

Safety Recall 11S16 - Supplement #5**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****New! 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. Why are you only recalling vehicles in corrosion states?

A. The affected vehicles have been on the road for a number of years and, in many cases, have been driven well over 100,000 miles. The overwhelming majority of reports of subframe corrosion are from high-corrosion states. We will continue to monitor the performance of vehicles in all states as we always do.

Q3. 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.

Q4. 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.

Q5. Do I need prior approval to initiate a rental vehicle for a customer?

A. *Long term rentals will no longer be available under program code 89M01 after June 10, 2011. Ford Motor Company will pay for a one day vehicle rental, except for fuel, which will be at the owner's expense. Rentals will only be reimbursed for day the vehicle is at the dealership. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).*

Q6. 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.

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- Q7. Is Ford offering vehicle refunds instead of repairing the vehicle? How much will Ford pay customers?**
- A. When Ford and the dealer agree that the subframe cannot be repaired, the remedy that Ford Motor Company will offer is to provide the owner with a vehicle refund at a premium which exceeds the fair market value of the vehicle. The vehicle refund offer is based on the vehicle Trim Level using Kelley Blue Book, Private Party, Excellent Condition, and assuming 12,000 miles per year. The premium offer is approximately 150% of this value. Please be aware that Ford may discontinue vehicle refunds in the future.
- Q8. When the owner accepts the vehicle refund offer, how long does it take for the transaction to be completed?**
- A. Dealers will submit a warranty claim (same day) for the vehicle refund, \$100 recycling fee, and \$300 flat fee toward customer rental expense to complete the trade/refund process. Hence, dealers will receive credit the next day.
- Q9. What is the dealer's role in the vehicle trade/refund process?**
- A. Dealers have been empowered to be the single point of contact with the customer to complete the vehicle trade/refund process and scrap the vehicle through a local disposal facility. The dealer will retain any scrap value obtained for the vehicle and any unused portion of the \$300 rental transportation provision.
- Q10. If an owner declines the offer, what happens next?**
- A. The customer should be strongly encouraged to accept the premium vehicle refund offer as subframes are not available. If the customer continues to decline, request the owner sign the Vehicle Refund Offer in the decline location and retain in customer file. Customers who decline the offer will **not** be provided additional rental transportation, and dealerships must advise the customer that their vehicle is unsafe to drive. Dealers are eligible for rental reimbursement for up to five days if necessary to cover the time when the customer was considering the offer.
- Q11. Should I perform Safety Recall 10S13 on a vehicle affected by the subframe recall (Safety Recall 11S16)?**
- A. *If the subframe CAN be repaired, proceed with axle replacement or reinforcement bracket installation as appropriate.*
- If the subframe CANNOT be repaired, send pictures to the Special Service Support Center (SSSC) using Digital Imaging for vehicle refund consideration before performing any axle related repairs.*

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Q12. 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.

Q13. 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.

Q14. 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.

Q15. 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>