



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

January 16, 2014

Mr. Steve Kenner
Ford Motor Company
330 Town Center Drive
Suite 400
Dearborn, MI 48126-2738

NVS-215KS
11V-445

Subject: Bubbles in the Windsheild/Decreased Visibility

Dear Mr. Kenner:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/E-150/2011
FORD/E-250/2011
FORD/E-350/2011
FORD/E-450/2011

Mfr's Report Date: August 22, 2011

NHTSA Campaign Number: 11V-445

Components:

VISIBILITY:WINDSHIELD

Potential Number of Units Affected: 4,532

Problem Description:

Ford Motor Company (Ford) is recalling certain model year 2011 Ford E-150, E-250, E-350, and E-450 vehicles built from May 12, 2011, through May 26, 2011. Due to improper manufacturing conditions, the windshield glass may form bubbles after an extended time in hot temperatures. As such, these vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 205, "Glazing Materials."

Consequence:

The presence of bubbles may hinder driver's visibility thereby increasing the risk of a crash.

Remedy:

Ford will notify owners, and dealers will inspect and replace the windshield if bubbles are present, free of charge. The recall is expected to begin on, or about, January 27, 2014. Owners may contact the Ford customer relationship center at 1-866-436-7332. Ford's recall campaign number is 11C20.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.



Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

On August 20, 2013, NHTSA announced new changes to the requirements governing safety recalls. Some of these requirements are already in effect. Please ensure your company will be in compliance with each requirement on, or before, its respective effective date. For a summary of the requirements and their effective dates please click on the "New!" link at <http://www.safercar.gov/Vehicle+Manufacturers>.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement