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May 1, 2012

**TO:** Export & Growth Operations Dealers  
**ATTENTION:** Dealer Principal  
Service Manager  
Parts Manager  
Warranty Administrator  
Sales Manager  
**CC:** Export & Growth Operations Regional Offices

**SUBJECT: Safety Recall 12S30**  
Certain 1998-2003 Model Year Windstar Vehicles Operated in Puerto Rico  
Rear Axle Inspection and Repair

#### **AFFECTED VEHICLES**

Certain 1998 through 2003 model year Windstar vehicles built at the Oakville Assembly Plant from September 1, 1997 through Job Last 2003 and currently residing in Puerto Rico.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.

#### **REASON FOR THIS SAFETY RECALL**

Unique market environment and road conditions in Puerto Rico promote high torsional loading cycles which may result in rear axle fatigue or cracks. If the rear axle should completely fracture, vehicle handling may be affected increasing the risk of a crash.

#### **SERVICE ACTION**

Dealers are to clean and inspect the rear axle for cracks. Based on the results of the inspection, dealers will perform one of the following service actions:

- **Rear Axle Beam PASSED the Inspection:** Install axle reinforcement parts per Attachment III – Technical Information and return the vehicle to the owner.

**PLEASE NOTE:** In order for the bracket to properly bond to the rear axle, the vehicle **must remain** on the hoist until the axle reinforcement adhesive has cured. The following guidelines **must** be followed:

- **2 hour cure time at 21°C (70° F) or higher shop temperature**
- **3 hour and 15 minute cure time at 16°C (60° F) shop temperature**
- **If the shop temperature is lower than 16°C (60° F), the adhesive will need to cure overnight**
- **DO NOT USE HEAT LAMPS TO REDUCE CURE TIME AS EXCESSIVE TEMPERATURES WILL AFFECT BOND STRENGTH OF THE ADHESIVE**

## **SERVICE ACTION (Continued)**

We recommend dealers schedule late afternoon repairs if hoist availability will be a concern. By installing the brackets at the end of the day, dealers will have the flexibility to allow the adhesive to properly cure overnight while the vehicle is on the hoist. Customers are eligible for a rental vehicle if needed. Refer to "Rental Vehicles" in Attachment I.

- **Rear Axle Beam DID NOT PASS the Inspection:** Install replacement axle per Attachment III – Technical Information and return the vehicle to the owner.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of May 21, 2012. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Dealer Q & A  
Owner Notification Letter  
Recall Reimbursement Plan

## **COMPANY CONTACTS (for dealer use only)**

Please contact your applicable Parts and Service Regional Office or the Service Campaign Coordinator ([expcso@ford.com](mailto:expcso@ford.com)) should you have any questions concerning this Service Program.

Sincerely,



Thayne N. Hansen  
Service Engineering Operations Manager  
Ford Customer Service Division

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on May 1, 2012.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 1, 2012. Owner names and addresses will be available by June 4, 2012.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from some governmental motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program may be a violation of law in U.S. Federalized Territories and some countries. Accordingly, you must limit the use of this listing to the follow-up necessary to proactively contact your affected customers and complete this field service action.

**STOCK VEHICLES**

Use OASIS to identify any affected vehicles in your used vehicle inventory.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, digital photos of the damaged component must be sent to [expwrty@ford.com](mailto:expwrty@ford.com) to request approval prior to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, contact [expwrty@ford.com](mailto:expwrty@ford.com) to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, contact [expwrty@ford.com](mailto:expwrty@ford.com).

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**OWNER REFUNDS**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the repair or replacement of a cracked rear axle.

**RENTAL VEHICLES**

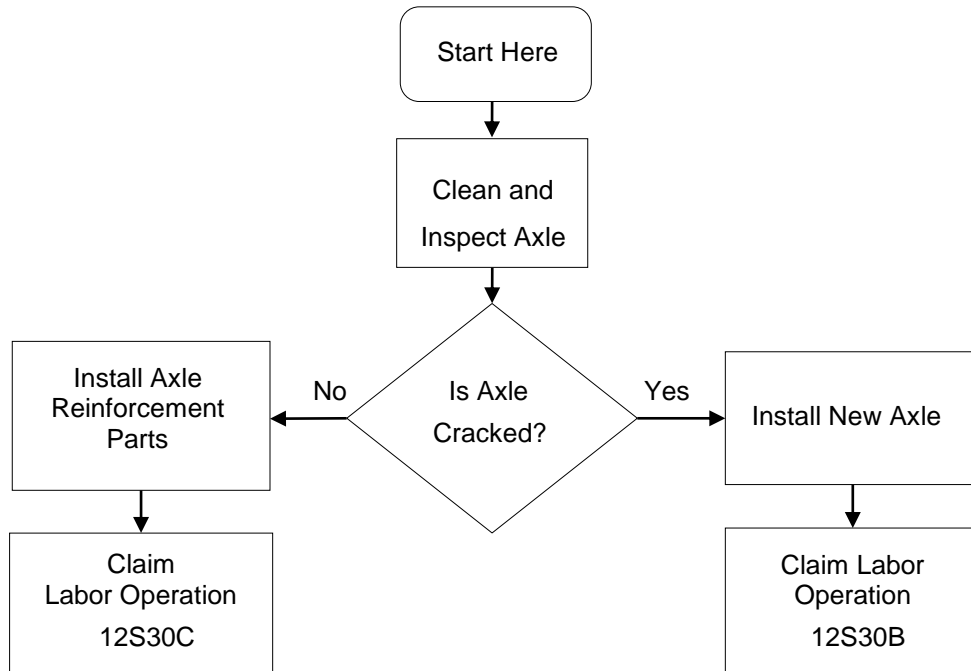
Ford Motor Company will pay for a one day vehicle rental, except for fuel, insurance, and tax which will be at the owner's expense. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from [expwrty@ford.com](mailto:expwrty@ford.com).

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from [expwrty@ford.com](mailto:expwrty@ford.com).
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from [expwrty@ford.com](mailto:expwrty@ford.com).
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 12S30
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- **Axle Reinforcement Repair:** Claiming information for cleaning and application tools – applies to Labor Operation 12S30B. (Submit on same repair line as repair.)
  - Program Code: 12S30
  - Misc. Expense: OTHER
  - Misc. Expense: \$5.75

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**PROCESS OVERVIEW**



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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b>DID NOT PASS INSPECTION:</b> Clean and inspect, axle <b>cracked</b> , replace rear axle.	12S30B	1.5 Hours
<b>PASSED INSPECTION:</b> Clean and inspect, install axle reinforcement parts, apply Anti-Corrosion Coating, and return vehicle to owner.	12S30C	1.3 Hours

**TOOL REQUIREMENTS**

TA-10, Dual Cartridge Applicator Gun, is required to install the axle reinforcement brackets. Each dealer will be provided one applicator gun at no charge. The box will be labeled with the Motorcraft part number (TA-10 Dual Cartridge Applicator Gun).

If your dealership wishes to order additional applicator guns at the dealer's expense, you should place an order for TA-10 using the DOES II system.

A Preval ® Spray Gun is required to apply PM-13-A Anti-Corrosion Coating. One spray gun cartridge will complete four axle reinforcement repairs. Obtain from local hardware stores, home centers, etc. Research indicates spray gun is available at most Sherwin-Williams stores and some Home Depot stores. Reimbursement for spray gun is included in Axle Reinforcement Repair allowance. See Attachment I, Claims Preparation and Submission section.

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**PARTS REQUIREMENTS / ORDERING INFORMATION**

Order your parts requirements through normal order processing channels.

**Axle Not Cracked – Axle Reinforcement Parts**

Part Number	Description	Claim Quantity
3F2Z-5F057-A	Bracket and Fastener Kit	1
PM-28-W	Adhesive and Anti-Corrosion Coating Kit Note: One package contains four cartridges of adhesive and one bottle of PM-13-A Anti-Corrosion Coating. <ul style="list-style-type: none"><li>• One cartridge of adhesive is needed per repair</li><li>• ¼ bottle of corrosion protection is needed per repair</li></ul>	1

Note: Four (4) kits of 5F5057 and one (1) kit of PM-28-W will repair four (4) vehicles.

We expect that the majority of the vehicles will not have a cracked axle and can be reinforced.

**Axle Cracked**

A small percentage of vehicles will require an axle replacement.

Part Number	Description	Quantity
2F2Z-4B435-AB	Rear Axle	1

The DOR/COR number for this recall is 50468.

Questions regarding parts should be directed to [expwrty@ford.com](mailto:expwrty@ford.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Affected axles are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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**DEALER Q & A****Q1. Does Ford have any recommendations on how technicians can reduce their exposure to the adhesive fumes?**

- A. In addition to special handling as indicated on product packaging, to reduce exposure to the fumes released while using the adhesive, we suggest that technicians consider the following tips:
- Since the majority of fumes are released while applying and spreading adhesive on reinforcement brackets, position shop exhaust vent hose(s) next to the work area to remove these fumes.
  - After installing the reinforcement brackets on the axle, position shop exhaust vent hose(s) next to the installed axle brackets to remove fumes while the adhesive is curing.
  - If possible, slightly open a shop door to increase air circulation or perform the repair in an area of the shop that is well ventilated.
  - During the repair, clean up excess adhesive that may have dripped on the floor. Also, discard used mixing tips and brushes immediately or wrap them so fumes are contained.

**Q2. How does Ford plan to address hoist availability concerns since the vehicle must remain on the hoist for several hours until the adhesive has cured?**

- A. We recommend dealers schedule late afternoon repairs if hoist availability will be a concern. By installing the brackets at the end of the day, dealers will have the flexibility to allow the adhesive to properly cure overnight while the vehicle is on the hoist. Customers are eligible for a rental vehicle if needed. Refer to "Rental Vehicles" in Attachment I.

**Q3. Can I order more adhesive applicator guns?**

- A. If your dealership wishes to order additional applicator guns at the dealer's expense, you should place an order for TA-10 using the DOES II system.

**Q4. Do I need prior approval to initiate a rental vehicle for a customer?**

- A. Ford Motor Company will pay for a one day vehicle rental, except for fuel, insurance, and tax which will be at the owner's expense. Rentals will only be reimbursed for the day the vehicle is at the dealership for repairs. Prior approval for more than one rental day is required from [expwrty@ford.com](mailto:expwrty@ford.com).

**Q5. How will customers with unique transportation issues (handicap or other extenuating circumstances) be handled?**

- A. Dealers should contact [expwrty@ford.com](mailto:expwrty@ford.com) for assistance.



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- Q6. After the Metal Bonding Adhesive and the Anti-Corrosion Coating is applied, can the vehicle be taken off the hoist?**
- A. No. The adhesive needs time to cure before load can be placed on the axle. See "Adhesive Cure Time" in Attachment III.
- Q7. Why do we have to leave the vehicle on the hoist until the Metal Bonding Adhesive has fully cured?**
- A. If the weight of the vehicle is placed on the axle, the axle may twist (as it is designed to do) and cause movement in the bonding area. If this movement occurs before the adhesive is fully cured, it may affect the strength of the axle reinforcement repair.
- Q8. 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.
- Q9. 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.
- Q10. 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 in the PM-28-W kit, 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-A-13, go to FMCDealer/Motorcraft Distributors/Parts Information/Material Safety Data Sheets (MSDS). The MSDS sheet is located under the Collision and Body section.