

FORD:

1998-2003 WINDSTAR

This article supersedes TSB **14-0167** to provide updated contact direction to the Special Service Support Center.

ISSUE

For 1998-2003 Windstar vehicles Safety Recall 10S13 has been issued for vehicles that are operated in high corrosion areas for an extended period, where the rear axle could potentially fracture. If the rear axle should completely fracture, vehicle handling may be affected which could increase the risk of a crash.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. 1. For 1998-2003 Windstar vehicles that are not covered under Safety Recall 10S13 but exhibit rear axle corrosion, dealers can submit a Non-Involved Vehicle type contact to the Special Service Support Center (SSSC) from the PTS website to request recall service action. Dealers should provide pictures of the VIN tag, Odometer and the complete axle from hub to hub showing the area of concern. Dealers located in U.S. Federalized Territories (America Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands) must contact expcco@ford.com to request recall service action.
2. 2. If approved, follow Safety Recall 10S13. Dealers are to clean and inspect the rear axle beam for cracks or perforations (holes). Based on the results of the inspection, dealers will perform one of the following service actions:
 - a. Rear axle beam passed the inspection: Install axle reinforcement parts per Attachment III of Safety Recall 10S13 – Technical information and return the vehicle to the owner.
 - b. Rear axle beam did not pass the inspection: Install replacement axle per Attachment III of Safety Recall 10S13 – Technical information and return the vehicle to the owner.

OTHER APPLICABLE ARTICLES: 10S13

WARRANTY STATUS:

Information Only – Not Warrantable

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.