2011. As a result, a two-stage repair process has been implemented. If parts are available, the dealer will perform the repair. If parts are not available, your vehicle will be returned to you, and you will be notified via mail to contact your dealer to have the repair performed when parts become available. We recognize this may be an inconvenience, but we believe this preventative action is in the best interest of our customer's safety.

If your vehicle does not pass the inspection, a rental vehicle will be provided until parts are available. In the rare case it is determined your vehicle cannot be repaired under this recall, Ford will extend a vehicle refund offer to you.

We apologize for any inconvenience these part shortages may cause you. We are closely working with our suppliers to accelerate part availability.



**How long will it take?**

The time needed to inspect the subframe is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

Please call your dealer without delay and request a service date for Recall 11S16. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Do you need a rental vehicle?**

If your vehicle needs to remain at the dealership overnight or longer, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel) while your vehicle is at the dealership. Please see your dealer for guidelines and limitations.

**Have you previously paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to a cracked or perforated subframe. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.



**Can we assist  
you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:  
[www.Fordowner.com](http://www.Fordowner.com)

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov).

Thank you for your attention to this important matter.

Ford Customer Service Division

