



Michael A. Berardi
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Ford Customer Service Division

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

July 30, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Safety Recall 12S36
Certain 2011-2012 Model Year Transit Connect Vehicles
Wiper Arm Replacement

AFFECTED VEHICLES

Certain 2011-2012 model year Transit Connect vehicles built at the Kocaeli Assembly Plant from October 25, 2010 through July 24, 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 July 30, 2012.

REASON FOR THIS SAFETY RECALL

On certain vehicles, the pivot pin used to connect the driver and passenger side wiper arms to the wiper arm heads can become loose, causing the wiper arm to lose tension to the windshield, and possibly allowing the arm to separate. If a wiper arm separates while driving, a loss of windshield wiper function could occur on that side, possibly reducing visibility and increasing the risk of a crash.

SERVICE ACTION

Before delivering any of the vehicles involved in this recall, dealers are to replace both the driver and passenger side wiper arms and blades. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Note: The rear window wiper arm is not affect by this FSA.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of August 6, 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 (when available)
- Recall Reimbursement Plan

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 July 30, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on July 30, 2012. Owner names and addresses will be available by August 20, 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.

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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

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost related to replacement of the Wiper Arms.

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.
- Submit refunds on a separate repair line.
 - Program Code: 12S36
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Wiper Arms and Blades	12S36B	0.4 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444. Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

When calling to place an order for wiper arms, please be prepared to provide dealer P&A code and VIN.

Part Number	Description	Quantity
BT1Z-17526-A	Front Wiper Arm (Passenger Side)	1
BT1Z-17527-A	Front Wiper Arm (Driver Side)	1
BT1Z-17528-F*	Front Wiper Blade (Passenger Side)	1
BT1Z-17528-G*	Front Wiper Blade (Driver Side)	1

* Wiper blades are available in limited supply at this time. Dealers are authorized to use a Motorcraft part if necessary.

Note: The new front wiper arm is of a different design and some aftermarket wipers blades may not fit correctly. See chart below for compatible part numbers:

OEM Part Number	Motorcraft Part Number
BT1Z-17528-F (Passenger Side)	WW-1701-PF
BT1Z-17528-G (Driver Side)	WW-2601-PF

The DOR/COR number for this recall is 50478.

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.

DEALER PRICE

For latest prices, refer to DOES II.

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PARTS RETENTION AND RETURN

Affected Wiper Arms are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

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 2011-2012 MODEL YEAR TRANSIT CONNECT VEHICLES — WIPER ARM REPLACEMENT

OVERVIEW

The pivot pin used to connect the driver and passenger side wiper arms to the wiper arm heads can become loose, causing the wiper arm to lose tension to the windshield, and possibly allowing the arm to separate. Dealers are to replace both the driver and passenger side wiper arms and blades.

SERVICE PROCEDURE

1. Open the Hood.
2. Remove the RH and LH wiper arm nut covers.
3. **NOTE:** After the wiper arm nuts are removed, a suitable 2 jaw puller may be necessary to remove the RH and LH wiper arms.

Remove the nuts and the RH and LH wiper arms.

- To install, tighten to 23 Nm (17 lb-ft).

4. **NOTE:** Make sure there is no mechanical binding in the linkage preventing the wiper arms from returning to the fully parked position.

Install *new* RH and LH wiper arms, by reversing the removal procedure.

- Install *new* wiper blades onto the *new* RH and LH wiper arms.
- Verify that the RH windshield wiper blade position is centered within the clear portion of the passenger side alignment mark. See Figure 1.
- Verify that the LH windshield wiper blade position is slightly above the driver side alignment mark located to the right of center on the windshield. See Figure 1.

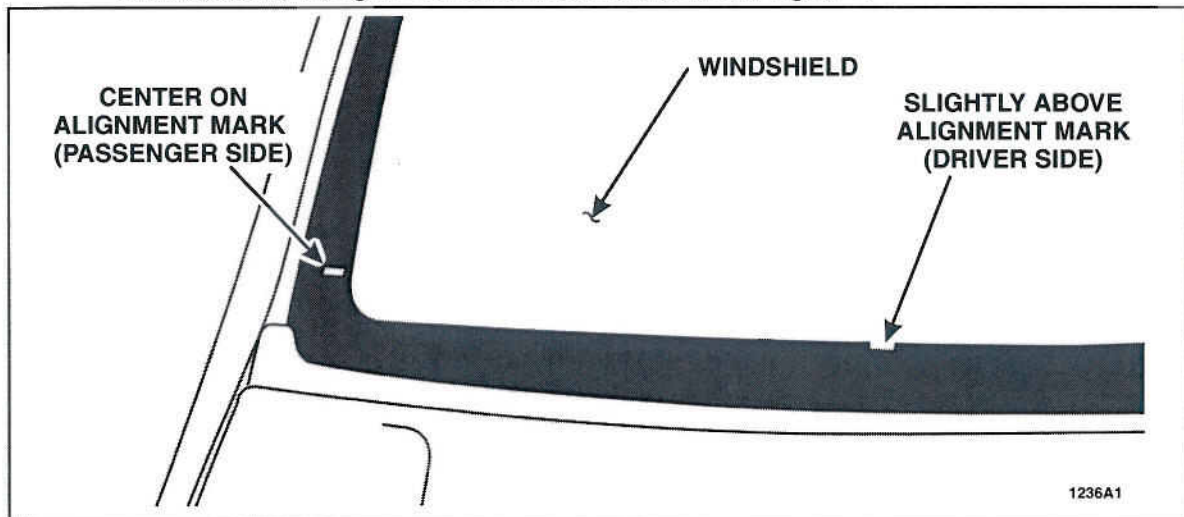


FIGURE 1

