

Quirk Ford Alerts Massachusetts Windstar Owners to Recall

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Press release from: [Quirk Ford](#)

August 31, 2010, Quincy, MA... Quirk Ford in Quincy, MA is preparing to help keep owners of older Ford Windstar models safe on the road. Ford announced a voluntary recall of Windstars produced from mid 1997 to early 2003 because of a potential safety hazard.

Ford engineers have discovered that exposure to the elements can cause the rear axle of these Windstar models to rust. In some cases, the rear axle can break, causing the driver to lose control of the vehicle. The National Highway Traffic Safety Administration has received 234 complaints about this issue, as well as reports of two accidents.

“Massachusetts Ford Windstar owners need to get in touch with a dealer as quickly as possible to determine if their vehicle is part of the recall,” said Paul Zupofska, general manager of Quirk Ford in Quincy. “Here in New England, we have a lot of corrosion issues because of the large amounts of road salt that get used every winter. This is a problem that can unexpectedly affect how the Windstar handles, so it’s something that needs to be addressed.”

Quirk Ford and other area dealers can perform a VIN lookup to determine whether or not their Windstars are part of the recall. Windstars made before 1997 are not part of the recall, and no other Ford vehicle is affected by this recall. Greater Boston Ford Windstar owners are advised to stop using vehicles that are part of this recall until they have been inspected.

Ford plans to have axle reinforcements available to dealers in the next few weeks. If the rear axle cannot be reinforced, it will be replaced. This recall service is free for affected Windstar owners, and Ford will make rental vehicles available during the service period. Warranty status does not affect eligibility for this safety recall.

Ford owners can get more information by calling the Quirk Ford service center at 617-249-5750, or the NHTSA Safety Hotline at 888-327-4236. Ford will be mailing recall information to registered owners within the next few weeks.

“Some of these Windstars are 13 years old, and it’s very unusual for any carmaker to recall vehicles after that amount of time,” Zupofska said. “The reason for the recall is simple: Ford puts driver safety above everything else. They made a commitment to sell you the safest vehicles available at the time, and they are standing by that promise.”

An estimated 575,000 Windstars are part of the recall, which is limited to 21 states where road salt is commonly used during the winter months. All six New England states are included in the recall.

About Quirk Ford:

Quirk Ford, located in Quincy, Massachusetts, is committed to providing Ford customers throughout Greater Boston with the quality sales, service and parts experience they deserve. A winner of The President’s Award for customer satisfaction six years in a row, Quirk offers a full line of new Ford vehicles, including the Ford Fusion, Ford Focus and Escape Hybrid models, as well as an extensive selection of pre-owned cars, SUVs, trucks and hybrids. For more information, call 877-236-7314, visit their website at www.quirkford.com, or visit their dealership at 540 Southern Artery, Quincy, MA.

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