



Vehicle Refund Offer

Ford Motor Company is voluntarily recalling certain 1999-2003 model year Windstar vehicles. Your dealer has completed an inspection of the front subframe and has found that your subframe cannot be repaired under the recall. Unfortunately, Ford Motor Company has determined that the condition of your Windstar has a safety defect that makes it unsafe to drive. This condition may cause a driver to lose steering control and cause a crash. Ford Motor Company recommends that you do not drive this vehicle.

Pursuant to The National Traffic and Motor Vehicle Safety Act, Title 49 U.S.C. Section 13120, the remedy that Ford Motor Company is extending to you is to provide you with a vehicle refund at a premium to the fair market value of your vehicle. The premium offer is approximately 150% of an average Kelley Blue Book for the model and trim level at Private Party, Excellent Condition, and 12,000 miles per year.

For:

VIN _____

Year _____ Trim Level: _____

The refund amount is: \$ _____ and the offer is valid for 5 days from the vehicle inspection date.

Vehicle inspection date (RO open date): _____

Customer must sign one or the other:

Customer **accepts** remedy (refund)

Printed name: _____

Signature: _____

Date: _____

Your dealer has been provided with a fixed timeframe to provide you with rental assistance to complete the traded/refund transaction.

Please visit the sales department to discuss any sales incentives that may be available to be used in conjunction with the refund amount.

or-

Customer **declines** remedy (refund)

Printed name: _____

Signature: _____

Date: _____

If you decline the remedy, you will **not** be provided with a rental vehicle and safety recall 11S16 will stay open.