



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 21, 2019

Ms. Cynthia Williams
Ford Motor Company
330 Town Center Drive
Dearborn, MI 48126

NEF-150JK
19V-432

Subject: Transmission Failure And Loss of Drive Power

Dear Ms. Williams:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
FORD/ECONOLINE/2009-2016

Mfr's Report Date: June 10, 2019

NHTSA Campaign Number: 19V-432

Components:
POWER TRAIN:AUTOMATIC TRANSMISSION
POWER TRAIN:CLUTCH ASSEMBLY

Potential Number of Units Affected: 3,868

Problem Description:

Ford Motor Company (Ford) is recalling certain 2009-2016 Ford Econoline vehicles equipped with a 5R110W transmission, 5.4L engine, and a school bus or ambulance preparation package. A weld within the coast clutch may fail, causing an unexpected loss of drive power.

Consequence:

A sudden loss of drive power increases the risk of a crash. Transferring occupants of a disabled school bus or ambulance to another vehicle increases their risk of injury.

Remedy:

Ford will notify owners, and dealers will replace the single-engaging coast one-way clutch with a new dual-engaging one-way clutch, free of charge. Interim notices informing owners of the safety risk will be mailed July 22, 2019. Owners will receive a second notice when the remedy becomes available which is expected to be in September 2019. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 19S20.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

This recall was the subject of a Preliminary Evaluation, PE18-010 conducted by the Office of Defects Investigation.

We have received Ford's proposed draft owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement