



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 2, 2020

Mr. Adrian Diaz  
Assistant Engineering Director Automotive Safety Office  
Ford Motor Company  
330 Town Center Drive  
Suite 500/5024  
Dearborn, MI 48126

NEF-150DM  
20V-636

**Subject:** Engine May Overheat

Dear Mr. Diaz:

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 CONNECT/2019-2020

**Mfr's Report Date:** October 15, 2020

**NHTSA Campaign Number:** 20V-636

**Components:**

ENGINE AND ENGINE COOLING:COOLING SYSTEM  
POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)

**Potential Number of Units Affected:** 2,903

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2019-2020 Transit Connect vehicles equipped with 2.5L engines. The powertrain control module (PCM) software has fail-safe temperature threshold values higher than intended for the engine. This may delay the fail-safe cooling strategy in the event of coolant loss and result in engine overheating.

**Consequence:**

If the engine overheats, it can result in engine damage and increase the risk of a fire.

**Remedy:**

Ford will notify owners, and dealers will update the PCM software, free of charge. The recall is expected to begin in November 2020. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20S60.

**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).

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



Please be reminded of the following requirements:

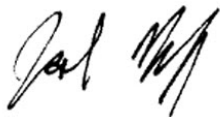
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are 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 DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



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