TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 15S27 – Supplement #2
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

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>Model Year</th>
<th>Assembly Plant</th>
<th>Build Dates</th>
</tr>
</thead>
</table>

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.

September 13, 2017
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
Safety Recall 15S27 – Supplement #2

OASIS ACTIVATION
OASIS will be activated on September 30, 2015.

FSA VIN LISTS ACTIVATION
FSA VIN Lists will be available through https://web.fsevinlists.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).
Safety Recall 15S27 – Supplement #2
Rear Axle Inspection

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.
Safety Recall 15S27 – Supplement #2
Rear Axle Inspection

LABOR ALLOWANCES

<table>
<thead>
<tr>
<th>Description</th>
<th>Labor Operation</th>
<th>Labor Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspect Rear Axle – PASS – no further service action is required</td>
<td>15S27A</td>
<td>0.2 Hours</td>
</tr>
<tr>
<td>Replace Rear Axle (includes inspection and photograph)</td>
<td>15S27B</td>
<td>1.1 Hours</td>
</tr>
</tbody>
</table>

PARTS REQUIREMENTS / ORDERING INFORMATION

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Order Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>2F2Z-4B435-AB</td>
<td>Rear Axle</td>
<td>1</td>
</tr>
</tbody>
</table>

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.