

Part 573 Safety Recall Report

20V-260

Manufacturer Name : Ford Motor Company

Submission Date : MAY 14, 2020

NHTSA Recall No. : 20V-260

Manufacturer Recall No. : 20S22



Manufacturer Information :

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

Population :

Number of potentially involved : 5,088

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2014-2017 Ford Transit Connect

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : Affected vehicles are equipped with the panoramic vista roof built from 07/17/2016 through 10/01/2016. This condition affects certain 2014-2017 Transit Connect vehicles equipped with the panoramic vista roof. An improper bond may exist between the panoramic roof and the vehicle body and may result in wind noise, water leak, and in some cases, separation from the vehicle.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : JUL 17, 2014 - OCT 01, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : An improper bond may exist between the panoramic roof and the vehicle body.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the panoramic roof panel separates from the vehicle while it is being driven, it may increase the risk of an injury or crash.

Description of the Cause : Contamination may have been present on the glass surface during the bonding process in the assembly plant.

Identification of Any Warning that can Occur : Wind noise and/or water leaks around the panoramic vista roof may be observed.

Involved Components :

Component Name 1 : Panoramic Vista Roof

Component Description : Fixed (non-opening) glass roof

Component Part Number : DT1Z-K1750054-A

Supplier Identification :

Component Manufacturer

Name : BOS Automotive Products Hungary LP

Address : Szabadsag utca 33
9245 Mosonszolnok FOREIGN STATES

Country : Hungary

Chronology :

January 2020 – March 2020

On January 14, 2020, Ford global partners reported that, in Europe, the panoramic vista roof on a Transit Connect became detached while driving. Ford conducted a full engineering study into the condition as well as a comprehensive global search into reports of vista roof separation. Ford identified five reports of vista roof separation on 2016 model year Transit Connect vehicles built between January 20, 2016 and February 29, 2016 in the United States. In reviewing the corrective actions associated with Ford's previous field service action 16S35 (NHTSA ID: 16V695), Ford identified that the final countermeasures went into effect on September 28, 2016. On April 22, 2020 Ford's Technical Review Group recommended a Field Service Action. On May 1, 2020 Ford's Field Review Committee reviewed the concern and approved a field action. Ford is not aware of any reports of accidents or injuries related to the condition.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer. Dealers will remove, clean and reinstall the panoramic roof glass on affected vehicles, per the published technical repair instructions. There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in February 2019. The ending date for reimbursement eligibility will be approximately January 31, 2021.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : Dealer technicians will remove the suspect panoramic vista roof, clean the glass and roof surfaces, and reinstall the vista roof.

Identify How/When Recall Condition was Corrected in Production : The condition was discovered through field reports. The Ford assembly plant and suppliers all implemented robust cleaning procedures by September 28, 2016.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur May 11, 2020. Mailing of owner notification letters is expected to begin May 25, 2020 and is expected to be completed by May 29, 2020.

Planned Dealer Notification Date : MAY 11, 2020 - MAY 11, 2020

Planned Owner Notification Date : MAY 25, 2020 - MAY 29, 2020

* NR - Not Reported