



## ATTORNEY GENERAL GEORGE JEPSEN

### CONSUMER ALERT: FORD RECALLS OLDER-MODEL WINDSTAR MINIVANS

*For immediate release*

MONDAY, MARCH 21, 2011

HARTFORD -- Attorney General George Jepsen today alerted consumers to a voluntary recall by Ford Motor Company of Windstar minivans, model years 1999 through 2003, originally sold or currently registered in 22 states, including Connecticut, and the District of Columbia.

Ford said it determined that operating the vehicles in high-corrosion areas where salt is used on the roadway in winter months, may cause certain parts in the vehicles' subframe to separate. Ford said this separation could result in loss of directional control of the vehicle and increase the risk of a crash, according to the recall notice obtained by the Office of the Attorney General.

Jepsen is urging particular attention to this recall because of the severity of the defect – potentially causing loss of directional control. Jepsen's office has asked Ford to provide more information about the number of Connecticut customers affected and circumstances prompting the recall, which the National Highway Traffic Safety Administration said began last month.

"I urge all affected Windstar owners to take full advantage of the opportunity to have their vehicles inspected and repaired," Jepsen said. "Any inconvenience should be outweighed by your safety and the safety of your passengers."

Ford said its dealerships will inspect and repair the vehicle as needed to address this problem, free of charge. If a recalled vehicle passes inspection, a reinforcement repair will be made. If the vehicle fails inspection, the cars will be held until repairs can be made. Ford dealers are authorized to provide rental cars at no charge, except for gas, to customers whose vehicles must remain at a dealership overnight or longer.

Ford is sending the notices to the last known owner of record, based on state registration and title data. The company also asked that the recall notice be forwarded to the new owner if the vehicle has been sold recently.

Consumers with questions about the recall, or their vehicles, should contact Ford at 1-866-436-7332 or the National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY1-800-424-9153). More information is available at Ford's website, [www.Fordowner.com](http://www.Fordowner.com); and the NHTSA website, [www.safecar.gov](http://www.safecar.gov).

Assistant Attorney General Jeffrey B. Zeman is representing Jepsen in this matter.

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