



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 5, 2015

Mr. Todd Fronckowiak  
Assistant Director, Global Automotive Safety Compliance  
Ford Motor Company  
Fairlane Plaza South, Suite #500  
330 Town Center Drive  
Dearborn, MI 48126-2738

NVS-215SM  
15V-608

**Subject:** Axle Recall Remedy may be Performed Improperly

Dear Mr. Fronckowiak:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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/1998-2003

**Mfr's Report Date:** September 28, 2015

**NHTSA Campaign Number:** 15V-608

**Components:**

SUSPENSION:REAR:AXLE:NON-POWERED AXLE ASSEMBLY

**Potential Number of Units Affected:** 283,413

**Problem Description:**

Ford Motor Company (Ford) is recalling certain model year 1998-2003 Windstar vehicles manufactured September 2, 1997, to July 3, 2003. The affected vehicles were previously remedied to safeguard against the rear axle cracking from corrosion, however, the remedy brackets may have been misinstalled. The incorrect bracket installations may limit the effectiveness of the service repair for NHTSA recalls 10V-385, 12V-193, and 12V-195.

**Consequence:**

If the brackets were not installed properly, the rear axle may fracture, affecting the vehicle handling and increasing the risk of a crash.

**Remedy:**

Ford will notify owners, and dealers will inspect the brackets to verify their proper installation. If a bracket is found to have been misinstalled, the rear axle will be replaced. These repairs will be performed free of charge. The recall is expected to begin October 19, 2015. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 15S27.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [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 Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

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

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