

Part 573 Chronology Attachment for Ford Recall 15S27, submitted on September 28, 2015

- August 2010 – Present Consistent with our process for managing regional recalls, Ford continued to monitor Windstar rear axle field reports.
- January 28, 2015 Ford Engineering inspected a fractured Windstar rear axle in Windsor, Ontario at the request of Transport Canada. According to Ford records, this vehicle had the 10S13 recall remedy rear axle brackets installed on June 1, 2011. Ford Engineering determined that the brackets were misinstalled. No accident or injury allegation was made by the vehicle's driver.
- April – July 2015 NHTSA provided several batches of VOQs concerning Windstar rear axles to Ford and requested information regarding recall completion or details related to the incidents described in the VOQs, and Ford provided the requested information. Ford and NHTSA also held discussions regarding the assessment of the events in the VOQs, the 10S13 and 12S30 recall program completion rates, and the cost concerns from customers that had the recall remedy brackets installed but subsequently had an axle crack several years later. Ford also participated with NHTSA in three post-crash Windstar vehicle inspections. The recall remedy brackets were determined to be misinstalled in all three cases, but the root cause of the accidents was inconclusive.
- June 16, 2015 Ford's Critical Concern Review Group (CCRG) opened an investigation into post 10S13 and 12S30 remedy repair rear axle cracks in Ford Windstar vehicles.
- August 18, 2015 Ford's CCRG closed its investigation into Windstar post remedy repair rear axle cracking, concluding that the remedy is appropriate, and is working as designed to provide clear indication to the driver that service is required and by holding the axle together to permit the driver to safely maneuver the vehicle following a fracture.
- August – September 2015 Ford and NHTSA continued to discuss various options to address potential recall remedy bracket misinstallation, the overall 10S13 and 12S30 recall completion rates, and the customer concerns regarding repair costs for axles that may have cracked after installation of the recall remedy brackets.
- On September 21, 2015, Ford's Field Review Committee reviewed the concern and approved two field service actions.