



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 8, 2012

Mr. STEVE KENNER
FORD MOTOR COMPANY
330 TOWN CENTER DRIVE
SUITE 400
DEARBORN, MI 48126-2738

NVS-215ET
12V-374

Subject: Loose Windshield Wiper Arm Pivot Pin

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/TRANSIT CONNECT/2011-2012

Mfr's Report Date: July 30, 2012

NHTSA Campaign Number: 12V-374

Components:

VISIBILITY:WINDSHIELD WIPER/WASHER

Potential Number of Units Affected: 16,330

Problem Description:

Ford Motor Company is recalling certain model year 2011-2012 Transit Connect vehicles. The wiper arms may not be adequately riveted resulting in incomplete or inconsistent clearing of the windshield and possible detachment of the the wiper arm.

Consequence:

If the wiper arm detaches, the windshield wiper will fail and the driver's visibility may be reduced, increasing the risk of a crash.

Remedy:

Ford will notify owners, and dealers will replace the driver and passenger side wiper arm and blade assemblies, free of charge. The safety recall is expected to begin on, or before, August 13, 2012. Owners may contact Ford at 1-866-436-7332.

Notes:

Ford's recall campaign number is 12S36. 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.

We have received Ford's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

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.

Your contact for this recall will be Edison Thompson who may be reached by phone at 202-366-9525, or by email at edison.thompson@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being more prominent.

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