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September 13, 2017

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Safety Recall 15S27 – Supplement #2**  
 Certain 1998-2003 Model Year Windstar Vehicles Repaired Under Safety Recall 10S13 with Rear Axle Reinforcement Brackets  
 Rear Axle Inspection

**REF :** **Safety Recall 10S13 – Supplement #13**  
 Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States  
 Rear Axle Inspection and Repair

**New! REASON FOR THIS SUPPLEMENT**

*Dealers must perform safety recall 11S16 prior to performing safety recall 15S27.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Windstar	1998-2003	Oakville	September 2, 1997 through Job Last 2003

Affected vehicles were repaired with rear axle reinforcement brackets under Safety Recall 10S13. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles the rear axle reinforcement brackets may not have been installed properly, which could allow the rear axle to completely fracture and may increase the risk of a crash.

**New! SERVICE ACTION**

Dealers are to inspect the rear axle reinforcement brackets for proper installation and potential axle cracks, including bracket position on the axle beam and evidence of adhesive use.

***NOTE: If a vehicle is affected by both safety recalls 11S16 and 15S27, dealers must perform 11S16 prior to performing 15S27.***

- If brackets are installed properly, no further service action is required.
- If brackets are not installed properly, dealers are to take photos of the improperly installed bracket(s), retain the photos with other repair documentation for future reference, and replace the rear axle under Safety Recall 15S27.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of October 19, 2015. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**New! ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
*Attachment III: Technical Information*  
Owner Notification Letter

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

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**OASIS ACTIVATION**

OASIS will be activated on September 30, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 30, 2015. Owner names and addresses will be available by October 30, 2015.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**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.

**ADDITIONAL LABOR TIME AND/OR PARTS**

Submit a request to the SSSC Web Contact Site prior to the repair if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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**OWNER REFUNDS**

Refunds are not approved under Safety Recall 15S27.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15S27) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the SSSC via the SSSC Web Contact Site.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Rear Axle – PASS – no further service action is required	15S27A	0.2 Hours
Replace Rear Axle (includes inspection and photograph)	15S27B	1.1 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

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

The DOR/COR number for this recall is 51003.

Order your parts through normal order processing channels.

**Less than 1% of the affected vehicle population that received rear axle reinforcement brackets under Safety Recall 10S13 are expected to require rear axle replacement.**

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

**EXCESS STOCK RETURN**

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