



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 31, 2019

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

NEF-150DM  
19V-767

**Subject:** Driveshaft Coupling May Fail

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/TRANSIT/2015-2017

**Mfr's Report Date:** October 25, 2019

**NHTSA Campaign Number:** 19V-767

**Components:**

POWER TRAIN:DRIVELINE:DRIVESHAFT

**Potential Number of Units Affected:** 293,558

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2015-2017 Transit vehicles. This recall includes all full-size Transit vehicles previously recalled under 17V-408 except ones that received mechanical universal joint (u-joint) as a remedy and any 156" or 178" wheelbase Chassis Cab and Cut-Away bodies models. The flexible coupling connecting the transmission to the driveshaft may prematurely fail.

**Consequence:**

If the coupling fails, the vehicle will not be able to move under its own power and the disconnected driveshaft may impact and damage the brake and fuel lines. Additionally, the separated driveshaft may allow the vehicle to roll if the vehicle is exited when the transmission is in 'Park' but the parking brake is not applied. These scenarios may increase the risk of a crash or injury.

**Remedy:**

Ford will notify owners, and as an interim repair, dealers will replace the flexible coupling every 40,000 miles until the final remedy is available. The final remedy will consist of installation of a driveshaft front section equipped with a mechanical u-joint in place of the flexible coupling. Owners will be notified of the safety risk and interim repair beginning November 11, 2019. Owners will be notified again once the final remedy is available. These repairs will be made free of charge. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 19S38. Note: This recall supersedes recall number 17V-408.

**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](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

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 DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



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