

**WIPER BLADE AND WIPER PIVOT ARM SERVICE  
COMPATIBILITY—BUILT ON OR BEFORE 7/26/2011**

**TSB 12-10-9**

**FORD:**

2011-2012 Transit Connect

**ISSUE**

Some 2011-2012 Transit Connect vehicles built on or before 7/26/2011 may exhibit poor windshield wiping and require a new wiper blade and/or wiper pivot arm. The new improved wiper blade and pivot arm are not compatible with the old style wiper blade and pivot arm. New parts must be replaced as a set. The old style parts are no longer available.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Identify the wiper pivot arm currently on the vehicle by lifting up each arm to check the engineering part number stamped on the inside of the arm near the top.
2. Does the part number start with BT16?
  - a. Yes - wiper pivot arm and wiper blade need to be replaced as a set. Proceed to Step 3.
  - b. No - part number starts with 9T16, this article does not apply.
3. Replace both the wiper pivot arm and wiper blade. Refer to Workshop Manual, Section 501-16.

**NOTE**

THE WIPER PIVOT ARMS MUST BE IN THE FULLY PARKED POSITION BEFORE REMOVING. DO NOT MIX AND MATCH OLD WIPER PIVOT ARMS OR WIPER BLADES WITH NEW WIPER PIVOT ARMS OR WIPER BLADES.

PART NUMBER	PART NAME
BT1Z-17527-A	Wiper Pivot Arm - Left
BT1Z-17526-A	Wiper Pivot Arm - Right
BT1Z-17528-F	Wiper Blade - Left
BT1Z-17528-G	Wiper Blade - Right

**WARRANTY STATUS:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage. Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
121009A	2011-2012 Transit Connect: Inspect And Replace Both Front Wiper Pivot Arms And Wiper Blades (Do Not Use With Any Other Labor Operations)	0.4 Hr.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
17527	42

**NOTE:** The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.