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July 3, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S33
Certain 2012 Model Year F-650 and F-750 Vehicles
Windshield Urethane Seal Inspection and Repair

AFFECTED VEHICLES

Certain 2012 model year F-650 and F-750 vehicles built at the Escobedo Assembly Plant from February 1, 2012 through March 16, 2012. 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 July 3, 2012.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the windshield may have been installed without the use of required urethane seal primers. If a windshield was installed without these primers, the bond of the urethane adhesive to the windshield may deteriorate over time and result in wind noise and water leaks. In the event of an accident, insufficient bond strength may increase the risk of personal injury.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to remove the windshield, inspect for urethane seal adhesion to the windshield, and reinstall or 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 July 16, 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

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD – Safety Recall 12S33

Certain 2012 Model Year F-650 and F-750 Vehicles

Windshield Urethane Seal Inspection and Repair

OASIS ACTIVATED?

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

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on July 3, 2012. Owner names and addresses will be available by July 31, 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.
- 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.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- 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 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 REPAIRED BY THE DEALER

- **Provision for Reinstalling Original Windshield:** Includes urethane adhesive, urethane primer, and DOW BETABRADE™F1 cleaner. Submit on same repair line as repair. Applies to Labor Operation 12S33B.
 - Program Code: 12S33
 - Misc. Expense: Other
 - Misc. Expense: \$40.00
- **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 12S33C.
 - Program Code: 12S33
 - Misc. Expense: Other
 - Misc. Expense: \$35.00

▪ VEHICLE INSPECTED AND 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 12S33D to close the safety recall.

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LABOR ALLOWANCES**REPAIR PERFORMED BY DEALER**

Description	Labor Operation	Labor Time
Remove, inspect, clean, and reinstall original windshield	12S33B	2.5 Hours
Remove, inspect, and install new windshield	12S33C	2.4 Hours

REPAIR PERFORMED BY OUTSIDE REPAIR FACILITY

Description	Labor Operation	Labor Time
Labor operation to close recall	12S33D	NA

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 providing the cost does not 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.”

WINDSHIELD CAN BE REUSED

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
Obtain Locally	Urethane Primer Refer to Workshop Manual, Section 501-11, Windshield Glass, for a list of acceptable glass primers	See Attachment 1 (CLAIMS PREPARATION AND SUBMISSION)
Obtain Locally	DOW BETABRADE™F1 Cleaner (or equivalent) Use to clean painted area of windshield glass	

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PARTS REQUIREMENTS / ORDERING INFORMATION (CONTINUED)

WINDSHIELD CANNOT BE REUSED

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	
BC3Z-2503100-A	Windshield	1

The DOR/COR number for this recall is 50475.

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 2012 MODEL YEAR F-650 AND F-750 VEHICLES — WINDSHIELD URETHANE SEAL INSPECTION AND REPAIR

OVERVIEW

In some of the affected vehicles, the windshield may have been installed without the use of required urethane seal primers. If a windshield was installed without these primers, the bond of the urethane adhesive to the windshield may deteriorate over time.

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to remove the windshield and inspect for urethane seal adhesion to the windshield. Depending on the inspection results, dealers are to either reinstall or replace the windshield as appropriate.

INSPECTION PROCEDURE

1. Remove the windshield glass. For additional information, refer to Workshop Manual (WSM), Section 501-11.
2. Place the windshield glass on a suitable stand.



3. Inspect/test the urethane-to-glass surface for bond strength by attempting to gently slide a razor blade or sharp putty knife under the urethane and pull the urethane bead away from the glass. Pulling the urethane back and away from the glass at a 120 degree angle will typically provide the best results.

NOTE: Since the complete application of the required urethane primers is questionable, urethane that remains on the windshield may not have the proper bond to the glass for re-use. For this reason, windshields are only to be re-used if all urethane can be easily removed.

- a. If the urethane separates from the glass cleanly and easily (see Figure 1), the primers were not applied to the glass. If the windshield is not damaged, the windshield is to be cleaned and re-used. Proceed to Cleaning Procedure on Page 3.
- b. If it is difficult to slide a razor blade or sharp putty knife under the urethane and/or the urethane has adhesion at any portion around the glass (see Figure 2), install a new windshield. Proceed directly to Installation Procedure on Page 3.



FIGURE 1

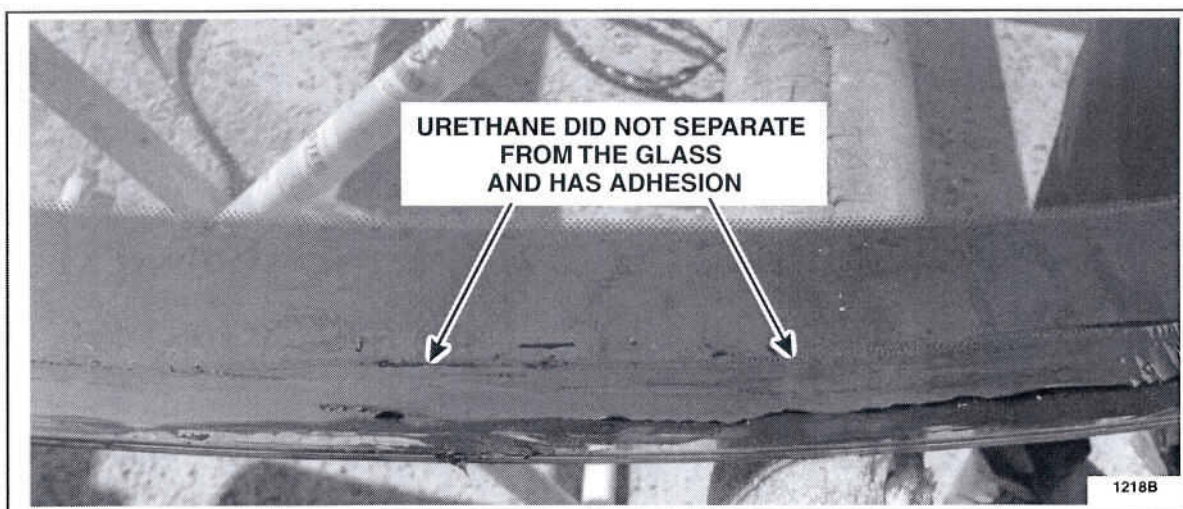


FIGURE 2



CLEANING PROCEDURE

NOTE: The cleaning procedure applies only to windshields that are being re-used. If installing a new windshield, proceed directly to the Installation Procedure.

4. Use a clean razor blade/scrapper to gently remove any remaining urethane that did not come off while peeling the urethane from the glass. Light scraping should easily remove any remaining urethane. If not, install a new windshield.
5. Use DOW BETABRADE™ F1 Cleaner, or equivalent, to clean the urethane seal area of the windshield following manufacturer's recommendations.

INSTALLATION PROCEDURE

6. Install the windshield. For additional information refer to WSM, Section 501-11.
 - Complete the installation procedure for installing a new windshield, applying primers and urethane adhesives as directed.

NOTE: If the replacement windshield has a mirror button attached that is not needed, use a Crescent® Wrench to gently twist it off the windshield before installing the windshield using care not to scratch the glass.

