



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 9, 2012

MR. STEVE N. KENNER
GLOBAL DIRECTOR, AUTOMOTIVE SAFETY OFFICE
ENVIRONMENTAL & SAFETY ENGINEERING
FORD MOTOR COMPANY
330 TOWN CENTER DRIVE SUITE 400
DEARBORN, MI 48126-2738

NVS-2151rd
12V-194

SUBJECT: CORROSION FRACTURES OF FRONT LOWER CONTROL ARM

DEAR MR. KENNER:

This letter serves to acknowledge Ford Motor Company's (Ford) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
FORD/WINDSTAR/1999-2003

NHTSA Campaign Number: 12V-194

Mfg's Report Date: April 30, 2012

Components: SUSPENSION: FRONT: CONTROL ARM

Potential Number of Units Affected: 23,000

Summary:

FORD IS RECALLING CERTAIN MODEL YEAR 1999-2003 WINDSTAR VEHICLES ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN THE STATE OF VIRGINIA. CORROSION-RELATED FRACTURES OF THE FRONT LOWER CONTROL ARM REAR ATTACHING BRACKETS AND BODY MOUNT ATTACHMENTS MAY OCCUR.

Consequence:

A SEPARATION OF A FRONT LOWER CONTROL ARM REAR ATTACHING BRACKET MAY RESULT IN A LOWER CONTROL ARM SEPARATION. A SEPARATION OF BOTH FRONT SUBFRAME REAR BODY MOUNTS MAY RESULT IN SEPARATION OF THE STEERING INTERMEDIATE SHAFT. EITHER CONDITION COULD RESULT IN SIGNIFICANT LOSS OF STEERING CONTROL, INCREASING THE RISK OF A CRASH.

Remedy:

DEALERS WILL INSPECT BOTH FRONT LOWER CONTROL ARM REAR ATTACHING BRACKETS AND BOTH BODY MOUNT ATTACHMENTS AT THE REAR OF THE FRONT SUBFRAME AND MAKE THE NECESSARY REPAIRS FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON JUNE 18, 2012. OWNERS MAY CONTACT FORD AT 1-866-436-7332.

Notes:

FORD'S RECALL CAMPAIGN NUMBER IS 11S16. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We have received Ford's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson, who may be reached by phone at 202-366-9525, by email at Edison.Thompson@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement