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July 30, 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. 12S36 – Certain 2011-2012 model year Transit Connect vehicles with potentially loose windshield wiper arm pivot pin

Summary

- Ford Action – Ford is conducting a voluntary safety recall involving certain 2011-2012 model year Transit Connect vehicles with potentially loose windshield wiper arm pivot pin(s).
- Number of Vehicles Involved – Approximately 16,330 vehicles in the United States and federalized territories are potentially affected.
- Effect on Vehicle Operation – On certain vehicles, the wiper arm pivot pin(s) may be shorter than specification, resulting in an ineffective riveting operation. Loose wiper arm pin(s) may result in noisy operation of the wiper arm or incomplete or inconsistent clearing of the windshield by the affected wiper arm. Continued usage of the wiper may result in separation of the driver-side or passenger-side wiper arm while driving, and loss of windshield wiper function on that side. Ford is not aware of any reports of accidents or injuries due to this condition.
- Service Procedure – Owners will be notified by mail and instructed to take their vehicle(s) to a Ford or Lincoln dealer to have the driver and passenger side wiper arm and blade assemblies replaced.

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  
12S36 – CERTAIN 2011-2012 MODEL YEAR TRANSIT CONNECT VEHICLES –  
POTENTIALLY LOOSE WINDSHIELD WIPER ARM PIVOT PIN

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 1) certain 2011 model year Transit Connect vehicles built at the Kocaeli Assembly Plant in Turkey from October 25, 2010, to January 30, 2011, and 2) certain 2011 and 2012 model year Transit Connect vehicles built at the Kocaeli Assembly Plant from May 2, 2011, to July 24, 2011.

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.

The information for the supplier of windshield wiper arms, that is the subject of this defect report, is provided below.

Windshield Wiper Arm Assembly:

Corporate Name of Supplier: Teklas Kaucuk San. VE TIC. A.S.  
Supplier Address: Ihsan Dede Cad. G.O.S.B  
Kocaeli 41400, Turkey  
Supplier Phone Number: 90 262 648 44 00  
Point of Contact at Supplier: GM Nebi Anil [nanil@teklas.com.tr](mailto:nanil@teklas.com.tr)  
Country of Origin for the component: Turkey

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

Approximately 16,330 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

On certain vehicles, the wiper arm pivot pin(s) may be shorter than specification, resulting in an ineffective riveting operation. Loose wiper arm pin(s) may result in noisy operation of the wiper arm or incomplete or inconsistent clearing of the windshield by the affected wiper arm. Continued usage of the wiper may result in separation of the driver-side or passenger-side wiper arm while driving, and loss of windshield wiper function on that side. Ford is not aware of any reports of accidents or injuries due to this condition.

#### 573.6 (c) (6) – Chronology of Events

In late February 2012, a review of warranty records and field reports identified higher than normal replacement rates of windshield wiper arms on Transit Connect vehicles in North America built after October 2010. The claims distinctly indicate two separate vehicle production periods with significantly higher rates; October 25, 2010, to January 30, 2011, and May 2, 2011, to July 24, 2011. Wiper arms were returned from the field for analysis. In April-May 2012 the parts were evaluated by Ford Engineering and the pivot pin used to connect the wiper arm to the wiper arm head was found to be loose or missing. The returned parts were sent to the supplier for further review. It was determined by Ford and the supplier that the wiper arm pivot pin may have been shorter than specification, resulting in an ineffective riveting operation.

Assessment of the returned parts and the associated riveting issues, as well as further analysis of the warranty and field report data, indicate an increasing replacement rate is likely for the subject build periods.

On July 23, 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 to have the driver and passenger side wiper arm and blade assemblies replaced. There will be no charge to owners for this service.

Mailing of owner notification letters will take place the week of August 13, 2012. Notification to dealers will occur on July 30, 2012.

Ford's general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall was provided to the agency on February 24, 2011.

#### 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 12S36 to this action.

#### 573.13 (c) (2) – Ending Date for Reimbursement Eligibility

The ending date for reimbursement eligibility for the cost of remedies paid for by vehicle owners per Ford's general reimbursement plan is August 24, 2012.

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