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July 2, 2012

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

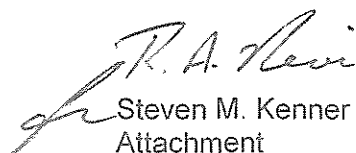
Subject: Ford Motor Company (Ford) Recall No. 12S33 – Certain 2012 Model Year F-650 and F-750 vehicles for lack of windshield primer

Summary

- Ford Action – Ford is conducting a voluntary safety recall involving certain 2012 model year F-650 and F-750 vehicles that may not have had primer applied to the windshield during installation.
- Number of Vehicles Involved – Approximately 783 vehicles in the United States and federalized territories are potentially affected.
- Effect on Vehicle Operation – The clear and black primer may be missing on certain windshields. According to Navistar Inc., “The urethane sealer, without the primer seal, may result in an insufficient bond between the glass and cab structure. Without the proper bond, the windshield and or backlight glass could eventually separate from the cab resulting in personal injury or death. A reduction in windshield glass bond strength may also adversely affect the structure integrity of the cab in an accident situation, increasing the risk of personal injury or death.” The backlight glass on Ford vehicles are not affected by this concern. Ford is not aware of any field reports related to this windshield issue.
- Service Procedure – Owners will be notified by mail and instructed to take their vehicle(s) to a Ford or Lincoln dealer. Dealers will remove the windshield, inspect for urethane adhesion, and replace or reinstall the windshield as required. Ford will notify dealers to stop demonstrating or delivering the affected vehicles until the windshield is inspected for urethane adhesion and replaced or reinstalled.

The detailed information required by the applicable portions of 49 CFR Part 573 – Defect and Non-Compliance Information Report is attached.

Sincerely,


Steven M. Kenner
Attachment



49 CFR PART 573 – DEFECT INFORMATION REPORT
12S33 – CERTAIN 2012 MODEL YEAR F-650 AND F-750 TRUCKS – WINDSHIELD MISSING
PRIMER

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Non-Compliance Reports, Ford Motor Company submits the following information concerning a safety recall action that it is voluntarily initiating.

573.6 (c) (2) – Potentially Affected Vehicles

Vehicles potentially affected are certain 2012 model year Ford F-650 and F-750 trucks built at the Escobedo Assembly Plant (EAP) from February 1, 2012 through March 16, 2012.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

573.6 (c) (3) – Estimated Population of Vehicles Potentially Affected

Approximately 783 vehicles in the United States and federalized territories are potentially affected.

573.6 (c) (4) – Estimated Percentage of Affected Vehicles with the Defect Condition

Unknown.

573.6 (c) (5) – Description of the Defect

The clear and black primer may be missing on certain windshields. According to Navistar Inc. "The urethane sealer, without the primer seal, may result in an insufficient bond between the glass and cab structure. Without the proper bond, the windshield and or backlight glass could eventually separate from the cab resulting in personal injury or death. A reduction in windshield glass bond strength may also adversely affect the structure integrity of the cab in an accident situation, increasing the risk of personal injury or death." The backlight glass on Ford vehicles are not affected by this concern. Ford is not aware of any field reports related to this windshield issue.

573.6 (c) (6) – Chronology of Events

On April 12, 2012 Ford Engineering was notified by Navistar about a potential lack of windshield primers on 2012 model year F-650 and F-750 trucks manufactured at the Blue Diamond plant (joint venture) in Escobedo, Mexico. Navistar informed Ford that the condition was discovered on March 14, 2012, during a random audit at the Escobedo plant. Navistar conducted further reviews to determine scope of the vehicle population and determined the clear and black primers were not applied to windshields on Ford trucks from early February through March 2012. On May 23, 2012, Ford conducted an audit of three trucks at a Ford dealership in Ohio to verify the condition and build dates. Ford monitored field data for this condition and as of June 19, 2012, there were no reports. Ford was notified on June 20, 2012, of Navistar's determination that the condition posed an unreasonable risk to motor vehicle safety and its decision to conduct a safety recall.

On June 25, 2012, Ford's Field Review Committee reviewed the concern and approved a field action.

573.6 (c) (8) – Service Program

Owners will be notified by mail and instructed to take their vehicle(s) to a Ford or Lincoln dealer. Dealers will remove the windshield, inspect for urethane adhesion, and replace or reinstall the windshield as required. Ford will notify dealers to stop demonstrating or delivering the affected vehicles until the windshield is inspected for urethane adhesion and replaced or reinstalled. There will be no charge to owners for this service.

Mailing of owner notification letters will occur July 16, 2012. Notification to dealers will occur on July 2, 2012.

In accordance with Part 573.13(d)(1), Ford is excluding reimbursement for costs incurred by owners for repair of this concern because Ford's original warranty program would provide for a free repair for this concern for customers.

573.6 (c) (10) – Press Statement and Dealer/Owner Letters

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued.

Ford will forward a copy of the notification letters to dealers and owners to the agency when available.

573.6 (c) (11) – Recall Number

Ford has assigned recall number 12S33 to this action.

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