

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



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October 2013

2011 Transit Connect
Vehicle ID#:

IMPORTANT SAFETY RECALL REMINDER

Ford Motor Company would like to remind you that your 2011 Transit Connect needs to have the following no charge recall(s) completed.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Recall Number 12S36 - Wiper Arm Replacement
and Description:**

**What is the
Issue?**

The pivot pin used to connect the front 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, resulting in reduced visibility and an increased risk of a crash.

**What Are We
Asking You
To Do?**

Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**Service
Assistance:**

If you have additional questions, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

Thank you for your attention to this important matter.

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