



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

December 10, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Compliance Recall 11C20**
Certain 2011 Model Year E-Series Vehicles
Windshield Lamination Bubbles Repair

AFFECTED VEHICLES

Certain 2011 model year E-Series vehicles built at the Ohio Assembly Plant from May 12, 2011 through May 26, 2011. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on December 10, 2013.

REASON FOR THIS SAFETY RECALL

Conditions during manufacture of the windshield may have allowed air particles to be trapped between the layers of glass. A windshield with trapped air may develop visible air bubbles when it is exposed to high temperatures, such as when the vehicle is parked in the sun with the windows closed in temperatures greater than 27° C (80° F). The presence of bubbles may affect driver visibility, which could have a detrimental effect on the safe operation of the vehicle.

Only a very small percentage of windshields are expected to develop this condition.

SERVICE ACTION

Owners will be notified to bring their vehicle to their dealer if the windshield has visible bubbles, or to have the windshield inspected. Dealers are to verify the condition and replace the windshield as appropriate. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 27, 2014. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

Compliance Recall 11C20
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Windshield Lamination Bubbles Repair

OASIS ACTIVATED?

Yes, OASIS will be activated on December 10, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on December 10, 2013. Owner names and addresses will be available by January 31, 2014.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval prior to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

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OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

▪ **CLAIMING INFORMATION FOR ALL REPAIRS**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.

▪ **VEHICLE INSPECTED AND DOES NOT HAVE VISIBLE AIR BUBBLES (CLOSE THE PROGRAM)**

- Program Code: 11C20
- Misc. Expense: Admin
- Misc. Expense: 0.2 Labor
- Claim labor operation 11C20C to close the recall.

▪ **VEHICLE REPAIRED BY THE DEALER**

Provision for Installing New Windshield: Includes urethane adhesive, urethane primer, and Motorcraft® Ultra-Clear Spray Glass Cleaner ZC-23. Submit on same repair line as repair. Applies to Labor Operation 11C20B.

- Program Code: 11C20
- Misc. Expense: Other
- Misc. Expense: \$35.00

▪ **VEHICLE REPAIRED BY AN OUTSIDE REPAIR FACILITY**

- Claim the Outside Labor (OSL) per the Warranty and Policy Manual guidelines.
- Claim Outside Parts (OSP) such as urethane adhesive, primer, and cleaners per the Warranty and Policy Manual guidelines.
- OSL and OSP documentation should be kept in the customer's warranty file.
- Claim labor operation 11C20C to close the recall.

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LABOR ALLOWANCES

REPAIR PERFORMED BY DEALER

Description	Labor Operation	Labor Time
Remove and install new windshield	11C20B	1.7 Hours
Labor Operation to close the program for either: <ul style="list-style-type: none"> - Service lane inspection with NO visible air bubbles, or; - Vehicle repaired by outside repair facility 	11C20C	NA (See Attachment I – Claims Preparation and Submission)

PARTS REQUIREMENTS / ORDERING INFORMATION

Order your parts requirements through normal order processing channels.

NOTE: If a windshield is needed and you are using OSL, it is acceptable for the glass company to supply the windshield and materials. Actual cost claimed cannot exceed the price for a dealer repair provided in this bulletin.

NOTE: As specified in Section 3 of the Warranty and Policy Manual, “all glass replacements under warranty MUST be made with Carlite glass.”

Part Number	Description	Claim Quantity
Obtain Locally	Urethane Adhesive Refer to Workshop Manual, Section 501-11, Windshield Glass, for a list of acceptable urethane adhesives	Claim as MISC OTHER See Attachment 1 (CLAIMS PREPARATION AND SUBMISSION)
Obtain Locally	Urethane Primer Refer to Workshop Manual, Section 501-11, Windshield Glass, for a list of acceptable glass primers	
9C2Z-1503100-A	Windshield	1

The DOR/COR number for this recall is 50528.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2011 MODEL YEAR E-SERIES VEHICLES — WINDSHIELD LAMINATION BUBBLES REPAIR

OVERVIEW

Conditions during manufacture of the windshield may have allowed air particles to be trapped between the layers of glass. A windshield with trapped air may develop visible air bubbles when it is exposed to high temperatures, such as when the vehicle is parked in the sun with the windows closed in outside temperatures greater than 27° C (80° F).

Only a very small percentage of windshields are expected to develop this condition.

SERVICE PROCEDURE

1. Visually inspect the windshield for the presence of bubbles. See Figure 1.
 - If bubbles **are not** present, no further action is necessary. Return the vehicle to the customer.
 - If bubbles **are** present, replace the front windshield. For additional information, refer to Workshop Manual Section 501-11.

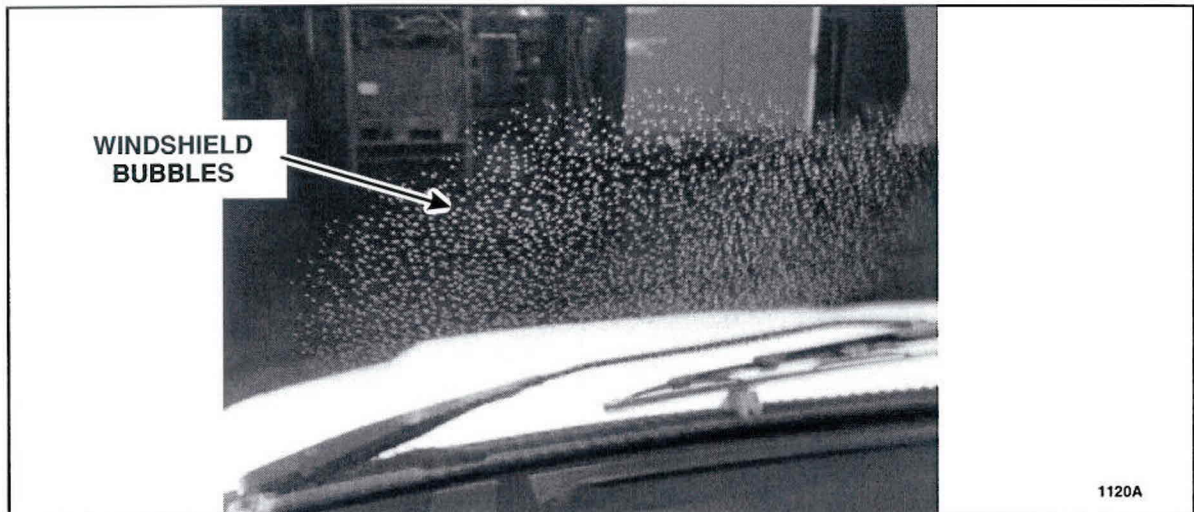


FIGURE 1



DEALER EXECUTIVE SUMMARY

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Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

PROGRAM

Program Type	Compliance
Stop Sale	No
Demonstration Hold	Yes (Applies to only 5 unsold vehicles)
Delivery Hold	Yes (Applies to only 5 unsold vehicles)
Program Expiration	None

PARTS & SERVICE

Parts Required	Inspection dependent
Parts Available	Yes
Interim Repair	Not applicable
Repair Universe/Percentage of vehicles expected to require a repair	A very small percentage are expected to require a repair
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	No
Labor Time	1.7 hours

CUSTOMER HANDLING

Towing Reimbursement	Follow Warranty & Policy Manual guidelines
Rental Assistance	No
Refunds Authorized	No
Special Handling	No

ADMINISTRATION

OASIS On	December 10, 2013
Owner Notification	Begins the week of January 27, 2014