



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

September 2016

## Safety Recall Notice 15S27

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Windstar Vehicle Identification Number (VIN): 12345678901234567

### URGENT SAFETY NOTICE

Ford Motor Company has previously informed registered owners of Windstar vehicles of a safety defect that may exist in the **rear axle**. Our records indicate that rear axle reinforcement brackets were installed on your vehicle under Safety Recall 10S13.

Ford Motor Company is concerned that the rear axle reinforcement brackets may have been improperly installed. Improperly installed rear axle reinforcement brackets may result in a complete rear axle beam fracture and an increased risk of a crash.

Ford Motor Company has authorized your dealer to inspect the rear axle reinforcement brackets that were previously installed. If the rear axle reinforcement brackets were installed improperly, your dealer will replace the rear axle free of charge (parts and labor) if necessary.

**Please call your dealer without delay and request a service date for Safety Recall 15S27 and provide the dealer with the VIN of your vehicle.**

If your dealer determines the rear axle reinforcement brackets were installed properly under Safety Recall 10S13, **or if you previously had Safety Recall 15S27 performed** and you wish to have the rear axle replaced for any reason, Ford Motor Company has offered a discount on the replacement of the rear axle. Your dealer will replace the rear axle assembly for \$300 until **October 31, 2016**, regardless of vehicle mileage. This discounted repair is covered under Customer Satisfaction Program 15N02.

If you have concerns that have not been resolved by your Ford dealership, please contact Ford Motor Company at 866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 15V-608.

Thank you for your attention to this important matter.

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