

**SAFETY RECALL 11S16 - LCA REAR ATTACHING FLANGES OR REAR SUBFRAME BODY MOUNT CORROSION - REQUESTS FOR RECALL SERVICE ACTION**

**TSB 16-0065**

**FORD:**

1999-2003 WINDSTAR

This article supersedes TSB **14-0168** to provide updated contact direction to the Special Service Support Center.

**ISSUE**

For 1999-2003 Windstar vehicles Safety Recall 11S16 has been issued for vehicles that are operated in high corrosion areas for an extended period, where a front subframe lower control arm (LCA) rear attaching flange or rear body mount could separate from the vehicle subframe. Separation of one LCA attachment or both rear body mounts may result in a loss of vehicle directional control, increasing the risk of a crash.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. For 1999-2003 Windstar vehicles that are not covered under Safety Recall 11S16 but exhibit corrosion on the LCA rear attaching flanges or rear subframe body mounts, 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, Odometer and a picture of the rear passenger side showing the vehicle trim level. Dealers located in U.S. Federalized Territories (America Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands) must contact [expcso@ford.com](mailto:expcso@ford.com) to request recall service action.
2. If approved, follow Safety Recall 11S16. Dealers are to clean and inspect the LCA rear attaching flanges and rear body mounts on the subframe for cracks, perforations (holes) or significant material loss. Based on the results of the inspection, dealers will perform one of the following service actions:
  - a. Subframe can be repaired: Clean and install the brackets per Attachment III of Safety Recall 11S16 – Technical information and return the vehicle to the owner.
  - b. Subframe cannot be repaired: Send pictures to Special Service Support Center (SSSC) using digital imaging for vehicle subframe replacement consideration.

**OTHER APPLICABLE ARTICLES:** 11S16

**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.