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September 29, 2015

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

**SUBJECT:** **Customer Satisfaction Program 15N02**  
Certain 1998-2003 Model Year Windstar Vehicles Repaired Under Safety Recall  
10S13 with Rear Axle Reinforcement Brackets  
Rear Axle Extended Coverage

**REF :** **Safety Recall 15S27**  
Certain 1998-2003 Model Year Windstar Vehicles Repaired Under Safety Recall  
10S13 with Rear Axle Reinforcement Brackets  
Rear Axle Inspection  
**Safety Recall 10S13 – Supplement #12**  
Certain 1998-2003 Model Year Windstar Vehicles Operated in Corrosion States  
Rear Axle Inspection and Repair

### **PROGRAM TERMS**

This program extends the coverage for replacement of the rear axle until October 31, 2016. Details of the extend coverage are listed below:

- The vehicle was repaired with rear axle reinforcement brackets properly under Safety Recall 10S13.
- No mileage restriction.
- Customer participation of \$300 toward rear axle replacement cost is required.

### **VEHICLES COVERED BY THIS PROGRAM**

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.

### **REASON FOR PROVIDING EXTENDED COVERAGE**

In the interest of customer satisfaction, Ford is offering discounted rear axle replacement for customers that had rear axle reinforcement brackets installed under Safety Recall 10S13.

### **SERVICE ACTION**

If a customer requests replacement of the rear axle, dealers are authorized to perform the axle replacement with customer participation of \$300.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owners will be notified of Customer Satisfaction Program 15N02 with Safety Recall 15S27, beginning the week of October 19, 2015.

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Special Claiming Instructions

## **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

**Customer Satisfaction Program 15N02**  
Certain 1998-2003 Model Year Windstar Vehicles Repaired Under Safety Recall 10S13 with  
Rear Axle Reinforcement Brackets  
Rear Axle Extended Coverage

**OASIS ACTIVATION**

OASIS will be activated on September 29, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**STOCK VEHICLES**

Dealers may perform this program on used vehicle inventory.

**SOLD VEHICLES**

Only owners with affected vehicles that desire to have the rear axle replaced will be directed to dealers for repairs.

**TITLE BRANDED / SALVAGED VEHICLES**

Vehicles with cancelled warranties are not eligible for this service action.

**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. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

**OWNER REFUNDS**

- Ford Motor Company is offering a partial refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires December 31, 2015.
- Refunds should only be provided for the cost exceeding \$300 associated with rear axle replacement.

**RENTAL VEHICLES**

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

**Customer Satisfaction Program 15N02**  
 Certain 1998-2003 Model Year Windstar Vehicles Repaired Under Safety Recall 10S13 with  
 Rear Axle Reinforcement Brackets  
 Rear Axle Extended Coverage

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Rear Axle	15N02B	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 51004.

Order your parts through normal order processing channels.

**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.

**Customer Satisfaction Program 15N02**

Certain 1998-2003 Model Year Windstar Vehicles Repaired Under Safety Recall 10S13 with  
Rear Axle Reinforcement Brackets  
Rear Axle Extended Coverage

**SPECIAL CLAIMING PREPARATION AND SUBMISSION INFORMATION**

- This is a one-time repair program. Repairs should be claimed against Program Code 15N02.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from which the FSA is claimed. Additional labor and /or parts require prior approval from the SSSC via the SSSC Web Contact Site.

**Repair Claim Entry**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - **DWE:** refer to ACESII manual for claims preparation and submission information.
    - Dealers are to submit claims for the total repair cost (parts and labor).
    - Dealers are responsible to collect \$300 from the customer for each claim.
    - Ford will automatically debit \$300 from each paid claim to account for the customer's participation. (No action needed by dealer)
  - **OWS:** (***ONLY for dealers unable to reach GACES online***): when entering claims in DMS software, select the following:
    - Dealers are responsible to collect \$300 from the customer for each claim.
    - claim type 31: Field Service Action
    - sub code: 15N02
    - Dealer MUST include a miscellaneous expense entry to show the \$300 customer participation. This entry will automatically show as a debit.
      - MISC Expense: CPATDR - Amount: \$300

**Refund Claim Entry**

- Submit refunds on a separate repair line.
  - **DWE:** refer to ACESII manual for claims preparation and submission information.
    - Dealers are to submit refunds for the total repair cost (parts and labor).
    - Ford will automatically debit \$300 from each paid refund claim to account for the customer's participation. (No action needed by dealer)
      - Program Code: 15N02 - Misc. Expense: ADMIN
      - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
  - **OWS:** (***ONLY for dealers unable to reach GACES online***): when entering claims in DMS software, select the following:
    - claim type 31: Field Service Action
    - sub code: 15N02
    - Dealer MUST include a miscellaneous expense entry to show the \$300 customer participation. This entry will automatically show as a debit.
      - MISC Expense: CPATDR - Amount: \$300
      - Program Code: 15N02 - Misc. Expense: ADMIN
      - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.

## CERTAIN 1998-2003 MODEL YEAR WINDSTAR VEHICLES REPAIRED UNDER SAFETY RECALL 10S13 WITH REAR AXLE REINFORCEMENT BRACKETS – REAR AXLE REPLACEMENT

### REAR AXLE REPLACEMENT

#### Removal

**NOTICE:** Suspension fasteners affect performance of vital components and systems. The failure of suspension fasteners can result in major service expense. If replacement is necessary, they must be replaced with the same part number, or an equivalent part. Do not use a replacement part of lesser quality or substitute design. Torque values must be used as specified during reassembly to ensure proper retention of these parts.

**NOTE:** The following rear axle replacement procedure is different than the procedure described in the Workshop Manual (WSM). The procedure was revised because the emergency brake cable and service brakes do not need to be disconnected in order to remove and replace the rear axle.

1. **NOTE:** To prevent the brake drum from sliding off the hub, reinstall one wheel nut on each hub. Remove both rear wheel and tire assemblies. Please follow WSM procedures in Section 204-04.
2. Remove the parking brake cable bracket nuts and position the parking brake cable brackets aside. See Figure 1.

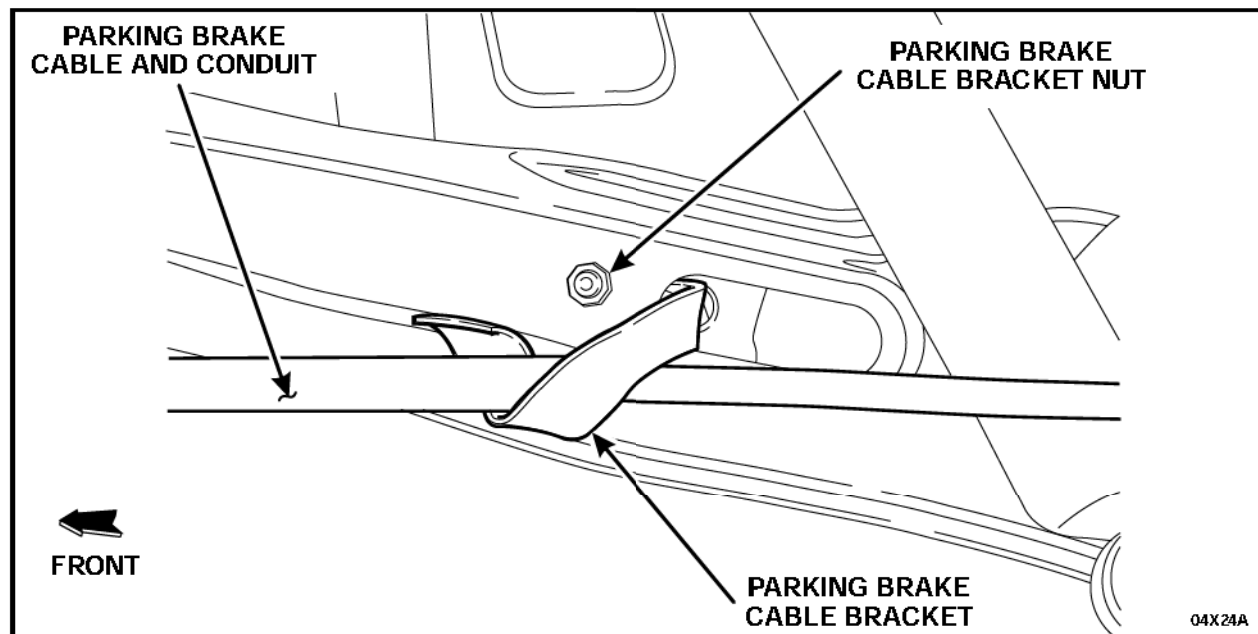


FIGURE 1



3. Secure the rear axle to High Lift Transmission Jack 014-00942 or equivalent.
4. Disconnect the track bar from the rear axle. See Figure 2.
  - a. Remove the track bar bolt.
  - b. Remove the track bar from the rear axle track bar mounting bracket.
  - c. Remove the J-nut from the rear axle track bar mounting bracket. The bolt and J-nut will be reused on the **new** rear axle. If the bolt or J-nut has been damaged, replace as necessary.

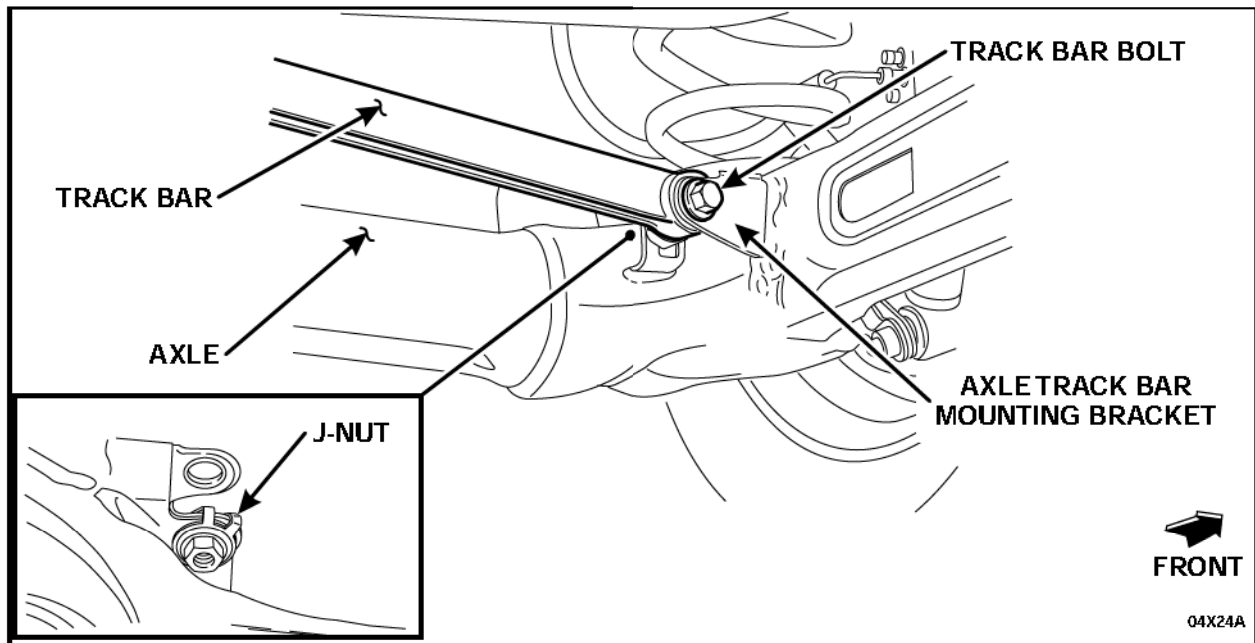


FIGURE 2



5. Remove the shock absorber lower bolts.

6. **NOTE:** The spring insulators may come out with the spring when the spring is removed.

Carefully lower the rear axle assembly enough to remove the rear springs. See Figure 3.

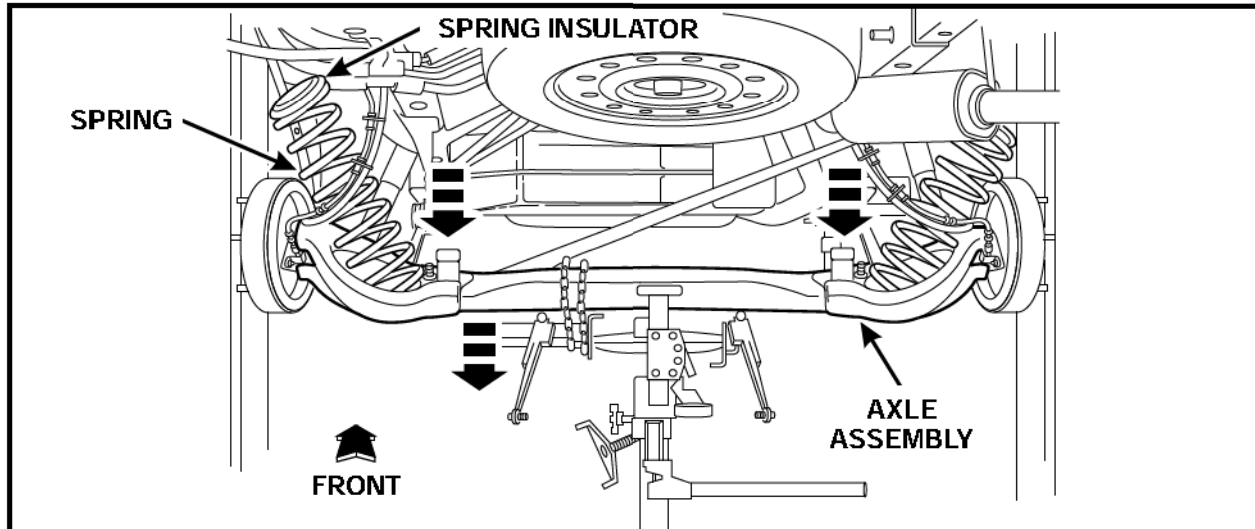


FIGURE 3

7. Remove the four spindle retaining nuts. See Figure 4.

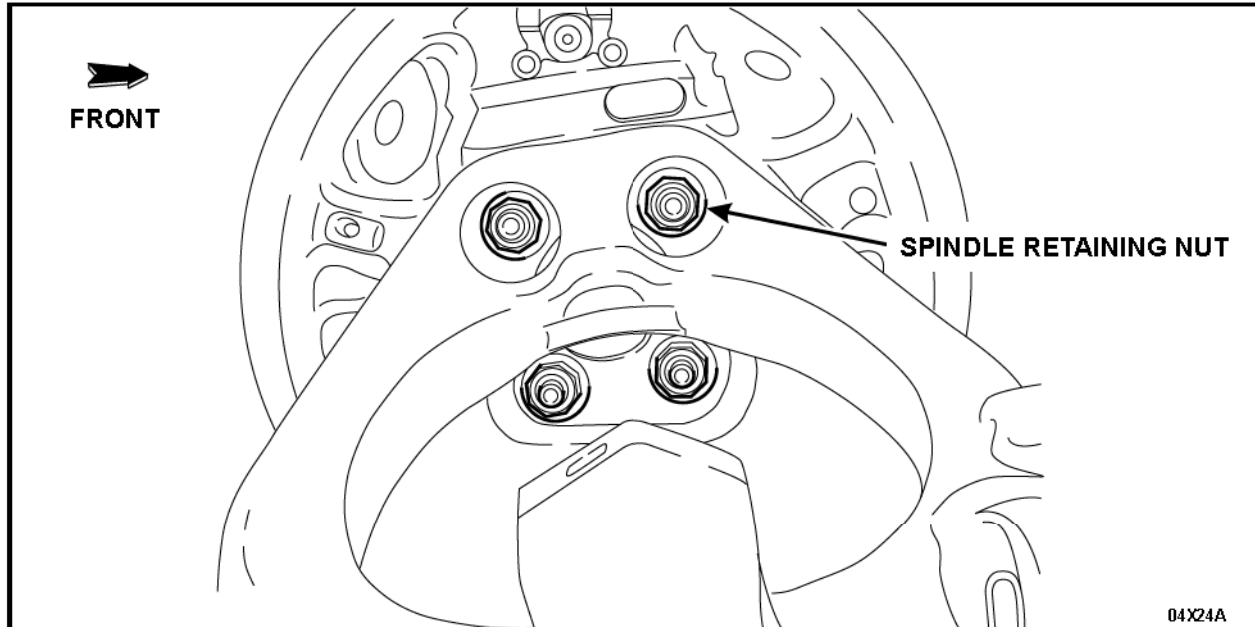


FIGURE 4





8. **NOTICE:** When removing the spindle, hub and brake assembly, never allow it to hang from the brake caliper flexible hose. To prevent damage to the flexible hose, provide suitable support.

Position the spindle, hub and brake assemblies aside. See Figure 5.

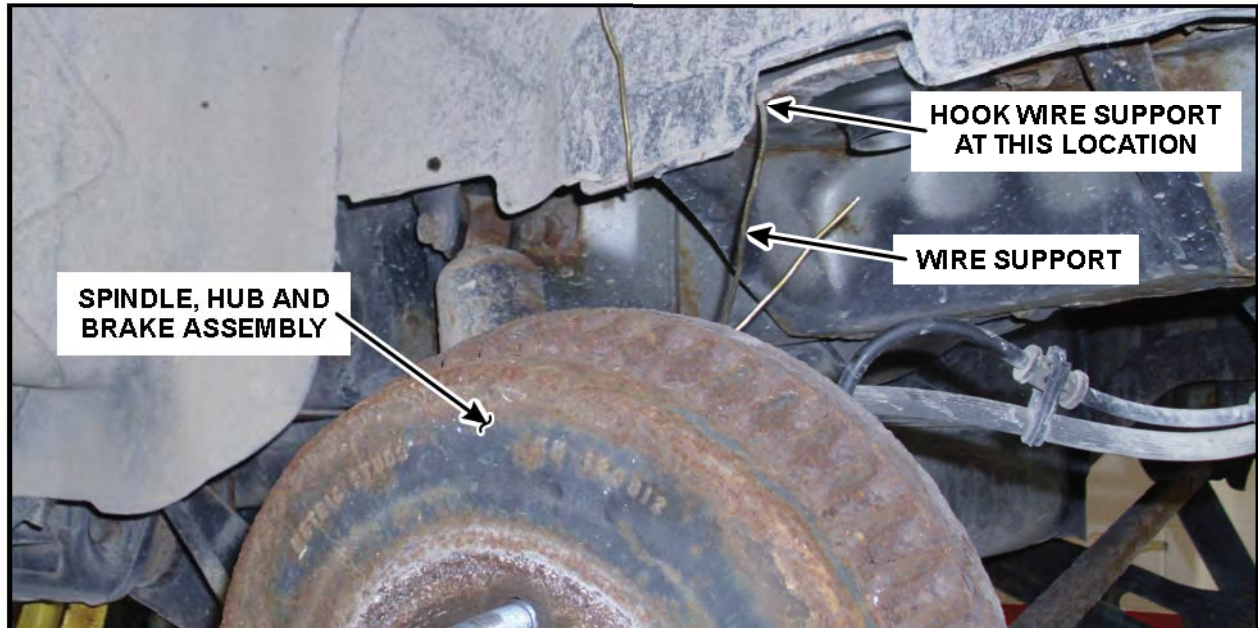


FIGURE 5

9. Remove the trailing arm-to-subframe bolts. See Figure 6.

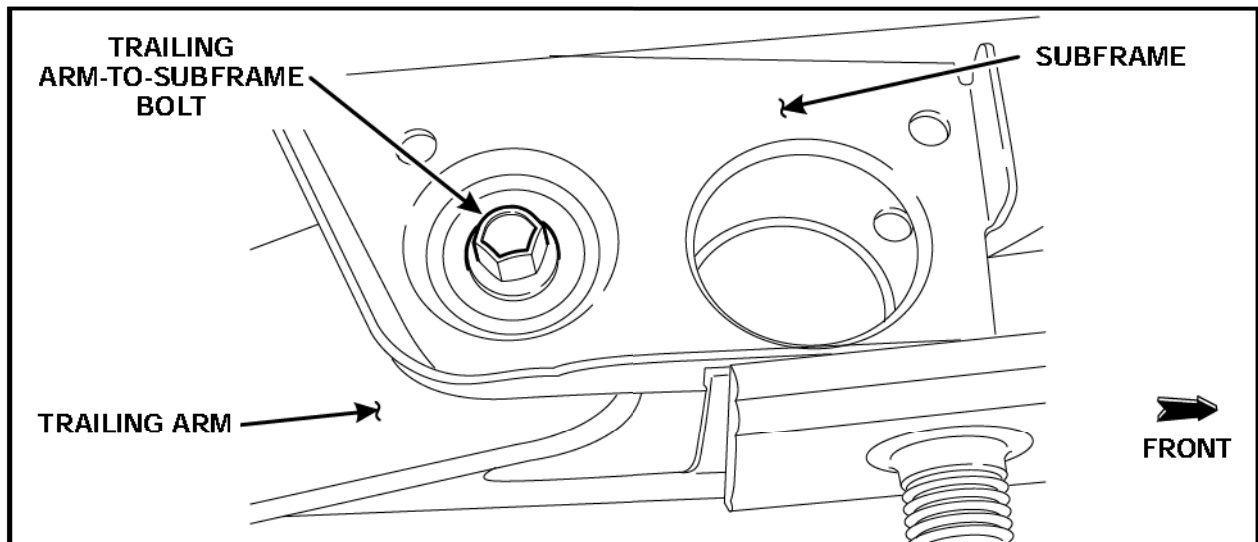


FIGURE 6



10. Carefully lower the rear axle and remove it from the vehicle.
11. **NOTE:** If the spring lower insulators did not come out with the springs, remove the insulators from the rear axle assembly.

Remove the jounce bumper bolts and bumpers, and if necessary, the spring lower insulators. The jounce bumpers and the spring lower insulators will be reused with the **new** rear axle.

## Installation

**NOTICE: Do not tighten the rear suspension fasteners until the rear axle has been raised and the rear suspension has been loaded. By lifting the rear axle and loading the rear suspension, it will simulate the vehicle's ride height. Failure to follow these instructions may result in incorrect clamp load and bushing damage may occur.**

12. Install the jounce bumpers, and if necessary, the spring lower insulators on the **new** rear axle.
  - Tighten to 25 Nm (18 lb-ft).
13. Using a High Lift Transmission Jack 014-00942 or equivalent, raise the rear axle assembly in position and install the trailing arm-to-subframe bolts. See Figure 6.
14. Position the spindle, hub and brake assemblies in place. See Figure 5.
15. Install the four spindle retaining nuts. See Figure 4.
  - Tighten to 70 Nm (52 lb-ft).
16. **NOTE:** Make sure the spring upper insulators are positioned correctly on the springs.

Install the springs on the rear axle assembly. Make sure the springs are correctly seated.
17. Raise the rear axle assembly and position the shock absorbers on the rear axle. Install the shock absorber lower bolts.
18. Install the J-nut on the rear axle track bar mounting bracket. Position the track bar on the rear axle track bar mounting bracket and install the track bar bolt. See Figure 2.
19. Load the rear suspension by raising the axle assembly. Once the rear suspension has been loaded, tighten the following components:
  - a. Tighten the trailing arm-to-subframe bolts to 133 Nm (98 lb-ft).
  - b. Tighten the shock absorber lower bolts to 80 Nm (59 lb-ft).
  - c. Tighten the track bar bolt to 80 Nm (59 lb-ft).



20. Remove High Lift Transmission Jack 014-00942 or equivalent.
21. Position the parking brake cable brackets in place and install the parking brake cable bracket nuts.  
See Figure 1.
  - Tighten to 25 Nm (18 lb-ft).
22. Install both rear wheel and tire assemblies. Please follow WSM procedures in Section 204-04.
23. Lower the vehicle.

