



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

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

April 3, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S29
Certain 2012 Model Year Focus Vehicles
Passenger Side Windshield Wiper Motor Electrical Connector Inspection and Repair

AFFECTED VEHICLES

Certain 2012 model year Focus vehicles built at the Michigan Assembly Plant from Job #1 through October 18, 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 April 3, 2012.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, a seal plug on the passenger side windshield wiper motor electrical connector may be missing, allowing water into the electrical connection of the motor and potentially resulting in an inoperative wiper motor. The seal plug condition only affects the passenger side motor. Any wiper motor electrical connector that has a missing seal plug may cause the wiper motor to become inoperative and increase the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the passenger side windshield wiper motor electrical connector for a missing seal plug. Based on the results of the inspection, dealers will perform one of the following service actions:

- Seal Plug is Present: Install a redesigned seal plug on top of the original plug and release the vehicle.
- Seal Plug is Missing: Inspect the electrical connector cavity and clean and grease as needed, install a redesigned seal plug, and ensure the wipers are functioning properly.
 - If the wipers are functioning properly, release the vehicle.
 - If they are not functioning properly, contact the Special Service Support Center at 1-800-325-5621.

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 May 21, 2012. 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 \$6,000 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
- Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621
Special Service Support Center (Parts Ordering)1-800-207-2444

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on April 3, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on April 3, 2012. Owner names and addresses will be available by June 4, 2012.

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

Correct all affected units in your new vehicle inventory before delivery.

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.

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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.

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

- 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.
- **Provision for Connector Cleaning and Greasing:** Includes electrical contact cleaner and XG-12, Electrical Grease. Submit on same repair line as repair. Applies to Labor Operation 12S29C.
 - Program Code: 12S29
 - Misc. Expense: OTHER
 - Misc. Expense: \$1.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
SEAL PLUG PRESENT: Inspect connector for plug and install redesigned seal plug on top of original seal plug.	12S29B	0.4 Hours
SEAL PLUG MISSING: Inspect connector for plug, remove wiper motor, inspect the connector cavity and clean and grease as needed, install a redesigned seal plug, and ensure the wipers are functioning properly.	12S29C	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
1L2Z-14666-A	Connector Seal Plug	1
XG-12	Electrical Grease: One order equals four (4) three ounce tubes	Claim as MISC OTHER See Attachment I (CLAIMS PREPARATION AND SUBMISSION)
Obtain Locally	<u>CRC Electronic Cleaner</u> and <u>Permatex Electrical Contact Cleaner</u> are both approved for cleaning the wiper motor electrical connectors.	

To ensure an equitable distribution of service parts, there will be a one-time seed stock of part number 1L2Z-14666-A to dealers beginning April 3, 2012. Each dealer will receive parts equal to approximately 30% of the vehicles assigned to them on their FSA VIN list. Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

NOTE: If an emergency repair is required and parts are not available, contact the Special Service Support Center (1-800-325-5621), please be prepared to provide P&A Code, owner name, and VIN.

XG-12 Electrical Grease

Order this part through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: Ford@Renkim.com.

The DOR/COR number for this recall is 50463.

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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.